

The Effect of Human Resources Competency and Working Discipline on Patient Satisfaction in Konawe Regional General Hospital

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ABSTRACT

The purpose of this study was to examine the empirical evidence of the influence of human resource competence and work discipline on patient satisfaction in the Konawe District General Hospital, to determine the effect of human resource competence on patient satisfaction at the Konawe District General Hospital, to determine the effect of work discipline on patient satisfaction at the Konawe District General Hospital.

The design of this research is descriptive quantitative research with Explanatory research type. The population in this study were all inpatients at the Konawe General Hospital who had the consideration that patients staying at the hospital knew and felt the services provided by the hospital more than the outpatients, and the sample of this study was 100 inpatients. The analysis in this study is multiple linear regression.

The results of this study indicate that Human Resources competence and work discipline have a positive and significant effect on Patient Satisfaction in the Konawe General Hospital. This means that Human Resources Competence and good work discipline together contribute to increasing patient satisfaction. Human Resources Competence has a positive and significant effect on Patient Satisfaction in Konawe General Hospital. This means that the better the Competency of Human Resources has contributed to the improvement of Patient Satisfaction in the Konawe General Hospital. Work discipline has a positive and significant effect on patient satisfaction in Konawe General Hospital. This means that good work discipline together contributes to the improvement of Patient Satisfaction in the Konawe General Hospital.

Keywords: Human Resources Competence, Work Discipline, Satisfaction

Introduction

The current of globalization demands an accelerated development. This results in a large role for the health of the population to support it. On the other hand, various conditions in the community, including economic conditions, have caused the health of the population which is still low. In 2010 the Indonesian public health index was ranked 110th out of 172 countries in the world. The low public health condition is an indication that hospitals are still not functioning as they should (Joni Oktavian, 2009).

According to WHO (World Health Organization), a hospital is an integral part of a social and health organization with the function of providing complete (comprehensive) services, healing diseases (curative) and prevention of diseases (preventive) to the community. The hospital is also a training center for health workers and a medical research center.

In Law number 44 of 2009 concerning hospitals, defining hospitals as health care institutions that provide complete individual health services that provide emergency, inpatient and outpatient services. In addition, plenary health services are health services that include preventive, promotive, curative, and rehabilitative.

Nowadays health is one of the good business opportunities. This is proven by the increasing number of hospitals or private clinics that have been established. Even in Indonesia there have also been established several international standard hospitals. Both private and state-owned hospitals try to attract as many patients as possible by improving their services (Joni Oktavian, 2009).

Health is a basic human need to be able to live properly and productively, therefore it is necessary to administer health services that are controlled by cost and quality. Therefore, every individual, family and community have the right to obtain health protection and the

state is responsible for regulating the fulfillment of the right to a healthy life for its residents (Muh. Anwar Hafid, 2014).

Recent developments show that the public who use government and private health services increasingly demand quality services. It is undeniable that now patients are increasingly critical of health services and demanding safety (Efendi, 2009:131).

Fahriadi (2010) said an increase in public attitudes towards health care needs resulted in several hospitals, especially public hospitals trying to provide services for all patients with various health problems. The paradigm shift in service demands not only quality service but perfection-oriented services. Service that is oriented to perfection, that is not only to meet consumer expectations but also to try to exceed consumer expectations.

Efforts to improve the quality of health services are the most important step to improve the competitiveness of Indonesian businesses in the health sector. This is not easy because the quality improvement is not only for hospitals but applies to all levels of health services ranging from Puskesmas Pembantu and Puskesmas, both in government and private facilities. (Azwar, 2009:89).

The hospital is an organization that serves to serve public health. The quality of hospital services in Indonesia is still felt unsatisfactory. Some of the complaints that arise are due to differences in perceptions about the services felt by inpatients in third grade with patients in VIP rooms. Complaints occur not only in the aspect of infrastructure, but also the services of its Human Resources (Jonirasmanto, 2009 in Supratman and Prasetyo, 2010)

Problems The success of an organization is inseparable from the increase in human resources. Quality human resources must always be managed and emphasized by the organization in order to achieve the expected performance. For this reason, improving the quality of human resources is very important and necessary so that employees have attitudes and behaviors that are able to provide services and protection and can provide welfare physically and mentally to the community (Susilaningsih, 2008).

As with other organizational elements, human resources must be managed properly. It can even be said that organizational management is basically a process of human management. All organizations of whatever type, size, function or purpose must operate with and through humans. Compared to other elements, it can indeed be said that humans are the most dynamic and complex elements. Often the efficiency of organizational implementation depends on the management and utilization of people, so every manager must be able to work effectively with humans and must be able to solve various problems related to human resource management (Laksmi Sito Dwi Irvianti, 2009).

Management and development of human resources are critical for success in a company or business unit, especially in the era of globalization where competitors do not only come from within the country but also from abroad who participate in enlivening and competing to attract the interest of consumers. This increasingly fierce competition makes business people have to have quality human resources in their companies so that they have a good production process. The production process is usually associated with productivity, where if productivity increases, then it will be followed by an increase in the performance of the company. So, the process of developing and managing human resources is one of the keys to the success of the company in order to increase competition from the company itself and enhance the brand of the company. Efficient management of human resources will be able to achieve organizational goals. Operationally, the goals of the organization include community goals (societal objective), organizational objectives, functional objective, and personal objectives (personal objectives). A human resources department must have the ability to develop, use, and maintain human resources so that organizational functions can run in a balanced manner (Sedarmayanti, 2009:68).

The thing about human resources, which must be considered by human resource management is to pay attention to the level of employee skills, employee capabilities, and management capabilities with their relevance in making human resource strategies. Cahayani (2005: 35), by knowing the level of skills and abilities of employees, the company can determine the direction of human resource strategy.

Three main concepts in the human resource strategy were also put forward by Cahayani (2005: 37), including on competitive advantage, special capabilities, and strategy suitability. The concept must really be considered so that the strategy chosen or determined by a company can run effectively.

Handoko (2001: 74) said the achievement of objectives based on human resource

management would show how the company should develop, obtain, develop and evaluate, as well as the welfare of employees in the right quantity and type of quality. Human resource management is an acknowledgment of the importance of human resources in achieving organizational goals, utilizing various functions and activities of employees to ensure that they are fostered effectively and wisely to benefit individuals, organizations, and even society at large.

Human resources have a very important position for an organization and company. Human resources in this case employees who have work discipline, play a dominant role in carrying out the company's operations and achieving the goals set. Therefore, the organization needs to respect all aspects of employees in order to create human resources who have work discipline and quality (Bruce, 2003).

The role is inseparable from the positive efforts made to obtain it as a manifestation of achieving the main goals of an organization. In this case, discipline is important for the organization because it will be obeyed by most employees and it is hoped that work will be carried out effectively. Discipline is a management action to encourage members of the organization to meet various requirements. In its application, discipline is more emphasized on the element of individual awareness to follow the rules that apply in the organization (Susilaningsih, 2008).

Health services that are not in accordance with patient expectations are expected to be input for health service organizations in an effort to fulfill them. If the performance of health services obtained by patients in a health care facility is in accordance with their expectations, patients will always come for treatment at the health care facility. Patients will always look for health services in facilities where the performance of health services can meet patient expectations (Pohan, 2007:96).

The success obtained by a health service in improving the quality of service is very closely related to patient satisfaction. Therefore, the management of a health service needs to analyze the extent of the quality of services provided. Along with the many health services that have been established and provide a variety of alternatives to consumers, to choose according to expectations that cause intense competition. The size of the success of service delivery is determined by the level of satisfaction of service recipients (Pohan, 2007:97).

Satisfaction of service recipients is achieved if service recipients receive services in accordance with what is needed and expected, the customer also expects quality service, because with quality service the customer will feel satisfied. Azwar (2012: 127) said that what is meant by the quality of health services is that which refers to the level of perfection of health services which on the one hand can lead to satisfaction for each patient and on the other hand the procedures for its implementation are in accordance with established ethical codes and professional service standards.

Brody, (2013) Patient satisfaction can reflect either the intervention that the patient feels during the treatment visit and or the relationship between the interventions they want. This is according to Azwar (2012: 97), Quality of service for users of health services is related to the dimensions of staff responsiveness in meeting patient needs, fluency in communicating between officers and patients, concerns and hospitality of officers in serving patients and healing diseases that are being suffered by a patient.

This research is based on the inconsistency (research gap) and the development of research from previous research, namely research conducted by Ina Ratnamiasih, Rajesri Govindaraju, Budhi Prihartono, Iman Sudirman (2012), which examines the competence of human resources and the quality of hospital services, the results are competency of resources humans affect job satisfaction and service quality. While research conducted by Rayadi (2012), which examines human resource factors that improve employee performance, the results show a positive influence on employee performance. Ludfia Dipang's research (2013), which examined the development of human resources in improving employee performance, has an effect on improving employee performance.

Research conducted by Basri (2009), which examines human resources for work discipline, the results show that human resources affect customer value. While a study conducted by Nasution and Mavondo (2008), which examined human resource factors on work discipline, the results found that human resource practices had no effect on work discipline. While research conducted by Agung Setiawan (2013), about the effect of work discipline and motivation on employee performance. But research conducted by Ernarneti (2011), about the effect of work discipline and work motivation on work performance, the

results have a significant effect on work performance. conducted by Raharjo (2012), which shows that the variable work discipline has no effect on employee performance variables. The third application of discipline for employees is expected to improve employee performance. Besides that, it needs to be supported by a good work environment in the form of a work environment that can support smoothness, security, safety, cleanliness, and comfort in working and adequate facilities. Based on this research, human resource variables will be used to re-examine the discipline of the work of hospital employees.

Muh Anwar Hafid (2014), regarding the relationship of nurses' performance to the level of patient satisfaction, found that there is a significant relationship between nurse performance and patient satisfaction. While research conducted by Martina (2011), regarding the relationship of patients to the quality of health services in hospitals, the results found a significant relationship between communication, attitude and empathy for patient satisfaction. However, in research Like, Grace (2013) found there was a relationship that significant between physical, reliability and responsiveness to patient satisfaction. But other studies conducted by Duggirala Mayuri, Rehendra Candra Sekharan and Anan Rhaman RN (2008) who examined human resources as measured by the dimensions of the Total Quality Service (TQS) of hospital patient perception, the result is that the dimensions of TQS have no effect significant effect on patient satisfaction. Based on research that has been done before, the human resource variable as an intervening variable from the influence of work discipline on patient satisfaction.

But according to Pohan (2007) said health service employees who are not in line with patient expectations are expected to be input for health care organizations to try to fulfill them. If the performance of health services obtained by patients in a health care facility is in accordance with their expectations, patients will always come to the health care facility. Patients will always look for health services in facilities where the performance of health services can meet patient expectations.

The success obtained by a health service in improving the quality of its services is very closely related to patient satisfaction. Therefore, the management of a health service needs to analyze the extent of the quality of services provided. Along with the many health services that have stood up and provide a variety of alternatives to consumers, to choose according to expectations which causes intense competition.

The Konawe Regional General Hospital is one of the General Hospitals in the Konawe Regency which in its operations provides health services to the people of Konawe Regency and its Surrounding Areas. Konawe District General Hospital was established in 1987 and was inaugurated on August 28, 1988 with the Type D classification.

The development process and based on community demands for optimal service quality, the Konawe District General Hospital was upgraded to Type C based on the Decree of the Minister of Health of the Republic of Indonesia Number 1240/MENKES/SK/X/ 1997. Konawe General Hospital continues to work to improve the quality and range of health services to the community, including referral services in the working area of Konawe Regency. The application of Law number 22 of 1999 concerning Regional Autonomy has placed the Konawe General Hospital as one of the regional assets that must be handled professionally to increase the original income of the region without leaving the social function of the community that it carries.

Konawe General Hospital has 120 inpatient rooms consisting of VIP classes, Class I, Class II, and Class III. Its very strategic location is in the middle of Unaaha city so it is easy to reach by the community. Existing medical services at Konawe General Hospital include outpatient, inpatient, and ICU services. The Regional Public Service Agency of Konawe Hospital has very limited health workers with 14 doctors, 8 general practitioners, 4 specialist doctors and 2 dentists, 27 nurses, 10 midwives, 8 nutrition, 8 pharmacy people, 4 special therapy employees, 5 medical technicians, 5 public health employees and 47 non-health employees.

Health service activities in Konawe general hospital are still in the development stage. This is proven by the growth of patients coming to the Konawe general hospital. As for the development of inpatients and outpatients as follows:

Table 1: Number of Outpatients and Inpatients in the Konawe General Hospital

Year	Patient	
	Outpatient	Inpatient
2014	3.175	2.123
2015	4.370	2.345
2016	2.745	1.456
2017	5.867	4.876
2018	7. 876	5. 529

Source: 2018 annual report of Konawe General Hospital.

Based on the data in table 1.1, it can be seen that there has been an increase in the number of inpatients and outpatients from 2014 to 2018, only in 2016 which has decreased the number of patients. This could be the advantage of Konawe Hospital BLUD which is still in the development stage.

The developmental stage requires a hospital's ability to be able to utilize its resources effectively and discipline to maximize the services offered to the target patient or consumer. Presentation of superior resources to patients will be a source of hospital competitive advantage. This is due to the establishment of a strong emotional bond between the patient and the hospital after the patient uses hospital services and then feels these services provide a better quality of life for patients. This condition will cause the hospital to be able to maintain patient loyalty so that patients do not switch to another hospital, if in the future they need it.

Based on the background that has been formulated above, the purpose of this study is to find out both partial and simultaneous relationships between human resource competencies and work discipline on patient satisfaction.

Literature Review

Human Resource Competencies

According to Armstrong and Baron (in Wibowo, 2007: 88) Competence is a dimension of behavior that is behind competent performance. Often called behavioral competence because it is intended to explain how people behave when they carry out their roles properly.

Mc Ashan (in Sudarmanto, 2009: 48) competence is knowledge, expertise, and abilities possessed by someone who is part of himself, so he can carry out the appearance of cognition, affection, and certain psychomotor behavior.

Spencer (in Wibowo, 2007: 87) also said that competence is the basic foundation of people's characteristics and indicates how to behave or think, equate situations, and support for sufficient periods of time. Then Wibowo (2007: 86) said competence is an ability to carry out or carry out a job or task that is based on skills and knowledge and is supported by the work attitude required by the job. Thus, competence shows the skills or knowledge that are characterized by professionalism in a particular field as the most important thing, as the superior of that field.

Various views above can be concluded that competence is the ability to carry out a task or job based on knowledge, skills, and supported by attitudes that are individual characteristics.

Work Discipline

Work Discipline according to Nitisemita (1992: 199): "Work discipline is an attitude, behavior and deeds in accordance with company regulations both written and unwritten".

According to Prajudi Atmosudirjo in Wursanto (1995: 146): "Discipline work is obedience to the institution or organization along with all what is the provisions without using feelings, only based on the realization and awareness that without such obedience everything that is a provision in the organizational goals is not achieved (Wursanto, 1995:

146). In the discipline of work requires the ability to live up to the rules, norms, laws and regulations that apply so that they will consciously carry out and obey them. In work discipline the main factor is the awareness and conviction of the rules or conditions that apply in the company.

Work discipline is very important in an effort to ensure the maintenance of order and the smooth implementation of each task. Without high work discipline, it is difficult for companies to succeed. In enforcing work discipline, every violator of work discipline is subject to punishment. Disciplinary offenders are any words and actions of employees who violate the provisions or rules of employee discipline both at work and outside working hours, while disciplinary penalties are penalties imposed on employees for violating employee discipline rules. According to Wursanto (1995: 148) the level and type of punishment are distinguished, firstly a mild sentence such as an oral reprimand, a written warning and a statement of dissatisfaction in writing, secondly a moderate sentence, including a delay in salary increase and promotion, thirdly a severe sentence, including a reduced rank of one level lower, release from office, and termination with disrespect. A leader or an employee must have good discipline, because good discipline is a reflection of the sense of responsibility held in carrying out the tasks assigned.

According to Harlie (2012) indicators of work discipline include the following:

- (1) Always present on time
- (2) Always obey the provisions of working hours
- (3) Always prioritizing efficient and effective working hours
- (4) Having work skills in their area of work
- (5) Having high morale
- (6) Have a good attitude

Patient Satisfaction

Customer satisfaction is the main indicator of the standard of a health facility and is a measure of the quality of service low customer satisfaction will affect the number of visits that will affect the profitability of the health facility, while employee attitudes towards customers will also have an impact on customer satisfaction where customer needs from time to time will increase, so does the demand for the quality of services provided (Atmojo, 2006)

According to Irawan (2003), satisfaction is a feeling of pleasure or disappointment from someone who gets the impression from comparing the results of service performance with his expectations. Tjiptono (2006: 145) argues that satisfaction or dissatisfaction is the customer's response as a result and evaluation of performance/action mismatches that are felt as a result of not meeting expectations.

This is also stated by Sugito (2005) which states that the level of satisfaction is a function of the difference between perceived performance and expectations, if the performance is below expectations, the service will be disappointed Basically the client's expectations are estimates or the client's belief that the service he receives will meet his expectations. While the performance results will be perceived by the client. The conclusion that can be drawn from some of the above understanding is the same view that customer / client satisfaction is an expression of satisfaction when accepting reality/service experience meets client expectations. Customer satisfaction can be defined as a situation when the needs, desires and expectations of customers can be met through a product that is consumed (Juliana, 2008: 64). Patients or people who experience satisfaction with health services tend to comply with advice, loyal, or obedient to the agreed treatment plan, but if the opposite happens then the patient will turn to a doctor or other treatment (Imbalo, 2006: 74).

Conceptual Framework

Based on the background of the problem, the objectives and benefits of research, theoretical and empirical studies that have been described at the beginning, can be used as a part in making conceptual models in research.

The thought that underlies this research starts from the theory of resources-based theory of competitive advantage proposed by Barney (1991). This theory states that the resources and capabilities possessed by the organization are a source of competitive

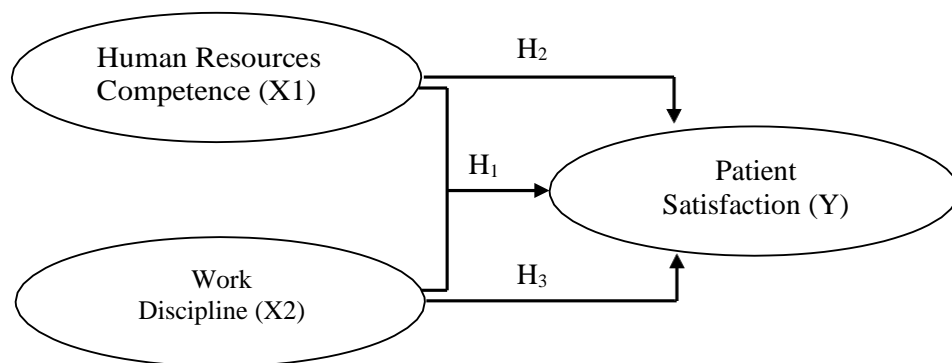
advantage. Company organizations can create competitive advantage if these resources are scarce, have value, are difficult to imitate and cannot be substituted.

The relationship between the success of an organization that can not be separated from the quality of human resources was stated by Susilaningsih (2008), Laksmi Sito Dwi Irvianti, (2010). This opinion is supported by research conducted by Sedarmayanti (2009), Cahayani (2005), Handoko (2001), Bruce (2003). Based on the results of this study indicate that the position of human resource competence is very influential and has a very important role for an organization and company success.

The company ability to utilize and allocate resources to competitive companies in creating value in the products and services offered to customers that meet customer expectations will provide customers with satisfaction.

Based on the description above, the research concept framework can be described as follows:

Figure 1: Research Conceptual Framework



Research Hypothesis

Competence is a basic characteristic of someone who indicates how to think, behave and act, and draw conclusions that can be done and maintained by someone at a certain period of time (Moeheriono, 2009: 4). According to Margarita Nikolajevaite (2016) Research Relationship Between Employees' Competencies and Job Satisfaction Research: British and Lithuanian Employees. The results of his research indicate that competence has a positive and significant effect on performance.

According to Syaifuddin (2017) Employee competence has a positive and significant effect on job satisfaction. The higher the competency of the employee will have an impact on employee satisfaction. Likewise, according to Hendra Hadiwijaya and Agustina Hana (2016) states that Human Resources Competence has a positive and significant effect on satisfaction.

H1: Human Resources Competency and Work Discipline have a significant effect on inpatient satisfaction at the general hospital in the district of Konawe

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H2: Human Resources Competence has a significant effect on inpatient satisfaction at the Konawe District General Hospital

Discipline is an attitude, behavior and actions in accordance with company regulations both written and unwritten. The regulations in question include absenteeism, slow entry, and fast employee leave. So this is an employee disciplinary attitude that needs to be addressed properly by the management.

This research is in line with research conducted by Syaifuddin (2017) stating that work discipline has an effect on satisfaction, meaning that the higher the work discipline, the more impact on satisfaction.

H3: Work Discipline has a significant effect on inpatient satisfaction at the Konawe District General Hospital

Research Methods

This research is a quantitative descriptive research approach, which is designed to obtain empirical evidence, test and analyze the effect of human resource competencies and work discipline on patient satisfaction.

The approach in research uses survey design. According to Tulldan Hawkins in Rahayu (2008), it is explained that survey research is the systematic collection of information from respondents with a view to understanding or predicting some of the observed behaviors and populations. Survey research must pay attention to sampling, design, questionnaire, administration of questionnaire and data analysis.

Population and Research Samples

The study population was all patients hospitalized at Konawe General Hospital. While the unit of analysis in this study was inpatients, thus the study population was inpatients at Konawe General Hospital. Considering that patients who stay overnight in the hospital know and feel more the services provided by the hospital compared to outpatients. The number of respondents was calculated based on sample calculations which refer to the Taro Yamane formula (Riduwan and Kuncoro, 2006) by setting a precision of 10% or a 95% confidence level.

$$n = \frac{N}{1 + N.d^2}$$

$$1 + N.d^2$$

Based on the use of these formulas, the following calculation is obtained: based on the data obtained, the number of inpatients in Konawe General Hospital is 1,989 people. For the sample size used are:

$$n = \frac{N}{1 + N.d^2}$$

$$1 + N.d^2$$

$$n = \frac{1.989}{1 + 1.989 (10\%)^2}$$

$$= 95,213 \text{ (Rounded to 95 respondents)}$$

According to Riduwan and Kuncoro (2006), the sampling formula in each stratum of treatment class is:

$$n_i = \frac{N_i}{N} \times n$$

Based on the overall sample size, the sample size for each treatment room is as follows:

Table 2: Number of Samples for each type of Konawe General Hospital class

Class type	Samples (people)
Kelas I	$458/1.989 \times 95 = 21,88 = 22$
Kelas II	$716/1.989 \times 95 = 34,20 = 34$
Kelas III	$816/1.989 \times 95 = 38,97 = 39$
Amount	95

Data Collection Methods and Techniques

The data collection method used in this study is a survey method, which is the primary data collection method obtained directly from the original source. The survey method was

carried out by taking samples from one population and using a questionnaire as the main data collection tool. Create, distribute and collect questionnaires that are directly distributed to respondents. Data collection techniques used in this study include:

1. Questionnaire in this study using a questionnaire, where respondents were asked to answer several questions related to the research theme.
2. Interviews, conducted by asking a number of questions to respondents, their opinions, conducted in a directed and free manner, to obtain additional information or clarify the answers in the questionnaire and to those who assist research in collecting data, both primary data and secondary data that are not obtained in a written questionnaire.
3. Documentation, by collecting information through documents in the form of reports or notes obtained from research objects.

Research Results and Discussion of Respondent Characteristics

Respondents who were sampled in this study were Class Patients at the Office of the Regional Public Service Agency Konawe Hospital, which numbered 95 people. Of the 95 questionnaires given to respondents all of them were filled out completely or 100% could be used. Characteristics of respondents aim to describe the characteristics of respondents who are sampled according to: gender, age, length of stay, last education and marital status. Descriptions of the characteristics of respondents are presented in the following table:

Table 3: Characteristics of Respondents

Characteristics of Respondents		Amount (person)	Percentage (%)
Gender	a. Male	46	48%
	b. Female	49	52%
	Amount	95	100%
Age (years)	a. 31-40	30	32%
	b. 41-50	27	28%
	c. 51-58	38	40%
	Amount	95	100%
Length of Stay (Days)	a. 3-5	54	57%
	b. 6-8	23	24%
	c. 9-11	10	11%
	d. 12-15	8	8%
	Amount	95	100%
Education	a. Senior High School	28	29%
	b. Associate degree	5	5%
	c. Bachelor degree	51	54%
	d. Master degree	11	12%
	Amount	95	100%
Marital status	a. Marriage	76	80%
	b. Not married	19	20%
	Amount	95	100%

Table 3 shows that the characteristics of respondents seen from the sex shows that female respondents have a greater number of 49 people or 52% compared to the number of male respondents which amounted to 46 people or 48%. This condition shows that the majority of patients in the Konawe Regional Public Service Agency are women, whereas patients in the majority class are more female.

Characteristics of respondents based on age is one of the factors that can determine the ability to assess competence and work discipline of nurses because psychologically can distinguish someone in the way they think, behave and behavior. From the results of the study note the majority of respondents aged between 51-58 years as many as 38 people or 40%. From these conditions illustrate that in terms of the age of patients at the Regional Public Service Board Konawe Hospital is mostly at the age of the elderly that is 51-58 years (40%).

The results of this study, it is known that the length of stay of patients in most 3-5 days by 54 people or 57%. This fact is closely related to the length of time the patient was treated at the Konawe Regional Public Hospital. Judging from the average length of stay of the Patients at the Konawe Regional Public Hospital, it is able to see and feel the behavior and attitudes of the nurses in providing services while the patient is being treated.

The level of education in this study is the level of formal education completed by patients at the Regional Public Service Board of the Konawe Hospital who were respondents. The level of education affects the mindset and perspective in shaping the assessment of various things that it faces. The results of this study indicate that the majority of respondents already have a high level of education, senior high school as many as 28 respondents, as many as 51 respondent's bachelor degree and master degree as many as 11 respondents. thinking patterns and perspectives in forming an assessment of the competencies and discipline of nurses.

Based on gender, age, education, and length of stay owned by each respondent it is expected that all patients in the Konawe Regional Public Service Agency involved in this study have an adequate level of understanding and knowledge to answer the statements in the instrument (questionnaire) this research. So, the information obtained by researchers from respondents is information that is relevant to the purpose of the study.

Results of Analysis and Testing of Simultaneous Test Hypotheses (F-Test)

This test is carried out to see whether the independent variables entered into the model have a joint influence on the dependent variable. Based on the test results with multiple regression analysis, obtained $F_{count} = 101.086$ with a significance level of 0.000 (<0.05) so that it can be concluded that simultaneously the Human Resources Competency variable (X1), Work Discipline (X2) has an influence on Patient Satisfaction (Y) Konawe Regional General Hospital services. On this basis, the research hypotheses submitted previously can be accepted because they are proven true.

Partial Test (t test)

T-test was conducted to find out partially whether the independent variables partially affect the dependent variable with the following testing criteria:

1. If $p < \alpha = 0.05$, the hypothesis proposed in this study is accepted, meaning that there is a significant influence between the independent variables on the dependent variable.
2. If $p > \alpha = 0.05$, the hypothesis proposed in this study is rejected, meaning that there is no significant influence between

the independent variables on the dependent variable

4: T test (Partial Test)

Model	Standardized Coefficients	t	Sig.
	Beta		
1			
HR COMPETENCY	.601	6.787	.000
WORKING DISCIPLINE	.276	3.110	.002

Based on the calculation results of multiple linear regression analysis obtained the following hypothesis:

1. HR competence has a significant effect on patient satisfaction at Konawe General Hospital. Testing HR competency variables on patient satisfaction variables based on the results of data processing with a significant level $\alpha = 0.05$, the results obtained t_{count} ($t_{0.05} = 6.787$) with a significance value of $t_{Sig} = 0.000$ which means it is smaller than $\alpha = 0.05$. This means that partially there is a significant influence between HR competency variables on patient satisfaction. On this basis, the hypothesis proposed earlier can be accepted because it is proven true.
2. Work discipline has a significant effect on patient satisfaction at Konawe General Hospital. Testing the work discipline variable on patient satisfaction variables based on the results of data processing with a real level $\alpha = 0.05$, the result of t_{count} ($t_{0.05} = 3.110$) with a significance value of $t_{Sig} = 0.002$ which means it is smaller than $\alpha = 0.05$. This means that partially there is a significant influence between the variables of work discipline on patient satisfaction at Konawe General Hospital. On this basis, the hypothesis proposed earlier can be accepted because it is proven true.
3. Based on the value of standardized coefficients in the data analysis, it was found that HR competence is the variable that has the greatest influence with a coefficient value of 0.601, it can be concluded that HR competence has a large influence on the formation of patient satisfaction.

Discussion of Research Results

Effect of HR Competence and Work Discipline on Satisfaction of Inpatients in the Konawe District General Hospital

Based on the results of the study showed that the variable Human Resource Competency and Work Discipline simultaneously or jointly had a positive and significant effect on Patient Satisfaction in the Konawe General Hospital. This shows that the better the Competency of Human Resources and the better the Discipline of work will be able to increase the Patient Satisfaction in the Konawe General Hospital.

This study is in line with research conducted by Margarita Nikolajevaite (2016) Research title Relationship Between Employees' Competencies and Job Satisfaction: British and Lithuanian Employees. The results of his research indicate that competence has a positive and significant effect on performance.

According to Syaifuddin (2017) Employee competence has a positive and significant effect on job satisfaction. The higher the competency of the employee will have an impact on employee satisfaction. Likewise, according to Hendra Hadiwijaya and Agustina Hana (2016) states that Human Resources Competence has a positive and significant effect on satisfaction.

Effect of Human Resources Competence on Inpatient Satisfaction at the Konawe District General Hospital

Based on the results of the study showed that the variable Human Resources Competence had a positive and significant effect on Patient Satisfaction at the Umun Konawe Hospital. This shows that the better the Competency of Human Resources will be able to increase the Patient Satisfaction in the Konawe General Hospital.

This study is in line with research conducted by Margarita Nikolajevaite (2016) Research title Relationship Between Employees' Competencies and Job Satisfaction: British and Lithuanian Employees. The results of his research indicate that competence has a positive and significant effect on performance.

According to Syaifuddin (2017) Employee competence has a positive and significant

effect on job satisfaction. The higher the competency of the employee will have an impact on employee satisfaction. Likewise, according to Hendra Hadiwijaya and Agustina Hana (2016) states that Human Resources Competence has a positive and significant effect on satisfaction.

The Effect of Work Discipline on Satisfaction of Inpatients in the Konawe District General Hospital

Based on the results of the study showed that the variable Work Discipline had a positive and significant effect on patient satisfaction at Konawe General Hospital. This shows that the better the work discipline of nurses will be able to increase patient satisfaction at the Konawe General Hospital.

This research is in line with research conducted by Syaifuddin (2017) which states that work discipline has an effect on satisfaction, meaning that the higher the work discipline, the more impact on satisfaction.

Research Limitations

After analyzing and testing hypotheses related to the influence of human resource competency variables on patient satisfaction, there are several limitations contained in this study, including:

1. This research has not yet produced actual accuracy related to real conditions, limited research time, difficulties in the process of collecting respondent data due to things beyond the control of the researcher, and the inability of the indicators examined in the hypothesis to uncover other factors that are not studied are some of the weaknesses in this study.
2. Generalization of this study is limited to the hospital context, therefore for broader generalizations research still needs to include multiple objects so that generalizations can reach more aspects
3. A deeper exploration to see other factors not included in this study is also needed to complement empirical findings that will enrich science in the future.

Conclusion

1. Human Resources Competency and work discipline simultaneously have positive and significant effect on Patient Satisfaction of the Regional Public Service Agency Konawe Hospital. This can be interpreted that Competency of Human Resources and good work discipline together contribute to the improvement of patient satisfaction.
2. Human Resources Competence has a positive and significant effect on Patient Satisfaction in the Regional Public Service Agency Konawe Hospital. This can be interpreted that the better the Competency of Resources has contributed to the improvement of Patient Satisfaction of the Regional Public Service Board Konawe Hospital.
3. Work discipline has a positive and significant effect on Patient Satisfaction in the Regional Public Service Agency Konawe Hospital. This can be interpreted that high work discipline will increase Patient Satisfaction of the Regional Public Service Agency Konawe Hospital.

Suggestion

1. For the leadership of the Konawe Regional Public Service Agency, it is necessary to pay attention to the competency of human resources possessed by Class Nurses in terms of providing good services to patients.
2. For the leadership of the Konawe Regional Public Service Agency, it is necessary to pay attention and improve the discipline of nurses' work. In this case related to the work attitude of nurses in the offices of the Konawe Regional Public Service Agency.
3. In addition, the thing to note is the indicator of the Human Resources Competency variable because it has an average that is less compared to other indicators. Work discipline needs to be improved so that patient satisfaction can be increased

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