



Analysis Effect of Personnel Competence in Medicine and Health (BIDDOKKES) on Health Service Satisfaction in Southeast Sulawesi Regional Police

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Abstract

The aim of this research is to examine the influence of skills on the satisfaction of service personnel in the Medical and Health Affairs of the Southeast Sulawesi Regional Police Department. Analyzing the knowledge towards the satisfaction of service personnel in the Medical and Health Affairs of the Southeast Sulawesi Regional Police Department. Analyzing the social roles towards the satisfaction of service personnel in the Medical and Health Affairs of the Southeast Sulawesi Regional Police Department. Analyzing the self-image towards the satisfaction of service personnel in the Medical and Health Affairs of the Southeast Sulawesi Regional Police Department. Analyzing the attitudes towards the satisfaction of service personnel in the Medical and Health Affairs of the Southeast Sulawesi Regional Police Department. This research adopts a cross-sectional approach. The population in this study consists of 351 personnel. The results of this study indicate that skills significantly influence the satisfaction of service personnel in the Medical and Health Affairs of the Southeast Sulawesi Regional Police Department. Knowledge significantly influences the satisfaction of service personnel in the Medical and Health Affairs of the Southeast Sulawesi Regional Police Department. Social roles significantly influence the satisfaction of service personnel in the Medical and Health Affairs of the Southeast Sulawesi Regional Police Department. Self-image has no significant effect on service satisfaction for Medical and Health Personnel at the Southeast Sulawesi Regional Police. Attitudes significantly influence the satisfaction of service personnel in the Medical and Health Affairs of the Southeast Sulawesi Regional Police Department.

Keywords: Personnel Competence, BIDOKKES, Health Service, Satisfaction

Introduction

One indicator of the success of individual health services in hospitals is patient satisfaction (Ekaterina et al, 2017). The quality of hospital services is the result of how hospital services perform, if the performance is good, it will produce good quality, and vice versa (Pohan, 2017). Service quality is an important part of hospital operations as regulated in Permenkes Number 43 of 2016. Quality of service is a broad term and can be interpreted as a critical difference between patient observation and facility expectations and concrete actions of services received by clients, provided by hospitals in a certain period. and affect client or patient satisfaction and behavioral intentions (Lestari, 2021).

Health services in the police in many countries often face a number of challenges and problems, including some common problems that often occur in the health care system in the police internationally are limited resources, limited access, training and health awareness (Kalaja et al, 2016). One form of support provided by carrying out the medical and health functions of the National Police of the Republic of Indonesia in carrying out the main duties of the National Police of the Republic of Indonesia, namely by organizing police medicine, as stipulated in Article 14 paragraph (1) letter h of Law Number 2 of 2002 concerning the National Police of the Republic of Indonesia (Hasibuan, 2021).

Presidential Regulation of the Republic of Indonesia Number 54 of 2022 concerning the Second Amendment to Presidential Regulation Number 52 of 2022 concerning the Organizational Structure and Work Procedures of the National Police of the Republic of Indonesia states that the Medical and Health Center of the National Police of the Republic of Indonesia abbreviated (Pusdokkes Polri) is a supporting element in the field of police medicine and police health under the Chief of Police. Pusdokkes as referred to in paragraph (1) has the task of fostering and carrying out the functions of police medicine, police health, disaster victim identification (*Disaster Victim Identification*), and health services and health equality within the National Police.

The field of Medicine and Health, hereinafter referred to as Biddokkes, is a supporting element in the field of medicine and health at the Polda level under the Chief of Police. Biddokkes Regional Police has the task of organizing professional health support based on science and technology. In addition, Biddokkes is also responsible for providing plenary health services for the people of the National Police to be healthy (Asia et al., 2024), Samapta, and prosperous. Biddokkes is directed to further improve its performance and role in order to support the increasingly complex main tasks of the National Police. This is also done to meet the expectations and demands of the National Police community for quality health services.

The competency aspect is at the center of attention of the Police, on an international scope, a study conducted, Pettersson, (2018) increasing public dissatisfaction with the police response to mental health crises has become a major concern, especially after fatal incidents involving the police. Competence in the Field of Medicine and Health in the National Police of the Republic of Indonesia has important relevance in ensuring the delivery of quality and satisfactory health services. Kurniati and Khaliq, (2019) competence is an individual's ability to carry out a job correctly and have excellence based on matters concerning knowledge, skills

and attitudes. Thus, competence indicates skills or knowledge characterized by professionalism in a particular field as something paramount, as the flagship of that field (Pharisees, 2022).

According to Wibowo (2017: 286) there are five types of competencies to measure competence, namely skills are the ability to operate work easily and carefully. Knowledge is information or information that a person knows or realizes, knowledge is a variety of phenomena that humans encounter and acquire through reason that has been combined with understanding and the potential to act simply on the ability to inform. Social role is a behavior that is expected of individuals in accordance with the social status they carry, so that roles can also function to regulate a person's behavior can vary when he holds different statuses Social roles contain rights and obligations of social status. Self-image is the conclusion of our views in various roles as employees, staff or managers is a view of the personality traits that we feel are in us such as loyal, honest, friendly and judes. Attitude is a reaction or response of someone who is still closed to a stimulus or object, stating that attitude is a readiness or willingness to act and not an implementation of a particular motive.

Customer satisfaction is the degree to which the perceived quality of a product matches customer expectations (Sayyid, 2023). If the quality of the product is below customer expectations, consumers are not satisfied. If the product quality is in accordance with customer expectations, the customer is satisfied (Zulkarnain et al, 2020). Customer satisfaction is a buyer's evaluation where the alternative chosen is at least equal to or exceeds customer expectations, while dissatisfaction arises if the results do not meet expectations (Alfajar et al, 2021). Customer satisfaction with a product or service is actually something that is difficult to obtain if the service company or industry does not really understand what consumers expect (Umbase et al, 2022).

The results of research from Altonie et al, (2022) found significant competence in customer satisfaction. This means that the higher the competency value of the employee, the customer satisfaction will also increase. The dominant indicator of competence according to respondents' responses is the attitude dimension. However, in contrast to the findings from Badriyah and Kuswanto, (2023) found that employee competence does not have a significant and positive influence on customer satisfaction. These findings indicate that employee abilities and skills, as measured as competencies, do not have a significant and positive impact on customer satisfaction. This insignificant finding was also obtained by the findings of Hidayah, (2020) which said the competence of lecturers had no effect on satisfaction. Competencies consisting of knowledge, skills and behaviors have a direct relationship to satisfaction.

The obstacle faced in periodic medical examination activities is the lack of understanding of National Police personnel and Police civil servants about the importance of these activities so that there are still many personnel who do not want to participate in these periodic health check-up activities.

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Table 1. Results of the Biddokkes Personnel Service Satisfaction Survey of the Sultra Regional Police

	Perception Value	Service Quality		Perception Value	Service Quality
2021			2022		
Quarter I	2,85	Fair	Quarter I	2,94	Fair
Quarter II	2,97	Fair	Quarter II	3,09	Good
Quarter III	3,09	Good	Quarter III	2021	Good
Quarter IV	2022	Good	Quarter IV	First Quarter	Good

Description	Value	Perception Value	Meaning
	1,00 – 2,59	D	Poor
	2,60 – 3,06	C	Fair
	3,07 – 3,53	B	Good
	3,54 – 4,00	A	Excellent

In table 1. The results of the service satisfaction survey of Biddokkes Polda Sultra personnel showed fluctuations in the perceived value of service quality during 2021 and 2022. Although there were improvements in the perceived value of service quality in several quarters, there were also periods where the value decreased. Therefore, these changes become problems that need to be further analyzed to determine the cause and take corrective steps so that personnel services can be consistently improved. Based on these problems, the purpose of this study is to analyze the Effect of Personnel Competence in Medicine and Health (Biddokkes) on Health Service Satisfaction in Southeast Sulawesi Regional Police.

Literature Review

Competence

Skills are a person's ability to do work more easily and precisely. Skills can be developed through training and *development*. Someone who has skills is an individual who is able to do or complete his work quickly and correctly. Hasibuan (2021) suggests that a person's work skills are the ability to complete tasks that have been given to him or. A person's skills can be seen when taking opportunities, carefully using tools in the company to achieve company goals.

The dimension of competence consists of skill indicators used in this study taking the theory presented by Yuniarsih and Suwatno (2016: 23), which divides skills into two dimensions, namely knowledge is information that a person has about something that can be

obtained through experience and learning. Knowledge is the result of the five human senses, namely the senses of sight, hearing, smell, and touch. Knowledge can come from scientific knowledge and knowledge from experience (Wawan & Dewi, 2017). The knowledge indicators in this study adapt the theory proposed by Mussardo (2019: 72), which groups knowledge into two dimensions with the following indicators: First, the educational dimension includes (a) the suitability of the employee's educational background with work, (b) employee understanding of the scope of duties/work, (c) employee understanding of the procedures for carrying out duties/work, and (d) understanding of challenges in carrying out tasks/work. Second, the experience dimension includes (a) work experience and (b) work performance. Next is the social role.

According to Soerjono Soekanto, social roles are individual behaviors that perform a certain position. In a role related to his work, a person is expected to carry out his obligations related to the role he holds. Thus social roles are determined by social status. If what an individual does is in harmony with his status or position in society, then the individual is playing his social role, Social role is more dynamic than social status. In practice, social roles are often in the form of conflict, this is because individuals have more than one status so that they demand more than one role to be played (Syamsuddin, 2016).

Social Role or role is the behavior expected of a person or group in accordance with the status or position he has or holds, the behavior expected of someone occupying a certain social status in society, a person's social role in society is largely determined by the social status he has, social role is the exercise of one's rights and obligations in accordance with his social status. When an individual has performed his obligations and asked for his rights, according to his social status he has performed a correct or proper role. According to Sutarno, (2006) explained that self-image is a picture of a person's behavior in the eyes of others and the surrounding community. Because in this life a person cannot be separated from the existence of others. Finally, attitude is a reaction or response of someone who is still closed to a stimulus or object (Soekijo, 2014). Attitude is a form of evaluation or emotional reaction to an object is a feeling of support or partiality (*fovarable*) or a feeling of unsupport or *impartiality* (*unforable*) on the object. Attitude is the readiness to act on an object in certain ways, readiness is the tendency of the potential to react in a certain way if the individual is expected to a stimulus that requires a response (Azwar, 2015).

Customer Satisfaction

Customer satisfaction is the degree to which the perceived quality of a product matches customer expectations. If the quality of the product is below customer expectations, consumers are not satisfied. If the product quality is in accordance with customer expectations, the customer is satisfied (Zulkarnain et al, 2020). Customer satisfaction is a buyer's evaluation where the chosen alternative is at least equal to or exceeds customer expectations, while dissatisfaction arises when results do not meet expectations. Customer satisfaction with a product or service, is actually something that is difficult to get if the service company or industry does not really understand what is expected by consumers (Situmorang et al., 2024). Customer satisfaction is a customer's response to a mismatch between the previous level of importance and the actual performance they feel after use (Sulistiani, 2021). Customer

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satisfaction is influenced by perceptions of service quality, product quality, price and factors that are personal and momentary situation.

According to Mulyapradana et al, (2020) customer satisfaction can be measured by several indicators: the first conformity of service quality with the level of expectation refers to the extent to which the quality of service provided by an entity or organization is in accordance with the expectations of customers or stakeholders. When service quality meets or even exceeds expectations, it can be a positive indicator to create a high level of satisfaction among customers. The level of satisfaction compared to similar shows an evaluation of customer satisfaction by comparing the services received with those provided by competitors or similar. If the level of satisfaction obtained is better than competitors or industry standards, this can be considered a positive achievement. No complaints or complaints filed indicate that there are no negative feedbacks or complaints filed by customers regarding the services provided. When there are no complaints or complaints, this can be interpreted as an indication that the customer is satisfied with the service and does not experience significant problems.

Research Method

This study is a quantitative research using a cross sectional design. The sample in this study was some of the Sultra Regional Police personnel totaling 351 personnel. This research used a cross-sectional research design. *Cross sectional* study is an observational (*non-experimental*) that is only descriptive and also an analytical study. *Cross-sectional* research only observed once and measurements were made on subject variables at the time of study. Competence is measured using five dimensions, according to Wibowo (2017) are (1) skills, (2) knowledge, (3) social roles (4) self-image and (5) attitudes. Service satisfaction indicators according to Mulyapradana et al, (2020) (1) Compatibility of service quality with the level of expectations, (2) Level of satisfaction compared to the same (3) No complaints or complaints were filed. Data collection techniques through filling out questionnaires Data analysis is carried out with SPSS statistical tests using data analysis used are univariate, bivariate (Chi Square test) and multivariate. (Logistic Regression)

Result

Bivariate Analysis

Bivariate analysis was used to see whether or not each independent variable and variable (skills, knowledge, social role, self-image and attitude) was associated with patient satisfaction. This analysis uses Chi square test and α 0.05 with a confidence level of 95%, with the results of statistical analysis < 0.05 , the variables are stated to be significantly related. The results of the analysis are described as follows:

The effect of skill on service satisfaction

Table 2. Skill towards Service Satisfaction

Skill	Skill				Total		P value
	Good		Less				
	n	%	n	%	n	%	
Good	183	89,7	21	10,3	204	100	0,000
Less	66	44,9	81	55,1	147	100	
Total	249	70,9	102	29,1	351	100	

Source: Processed Data, (2024)

Based on table 5.11 shows that out of 204 respondents with good category skill assessments, there were 183 people (89.7%) who were good for the Biddokes Polda Sultra service and 21 people (10.3%) rated less. Furthermore, of the 147 respondents with less skill category, there were 66 respondents (44.9%) with a good assessment of the Biddokes Polda Sultra service and 81 people (55.1%) rated less. Skills that get a good rating will affect the level of service satisfaction by 89.7%, while skills that are lacking will affect service by 55.1%. The results of the chi square test obtained a value of $p = 0.000$ ($p < 0.05$) means that H_0 is rejected. This shows that skills affect service satisfaction in the Medical and Health Sector of the Southeast Sulawesi Regional Police.

The effect of knowledge on service satisfaction

Table 3. Knowledge towards Service Satisfaction

Knowledge	Knowledge				Total		P value
	Good		Less				
	n	%	n	%	n	%	
Good	201	87,8	28	12,2	229	100	Good
Less	48	39,3	74	60,7	122	100	
Total	249	70,9	102	29,1	351	100	

Source: Processed Data, (2024)

Based on table 5.12 shows that out of 229 respondents with good category knowledge assessment, there were 201 people (87.8%) who were good for the Biddokes Polda Sultra service and 28 people (12.2%) rated less. Furthermore, of the 122 respondents with less knowledge category, there were 48 respondents (39.3%) with a good assessment of the Biddokes Polda Sultra service and 74 people (60.7%) rated less.

Knowledge that gets a good rating will affect the level of service satisfaction by 87.8%, while knowledge that is lacking will affect service by 60.7%. The results of the chi square test obtained a value of $p = 0.000$ ($p < 0.05$) means that H_0 is rejected. This shows that knowledge affects the satisfaction of services in the Medical and Health Sector of the Southeast Sulawesi Regional Police.

The Effect of Social Roles on Service Satisfaction

Table 4. Social Role towards Service Satisfaction

Social Roles	Social Roles				Total		P value
	Good		Good				
	n	%	n	%	N	%	
Good	226	80,1	56	19,9	282	100	%
Less	23	33,3	46	66,7	69	100	
Total	249	70,9	102	29,1	351	100	

Source: Processed Data, (2024)

Based on table 5.13 shows that out of 282 respondents with good social role ratings, there were 226 people (80.1%) who were good for the Biddokes Polda Sultra service and 56 people (19.9%) rated less. Furthermore, of the 69 respondents with less social role categories, there were 23 people (33.3%) with a good assessment of the Biddokes Polda Sultra service and 46 people (66.7%) rated less. Social roles that get less assessment will affect the level of service satisfaction by 80.1%, while social roles that are less will affect services by 66.7%. The results of the chi square test obtained a value of $p = 0.000$ ($p < 0.05$) means that H_0 is rejected. This shows that social roles affect service satisfaction in the Medical and Health Sector of the Southeast Sulawesi Regional Police.

The relationship of self-image to service satisfaction

Table 5. Self-image Towards Service Satisfaction

Self-image	Self-image				Total		Total
	Good		Less				
	n	%	n	%	n	%	
Good	174	82,1	38	17,9	212	100	0,000
Less	75	54,0	64	46,0	139	100	
Total	249	70,9	102	29,1	351	100	

Source: Processed Data, (2024)

Based on table 5.14 shows that out of 212 respondents with a good self-image rating, there were 174 people (82.1%) who were good for the Biddokes Polda Sultra service and 38 people (17.9%) rated less. Furthermore, of the 139 respondents with a good self-image category, there were 75 people (54.0%) with a good assessment of the Biddokes Polda Sultra service and 64 people (46.0%) rated less. The results of the chi square test obtained a value of $p = 0.000$ ($p < 0.05$) means that H_0 is rejected. This shows that self-image affects the satisfaction of services in the Medical and Health Sector of the Southeast Sulawesi Regional Police.

Relationship Attitude towards Service satisfaction

Table 6. Attitude towards Service Satisfaction

Attitude	Attitude				Total		P value
	Good		Less				
	n	%	n	%	n	%	
Good	188	90,8	19	9,2	207	100	0,000
Less	61	42,4	83	57,6	144	100	
Total	249	70,9	102	29,1	351	100	

Source: Processed Data, (2024)

Based on table 5.15 shows that out of 207 respondents with a good category attitude rating, there were 188 people (90.4%) who were good for the Biddokes Polda Sultra service and 19 people (9.2%) rated less. Furthermore, of the 144 respondents with less attitude category, there were 61 people (42.4%) with less assessment of the Sultra Police Biddokes service and 83 people (57.6%) rated less.

Attitudes that get good ratings will affect the level of service satisfaction by 90.8%, while attitudes that are less will affect service by 57.6%. The results of the chi square test obtained a value of $p = 0.000$ ($p < 0.05$) means that H_0 is rejected. This shows that attitudes affect the satisfaction of services in the Medical and Health Sector of the Southeast Sulawesi Regional Police.

Multivariate Analysis

Mutivariate analysis was performed on variables that showed a p-value of < 0.25 in bivariate analysis. In this study, variables that can be analyzed by mutivariates are skills, knowledge, social roles, self-image and attitudes towards service satisfaction. The final results of multivariate analysis can be seen in the following table:

Table 7. Multivariate Analysis

Variable	Sig	Exp (B)
Skill	.000	7.284
Knowledge	.022	2.463
Social Roles	.001	3.440
Self-image	.327	.683
Attitude	.000	5.174

Source: Processed Data, (2024)

The results of the multivariate analysis test are known that the skill variable has a p-value = 0.000 or less than 0.25, then the knowledge variable has a p-value = 0.022 or less than 0.25, social roles have a p-value = 0.001 or less than 0.25, insignificant self-image has a p-value = 0.327 or greater than 0.25 and attitudes have a p-value = 0, 000 or less than 0.25. Some of these findings show that only self-image is not significant for service satisfaction in the Medical and Health Sector of the Southeast Sulawesi Regional Police. Findings from data analysis, it is known that skill is the variable with the highest OR value of 7,284 or the most

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dominant variable affecting service satisfaction in the Medical and Health Sector of the Southeast Sulawesi Regional Police. This means that the more sufficient skills there are in the Biddokkes Polda Sultra personnel, the better service satisfaction will be 7,284 times.

Discussion

The Effect of Skills on Health Service Satisfaction of Biddokkes Polda Sultra

From the results of the bivariate test, it shows that skills affect the service satisfaction of Biddokkes Polda Sultra personnel. This finding shows that the skills possessed by Biddokkes Polda Sultra personnel have a significant impact on the satisfaction of the services provided. That is, the higher the level of skill and competence of Biddokkes Polda Sultra personnel in providing health services to members of the National Police, the higher the level of satisfaction felt by the patients or members of the National Police.

Based on the results of multivariate analysis, it is known that the value of sig. The skill variable together with all variables on patient satisfaction in the Biddokkes Polda Sultra service amounted to 0.000 with an Exp(B) value of 7.284. Based on this, it is known that skill is the most dominant factor in patient satisfaction. The results of this study are in line with research conducted by Wiranti (2016) and Altonie et al, (2022) and Syafaat et al, (2020) found that skill is the most dominant factor with a calculated r value of $0.784 \geq 0.361$ greater than other variables.

The effect of knowledge on health service satisfaction of Biddokkes Polda Sultra

The results of the bivariate test show that knowledge affects the satisfaction of services in the Medical and Health Sector of the Southeast Sulawesi Regional Police. This finding shows that good knowledge of various health conditions allows Biddokkes personnel to better understand the needs and concerns of patients/members of the National Police. In-depth knowledge in the field of medicine and health enables Biddokkes personnel to be even better in performing health services.

Based on the results of the analysis Multivariate is known that the value of Sig. The knowledge variable together with all variables on patient satisfaction in the Biddokkes Polda Sultra service was 0.022 with an Exp(B) value of 2.463. Based on this, it is known that knowledge is not the most dominant factor in patient satisfaction. The results of this study are in line with research conducted by Layuk et al, (2017) and Zakiyah and Wahyono (2020) which found that knowledge has a coefficient value of 0.325. Another study conducted by Layuk et al, (2017) which found that knowledge has an influence on inpatient satisfaction, with the resulting significance value of 0.003.

The influence of social roles on health service satisfaction of Biddokkes Polda Sultra

The results of the bivariate test show that social roles affect the satisfaction of services in the Medical and Health Sector of the Southeast Sulawesi Regional Police. This finding implies that the social role played by Biddokkes Polda Sultra personnel has a significant impact

on satisfaction with services provided to members of the National Police or other patients. Social roles encompass a wide range of aspects, including social interaction, empathy, psychosocial support, and involvement in the community.

The results showed that more respondents with social role ratings in the category were satisfactory and satisfied with the services received. Biddokkes personnel who play an active and positive social role tend to build better relationships with police members/patients. Warm, friendly, and empathetic interactions can increase satisfaction with the services provided. Biddokkes personnel who play an active social role can provide emotional support, motivation, and understanding to patients, which can increase their satisfaction.

Based on the results of multivariate analysis, it is known that the value of sig. Social role variables together with all variables on service satisfaction of Biddokkes Polda Sultra amounted to 0.001 with an Exp(B) value of 3.440. Based on this, it is known that social roles are not the most dominant factor in patient satisfaction.

This research is in line with Supartiningsih, (2017), in his research stated that in the pattern of social interaction, patient perception plays a role in describing the level of patient satisfaction with hospital services, and in line with Wardani's research, (2024) in his research findings found that social values have a significant effect on patient satisfaction.

The influence of self-image on health service satisfaction of Biddokkes Polda Sultra

The results of the bivariate test show that self-image affects service satisfaction in the Medical and Health Sector of the Southeast Sulawesi Regional Police. The results showed that there were 174 respondents (82.1%) with a good self-image assessment and were satisfied with the services received. Research shows that the self-image of Biddokkes personnel creates a sense of security and comfort in seeking health assistance and the self-image of Biddokkes personnel influences the perception of Polri members towards the health values advocated.

In the Medical and Health Sector of the Southeast Sulawesi Regional Police, service satisfaction is an important aspect in maintaining positive relationships with the community. Although, the results of the bivariate test showed that self-image had an influence on service satisfaction, but in the multivariate test it was found that self-image did not have a significant influence together with other variables. To overcome this, it is recommended to design a program that aims to improve the self-image of personnel and directly affect service satisfaction.

Based on the results of multivariate analysis, it is known that the value of sig. Self-image variables together with all variables on patient satisfaction in the Biddokkes Polda Sultra service amounted to 0.327 with an Exp(B) value of 0.683. Based on this, it is known that self-image is not the most dominant factor in patient satisfaction. The results of this study are in line with research conducted by Rahmawati and Auliya (2023) which found that self-image has a positive and significant effect on consumer satisfaction. Another study conducted by Alfian Wijinarko (2020) found that self-image affects member satisfaction, with the resulting significance value of 0.000.

The influence of attitudes on health service satisfaction of Biddokkes Polda Sultra

The results of the bivariate test show that attitudes affect service satisfaction in the Medical and Health Sector of the Southeast Sulawesi Regional Police. These findings suggest that a positive attitude can reflect an individual's readiness to accept and perform their health tasks well. This can increase the effectiveness and quality of services provided, which in turn can increase patient satisfaction. A good attitude reflects an individual's willingness to act according to the patient's needs. This includes quick response, effective communication, and providing proper attention to patients, all of which can improve the patient experience and their satisfaction.

Based on the results of multivariate analysis, it is known that the value of sig. The attitude variable together with all variables towards patient satisfaction in the Biddokes Polda Sultra service amounted to 0.000 with an Exp (B) value of 5.174. Based on this, it is known that attitude is not the most dominant factor in patient satisfaction. The results of this study are in line with research conducted by Lesnussa and Warbal (2023) which found that attitude has a significant influence with a coefficient value of 2.606 but is not the most dominant factor on satisfaction.

Therefore, it is important for officers in the Medical and Health Sector of the Southeast Sulawesi Regional Police to pay attention to their attitude in interacting with patients. They should strive to maintain a friendly, empathetic, and professional attitude in every interaction with patients, regardless of pressure or situations they may face. In addition, training in communication skills and interpersonal skills can also assist officers in improving their attitude in interacting with patients. By raising awareness of the importance of good attitudes in providing health services, it is hoped that officers can create a more positive and supportive environment for patients, which in turn will increase the level of patient satisfaction with health services in the Southeast Sulawesi Regional Police Department of Doctrine and Health

Conclusion

Skills have a significant effect on the service satisfaction of Medical and Health Personnel of Polda Sultra. Knowledge has a significant effect on Personnel service satisfaction. Social roles have a significant effect on Personnel service satisfaction. Self-image has a significant effect on Personnel service satisfaction. Attitude has a significant effect on Personnel service satisfaction. Skills are the most influential factor on Personnel service satisfaction. Some suggestions that need to be conveyed are expected that with this research, the Personnel for Medicine and Health of the Sultra Regional Police in evaluating skills, knowledge, social roles, self-image in order to create service satisfaction. Competency dimensions of skills, knowledge, social roles, self-image and attitudes are expected to officers (doctors, nurses, administration) to further improve skills, knowledge, social roles, self-image and attitudes in carrying out their work. Provide hospitality when needed and must communicate frequently with patients to increase service satisfaction. For the next researcher. It is recommended to use other competency indicators in looking at the relationship between competencies and using

other research analysis in order to produce a broader scientific work in looking at the relationship with patient service satisfaction that occurs.

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