

The Influence of Competence and Motivation on The Discovery of Tb Patients Through the Quality of Officer Services in The Health Office Polman

Ahmad and Akmal Umar

Sekolah Tinggi Ilmu Ekonomi AMKOP Makassar, Indonesia
ahmad251072@gmail.com, akamal.u@gmail.com

Ekafadly Jusuf

Universitas Hasanuddin, Makassar, Indonesia
ekafadly.yusuf@yahoo.com

Masrah Hasan

Universitas Puangrimaggalatung
masrah.nh@gmail.com

Yusriadi Yusriadi

Sekolah Tinggi Ilmu Administrasi Puangrimaggalatung, Makassar, Indonesia
yusriadi.yusriadi@uqconnect.edu.au

M Chairul Basrun Umanailo

Universitas Iqra Buru
chairulbasrun@gmail.com

Andiwi Meifilina

Universitas Islam Balitar, Indonesia.
andiwi.uibalitar@gmail.com

Abstract

This study aims to test and analyze the Effect of Competence and Motivation on TB Patients' Discovery Through the Quality-of-Service Officers in the Polman District Health Office. The study population was all officers who discovered tuberculosis sufferers in the Polman District Health Office, totaling 80 populations. In this sampling technique, the author uses a saturated or total sampling technique, where the entire population is sampled as many as 80 samples data analysis using path analysis. The results showed that: 1) Competence had a positive and significant effect on officers' quality of service in the Polman District Health Office. 2) Motivation has a positive and significant effect on officers' service quality at Polman District Health Office. 3) The quality of service has a positive and significant effect on discovering TB sufferers in the Polman District Health Office. 4) Competence has a positive and significant effect on finding TB sufferers in the Polman District Health Office. 5) Motivation has a positive and significant effect on TB patients' discovery in Polman District Health Office. 6) Competence has a positive and significant effect on TB patient findings through officers' quality of service at Polman District Health Office. 7) Motivation has a positive and significant effect on TB sufferers' discovery through officers' service quality at the Polman District Health Office.

Keywords:

Competence, Motivation, Service Quality, Discovery of TB Patients

1. Introduction

Tuberculosis (pulmonary TB) is a chronic bacterial infection caused by *Mycobacterium tuberculosis*, an acid-resistant bacillus transmitted through the air. Tuberculosis can spread from one person to another through air transmission (droplets of sputum patients with tuberculosis). Patients infected with tuberculosis will produce a droplet that contains several TB bacilli when they cough, sneeze or talk. People who breathe TB bacilli can be infected with tuberculosis. With malaria and HIV / AIDS, pulmonary TB is one of the diseases whose control has become a global commitment in the MDG's (Ministry of Health, 2015). According to 2013 WHO report, the prevalence of TB in Indonesia again ranks third after India and China, which is nearly 700 thousand cases, with the death rate still 27 per 100,000 population. According to WHO in the 2017 Global Tuberculosis Report, TB is one of the ten leading causes of death globally. TB is also a leading cause of death related to antimicrobial resistance and a major killer of people with HIV. In 2016, there were an estimated 10.4 million new TB cases worldwide, including 6.2 million men, 3.2 million women, and 1 million children. And among those TB sufferers, 10% of them are HIV positive. Seven countries that account for 64% of new TB cases are India, Indonesia, China, the Philippines, Pakistan, Nigeria, and South Africa. In the same year, 1.7 million people died of TB, including 0.4 million who were HIV sufferers. But globally, the mortality rate of TB sufferers has decreased by 37% from 2000-2016 (WHO, 2017).

Data from the Republic of Indonesia health profile in 2016 stated that 156,723 new smear-positive pulmonary TB cases were consisting of 95,382 (61%) men and 61,341 (39%) women. 1,507 (0.96%) positive smear TB patients were children aged 0-14 years, 117,474 (74.96%) positive smear TB patients were productive age (15-54 years), and 37,742 (24.08%) TB patients BTA is positive for the elderly. While the coverage of all TB cases' findings was 298,128 (174,675 men, 123,453 women) with a CDR (Case Detection Rate) of 60.59%. South Sulawesi Province ranks sixth with the number of new TB case findings in Indonesia under West Java, East Java, Central Java, DKI Jakarta, and North Sumatra, with 12,972 (7,613 men, 5,359 women) cases, with pulmonary TB sufferers. BTA was positive in 7,139 cases (4,277 men, 2,862 women). In 2015 the highest number of positive smear TB cases in South Sulawesi province was in Makassar City with 1,928 cases, 1,205 (62.5%) in men and 723 (37.5%) in women. Simultaneously, the total number of TB cases in Makassar City was 3,639 cases, 2,192 (60.24%) in men and 1,447 (39.76%) in women. Cases of TB in children aged 0-14 years in Makassar City amounted to 210 cases. The Cure Rate of Makassar City is 1,214 (73.09%) out of 1,661 smear-positive TB patients treated (South Sulawesi Health Profile, 2015). Increasing the number of TB case findings is a benchmark to increase officers' motivation to carry out a job. The work results that go well and efficiently are part of the quality of services provided by officers by the community. According to Mangkunegara (2010), motivation is formed from the attitudes (attitude) of employees in facing the work situation in the company (problem). In addition to the motivation possessed by an officer in working specifically in finding TB sufferers. An officer's expertise and reliability are essential competence and influence carrying out a task of responsibility in carrying out a job and becoming a pre-planned goal. Officers have experience and expertise or reliability in handling tuberculosis finding cases. Competence is a minimum ability requirement and authority that someone must possess to carry out a job to produce work according to standards (Anik Suwarni, 2010).

The results of Agustina Ayu Wulandari et al (2015) also showed that the factors that proved to be influential as risk factors for pulmonary TB disease events were occupancy density ($p = 0.002$), room temperature ($p = 0.001$), room humidity ($p = 0.018$), type of house floor ($p = 0.016$), habit of removing any sputum ($p = 0.016$), and habit of coughing / sneezing without closing the mouth ($p = <0.001$). The maximum motivation and competence a person has at work will produce a professional and optimal service quality for the community. An essential aspect in determining the quality associated with member services is service quality. Based on researchers' observations at the Polman District Health Office, secondary data was obtained that in 2017 the total discovery of TB sufferers was 760 people with male sufferers amounted to 463 people while women were 297 people. While in 2018, the full findings of TB patients were 852 people with male sufferers by 485 inhabitants while women by 367 inhabitants. It is seen that the discovery of TB sufferers from 2017 to 2018 has increased, with the majority of TB sufferers finding being male compared to women

2. Literature Review

This understanding is a skill or ability (Robert A. Roe, 2001). Superior service is defined as an attitude or way employees serve customers satisfactorily (Nasution (2004). There are four main elements in quality: speed, accuracy, friendliness, and comfort. The maximum ability and expertise will produce quality professional services following what is needed by the community.

Previous research was conducted by Bambang Sulistiawan (2013) with the research title "The Effect of Coordination and Competence of Program Managers on the Performance of Lung Tuberculosis Control Program Managers in the Work Areas of the Binjai City Health Office." The results showed that the pulmonary TB program manager's performance in the working area of the Binjai City Health Office 63.89%. Included less, 52.8% of the officers' skills included in the category of inadequate, 55.56% had less knowledge and fewer attitudes towards controlling pulmonary TB, and 69.44% of pulmonary TB officers lack coordination.

The service is said to be good, according to Nasution (2004). If every employee must have specific skills, including excellent and neat appearance, being friendly, showing enthusiasm and attitude, always ready to serve customers, communicating well, and handling customer complaints. Researchers conducted by Yonius Sudan (2016) obtained research results that showed that organizational commitment had no significant effect on service quality. However, competence toward organizational commitment, competence towards service quality, motivation towards organizational commitment, and service quality motivation significantly impact.

According to Lupiyoadi (2001), the quality of service is someone's actions to others through the presentation of the product or service to meet the needs, desires, and expectations of the people served, especially in the service sector, consumers will feel satisfied if they get the good or as expected. Providing quality service must start from meeting the needs of consumers and end on consumer perception. Quality of service that can meet one's needs will facilitate a process of performance in discovering tuberculosis sufferers. Previous research conducted by Ahmad Khusaini (2016) results showed that of the 65 respondents known analysis of service quality on customer satisfaction at the SPA Club Arena Yogyakarta, most of them had a Satisfaction attitude of 43.07%, dissatisfaction attitude of 26.15%, Very No Satisfied 20.0% and Very Satisfied 10.77%. Based on these studies' results, the quality of service to consumer satisfaction at the Spa Club Arena Yogyakarta is Satisfied.

This understanding is a skill or ability (Robert A. Roe, 2001). The knowledge and expertise of a person's benchmarks in performance, the resulting maximum performance will show someone's success in achieving their goals and expectations. Therefore high competence is essential in the case of finding TB sufferers in the community. Because without competence, someone will not be able to achieve optimal goals in carrying out a job. The researcher conducted by Bambang Sulistiawan (2013) showed the performance of the pulmonary TB program manager in the work area of the Health Office of Binjai City 63.89% included less, 52.8% officers' skills included in the lack category. 55.56% had less knowledge and a lack of an attitude towards controlling pulmonary TB, and 69.44% of pulmonary TB officers lack coordination. Multivariate test results indicate that the competency variable is the dominant variable influencing the performance of pulmonary TB officers

Series of attitudes and values that influence individuals to achieve specific things following individual goals. These attitudes and values are invisible that provides the power that drives individuals to behave in attaining goals is motivation (Robbins, 2009; Nuraini et al., 2019; Umanailo, 2020, 2019). The drive consists of two components: work behavior (work to achieve goals) and action strength (how strong the individual effort at work). Motivation is the most crucial part of individual performance, including finding TB sufferers in the community. With a boost in carrying out a job, it will be easier for someone to achieve goals. Research conducted by Yulia Andriani (2017) Shows that organizational commitment does not significantly influence service quality. However, competence toward organizational commitment, competence towards service quality, motivation towards organizational commitment, and service quality motivation has a significant effect. Motivation is the variable that has the most critical influence on the quality of health services

3. Methods

3.1. Research Design

The research method includes principles, regulations, and techniques that need to be considered and applied to collect data and analyze data. According to Prasetya (2009), "the method is the totality of ways to research and find the truth." Meanwhile, the understanding of the research method itself, according to (Sugiyono, 2009; Mu'adi et al., 2020; Nawawi et al., 2020), is a scientific method used to obtain objective, valid, and reliable data to be found, proven, and developed in knowledge. It can be used to understand, solve and anticipate problems in administration. This research is qualitative and quantitative. This study uses survey methods with correlational analysis techniques to determine the effect of independent variables and dependent variables. Therefore, the independent variable and the dependent variable in this study were not engineered; in other words, this research took the form of filling instruments in the field.

3.2. Measurement variable

The measurement scale is an agreement used as a reference to determine the length of the short interval in the measuring instrument. The measuring tool, when used in measurement, will produce quantitative data (Sugiyono, 2009). In this study, the measure used was a Likert scale with intervals of 1 to 5.

4. Results and Discussion

4.1. Validity test

Testing each item statement's accuracy in each variable (questionnaire) is a test of the validity of research data using the product-moment correlation formula. It is assisted by using Microsoft Exel and the SPSS version 24 program. Then the analyzed data are obtained from the responses of respondents on the questionnaire. Validation criteria are if the $r\text{-count} \geq r\text{-table}$ then the instrument is declared valid. Still, if $r\text{-count} < r\text{-table}$ then the instrument is declared invalid, it is known that the $r\text{-table}$ uses a significant level $\alpha = 0.05\%$ with $n = 80$ then obtained $r\text{-table value} = 0.217$. The results of the validity test of each variable can be described in the following table:

Table 1. Validity Test Results for Research Variable Items

Variable	Statement Items	r - count	r - table	Description
Competence (X1)	X _{1.1}	0,751	0,217	Valid
	X _{1.2}	0,796		Valid
	X _{1.3}	0,813		Valid
	X _{1.4}	0,753		Valid
	X _{1.5}	0,576		Valid
	X _{1.6}	0,536		Valid
Motivation (X2)	X _{2.1}	0.676		Valid
	X _{2.2}	0.601		Valid
	X _{2.3}	0.703		Valid
	X _{2.4}	0.583		Valid
	X _{2.5}	0.902		Valid
	X _{2.6}	0.750		Valid
Quality of Service (Y1)	Y _{1.1}	0,794		Valid
	Y _{1.2}	0.832		Valid
	Y _{1.3}	0.858		Valid
	Y _{1.4}	0.647		Valid
	Y _{1.5}	0.823		Valid
Discovery of TB Patients (Y2)	Y _{2.1}	0,842		Valid
	Y _{2.2}	0,760	Valid	
	Y _{2.3}	0,673	Valid	
	Y _{2.4}	0,834	Valid	
	Y _{2.5}	0,741	Valid	
	Y _{2.6}	0,564	Valid	

Source: Primary data processed, 2019

Based on the validity test results in table 1, the statement items of each variable in this study are valid. This is indicated by the value of $r\text{-count} \geq 0.217$ ($r\text{-table}$). Thus all things on the competency variables (X1), motivation (X2), service quality (Y1), and TB patient findings (Y2) are declared valid and can be used as research instruments.

4.2. Reliability Test

Reliability testing can be analyzed using techniques from Cronbach, namely Cronbach's Alpha. Test technique using coefficients, with a fundamental level of 5%, the calculation also uses the help of the SPSS 24 program. In other words, if the correlation coefficient is greater than the critical value or if the Cronbach's Alpha value > 0.6 , then the item is declared reliable (Arikunto, 2002). The reliability test results can be presented in the following table:

Table 2. Reliability Test Results

Variable	Cronbach's Alpha	Cut of Point (0,6)	Description
Competence (X1)	0,778	0,60	Reliabel
Motivation (X2)	0,775	0,60	Reliabel
Quality of Service (Y1)	0,802	0,60	Reliabel
Discovery of TB Patients (Y2)	0,786	0,60	Reliabel

Source: Primary data processed, 2019

Based on the reliability test results shown in Table 2 that all questions items on the variables of professionalism, incentives, job satisfaction, and service quality obtained Cronbach's Alpha value > 0.60 (0.778; 0.775; 0.802; 0.786), so it can be concluded that all items the question in this study meets the reliability requirements or in other words that all variables have a level of reliability (reliable) Thus, data processing results in path analysis, namely by analyzing the influence of competence and motivation on TB patient findings through service quality using twice the multiple linear regression model with SPSS version 24. Each of which will be described in the data processing results shown in the following:

4.2.1. Path coefficient Model I

Referring to the Model I Regression output in the following "coefficients" table:

Table 3. Model I Path Analysis Results

Coefficients						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4.567	2.627		1.738	.086
	Competence (X1)	.189	.088	.232	2.152	.035
	Motivation (X2)	.541	.126	.463	4.289	.000

Source: Primary data processed, 2019

The results of the path analysis model 1 table "coefficients" known significant values of competency variables = 0.035 < α = 0.05 and motivation = 0,000 < α = 0.05. this means that Model I Path Analysis has a positive and significant effect.

Table 4. Determination Coefficient Test Results

Model Summary				
Model	R	R Square	Adjusted R Square	Std. An error of the Estimate
1	.625 ^a	.390	.375	1.944

Source: Primary data processed, 2019

The "Model Summary" table is 0.390, meaning that the influence of competence and motivation on service quality is 39.0%. In comparison, the remaining 61.0% is contributed by other variables not included in the study. for the value of e1 can be generated by the formula $e1 = \sqrt{(1 - 0.390)} = 0.7810$. Effect of Competence on Service Quality of Officers in the Polman District Health Office; Based on the respondents' views and evaluations on the competencies obtained through the results of the questionnaire. It showed that the first indicator's competence was in the high category that all Public Health Center (PHC) staff in the district health office of Polman knew what to do if they found TB patients. Based on the problem formulation described previously, from the results of the hypothesis test with Path Analysis, the model's path coefficient was a positive and significant effect between the competency variables on service quality in the Polman District Health Office. The results can be seen in table 4.10, the path analysis results (Path Analysis) model I obtained $\beta X1$ value = 0.232 with the probability level (sig) of competence is 0.035 ($p < 0.05$). With this, the first hypothesis that the authors propose is acceptable that there is a positive and significant effect between the competency variables on the quality of service in the Polman District Health Office. This study is in line with Lilis Ardini's (2010) research, whose findings indicate competence in service quality. Multivariate test results indicate that the competency variable is the dominant variable influencing pulmonary TB officers' performance. An officer's competence dramatically influences the quality of services provided to targets that require complete health

services in achieving a relatively good degree of health in life. This is evidenced by the respondents' high response, stating that all PHC staff knew what to do if they found a TB patient.

Effect of Motivation on Service Quality of Officers in Polman District Health Office; From the results of data processing on the results of respondents' answers, it was found that the motivational variable on service quality is in a reasonably good category. Therefore the hypothesis that the authors propose shows a positive and significant effect between motivation on the quality of service of officers in the Polman District Health Office. This is evidenced from the results of the path analysis test (Path Analysis) of the path coefficient of the model I obtained βX_2 value = 0.463 with a probability level (sig) of motivation is 0,000 ($p < 0.05$). The path analysis test results prove that the hypothesis proposed by the author is accepted, that there is a positive and significant influence between motivation on the service quality of officers in the Polman District Health Office. The correlation number is positive, which means that if motivation increases by one point, officers' quality of service in the Polman District Health Office will increase. Work motivation is necessary for employees to carry out a job with solid enthusiasm, high performance, and productivity. Someone who is motivated in a position that gets attention and support from the organization's leadership to create effective, professional, timely, transparent, and following the community's wishes.

This result is in line with research conducted by Yonius Sudan (2016) with the research title "Effect of Competence and Motivation of Health Workers Through Organizational Commitment as Intervening Variables on Service Quality in Rsd Cileungsi." Showing the results of the study indicate that organizational commitment does not significantly influence the quality of service. However, competence toward organizational commitment, competence towards service quality, motivation towards organizational commitment, and service quality motivation has a significant effect. Motivation is the variable that has the most considerable influence on the quality of health services. This is evidenced by the theory, which states that motivation is concerned with how to direct subordinates' potential power, so they are willing to work together productively to achieve and realize the goals that have been determined. (Malayu S.P Hasibuan, 2009).

4.2.2. Line Coefficient Model II

Referring to the Model II Regression output in the following "coefficients" table:

Table 5. Model II Path Analysis Results

Coefficients						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.143	2.299		.062	.950
	Competence (X1)	.230	.078	.243	2.954	.004
	Motivation (X2)	.353	.121	.260	2.927	.005
	Quality of Service (Y1)	.542	.098	.466	5.541	.000

Source: Primary data processed, 2019

In the "coefficients" table, it is known that significant values of the variables are competence = 0.004 $< \alpha = 0.05$, motivation = 0.005 $< \alpha = 0.05$ and service quality = 0,000 $< \alpha = 0.05$ the conclusion is the competency variable, motivation, service quality on the discovery of TB patients with a positive and significant effect.

Table 6. Determination Coefficient Test Results

Model Summary				
Model	R	R Square	Adjusted R Square	Std. An error of the Estimate
1	.820 ^a	.672	.659	1.669

a. Predictors: (Constant), Quality of Service (Y1), Competence (X1), Motivation (X2)

Source: Primary data processed, 2019

In the "Model Summary" table, the R-square value of 0.672 is obtained, meaning that the contribution of the influence of competence and motivation, service quality to the discovery of tuberculosis sufferers is 67.2%. In comparison, the remaining 32.8% is other variables not included in the study. for the value of e_2 can be obtained by the formula $e_2 = \sqrt{(1 - 0.672)} = 0.5727$.

The Influence of Service Quality on the Discovery of TB Patients in Polman District Health Office; The results of the path analysis model II obtained $\beta Y1 = 0.466$ with a probability level (sig) of service quality is 0,000 ($p < 0.05$). The path analysis test results prove that the hypothesis proposed by the author is accepted, that there is a positive and significant influence between the service quality of officers on the discovery of TB patients in the Polman District Health Office. This shows that staff service quality is affected by the level of TB sufferers' findings in Polman District Health Office. The results of this study are supported by research conducted by Joyo Minardo (2012). Their research results show that the officers' motivation is low because the work is the appointment of the leader of the Puskesmas and requires a long time and risk of contracting the sufferer. Completing work is less because of the heavy workload, working without targets, and motivation. Officers do not get compensation, need support from the leadership to issue ideas and ideas in case finding. There are no means of transportation for case finding. PHC does not plan to implement a case-finding program policy, and the supervision system for coverage of case findings is not optimal. Conclusion: It was concluded that the motivation of pulmonary tuberculosis officers in case finding was still low because there was no support and responsibility was still lacking as well as the compensation and supervision system that did not yet exist

An employee who has a professional service quality in health services will produce pretty maximal TB findings. Skills and expertise will not run well without self-awareness in carrying out every job. Feeling happy someone at work arises after comparing the impressions and responses to the performance or results of a product or service that has or is not following their expectations. From the analysis results described above, the quality of service of officers in the Polaman District Health Office can provide understanding and treatment for patients who are netted in the discovery of TB patients by officers in the Polman District Health Office. This is evidenced by respondents who stated that a PHC officer always prioritizes the community's interests over personal interests. This indicates that officers' quality of service in the Polman District Health Office is quite optimal.

Influence of Competence Against TB Patient Discovery in Polman District Health Office; The value obtained from the path coefficient of model II $\beta X1$ is = 0.243, with the probability level (sig) of competence is 0.004 ($p < 0.05$). The path analysis test results prove that the hypothesis proposed by the author is acceptable, that there is a positive and significant influence between competence on the discovery of TB patients in the Polman District Health Office. The data analysis results in this study explain that competence has a positive and significant impact on the discovery of TB patients in the Polman District Health Office. Competence is a benchmark for employee skills in handling TBC sufferers' findings and plays an essential role in the high and low quality of employee work in providing full service. Inadequate competence will significantly affect the quality of work produced by employees in carrying out any work that is their responsibility. To improve the quality of work in discovering tuberculosis sufferers needed in-depth competence in handling a case that is quite serious that suffered by the community.

Influence of Motivation Against TB Patient Discovery in Polman District Health Office; Based on the partial test results with the path analysis test, it can be concluded that motivation has a positive and significant effect on TB patients' discovery in the Polman District Health Office. The results of the path analysis test for path model II obtained the value of $\beta X2 = 0.260$ with the probability level (sig) of infrastructure is 0.005 ($p < 0.05$). The path analysis test results prove that the hypothesis proposed by the author is accepted, that there is a significant influence between motivation on the discovery of TB patients in the Polman District Health Office. Several previous researchers have also been researched by Sri Marsida Setiyaningsih (2008). The results of the chi-square test with a level of confidence $\alpha = 0.05$. It can be seen that the significance value between the knowledge of TB officers with TB case finding rates of $p = 0.062$, attitudes of $p = 0.14$ ($p > 0.05$). It concluded that there was no significant relationship between TB officers' knowledge and attitudes with TB case finding rates and motivation of $p = 0.004$ ($p > 0.05$) concluded that there was a significant relationship between the motivation of TB officers with TB case finding rates.

An officer's work motivation is one of the factors that play an essential role in discovering TB patients in the Polman District Health Office. A strong motivation from an officer in carrying out his responsibilities will produce a reasonably good performance and maximum in achieving the discovery of TB patients in the community. This is in agreement with the statement, according to Robbins (2009). Motivation is a series of attitudes and values that influence individuals to achieve specific things following individual goals. These attitudes and values are invisible that provides the power that drives individuals to behave in achieving goals. The drive consists of two components: work behavior (work to achieve goals) and the strength of conduct (how strong the individual effort at work). Motivation is an important determinant of individual performance (Siswanto, 2005).

Table 7. Indirect Effect Test Results

Path Coefficient	Standardized Coefficient Beda	Std. Error
X1 → Y1	0,232	0,088
Y1 → Y2	0,466	0,098
X1 → Y1 → Y2	0,232 x 0,466 = 0,108	-
X2 → Y1	0,463	0,126
X2 → Y1 → Y2	0,463 x 0,466 = 0,215	-

Source: SPSS Data Process Results, 2019

Influence of competence (X1) on the discovery of TB patients (Y2) through service quality (Y1), found the direct effect of competence (X1) on the discovery of TB patients (Y2) amounted to 0.243 or 24.3%. At the same time, the indirect impact of competence (X1) on the discovery of TB sufferers (Y2) through service quality (Y1) is $0.232 \times 0.466 = 0.108$ or 10.8%. The findings show that the direct effect is greater than the indirect effect. Guided by the table equal to 1,664, and obtained t-count from the Sobel test of 2.305. This shows that $t\text{-count} > t\text{-table}$ or $2.305 > 1.664$, it can be concluded, the sixth hypothesis stating "Competence has a positive effect on TBC sufferers findings through Service Quality at the Polman District Health Office" is accepted or proven.

Influence of Competence Against TB Patients' Findings Through the Quality of Service Officers in the Polman District Health Office; The results of the path coefficient of model II obtained the direct effect given competence to the discovery of tuberculosis patients by 0.243. The indirect impact of competence through service quality on TB patient findings is beta competency scores on service quality and service quality beta scores on TB findings: $0.232 \times 0.466 = 0.108$. so the total effect given X1 to Y2 is a direct effect plus an indirect effect, namely: $0.243 + 0.108 = 0.351$. Based on the results, it is known that the value of the direct effect is 0.243 and the indirect effect is 0.108, which means that the indirect effect's value is smaller than the value of direct influence. It is done by the Sobel test, guided by the table that is equal to 1.664, and obtained from the Sobel test of 2.305. This shows that $t\text{-count} > t\text{-table}$ or $2.305 < 1.664$, it can be concluded, the sixth hypothesis stating "Competence has a Positive and Significant Impact on the Discovery of TB Patients Through Quality of Service in the Polman District Health Office" is accepted or proven.

This is evidenced by the respondents' high perception of the competency variable, which shows that all PHC staff know what to do if they find TB patients among the community or patients. Besides, health center staff follow specified operational standards if they want to act on TB patients. This shows that the employees' competency in the Polman District Health Office can provide quality services that are efficient, optimal, maximal, and professional to patients or the community in need. The data analysis results in this study are in line with research by Bambang Sulistiawan (2013). In the Binjai City Health Service working area, 63.89% included less, 52.8% staff skills included in the category of inadequate, 55.56% had less knowledge and lacked attitudes towards controlling pulmonary TB 69.44% of pulmonary TB officers lacked coordination. Multivariate test results indicate that the competency variable is the dominant variable influencing the performance of pulmonary TB officers in the Binjai City Health Office's work area. Competence is a minimum ability requirement and authority that someone must possess to carry out a job to produce work according to standards (Anik Suwarni, 2010). Competence can be described as the ability to carry out a task, role, or task, integrate knowledge, skills, attitudes and personal values, and build knowledge and skills based on experience and learning. This understanding is a skill or ability (Robert A. Roe, 2001). The expertise and skills that are pretty maximal and professional owned by officers at the Polman District Health Office in the discovery of TB patients shows the patient's confidence in the quality of service and health workers who work optimally at the PHC 7. The influence of motivation (X2) on the discovery of TB patients (Y2) through service quality (Y1) found the direct impact of motivation (X2) on the discovery of TB sufferers (Y2), amounting to 0.260 or 26.0%. While the indirect effect of motivation (X2) on the discovery of TB sufferers (Y2) through service quality (Y1) amounted to $0.463 \times 0.466 = 0.215$ or by 21.5%. The findings show that the direct effect is greater than the indirect effect.

Effect of Motivation Against TB Patients' Findings Through the Quality of Service Officers in the Polman District Health Office

Path analysis test results (Path Analysis) path coefficient model II obtained direct influence given motivation to discover tuberculosis patients by 0.260. The indirect effect of motivation through service quality on TB patient findings is the multiplication between the beta value of motivation on service quality and the beta value of service quality on TB patient discovery: $0.463 \times 0.466 = 0.215$. The total effect encouraged TB sufferers' discovery is the direct effect coupled with the indirect effect, namely: $0.260 + 0.215 = 0.475$. Based on the calculation above, it is known that the value of direct influence is 0.260 and the indirect effect is 0.215, which means that the value of the

indirect effect is smaller than the value of the direct effect. It is done by the Sobel test, guided by the table that is equal to 1.664, and obtained from the Sobel test of 2.868. This shows that $t\text{-count} > t\text{-table}$ or $2,868 > 1,664$, it can be concluded, the seventh hypothesis which states "Motivation has a Positive and Significant Effect on the Discovery of TB Patients Through the Quality of Officers' Services in Polman District Health Office" accepted or proven.

This is evidenced by the respondents' high perception of the motivational variable, which indicates that the officer is responsible for carrying out the tasks assigned and possibly following the direction received. This study's results are in line with the theory revealed by Malayu S.P Hasibuan (2009), which states that motivation concerns how to direct subordinates' potential power so that they are willing to work together productively to achieve and realize the goals that have been determined. The results of this study are in line with the research of Joyo Minardo (2012). Their research results show that officers' motivation is low because the work is the appointment of the leader of the health center and requires a long time and risk of contracting it by sufferers. Completing work is less because of the heavy workload, working without targets, and motivation. Officers do not get compensation, need support from the leadership to issue ideas and ideas in case finding. There are no means of transportation for case finding. PHC does not plan to implement a case-finding program policy, and the supervision system for coverage of case findings is not optimal. Conclusion: It was concluded that pulmonary tuberculosis officers' motivation in case finding was still low because there was no support and responsibility was still lacking, and the compensation and supervision system did not yet exist.

Someone will like a job if the job is following their abilities, so he feels proud to do it. Jobs that are unpopular and less challenging are usually not able to be the driving force. Even the work tends to be a boring routine and not become pride. Therefore strong motivation plays an essential role in discovering TB patients in the Polman District Health Office. The presence or absence of a motivational impetus in an officer in carrying out his work in an organization will reflect the quality of service that is efficient, timely, according to procedures, maximum and professional following what is needed by patients or the community. A reasonably good quality of service from an officer will produce optimal satisfaction for patients or the community.

5. Conclusion

Based on the results of research and discussion previously stated, it can be concluded several things as follows: Competence has a positive and significant effect on the quality of service of officers in Polman District Health Office; Motivation has a positive and significant impact on the quality of service of officers in Polman District Health Office; Service quality influences positive and significant impact on the discovery of TB patients in the Polman District Health Office; Competence has a positive and significant effect on the discovery of TB patients in the Polman District Health Office; Motivation has a positive and significant effect on the discovery of TB patients in the Polman District Health Office; Competence has a positive and significant effect on findings TB patients through the quality of service officers in the Polman District Health Office; motivation has a positive and significant effect on TB patients' discovery through service officers' grades in the Health Office Polman Regency.

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Biographies

Ahmad is a student at Magister Program of Economic Science of STIE AMKOP, Indonesia. His areas of interest and research include social science and economic. He has published some articles in national journals.

Akmal Umar is a lecturer at Economics Department of STIE AMKOP, Indonesia. His areas of interest and research include economic, management, management human resource. He has published some books and many articles in national and international journals.

Ekafadly Jusuf is a lecturer at the Management Department, Faculty of Business, and Economics, Hasanuddin University, Makassar. She has published some books and many articles in national and international journals. She is also a reviewer and editor in some local and international journals.

Masrah Hasan is lecturer in the Nursing Study Program at the Faculty of Nursing and Midwifery, Universitas Puantrimaghalatung, Indonesia. His research fields and interests include health sciences. As a lecturer, he has published several scientific articles in national journals and has won a PDP research grant. He is also active in several organizations, such as PPNI and Adpertisi.

Yusriadi Yusriadi is a lecturer at Public Administration Department of Sekolah Tinggi Ilmu Administrasi Puantrimaghalatung, Indonesia and chancellor on Sekolah Tinggi Ilmu Hukum Pengayoman. His areas of interest and research include social science, political science, sociology, legal studies, and public administration. He has published some books and many articles in national and international journals. He is a reviewer and editor in some local and international journals.

M Chairul Basrun Umanilo has worked as a Lecturer at Iqra Buru University since 2011 until now he is still active in the University's academic activities. has served as head of the Centre for Planning and Community Development Studies (PSP2M) since 2018. Completed his master's program at Sebelas Maret University in 2016, is currently still completing research on the conversion of agricultural land functions.

Andiwi Meifilina is a lecturer at the Faculty of Social and Political Sciences with Social Communication specifications and research methodology. Has an M.Sc in Communication Studies. In 2016 Began doctoral education at Brawijaya University. Currently still completing a dissertation on the issue of cultural development in East Java, which is focused on the East Java region