

Analysis of the Implementation Health UU Number 17 of 2023 Article 12 Concerning Improving the Quality of Human Resources in Health Services at RSUD Dr. Hadrianus Sinaga Pangururan

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ABSTRACT

This research analyzes the implementation of Health Law No. 17 of 2023 Article 12 concerning improving the quality of Human Resources (HR) in health services at RSUD Dr. Hadrianus Sinaga Pangururan. The Society 5.0 era emphasizes accelerating human resource development, especially in the health sector, as the key to achieving quality and superior health services. Human resources in hospitals, including nurses, doctors, and other health workers, play an important role in improving service quality and patient satisfaction. This study uses a literature study approach to identify the relevance of Health Law No. 17 of 2023 with the development of health human resources in Indonesia. The results of the analysis show that the implementation of the Law requires extra attention in management, competency development and monitoring the quality of human resources at RSUD Dr. Hadrianus Sinaga Pangururan. The conclusion of this research is the importance of the government in ensuring the fulfillment of consistent health service standards, effective human resource management, and ongoing evaluation of the competence of medical personnel. Recommendations include increasing investment in continuous training to improve HR competency and improving monitoring systems to ensure implementation of Health Law no. 17 of 2023 which was successful at RSUD Dr. Hadrianus Sinaga Pangururan.

INTRODUCTION

The era of Society 5.0 is an era that provides solutions to social and technological problems that focus on accelerating human resource development, especially in the health sector. Human resources (HR) in the health sector are very important to pay attention to. Human resources are a fulcrum that cannot be replaced in achieving good and superior quality health services. Indonesia's development is currently measured by the UN development program (United Nations Development Programs) which makes human resource development not only measured by the success of development in terms of income but also using the Human Development Index (HDI). This index is determined by components that include education, health, and the economy. In achieving national development with a new development paradigm, these three sectors must receive extra attention from the government in a balanced manner. Medical personnel in hospitals have experienced clear specialization because each type of personnel such as nurses, midwives, doctors, specialist doctors, pharmacists, and others have educational backgrounds that are appropriate to their respective fields of work. It is hoped that this educational background will be able to support quality hospital services. As a service provider, hospitals produce products that are intangible, so human resources (HR) are a key element in the production and delivery of quality services in hospitals (Salami et al, 2020)

Improving the quality of service in hospitals related to human resources is closely related to competency development. Competency can be explained as a combination of knowledge, skills, and attitudes or behavior of an employee that enables him to carry out his duties effectively. Quality human resources in principle have good and appropriate professional and technical skills. based on health law number 17 of 2023 article 12 concerning improving the quality of human resources in health services, this is in line with the development of superior human resources, especially health service personnel. However, the quality of health human resources still requires improvement, this is reflected in the level of public satisfaction with health services which is not yet optimal (Mee & Jhon, 2017). Practitioners have conducted various studies on patient satisfaction with health workers in a hospital, but their application has not seen significant results. Factors that need to be addressed in improving the management of health services in hospitals have a big impact on the success of improving human resource performance in these hospitals. This article analyzes the relationship between the implementation of health law no. 17 of 2023 article 12 concerning improving the quality of human resources in health services at RSUD dr. Hadrianus Sinaga Pangururan.

LITERATURE REVIEW

Law Number 17 of 2023 Concerning Health

Low-quality hospital services can be dangerous for patients, for example by increasing the risk of malpractice. The importance of service quality has resulted in a lot of research being conducted both in hospital organizations and other organizations. Most research on service quality uses the SERVQUAL dimension (measuring service quality). The results of this study are consistent with the findings of Children (2008), who stated that patients expect quality of service which includes speed of service, attitudes and behavior of staff (both doctors and other staff), as well as clarity of information conveyed. To achieve service quality according to patient expectations, the competence of human resources (HR), especially those directly involved in the treatment process, is very important. According to research by Karassavidou et al. (2009), the quality of service provided by hospital staff can speed up patient recovery. They found that the personal dimension or human factor was considered crucial for patients. This is in line with the government's efforts to improve human resources, especially health, as regulated in Law Number 17 of 2023 concerning health. Article 12 of Law Number 17 of 2023, states that the central government and regional governments are responsible for (a) regulations, guidance, supervision, and improving the quality and competence of medical personnel and health workers; (b) planning, procurement, and utilization of medical personnel and health workers in accordance with the needs of the community and region based on the provisions of laws and regulations; (c) Welfare of medical personnel and health workers; (d) protection of patients and health human resources.

Hospital social responsibility is generally reflected in fair service to all levels of society. Other indicators include affordable treatment costs, even providing free services for patients who truly cannot afford it. The hospital also applies ethical principles by maintaining patient privacy and confidentiality. Some of the social responsibilities that have been carried out by this hospital are going well, as stated: "For patients who are unable to pay, they can go home by making an agreement regarding payment of fees, or if they are truly unable, then the patient is released from the obligation to pay. Patient privacy and confidentiality is strictly maintained by this hospital." Expertise shows HR's technical ability to complete their work. This skill is easily seen and felt by patients. For a doctor or nurse, the skills needed are not only in the field of medicine or nursing, but also very important communication skills. Based on interviews and questionnaires, as well as group discussions that have been conducted, in general HR competency influences job satisfaction and service quality. The higher the skills and motivation of nurses, the better the quality of their services (Ratnamiasih et al, 2012). Apart from that, the competence of doctors and nurses increases their

job satisfaction because it accelerates patient recovery, gets praise from patients and leaders, and gets higher rewards or compensation. This is in line with Law Number 17 of 2023 which is explained above.

The Quality of Human Resources in Health Services at RSUD dr. Hadrianus Sinaga Pangururan

Human resources (HR) in hospitals are important things that support the development of the hospital and are important in determining the quality of service development in the hospital. A hospital is an organization whose function is to serve public health. The quality of hospital services in Indonesia is still felt to be less than satisfactory. Several complaints that emerged were due to differences in perceptions regarding the services experienced by inpatients in class 3 and those in VIP. Complaints occur not only regarding the infrastructure aspect but also the service from Human Resources. The waiting time for patients to be served is often very late and does not match the established practice schedule (Jonirasmanto, 2009; Supratman and Prasetyo, 2010). Hospital service quality criteria can change according to patient preferences. Therefore, it is important for hospitals to continue to monitor patient preferences so that they do not misperceive the criteria for the quality of service they expect. It is important to measure service quality because patient satisfaction is determined by the quality of service they feel (Duggirala et al., 2008; Thai, 2008).

Dr. Hospital Hadrianus Sinaga is a general hospital belonging to the Samosir Regency area which was founded with the hope that the Samosir Regency Government can improve health services in Samosir Regency. Based on research by Marpaung et al (2023), states that partially, job satisfaction has a negative and significant influence on employee performance at RSUD Dr. Hadrianus Sinaga Pangururan. This is in line with research by Choi (2006) which states that service quality is a relative impression regarding the level of inferiority and superiority of the organization and its employees. On the other hand, Mukherjee and Malhotra (2006), define service quality as the result of interaction between humans, namely between service providers and consumers. Another definition explains that service quality as expectations regarding service quality are expectations, desires, something that must be conveyed by service providers, normative expectations, ideal standards, desired services, and the level of service expected by consumers (Ratnamiasih et al, 2012).

METHODOLOGY

The data collection technique used in this article is literature study. Literature research is carried out by identifying and citing literature books on legal science, laws and regulations, as well as scientific writings and lecture notes that are relevant to the topic discussed in the article. The data analysis method

applied is qualitative analysis. This approach involves reasoning-based thinking to reach logical conclusions before preparing a research report. Qualitative analysis is used in this article not only to uncover the truth, but also to understand the various symptoms that arise in the implementation of a legal regulation. This research is exploratory descriptive in nature. Referring to Yin (1994), this research uses a qualitative approach, so that we gain an understanding of HR competency, job satisfaction and the quality of hospital services, as well as the relationship between them. This research is a case study, because it was only carried out in a hospital with certain situations and conditions. A case study is empirical research that investigates an actual phenomenon that is currently occurring. A case study is used when there are boundaries between the phenomenon and the environment that do not clearly indicate the event and the required sources of the event (Yin, 1994). In this study, cases were taken at a hospital in North Sumatra.

RESEARCH RESULT

Based on the opinions of the experts above, it can be seen that there are similarities between management and human resource management which have a very important role in a company or organization. To be able to compete in globalization, we must implement a strategic plan to improve human resources, especially doctors, with the aim of turning them into competitive strength factors. An attitude of alliance and synergy between doctors and hospitals still really needs to be developed. In facing global competition, experts argue that alliances, synergy, competition and co-creation are the main forces which can also be the key to success in facing globalization. Apart from that, in facing globalization, hospitals must be ready to improve themselves (Salami et al. , 2023).

Brewster et al. (2000) state that the term HR competency is sometimes used interchangeably with capability, or with skills, knowledge, attributes, and other characteristics. Wickramasinghe and Joyza (2007) explain that HR competency generally refers to individual characteristics that make someone's performance effective and superior. Research indicates that superior performance is not determined by a single factor but by a set of HR competency factors, including personal characteristics, experience, motivation, and other attributes. Competency is a behavior that can be developed, making it crucial to identify a range of individual competencies required to achieve strategic goals.

Positive responses from patients to the quality of doctor's services can be seen through statements that patients feel comfortable and calm when receiving attention from doctors, and appreciate the doctor's ability to answer their questions (Ratnamiasih et al, 2012). Based on data from research by Ratnamiasih et al (2012), we can find out the education level of doctors and nurses at this

hospital. Leadership in each medical department is generally held by a doctor or midwife who has senior experience or education. The treatment prescription given by a doctor is often an indicator of the doctor's level of experience and knowledge. This hospital routinely evaluates doctors' competency, as revealed in interviews, and the results of this evaluation influence decisions regarding doctors' work contracts. Meanwhile, nurses' competency continues to be improved through various trainings held according to their needs.

DISCUSSION

HR competencies in general are individual characteristics that enable someone to achieve effective and superior performance. Several studies show that superior performance is not only determined by one factor but involves a number of HR competency factors which include personal characteristics, experience, motivation, and other attributes. This competency is a behavior that can be developed, so it is important to identify the various individual competencies needed to achieve the set strategic goals. Skills or expertise (skills) and knowledge (knowledge) are two important aspects of human resource (HR) competency. Expertise reflects HR's technical ability to complete their tasks, which can be easily seen and felt by patients. For doctors or nurses, the skills needed are not only limited to aspects of medicine or nursing but also include communication skills. Effective communication is a very important skill for doctors and nurses in interacting with patients. The ability to communicate well can influence a patient's confidence, understanding of their medical condition, and adherence to recommended treatments. Therefore, apart from having strong technical expertise in the medical field, good communication skills are also an integral part of the quality of services provided by human resources in hospitals or other health facilities.

Apart from Law number 17 of 2023 article 12 concerning health which discusses improving the quality of human resources in health services, there are other articles which also discuss this matter. It is stated in Law No. 17 of 2023 article 11 which states that regional governments are responsible for the availability and access to health service facilities as well as health information and education. and article 13 states that regional governments are responsible for planning, fulfilling, empowering, and welfare of support or health support personnel in accordance with the needs of the community and region. Hospital social responsibility is generally reflected in fair service to all levels of society. Other indicators include reasonable treatment costs, even providing free services for patients who truly cannot afford it. The ethical principles implemented by the hospital include maintaining patient privacy and confidentiality. Some of the social responsibilities that have been carried out by this hospital have gone well, as stated: "For patients who are unable to pay, they can go home by making an

agreement regarding payment of fees, or if they are really unable, then the patient is released from the obligation to pay . Patient privacy and confidentiality is strictly maintained by this hospital” (Wickramasinghe &De Zoyza, 20007).

The results of descriptive research show that job satisfaction provides a clearer indication of distinguishing the quality of services provided by health workers. A happy attitude while working is a very important factor in creating good quality service. However, the main factors that cause someone to feel satisfied with their work also influence how long they can feel that satisfaction continuously. Human resource (HR) competency acts as a crucial motivational factor. When someone tries to improve their competence, job satisfaction tends to be more stable and sustainable. Therefore, for organizational leaders, it is very important to prioritize efforts to increase job satisfaction through developing HR competencies. By strengthening HR competencies, organizations can optimize the quality of services provided to customers or patients at RSUD dr. Hadrianus Sinaga Pangururan.

CONCLUSIONS AND RECOMMENDATIONS

In the era of Society 5.0, human resource (HR) development, particularly in the health sector, is critical for providing high-quality health services. The quality of human resources, defined by their competence, knowledge, skills, and attitudes, plays a crucial role in delivering effective healthcare. This research highlights the importance of HR competency in enhancing job satisfaction and service quality in hospitals. The implementation of health law No. 17 of 2023, specifically article 12, aims to improve the quality and competence of health workers, thereby supporting superior healthcare services. At RSUD dr. Hadrianus Sinaga Pangururan, the quality of healthcare services is influenced by the competency and job satisfaction of the medical staff. The hospital has made efforts to improve service quality through continuous training and evaluation of its staff. However, there are still areas that require improvement, particularly in addressing patient complaints regarding service disparities and waiting times.

The social responsibility of hospitals is also emphasized, highlighting the importance of providing fair and affordable services to all levels of society while maintaining patient privacy and confidentiality. The findings indicate that enhancing HR competencies can lead to improved job satisfaction, which in turn, positively impacts the quality of healthcare services provided.

Analysis of this article, hospitals should invest in ongoing training programs to enhance the technical and communication skills of medical staff. This can help in maintaining high standards of service quality and ensuring that staff are well-equipped to meet patient needs. Then, Hospital management should focus on factors that contribute to job satisfaction, such as providing a

supportive work environment, recognizing and rewarding staff performance, and ensuring fair workload distribution. **Addressing Service Disparities**, Efforts should be made to minimize disparities in service quality between different patient classes. Hospitals should strive to provide consistent and equitable care to all patients, regardless of their economic status.

Implementing effective feedback mechanisms can help hospitals identify areas of improvement from the patient's perspective. Regularly collecting and analyzing patient feedback can guide initiatives to enhance service quality. Hospitals should continue to uphold their social responsibility by providing affordable or free services to patients who are unable to pay. Additionally, maintaining patient privacy and confidentiality should remain a top priority. Hospitals should adopt strategic HR planning to ensure the availability of competent healthcare professionals. This includes workforce planning, talent management, and succession planning to meet future healthcare demands. By implementing these recommendations, hospitals can improve the quality of their healthcare services, enhance patient satisfaction, and contribute to the overall development of the health sector in line with the goals of Society 5.0

FURTHER STUDY

Future articles can explore several areas to deepen the understanding of the relationship between human resource management and service quality in the health sector:

1. **Longitudinal Studies:** Conduct longitudinal studies to assess the long-term impact of HR competency development programs on service quality and patient satisfaction. This can provide insights into the sustainability of such programs and their long-term benefits.
2. **Comparative Studies:** Compare the effectiveness of different HR development strategies across various hospitals and regions. This can help identify best practices and contextual factors that influence the success of HR initiatives.
3. **Technology Integration:** Investigate the role of technology in enhancing HR competencies and service quality. For instance, the impact of telemedicine, electronic health records, and other digital health tools on the efficiency and effectiveness of healthcare delivery.
4. **Patient-Centered Care Models:** Examine how different patient-centered care models affect HR performance and patient outcomes. This can provide insights into the best approaches for aligning HR practices with patient needs and expectations.
5. **Interdisciplinary Collaboration:** Explore the impact of interdisciplinary collaboration among healthcare professionals on service quality.

Understanding how different healthcare roles interact and support each other can inform strategies to improve teamwork and integrated care delivery.

6. **Policy Impact Analysis:** Analyze the impact of healthcare policies, such as Law No. 17 of 2023, on HR practices and service quality. This can help evaluate the effectiveness of regulatory frameworks in achieving desired health outcomes.
7. **Cultural Factors:** Investigate the influence of cultural factors on HR management and patient satisfaction. Understanding how cultural values and norms shape healthcare experiences can inform culturally sensitive HR practices and service delivery models.
8. **Economic Evaluation:** Conduct economic evaluations to assess the cost-effectiveness of HR development programs. This can help healthcare organizations make informed decisions about resource allocation and investment in HR initiatives.
9. **HR Metrics and Evaluation:** Develop and validate HR metrics and evaluation tools specific to the healthcare sector. This can provide a standardized approach to measuring HR competencies and their impact on service quality.
10. **Patient Engagement:** Study the role of patient engagement and empowerment in improving service quality. Exploring how patients' active involvement in their care influences HR practices and outcomes can provide valuable insights for enhancing patient-centered care.

By addressing these areas, future research can contribute to a more comprehensive understanding of the factors that influence HR competency and service quality in healthcare, ultimately leading to better health outcomes and improved patient satisfaction.

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