

# ANALYSIS OF THE COMPETENCY AND HR PROFESSIONAL TO THE SAFETY QUALITY OF PATIENTS AT THE PRIVATE HOSPITAL OF CENTRAL JAVA

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## ABSTRACT

**Background:** Hospitals have function for healing and maintaining health. This function must be carried out in a well integrated manner as a way to improve the patient safety quality. The problems experienced by most patients are related to the patient safety quality so that many patients or family members complain that the services provided are less than optimal. Human resources in an institution are important aspects that can determine whether an organization is effective or not. Health workers who do not have the competence and professionalism will not be able to provide high quality services and ensure safe health practices

**Reserach Objective:** To analyzed the competence and professionalism of medical personnel influence the patient safety in private hospital of Central Java.

**Method:** Quantitative research with cross sectional approach. The population was all medical personnel of Central Java Private Hospital employees in 2018. The sampling technique was total sampling as many 53 people. Data collection techniques used questionnaires. Data analysis used was multiple regression analysis.

**Result:** Competence had positive and significant influence against the safety patients quality. Professional human resources had positive and significant influence against the safety patients quality. Competence and professional human resources had positive and significant influence against the safety patients quality with the amount of contribution as much 60,6%.

**Conclusion:** Competence and professional human resources influence the safety patients quality in Central Java Private Hospital.

**Keywords:** Competence, professional human resources, safety patients quality

## INTRODUCTION

Hospitals have a function for healing and caring health. This function must be carried out in a well-integrated manner as a way to improve health, prevent disease and improve safety of patients. Hospital is expected to be able to properly implement management to

carry out this function<sup>1</sup>.

Patient safety and high quality health services are the final goals that are always expected by hospitals, managers, health care providers, health insurance, and patients, families and communities<sup>2</sup>. Health workers should prioritize the most primary patient

safety with the correct standard operating procedures.

Hospital therefore needs to pay attention to existing human resources. Human resources (HR) in an institution are important aspects that can determine whether an organization is effective or not. Agencies need to carry out HR management functions, namely from employee recruitment activities, selection activities and also maintaining SDM performance<sup>3</sup>.

The performance of health personnel is the spearhead of health services that are very important to be considered in order to maintain and improve the quality of health services. Nurses become one of the spearheads of hospital health services. Hospital performance is very much determined by the quality of the nurses. Nurses who have high quality, provide benefits for hospitals that can produce optimal performance<sup>4</sup>.

Human resource competencies and professionals play an important role in creating effective and optimal productivity in their work and responsibilities. Attitudes of members or elements in organizations or institutions that understand each other, avoid unfair competition and effective communication between sections<sup>5</sup>.

The existence of several problems that occur in the hospital does not have quality human resources in accordance with competence and professional as health workers resulting in the provision of tasks that are not able to be resolved properly and cause problems related to the safety of patients who conduct examinations in the Hospital. Health workers who do not have the competence and professionalism will not be able to provide high quality services and ensure safe health practices. Though health organizations globally prioritize to provide patient safety<sup>6</sup>.

Private hospitals in this study are type C hospitals located in Central Java. Based on a preliminary survey conducted by researchers, according to HR department managers, among others; the level of employee discipline is still low, showed by the presence of employees who arrived late or absent from work with unclear reason. Medical personnel in working towards compliance in the implementation of procedures and service standards have not been maximized. The addition of the number of medical personnel, paramedics, structural personnel and non-medical personnel and infrastructure every year is not equal to the number of patients.

## MATERIALS AND METHODS

This research was quantitative with cross sectional approach. The population was all medical personnel at the Private Hospitals in Central Java in 2018. The sampling technique was a total sampling of 53 people. Data collection techniques used questionnaires. Analysis of the data used was multiple regression analysis.

## RESULTS

### A. Description of Respondents

The description of the respondent is presented in table 4.1.

Table 4.1 Characteristics of Respondents

Characteristics of Respondents	f	%
Age		
a. 20-30 years old	28	52,8
b. 31-40 years old	18	34,0
c. 41-50 years old	5	9,4
d. >50 years old	2	3,8
Sex Identity		
a. Male	20	37,7
b. Female	53	62,3
Education		
a. SLTA	2	3,8
b. D3	20	37,7
c. S1	31	58,5
Length of Work		
a. < 5 Years old	33	62,3
b. 5 – 10 Years old	18	34,0
c. > 10 Years old	2	3,8
Employee Statues		
a. Permanent	49	92,5
b. Contract	4	7,5
Total	53	100,0

Based on the table above shows that the majority of respondents with age 20-30 years are 28 people (52.8%), female as many as 33 people (62.3%) people. The majority of respondents' education is S1 as number of 31 people (58.5%) people and most of them less than 5 years by 33 people (62.3%), with all employment status are permanent employees by 49 people (92.5%).

### B. Research Variables

#### 1. Patient Safety Qualit

The results of research on the quality of patient's addressability can be seen in table 4.2

Table 4.2 Frequency Distribution of Safety Quality

Criteria	Interval	f	%
Very high	4,21-5,00	39	73,6
high	3,41-4,20	11	20,8
Medium	2,61-3,40	3	5,7
low	1,81-2,60	0	0,0
Very low	1,00-1,80	0	0,0
Total		53	100

Of the 53 respondents, the quality of safety is mostly in the very high category by 39 respondents (73.6%), the high category is 11 respondents (20.8%) and the medium category is 3 respondents (5.7%). These results can be concluded that the quality of patient safety is very high.

## 2. Competence

Frequency distribution of competence variables in the table:

Table 4.3 Frequency Distribution of Competency

Criteria	Interval	f	%
Very high	4,21-5,00	20	37,7
high	3,41-4,20	31	58,5
Medium	2,61-3,40	2	3,8
low	1,81-2,60	0	0,0
Very low	1,00-1,80	0	0,0
Total		53	100

The competence of health workers is mostly in the high category by 31 respondents (58.5%), very high category by 20 respondents (37.7%) and in the medium category by 2 respondents (3.8%). These results can be concluded that competence is high.

## 3. HR professionals

Frequency distribution for HR professional variables can be seen in table 4.4 below:

Table 4.4 Frequency Distribution of HR Professional

Kriteria	Interval	f	%
Sangat tinggi	4,21-5,00	18	34,0
Tinggi	3,41-4,20	33	62,3
Sedang	2,61-3,40	1	1,9
Rendah	1,81-2,60	1	1,9
Sangat rendah	1,00-1,80	0	0
Jumlah		53	100

Of the 53 respondents, HR professionals are mostly in the high

category by 33 respondents (62.3%), very high category by 18 respondents (34.0%), the medium category is 1 respondent (1.9%) and the low category is 1 respondents (1.9%). These results can be concluded that HR professionals are high.

## C. Results of Data Analysis

The results of multiple linear regression analysis can be seen in Table 4.5 below:

Table 4.5 Hypothesis testing

Variable	Koef.	t-hit	Sig.
X1	0,204	2,265	0,028
X2	0,314	3,772	0,000
Constant	= -3,787		
Adjusted R <sup>2</sup>	= 0,606		
F count	= 40,963		
Sig.	= 0,000		

The statistic results of the t-test for the competency variable (X1) with the quality of patient safety (Y) is 2.265 with a significance level of 0.028, as the significance is less than 0.05 ( $p < 0.05$ ), this result indicates that there is an influence of competence (X1) with safety quality (Y).

Whereas for HR professionals (X2) with safety quality (Y), the value of t-count is 3,772 with a significance level of 0,000, as the significance is less than

0,05 ( $p < 0,05$ ) then it shows that there is influence between HR professionals (X2) with quality of patient safety (Y).

The test results obtained F-count value of 40.963 with a significance of 0.000. The significance value is smaller than 5% ( $p < 0.05$ ), then competence (X1) and HR professionals (X2) affect the quality of safety (Y).

Adjusted R2 value of 0.606 indicates that the competency variable (X1) and HR professionals (X2) contribute to the safety quality of 60.6%, while the remaining 39.4% is explained by other factors not analyzed in this study.

## **D. DISCUSSION**

### **1. Influence of Competence on the Quality of Patient Safety at the Private Hospitals of Central Java.**

Competence has a positive and significant effect on the quality of safety at the Private Hospitals of Central Java with a significant value of  $0.028 < 0.05$ . Previous research by Braisate (2016) showed that health workers are competent in error analysis and in avoiding threats to patient safety<sup>7</sup>.

Saud states that competence is the ability to do work or the

characteristics of individuals who have skills, abilities, authority, skills, and knowledge. Competence is also interpreted as a logical action to be able to reach the goal so as to provide a sense of satisfaction according to the expected conditions<sup>8</sup>. A research by Karami et al (2017) found that health workers need to be more competent and committed to hospitals. Good hospital competencies are needed by hospitals to improve the quality of hospitals, especially the quality of patients' patience<sup>7,9</sup>.

The suitability of good nurse competency is namely having knowledge in solving employee problems and capable in involving the use of information to determine a decision. One of the challenges in using action in health care is attribution variability associated with high-level cognitive reasoning, discretionary decision making, problem solving, and experimental knowledge<sup>10</sup>.

High-performance health care should demonstrate knowledge, skills and attitudes that are important for collaborative practices that are

efficient, effective and safe and willing to receive feedback from others. One feature of health care that works effectively in teams for patient safety is to receive constructive feedback about care, and provide constructive feedback to others<sup>11</sup>.

The existence of a positive influence, employee competence on the quality of patient safety means that employee competence can support the quality of safety in providing services to patients. Any efforts to improve the quality of patient's address, the hospital, have to pay attention to employee competencies.

## **2. The Effect of HR Professionals on the Quality of Patient Safety at the Private Hospitals of Central Java**

Professional HR has a positive and significant effect on the quality of patient safety at Private Hospitals of Central Java with a significant value of  $0.000 < 0.05$ . These results are in accordance with the study by Mosadeghard (2014) showing that the quality of health services, especially in the quality of safety, depends on practical technical

knowledge and skills. Health professionalism is an important component of high quality health care services<sup>12</sup>.

Professionals are businesses carried out by someone who is skilled, reliable, and full of responsibility in carrying out their work. Someone who is not professional usually has low integrity. Professional attitudes are mainly related to the ability to carry out tasks and functions properly and well. Professionalism is an employee commitment in order to improve professional ability and always develops strategies that are used in carrying out its performance according to the profession<sup>13</sup>.

Professional HR to complete the task well shows that health workers are dedicated to the work carried out by prioritizing patient safety. The highest trend value of 4.30 is in the statement "to be a good example for subordinates/co-workers". Research by Babiker et.al shows that team members do not believe that one person's perspective is superior to that of another. Health workers assess the key of team work is that

fellow team members can depend on each other and all can be examples. Evolution in quality health care requires the development of parallel health care professionals concentrating on the quality of patient's addressability. The value and principles of work as a team and the principles of providing health workers with a practical approach are ways to provide quality patient care<sup>14</sup>.

HR professionals and a comfortable work climate support can improve the quality of patient safety in the Hospitals when they work in a climate that is more supportive of structured leadership and organizational arrangements. Nurses must be able to adjust the environment that is less conducive but most importantly, patient safety<sup>15</sup>.

### **3. Effect of Competence and HR Professionals on the Quality of Patient Safety at the Private Hospitals of Central Java.**

HR competencies and professionals have a positive and significant effect on the quality of patient safety at the Private Hospitals

of Central Java with a significant value of  $0.000 < 0.05$ . HR competencies and professionals have an influence contribution of 60.6% while 39.4% is influenced by other factors not examined in this study.

HR competencies and professionals in providing health services to patients have a good contribution to the quality of patient safety. Cahyono states quality of patient safety provides the requirements for components of structure and process in the best conditions or according to standards. If the service process is in accordance with standards and supported by an optimal structure and environment, it can provide safe service results<sup>16</sup>.

Competence and human resource professionals play an important role for effective creation and productivity in work and their responsibilities optimally can provide the best service results. Attitudes of health workers in organizations or institutions, that understand each other, avoid biased competition and effective communication between parts<sup>5</sup>.

Hospital medical services will run well with the support of non-medical services organized by administrative officers in supporting all types of hospital services. To carry out the function of non-medical services, adequate competency and professional human resources are needed, either obtained through formal education, training and work experience<sup>17</sup>.

Nurses who work in high-risk environments need awareness and discipline in increasing the confidence of health workers in working. Competencies and health care professionals are needed to identify and manage risk in dynamic situations including task management, teamwork, and system and clinical decision making that are informed, learn and apply non-technical skills and competencies, thus preventing or reducing adverse events<sup>11</sup>.

Competency and professional HR for good patient safety can provide benefits for the hospital. Factors of competency and professional HR support patient safety, but there are several factors

needed to improve patient safety, safe and healthy work environment supporting the needs of patients. The benefits obtained are increasing organizational effectiveness, increasing outcomes of patient quality, and more labor productive<sup>18</sup>.

## **CONCLUSION**

Based on the results of research and discussion, the following conclusions can be drawn:

1. Competence has a positive and significant influence on the quality of patient safety at the Private Hospitals of Central Java.
2. HR professionals have a positive and significant effect on the quality of patient safety at the Private Hospitals of Central Java.
3. Competence and HR Professionals have a positive and significant effect on the quality of patient safety at the Private Hospitals of Central Java. The large contribution of competencies and HR professionals is 60.6% while 39.4% is influenced by other factors not examined in this study.



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