The Influence of Competence, Nurse Motivation on Patient Satisfaction through the Professional Nursing Care Model (MAKP) Team in the Inpatient Room of the West Sulawesi Provincial Hospital

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Abstract

This research was conducted to determine nurses' competence and motivation on patient satisfaction through the Professional Nursing Care Model (MAKP) Team. The research method used is quantitative. This study population was all hospitalized patients at the West Sulawesi Provincial Hospital, as many as 100 respondents. The research sample used a total sampling technique of as many as 100 people. Data collection techniques using questionnaires and data analysis using path analysis. The results showed that the respondents who filled out the questionnaire were 100 respondents, where the respondents were nurses who worked at the West Sulawesi Provincial Hospital. The results show a positive and significant influence between motivation and nurse competence on patient satisfaction through the Team Professional Nursing Care Model (MAKP). Every nurse must have motivation and competence through the MAKP Team method for increasing patient satisfaction in the service.

Keywords:
Competence, Nurse Motivation, Patient Satisfaction, MAKP Team

1. Introduction

Health is an essential aspect that is a necessity for the community. As the people's standard of living increases, the people's desire to achieve maximum health will also increase. Health is a state of well-being of body, soul, and society that enables individuals to live productively, both socially and economically. This certainly puts demands on health service providers such as hospitals. Good service will create a quality of life and be able to provide satisfaction to the community.

Health is the right of every individual and the right to obtain health services as much as possible. The 1945 Constitution states that health insurance for the community, especially for the poor and underprivileged, is the government's responsibility. Law Number 36 of 2009 concerning Health emphasizes that every individual has the right to obtain information in the health sector and to obtain optimal services. Indonesia is a big nation. Indonesia's development continues to date not only physically but also in the form of quality human resources. In the current era of globalization, growth is increasing, not only in the industrial sector but also in the health sector.

Health services, especially hospitals, are health service facilities oriented towards individual and complete health services through inpatient and outpatient care. Human resources (HR) for health are the primary source of health development, aiming to increase awareness for everyone to adopt a healthy lifestyle to achieve optimal health. To improve quality and integrated services, it is necessary to improve health services, especially in nursing services.
One of the things that the hospital needs to improve is to improve the quality of services in the field of service with national and international standards, among others, by implementing the Team Professional Nursing Care Model (MAKP). The Professional Nursing Care Model focuses on the quality of a nurse's performance, which can carry out tasks in the nursing field by determining each nursing staff's functioning, both in decision-making and assignments and reward systems.

Nurses have a vital role in implementing nursing care in hospitals, where nurses are in direct contact with patients while being treated in the hospital. Therefore, nursing services in the future must have meaningful changes and are increasingly rapid to compete in the era of world globalization. To achieve quality service, nurses must have high nurse competence and motivation in carrying out nursing care. Nursing is a professional health service that is based on nursing science, which provides comprehensive benefits. Competence is the authority to decide something. Each nurse is expected to have competence so that they can work in the field of nursing services. Nurse competence consists of technical competence and behavioral competence. A person is said to be competent in their job if they can take advantage of these two elements. At present, one of the problems in nursing services is the work motivation of nurses. Nurses' work motivation is still low at 64.29 at Ambon level III hospital, according to research conducted by Mulyono, Hamzah, and Abdullah (2014).

Hospital is one of the public services; referring to Law No. 25 of 2009, public service is an activity to meet service needs by the law applicable to every citizen and resident for goods, services, and administrative services provided by service providers. Public. Meanwhile, Decree of the Ministry of Administrative Reform, No: 63 / KEP / M.PAN / 7/2003, public service is a service activity carried out by public service providers to meet service recipients' needs by applicable laws. The Team's Professional Nursing Care Model (MAKP) reduced the problem of patient care rules functionally. This model was developed in the 1950s. The community believes that nursing will continue to have reduced staff. The development of a care system for patients needs to be improved so that nursing services can be provided comprehensively.

The West Sulawesi Provincial Hospital is a unique hospital belonging to the West Sulawesi Provincial Government with type C and has 160 beds. This hospital has the duty and obligation to assist the government in terms of health development. Thus, this hospital is required to provide full service from other hospitals and provide higher quality services. One of the services that need to be improved is the inpatient room because inpatient services cannot be separated from hospital services. The phenomenon that occurs regarding patient satisfaction at the West Sulawesi Provincial Hospital, in 2017 the level of patient satisfaction on outpatients was 75%, and inpatient was 60%. In 2018 the amount of outpatient care was 75%, and hospitalization was 78.89%. Within two years, the percentage of patient satisfaction in hospitalization has increased by 29.25%. Although the data obtained shows an increase in patient satisfaction in the last two years, patients are still not satisfied with the nursing services provided. This is evidenced by the data from initial interviews with several patients treated as not confident with nursing services and actions and given while in the hospital.

The West Sulawesi Regional General Hospital (RSUD) is currently making improvements in various aspects, from increasing human resources to increasing infrastructure development to realize optimal health improvements for the community. From the author's observations for approximately three years, the authors found that the MAKP Team's implementation in the West Sulawesi Provincial Hospital had been carried out. However, many patients were not satisfied with the MAKP team due to competency factors and the nurses' motivation from the nurses themselves. Thus, the authors are very interested in researching nurses' competence and motivation on patient satisfaction through the

MAKP Team. Therefore, the authors take the title "The Effect of Competence and Motivation of Nurses on Patient Satisfaction through the professional nursing care model (MAKP) team in the Hospital Inpatient Room. West Sulawesi Province.

2. Literature Review

One of the human resources who hold an essential role in a hospital is a nurse. For 24 hours, the nurse provides services to patients through the MAKP team by their discipline. To achieve patient satisfaction, nurses must have competencies to support their performance (Widodo, 2016; Nuraini et al., 2019; Umanailo, 2020, 2019). Thus, the influence of competence in applying the Professional Nursing Care Model (MAKP) Teams is related so that the quality of nursing services will increase (Pribadi, 2004). The fluency of a nursing model is determined by the nurse's competencies (Nursalam, 2012).

The term competency, according to Webster's Dictionary, began to appear in 1596. This term is taken from the Latin word "competere," which means "to be suitable." Then substantially changed with the inclusion of various issues and discussion of competence from multiple kinds of literature. Competence is the ability to carry out or perform a job or task based on knowledge and skills and is supported by the work attitude demanded by the job. Competence shows skills or knowledge characterized by professionalism in a particular field as the most important and superior field. Competence refers to the behavioral dimension of a role or behavior that a person needs to perform his job satisfactorily. Competence is a person's ability to produce at a satisfactory level in the workplace, including the power of a person to transfer and apply these skills and knowledge in new situations and increase, agreed benefits. Competence describes what people do in the workplace at various points.

Levels and specifies the standards for each group, identifying the characteristics, knowledge, and skills needed by individuals who carry out their duties and responsibilities effectively so as to achieve professional-quality standards in work. A superior performer shows competence at a higher level of scale and better results than an ordinary or average performer. Human resource competencies are competencies related to knowledge, skills, abilities, and personality characteristics that directly affect their performance. Thus it can be concluded that competence can also be interpreted as the ability and willingness to carry out work with an effective and efficient account to achieve company goals.

Technical competence can be used to describe the functions, roles, and job responsibilities in an organization. The size of these functions, roles and responsibilities depends on the company's goals, the size of the company, the level or level of work in the organization and the type of business. Meanwhile, non-technical / behavioral competencies are used to describe job demands for the behavior of office holders in order to carry out the job with extraordinary achievements. Competence can be used as a weighting factor for the job used to evaluate work. The knowledge, skills, and attitudes needed to carry out the job as well as the challenges of the job are the components that provide the largest portion in determining the weight of a job. These knowledge, skills, and attitudes are the basic components of competency building.

The formation of an organization is usually followed by the formation of a job and determining the requirements or qualifications of people who are fit to carry out the work. Competence can be used as a component in the job requirements, which are then used as guidelines for selecting prospective employees who will occupy the position or carry out the job. Quality nursing services if supported by Nurse Motivation from a nurse in providing comprehensive nursing care provided to patients. The professional nursing care model (MAKP) team is an effort made by the hospital in improving the quality of nursing care. This method can increase nurses' cooperation and coordination in carrying out their duties in providing nursing care, improving nurses' skills and motivation (Kuntoro, 2010; Mu'adi et al., 2020; Nawawi et al., 2020). The success in implementing the MAKP team can be influenced by the attitudes and motivation of the nurses. The catalyst consists of internal, external, and urgent. Therefore, in increasing nurses' attitude and motivation in implementing the MAKP team, a strategy is needed (Safitri, 2018).

If each health service unit owns talented resources, patient satisfaction will undoubtedly be achieved. Benefits in patient satisfaction will be achieved if the human resources and health services provided are by expectations (Ririn, 2007). Employees are an essential asset in an organization that must be maintained smoothly by their human resource capabilities. Therefore, organizations engaged in service must pay special attention and the quality of their employee services. This can encourage employees' workability in improving good service quality so that the development of competence and quality of service makes patients feel satisfied with the services provided (Indrawati, 2016).

In this case, the quality of nurse services' motivation must be increased along with the increasing awareness and obligations of the community to get optimal results, especially on patient satisfaction (Nursalam, 2002). According to Hezberg (2004), maintenance motivation affects performance, so that the cause of good nurses will improve their performance. Nurses as nursing care providers see humans as individuals who have unique bio-psycho-also-spiritual needs. In providing nursing support to patients, nurses focus not only on biological aspects but psycho and also spiritual aspects. Nursing care in fulfilling needs can be made by assessing the patient's understanding to feel comfortable (Hamid, 2008). This is in line with research conducted by Agung (2012), which states that there is a significant relationship between nursing documentation and patient satisfaction through the Professional Nursing Care Model (MAKP) Team at Wahidin Sudirohusodo Mojokerto Inpatient Installation.

The successful implementation of MAKP can be influenced by the attitude and motivation of the nurse. A nurse's explanation consists of internal, external, and urgent. Thus, a strategy is needed to improve nurses' attitudes and motivation in implementing the professional nursing care model (MAKP) (Deffy, 2018). Nursing services that are not optimal will make clients feel dissatisfied. If nurses do not have a role or responsibility for documentation and supervision, they will experience a decline in performance (Nursalam, 2002). In society's view, the quality of nursing service quality is a measure of health services quality. To assess client satisfaction with nursing care that has been provided requires documentation (Nursalam 2015). H7: The Nursing Care Model (MAKP) has a positive and significant effect on patient satisfaction, so the better the MAKP Team, the more patient satisfaction increases.

3. Methods
3.1. Methodology
The survey is a method used in this research by analyzing the data and facts needed to answer every problem. Data collection in the form of information obtained from respondents was carried out to achieve the research objectives, of course. The data needed in this research is about the influence of competence and motivation of nurses on patient satisfaction through the Professional Nursing Care Model (MAKP) Team. Data collection in this study was carried out by Observation, Questionnaire, Documentation.

3.2. Variable Measurement
This study's variables were measured using a questionnaire (Likert scale) with an assessment of number 1, indicating strongly disagree and number 5 means strongly agree. A professional nurse will lead some nurses in providing nursing care to patients collaboratively and cooperatively. Competence is a broad scope and can also be described as a characteristic that underlies an individual closely related to a person's performance in doing his job. An indicator of Competence is Competence: knowledge, Skills/skills, Attitudes, Behavior, Notoadmojo (2002).

This includes the factors that cause, channel, and maintain human behavior in a specific direction of determination. According to Hamzah (2011), Nurse Motivation Indicators are Desire for success, Salary/wages, Awards. The team's Nursing Care Model (MAKP) indicators are Planning, Organizing, Guiding, Supervision / Supervision (Nockler, 2002). While patient satisfaction, namely understanding the patient's needs and desires, is an important thing that affects patient satisfaction. Patient Satisfaction Indicators: Comfort, Friendliness, Speed of service, Perry and Potter (2005).

4. Results and Discussion

Table1. Competency Variable Validity Test Results (X1)

Question items	r-count	r table	Results
1	0,753	0,196	Valid
2	0,598	0,196	Valid
3	0,613	0,196	Valid

Source: Data Processing Results, 2019

From the table, it is known that the validity test results are declared valid. If r counts > r tables, then the variable is correct. If r-count on < r tables, then the variable is invalid because the rating is more excellent than the table (0.196) with a significant value of 0.05, declared valid.

Table 2. Nurse Motivation Variable Validity Test Results (X2)

Question items	r-count	r table	Results
1	0.729	0.196	Valid
2	0.564	0.196	Valid
3	0.600	0.196	Valid

Source: Data Processing Results, 2019

From the table obtained validity test of each indicator in this study is declared valid. If r count > r table, so the variable is declared valid. If r counts < r tables, then the variable is declared invalid because the rating is more excellent than the table (0.196) with a significant value of 0.05, so it is declared valid.

Table 3. Team MAKP Variable Validity Test Result Table (Y1)

Question items	r-count	r table	Results
1	0.791	0.196	Valid
2	0.810	0.196	Valid
3	0.426	0.196	Valid
4	0.577	0.196	Valid

Source: Data Processing Results, 2019

From the table, it is known that the validity test of each indicator in this study is declared valid. If r counts > r tables, then the variable is correct. If r-count< r tables, then the variable is invalid because it is greater than the table (0.196) with a significant value of 0.05, so it is declared valid.

Table 4. Patient Satisfaction Variable Validity Test Results (Y2)

Question items	r-count	r table	Results
1	0.750	0.196	Valid
2	0.597	0.196	Valid
3	0.565	0.196	Valid

Source: Data Processing Results, 2019

From table 4, it is known that the validity test of each indicator in this study was declared valid. If r counts < r tables, then the variable is invalid because it is greater than the table (0.196) with a significant value of 0.05, so it is declared valid.

Table 5. Reliability Test Table

Research variables	Cronbach's Alpha	Criteria t table	Description
Competency (X1)	0.341	0.196	Reliable
Nurse Motivation (X2)	0.250	0.196	Reliable
MAKP Tim (Y1)	0.565	0.196	Reliable
Patient Satisfaction (Y2)	0.308	0.196	Reliable

Source: Data Processing Results, 2019

Table 5 obtained a reliability test on each variable in this study was declared reliable because Cronbach's Alpha is more excellent than 0.196 with a positive value. The results of competency testing on the team's nursing care model at the West Sulawesi Provincial Hospital showed a positive and significant influence between competency variables and the team's MAKP. This can indicate that if a nurse has competence, they can provide nursing care according to the patient's needs. The team's nursing care model is an effective nursing care model because it can improve patients' quality of service.

Effect of Nurse Motivation on Professional Nursing Care Model (MAKP) team. The Nurse Motivation test results on the team's nursing care model (MAKP) showed a positive and significant influence between nurse motivation variables and the MAKP method. Effect of competence on patient satisfaction, The results of competency testing on patient satisfaction obtained a positive and significant influence between competency variables to patient satisfaction. The

impact of varied competencies on patient satisfaction means that the patient will be satisfied if a nurse is competent in providing health services.

Effect of Nurse Motivation on patient satisfaction, From the test results, Nurse Motivation's influence on patient satisfaction showed a positive and significant impact between nurse motivation variables. The nurse's motivation is so needed that the nurse is passionate about doing her job. Nurse motivation comes from the word more (Latin) to move, pushing, or forcing. Nurse motivation is an effort to achieve the desire of an organization by optimizing individuals' abilities (Mangkunegara,2007).

The influence of competence on patient satisfaction through the Professional Nursing Care Model (MAKP) team, From the test results, it was obtained that there is mediation between competency variables to patient satisfaction through MAKP Team. MAKP team is a model of applying nursing care conducted in a team to provide complete health services. Professional nurses certainly have competence, so nurses must be able to position themselves as persons who understand their duties and responsibilities to patients. If all nurses own, this will undoubtedly provide satisfaction for a patient who has been given health services.

Effect of Nurse Motivation on patient satisfaction through Professional Nursing Care Model (MAKP) team, From the test results of Nurse Motivation to patient satisfaction, there is mediation where the nurse motivation variable can directly affect the patient satisfaction variable. With the implementation of MAKP, the team can feel satisfied with the client and nurses. Nurses better understand and know each client's needs so that the client will feel treated more humanely.

The impact of the team's Professional Nursing Care Model (MAKP) on patient satisfaction, Testing the unit on patient satisfaction showed a positive and significant influence between the team's MAKP variables on patient satisfaction. For nursing care to be successful, it needs to be planned and directed carefully as nursing's duty and responsibility. Nursing care is provided by a team of 2 or more nurses.

5. Conclusions

Based on the research and discussion results in the previous chapter related to the Influence of Nurses' Competence and Motivation on Patient Satisfaction through the Professional Nursing Care Model (MAKP) Team. in the Inpatient Room of the West Sulawesi Provincial Hospital. It can be concluded that the better the competence and motivation of nurses is good The Team's Nursing Care Model (MAKP). The better the competence and reason, the better patient satisfaction in the West Sulawesi Provincial Hospital's inpatient room. The better the nurses' competence and motivation, the better patient satisfaction through the Team Nursing Care Model (MAKP) Team in the room. West Sulawesi Provincial Hospital inpatient. The better the MAKP Team, the better the patient's satisfaction in the West Sulawesi Provincial Hospital's inpatient room. It is necessary to improve patient satisfaction to increase the MAKP of the nurse team's competency and motivation.

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