

THE EFFECT OF COMPETENCE, WORK ENVIRONMENT AND WELFARE ON JOB SATISFACTION OF PUBLIC HOSPITAL EMPLOYEES LANGSA REGIONAL HOSPITAL

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Abstract

This study was conducted to examine the influence of Competence, Work Environment and Welfare on Job Satisfaction of Employees of Langsa Regional General Hospital. This type of research uses a qualitative method that is quantitative, data collection using a questionnaire containing questions and statements by distributing it to the employees concerned at Langsa Regional General Hospital. The population in this study were employees with PNS status at Langsa Regional General Hospital totaling 547 employees. While the number of samples in this study was 72 employees. The data analysis method used was multiple linear regression analysis technique using SPSS 26. Data analysis used the classical assumption test, partial test (t-test) and coefficient of determination test. The results of the study showed that Competence influenced Job Satisfaction, Work Environment influenced Job Satisfaction and Welfare influenced Job Satisfaction of Employees of Langsa Regional General Hospital (RSUD).

Keywords: *Competence, Work environment, Welfare, Job satisfaction*

INTRODUCTION

The government has a responsibility in terms of organizing health development as part of achieving national development goals. Development in the health sector aims to increase awareness, willingness and ability to live healthily in order to achieve improved health status in the community. Health development is carried out with a focus on vulnerable populations, namely mothers, babies, children, the elderly and poor families (Ministry of Health, 2019). The success of development in the health sector plays an important role in improving the quality of human resources in Indonesia. The government has made various efforts to improve health development comprehensively, in stages and continuously so that health development goals can be achieved. One of the government's efforts to improve the health status of the community is to increase public access to health services by providing the type of basic health facilities that are easiest for the community to reach, namely hospitals.

Hospitals are the spearhead of health services to support the successful implementation of programs in the East Aceh District Health Office in an effort to achieve the Vision of Healthy Indonesia. The success of achieving the Vision of Healthy Indonesia is greatly influenced by the arrangement and management of personnel to carry out the main activities of the Hospital. One of the important targets in human resource management in an organization is the creation of job satisfaction. Likewise in hospitals, employee job satisfaction needs serious attention from the Hospital management, because Hospital employees are the spearhead of implementing health services to the community. Job satisfaction is an interesting and important problem because it has proven to be beneficial for the interests of individuals, industry, and society. For individuals, research on the causes and sources of job satisfaction allows for efforts to increase happiness in life. For public organizations, research on job satisfaction is carried out in an effort to increase productivity and efficiency through improving employee attitudes and behavior. Effendi et al (2021) defines job satisfaction as the level of a person's feelings after comparing the perceived performance/results with their expectations. If performance is below expectations, workers will be disappointed. If performance exceeds expectations, workers will feel very satisfied. Job satisfaction is the overall result of the degree of liking or disliking of workers towards various aspects and their work. The job satisfaction felt by nurses is expected to have an impact on the quality of their performance. Akinwale & George (2020) state job satisfaction as how much a person likes

their job. The more a person likes their job, the more satisfied they are with their job. In reality, not all employees get job satisfaction. Employee job dissatisfaction can be identified through their behavior. Davis et al (2022) explained that low job satisfaction is manifested in the form of work slowdowns, absenteeism, negligence, low performance, low product quality, and employee discipline problems. This manifestation of low job satisfaction results in the loss of thousands of working hours and huge financial losses to the organization. Job satisfaction is a driving factor to improve employee performance which in turn will contribute to improving organizational performance. Employee job satisfaction is influenced by factors, namely fair and appropriate remuneration, appropriate placement according to expertise, the weight of the work, the work environment, equipment that supports the implementation of the work and the attitude of the leader in his leadership and the attitude of the work is monotonous or not. Brackett, et al., (2019) stated that the factors that influence job satisfaction include welfare, work environment and competence.

The phenomenon of job satisfaction in RSUD Langsa is that employees feel unclear about the criteria and procedures for promotion so they are dissatisfied with their work environment. Some employees may feel that promotions are based more on political factors or personal relationships than on work performance, which can create dissatisfaction and injustice. As a result, this affects the overall motivation and performance of employees, and creates tension in the work environment. Competence is a basic characteristic of a person that allows employees to produce superior performance in their work. According to Sutrisno (2017), competence is a performance that leads to the achievement of goals completely towards the desired condition. Competence is also an important component in creating a high work ethic to optimize employee performance. The phenomenon that occurred at Langsa Regional Hospital was seen from the employee's competence which was still low because employees worked not in accordance with their education, lack of skills and initiative in working and low mastery of technology. In addition to the low competence of employees, it was also found that the work environment conditions still needed improvement.

Another factor that affects job satisfaction is the work environment. The work environment is part of an important competency when employees are doing work activities. Through a good work environment, it can create a work situation that can provide motivation in working, so that it can affect the passion or enthusiasm of employees in working. According to Danang (2018), the work environment is everything that is around employees that can influence employees in the tasks given. The phenomenon of the work environment at Langsa Hospital still needs improvement, this condition certainly greatly affects employee performance, the existing work environment looks messy, files everywhere, even piles on the floor, inadequate table and chair facilities, room layout that does not meet ideal criteria and cleanliness that has not been maintained. Welfare is a complementary reward (material and non-material) given based on policy. The goal is to maintain and improve the physical and mental condition of employees so that their work productivity increases (Hasibuan, 2018). Furthermore, environmental factors. Sofyandi (2018) defines "The work environment as a series of factors that affect the performance of human resource management functions/activities consisting of internal factors originating from within the organization. The welfare phenomenon at Langsa Regional Hospital is the lack of allowances on holidays, lack of medical money, few employees get the opportunity for training, there are still many employees who do not get satisfaction in their work, they are late to work, during working hours they gather and like to chat, so that many jobs are completed late.

LITERATURE REVIEW

Name researcher/title	Method	Objective	Research result
Tomy Fitrio & Roky Apriansyah (2019) "The influence of occupational health and safety (K3), competence and work environment on job satisfaction of employees and office staff at Kapanewon Panjatan".	Scale Likert	The aim is to determine the influence of occupational health and safety (K3), competence and work environment on the job satisfaction of employees and office staff at Kapanewon Panjatan.	The results of the study show that occupational health and safety (K3), competence and work environment have a positive and significant influence on the job satisfaction of employees and office staff at Kapanewon Panjatan.
Cici Viorina Lestari & Oscar Jayanegara (2023) "The influence of employee competence, work	Scale Likert	The aim is to determine the influence of employee competence, work environment and motivation	The results of the study show that competence, work environment and motivation have a positive and

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Name researcher/title	Method	Objective	Research result
environment and motivation on employee job satisfaction at the Bulukumba Regency DPRD Secretariat".		on employee job satisfaction at the Bulukumba Regency DPRD Secretariat".	significant influence on the job satisfaction of Bulukumba Regency DPRD secretariat employees.
Siti Nurjanah, Vina Pebianti, & Agung Wahyu Handaru (2020) "The influence of competence, work environment and employee welfare on job satisfaction of employees at ATMA JAYA Hospital, Jakarta.	<i>Partial Least Square</i> (PLS).	Aims to determine the influence of competency, work environment and employee welfare on job satisfaction of employees at ATMA JAYA Hospital Jakarta.	The results of the study show that competence, work environment and employee welfare have a positive and significant effect on employee job satisfaction at ATMA JAYA Hospital, Jakarta.
Dwi Sulistyani, Kosasih, Ruhyat Syahidin (2023), "The impact of competence and work environment on employee performance with job satisfaction as an intervening variable (Case study at the Babulu Health Center UPT)".	Likert Scale	Aiming at the impact of competence and work environment on employee performance with job satisfaction as an intervening variable at the Babulu Health Center UPT.	The results of the study showed that competence and work environment had a positive and significant effect on employee performance and job satisfaction at the Babulu Health Center UPT.
Ignatius Soni, Putri Felicia & Muhammad Shaleh (2022), "The Influence of Competence and Motivation on Job Satisfaction of General Practitioners at Immanuel Hospital, Bandung"	Multiple regression analysis	Aims to determine the influence of competence and motivation on job satisfaction of General Practitioners at Immanuel Hospital, Bandung	The results of the study show that competence and motivation have a positive and significant influence on the job satisfaction of General Practitioners at Immanuel Hospital, Bandung.
Siti Nur Rohmah & Rinaldi (2023), "The influence of work environment, competence and motivation on job satisfaction of employees of the DKI Jakarta provincial education office.	<i>Partial Least Square</i> (PLS).	This study aims to determine the influence of work environment, competence and motivation on job satisfaction of employees of the DKI Jakarta provincial education office.	The results of the study show that the work environment, competence and motivation have a positive and significant influence on the job satisfaction of employees of the DKI Jakarta provincial education office.

Hypothesis

Hypothesis is a temporary answer to the formulation of research problems, where the formulation of research problems has been stated in the form of question sentences (Sugiyono, 2018). Based on the formulation of the problem, research objectives, and conceptual framework above, the hypothesis in this study is as follows:

- H1 : It is suspected that competence has a positive and significant influence on fasting for employees of Langsa Regional General Hospital (RSUD)
- H2 : AllegedlyThe work environment has a positive and significant influence on the job satisfaction of employees at the Langsa Regional General Hospital (RSUD)
- H3 : Allegedlywelfare has a positive and significant influence on job satisfaction of employees at the Langsa Regional General Hospital (RSUD)

METHOD

The object of research is a scientific target to obtain data with the purpose and usefulness of something objectively, validly and reliably about something (Sugiyono, 2018). The object in this study was the employees of the Langsa Regional General Hospital (RSUD). The research location is a place or location of research that is

described by the existence of elements, namely behavior, location, and activities that can be observed (Nasution, 2017). The location of the research was conducted at the Langsa Regional General Hospital on Jl. General Ahmad Yani No.1, Gampong Jawa, Langsa City District, Langsa City, Aceh. Population is a collection of data that has the same characteristics and becomes the object of inference, Inferential statistics are based on two basic concepts, population as all data, both real and imaginary, and sample, as part of the population used to make inferences (approaches/descriptions) to the population from which it comes. According to Sugiyono (2017), population is a generalization area consisting of objects or subjects that have certain qualities and characteristics determined by researchers to be studied and then conclusions drawn. According to Arikunto (2017), population is all subjects in a study. In this study, the population is all employees of Langsa Hospital who have Civil Servant (PNS) status, totaling 547 employees. According to Sugiyono (2017), a sample is part of the number and characteristics of the population, samples taken from the population must be truly representative. Sample size is the number of samples that will be taken from a population. In this quantitative research, the sample is part of the number and characteristics of the population (Sugiyono, 2021).

The sampling technique in this study was Proportional stratified random sampling used with the aim of obtaining a representative sample by looking at the population of employees at the Langsa Regional General Hospital (RSUD), which consists of several heterogeneous (not the same) divisions. So the researcher took several employees from several divisions to be used as samples. The number of samples taken in the study was 85 employees with PNS status, with each sample for the division level having to be proportional to the population. After distributing questionnaires to employees of the Langsa Regional General Hospital (RSUD), 72 questionnaires were returned, so the sample in this study was 72 employees with PNS status. The data collection technique in this study used a survey technique through the distribution of questionnaires. According to Sugiyono (2017) a questionnaire is a data collection technique that is made by providing a set of questions or statements that are done by giving a set of written statements or statements to respondents to answer. In this study, researchers will go directly to the field to get answers from respondents regarding the problems that occur. The method used is the method of collecting questionnaires that have been given questions related to the variables in this study, and are aimed at employees of the Langsa Regional General Hospital (RSUD) who have PNS status, totaling 85 employees. In this study, the instrument measurement scale used is the Likert scale. According to Sugiyono (2017) "the Likert scale is used to measure the attitudes, opinions and perceptions of a person or group of people about social phenomena".

RESULTS AND DISCUSSION

Normality Test

The independent and dependent variables are normally distributed. The Normality probability p-plot graph spreads around the diagonal line and follows the direction of the center line of the curve and does not expand. From these results, it means that the regression model is feasible to use because it meets the normality assumption.

Heteroscedasticity Test

The results of the heteroscedasticity test in the table above show that the points on the graph *scatterplot* does not have a clear or regular distribution pattern and the points are spread above and below zero on the Y axis. It can be concluded that there is no heteroscedasticity in the regression model.

Multicollinearity Test

The multicollinearity test shows that the tolerance value obtained in Competence is 0.999 with a VIF value of 1.001, then the tolerance value obtained in the work environment is 1.000 with a VIF value of 1.000, and the tolerance value obtained in welfare is 0.999 with a VIF value of 1.001. This shows that the tolerance value is greater than 0.10 and the VIF is less than 10, meaning that there is no multicollinearity between the independent variables.

Multiple Linear Regression Analysis

The results of processing the questionnaire data obtained the regression equation can be seen in Table 4.13. Based on Table 4.13, the following results were obtained:

$$Y = b_0 + b_1X_1 + b_2X_2 + b_3X_3 + e$$

$$Y = 1,960 + 0.082 X_1 + 0.135 X_2 + 0.113 X_3 + e$$

1. α or a constant value of 1.960, the job satisfaction variable in this case means that it will have the same value as the constant of 1.960 if competence (X_1), work environment (X_2), and welfare (X_3), have the same value as 0, then job satisfaction (Y) will remain at 1.960.
2. The regression coefficient of the competency variable (X_1) is 0.082, which means that the coefficient is positive, meaning that there is a positive relationship between competency and job satisfaction. If competency increases by one unit, the job satisfaction value will increase by 0.082 units, assuming that other independent variables are constant. This shows that with competency, there will be an increase in employee job satisfaction by 0.082.
3. The regression coefficient of the work environment variable (X_2) is 0.135, which means that the coefficient is positive, meaning that there is a positive relationship between the work environment and job satisfaction. If the work environment increases by one unit, the employee's job satisfaction value will increase by 0.135 units, assuming that other independent variables are constant. This shows that with the work environment, there will be an increase in employee job satisfaction by 0.135.
4. The regression coefficient of the welfare variable (X_3) is 0.113, which means that the coefficient is positive, meaning that there is a positive relationship between welfare and job satisfaction. If welfare increases by one unit, the employee's job satisfaction value will increase by 0.113 units, assuming that other independent variables are constant. This shows that with welfare, there will be an increase in employee satisfaction by 0.113.

R2 Determination Coefficient Test

The value of the coefficient of determination (*adjusted r-square*) obtained is 0.647. This shows that employee job satisfaction (Y) at Langsa Regional General Hospital (RSUD) has a relationship with competence (X_1), work environment (X_2), and welfare (X_3) of 64.7%. While the remaining 35.3% of employee job satisfaction at Langsa Regional General Hospital (RSUD) is influenced by other variables that are not used in this study. Therefore, it can be concluded that employee job satisfaction (Y) at Langsa Regional General Hospital (RSUD) has a strong correlation or relationship with the variables of competence (X_1), work environment (X_2), and welfare (X_3).

The Influence of Competence on Job Satisfaction

Based on the results of data analysis, the regression coefficient is positive at 0.082 with a calculated t value of $2.109 > t$ table of 1.996 and a significant level of $0.01 < 0.05$. This means that the competency variable (X_1) has a positive and significant partial effect on job satisfaction (Y). Therefore, the hypothesis stating that competency has a positive and significant effect on job satisfaction of employees at the Langsa Regional General Hospital (RSUD) is accepted (H_1 is accepted). Competence is the main capital of an organization to improve employee performance and satisfaction so that in carrying out every task and job given they can do it with high self-confidence accompanied by high work loyalty. The implementation is that the higher the job satisfaction felt and obtained, the greater the possibility of employees giving their best performance, and vice versa. It can also be argued that an employee who feels a high level of competence will easily feel dissatisfied with the working conditions they face, if an employee wants to have satisfaction in work, competence is needed, because basically competence consists of skills, knowledge and ability. This is also reinforced by research conducted by Izzatunnisa et.al (2021) which explains that competence has a positive and significant effect on employee job satisfaction. This is also in line with research conducted by Wongkar et al (2018) and Danubrata & Khasanah (2021) which also states that competence has a positive and significant effect on job satisfaction.

The influence of the work environment on job satisfaction

Based on the results of data analysis, the regression coefficient is obtained with a positive value of 0.135 with a t -value of $3.745 > t$ -table of 1.996 and a significant level of $0.00 < 0.05$. This means that the work environment variable (X_2) has a positive and significant partial effect on job satisfaction (Y). Therefore, the hypothesis stating that the work environment has a positive and significant effect on job satisfaction of employees of the Langsa Regional General Hospital (RSUD) is accepted (H_2 is accepted). The work environment of employees as human resources in a particular field of work in an organization influences job satisfaction which can motivate work, increase job satisfaction, increase individual job satisfaction which ultimately increases organizational job satisfaction. In this regard, Langsa Regional Hospital is one of the Langsa city government apparatuses which has duties and functions in the service sector which always needs development and improvement of job satisfaction in organizing a reliable and responsible service system and encouraging the realization of employees who are

responsible and professional in their field of work, therefore the work environment is very important in increasing employee job satisfaction. This is also reinforced by previous research conducted by Kurniawan (2022) which states that the work environment influences employee job satisfaction. This is also in line with research conducted by Satyawan et.al (2017), Astri & Hayati (2024), Wijaya et.al (2024) and Sephanie et.al (2024), which states that the work environment has a positive and significant effect on job satisfaction,

The influence of well-being on job satisfaction

Based on the results of data analysis, the regression coefficient is obtained with a positive value of 0.113 with a t-count value of $3.224 > t\text{-table of } 1.996$ and a significant level of $0.02 < 0.05$. This means that the welfare variable (X3) has a positive and significant partial effect on job satisfaction (Y). Therefore, the hypothesis stating that welfare has a positive and significant effect on job satisfaction of employees of the Langsa Regional General Hospital (RSUD) is accepted (H3 is accepted). Every organization will certainly always maintain its human resources. The organization will foster and develop the careers of its employees, so that these employees become human resources of the company who have high welfare so that work productivity will increase. High employee welfare is important for a company. With the existence of an employee welfare program, it is hoped that most of the regulations can be obeyed by most employees, and work can be done as effectively and efficiently as possible. Work productivity is a comparison between output and input, where the output must have added value and better processing techniques. Research conducted by Sihombing et.al (2023) and Sugesti & Saqila (2020) also states that welfare has a positive and significant effect on job satisfaction.

CONCLUSION

Based on the results of research on competence, work environment and welfare towards employee job satisfaction at Langsa Regional General Hospital (RSUD), the conclusions in this study are as follows:

1. Competence has a positive and significant effect on employee job satisfaction at the Langsa Regional General Hospital (RSUD) with a large t-value of the competency variable being $2.109 > 1.996$ t-table with a significant value of 0.01.
2. The work environment has a positive and significant effect on the job satisfaction of employees of the Langsa Regional General Hospital (RSUD) with a large t-value of the work environment variable being $3.745 > 1.996$ t-table with a significant value of 0.00.
3. Welfare has a positive and significant effect on employee job satisfaction at the Langsa Regional General Hospital (RSUD) with a calculated t value of the welfare variable being $3.224 > 1.996$ t table with a significant value of 0.02.

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