The Influence of Competence and Professionalism on The Performance of Midwives in The Regional Public Hospital of Kendari City

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Abstract

Objective – To analyze the influence of competence and professionalism significantly on the performance of midwives at the Kendari City Regional General Hospital. To analyze the influence of competence significantly on the performance of midwives at the Kendari City Regional General Hospital. And to analyze the influence of professionalism significantly on the performance of midwives at the Kendari City Regional General Hospital.

Design/Methodology/Approach – This study uses quantitative methods. The population in this study was midwives working at the Regional General Hospital (RSUD) of Kendari City. Respondents taken in this study amounted to 41 people with information from midwives who were in the Raung Ponek Azalea. The data collection method used in this study was using questionnaires and documentation. This study used multiple linear regression analysis.

Findings – Competence and professionalism together have a positive and significant influence on the performance of midwives at the Kendari City Regional General Hospital (RSUD).

Implications – Competence and professionalism together have a very important role in improving the performance of midwives at the Kendari City Regional General Hospital (RSUD).

Keywords: Occupational Safety, Occupational Health, Employee Performance

INTRODUCTION

Human Resources (HR) is one of the most important assets for an organization or company. In the era of globalization and increasingly tight competition, the success of an organization is highly dependent on the abilities and competencies of its employees. Quality HR can drive innovation, increase productivity and create a positive work environment. Therefore, investment in HR development is a must for organizations that want to survive and thrive in a dynamic market.

The role of HR is not only limited to recruitment and selection, but also includes training, career development and performance management. This process aims to ensure that every individual in the organization has the skills and knowledge needed to achieve common goals. With a good HR management system, organizations can create teams that is solid and collaborative, which in turn will result in better performance and achievement of strategic goals.

The performance of midwives in hospitals is one of the important factors in determining the quality of health services, especially in the field of midwifery concerning maternal and child health. In the Regional General Hospital (RSUD) of Kendari City, the role of midwives is very strategic, considering the high demand for midwifery services and the challenges faced in maintaining the quality of services amidst limited human resources and facilities. The phenomena that occur in the field show that although midwives have a great responsibility in providing medical services, there has been no in-depth study of the factors that directly influence their performance, such as competence and professionalism.

There is a gap between expectations and reality in the field. Ideally, midwives are expected to have optimal competence in providing maternal and child health services in accordance with applicable standards. However, in reality, there are still midwives who have not fully mastered communication with patients and families. In addition, the professionalism of midwives should be reflected in dedication to the profession, social obligations, independence, belief in professional regulations and relationships with fellow professionals. In reality, some midwives face obstacles such as high workloads, lack of ongoing training and limited appreciation of their profession which can have an impact on professionalism in performance. With this gap, more concrete efforts are needed to improve the competence and professionalism of midwives, both through ongoing training, improving the welfare of health workers and improving the hospital management system so that the performance of midwives at the Kendari City Hospital can be more optimal in providing quality health services.

This study aims to analyze the influence of competence and professionalism significantly on the performance of midwives at the Kendari City Regional General Hospital, to analyze the influence of competence significantly on the performance of Midwives at the Kendari City Regional General Hospital. And to analyze the influence of professionalism significantly on the performance of Midwives at the Kendari City Regional General Hospital.

The results of this study are expected to play an important role in the development of science and problem-solving in various fields. In every study, there are benefits that can be obtained, both for the researcher himself and the wider community. The benefits of the results of this study include theoretical and practical uses.

Research Framework

The independent variables in this study are the competence and professionalism of midwives, while the dependent variable is the performance of midwives.

Midwife Competency: Competence is basically a set of minimum requirements for a person to carry out a task or function according to their field, covering several aspects that are needed by a midwife. With indicators, namely: (1) Skills: skills are the midwife's ability to carry out certain tasks well and efficiently; (2) Knowledge: knowledge refers to the understanding and information an individual has regarding a particular field or subject matter; (3) Social roles: social roles refer to an individual's ability to interact and contribute effectively in society; and (4) Self-image: self-image is an individual's

perception of themselves, which includes the assessments, beliefs and feelings they have about themselves.

Professionalism: professionalism is the characteristics (ability, skills, way of carrying out something, etc.) as are naturally found in or carried out by a professional. With indicators, namely: (1) Dedication: dedication namely an individual's commitment to give their best in their work; (2) Social obligation: Social obligation reflects professional responsibility, namely regarding how to contribute to society; (3) Autonomy demands: autonomy refers to the ability of professionals to make decisions independently in their practice; (4) Human Resources (HR) Number: the total number of human resources available in an organization to carry out various tasks and responsibilities; and (5) Belief in self-regulation: Belief in professional regulations, namely showing the importance of ethical standards and codes of conduct in every profession.

Performance: Performance is the work results achieved by a person/group of people in an organization in accordance with their respective authorities and responsibilities in order to achieve the goals of the organization concerned, legally, without violating the law and in accordance with morals and ethics. With indicators, namely: (1) Quantity of Work, showing the amount of work produced by individuals or groups as a requirement that will become the work standard; (2) Quality of Work, namely every employee in the company must meet certain requirements to be able to produce work according to the quality required for a particular job; (3) Punctuality, namely each job has different characteristics for certain types of jobs must be completed on time because they are dependent on other jobs; (4) Attendance, which is related to a certain type of work, requires employees to be present to work according to the specified time; and (5) Collaboration Ability, namely related to the fact that not all work can be completed by one employee alone, for certain types of work it may have to be completed by two or more employees.

This research framework hypothesizes that competence and professionalism have a significant influence on midwife performance, competence has a significant influence on midwife performance and professionalism has a significant influence on midwife performance. The following is a visual representation of the research framework:
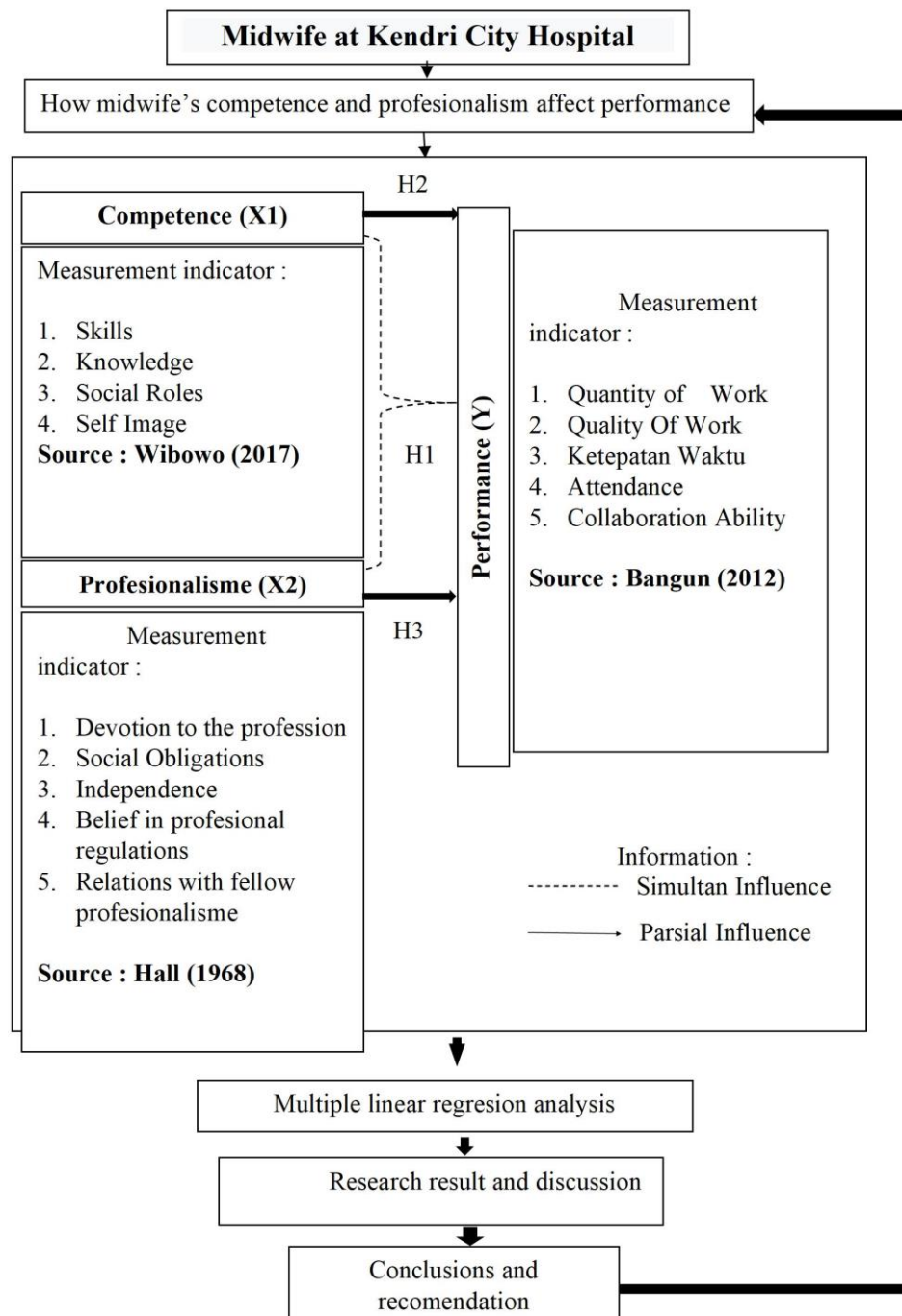
Figure 1: Research Framework

Research Hypothesis

H1. Competence and Professionalism have a significant effect on Midwives' performance.

H2. Competence has a significant effect on Midwives' performance.

H3. Professionalism has a significant effect on Midwives' performance

METHODS

This study uses descriptive research with a quantitative approach, namely revealing the influence between variables expressed in numbers and explaining it by comparing it with existing theories and using data analysis techniques that are appropriate to the variables in the study. The

population in this study was 116 people and the sample in this study focused on midwives in the Azalea Ponek room, totaling 41 people.

The data sources in this study include two categories, namely: (1) **Primary Data:** This data is obtained directly from respondents through questionnaires, group discussions, panels or documentation. In this study, primary data was collected from Midwives at the Kendari City Regional General Hospital through distributed questionnaires; and (2) **Secondary Data:** This data is obtained from other sources such as books, the internet and relevant documents. Secondary data in this study includes information from books, online sources, and documents from the Kendari City Regional General Hospital, including the number of employees, job levels, employee functions according to their fields and other related documentation. The data processing technique for this research uses SPSS computational calculations because this program has a graphical environment using descriptive menus.

RESULTS AND DISCUSSION

The characteristics of respondents in this study are a description of individual identity (Midwives). This data analysis aims to obtain information about individual identity which includes: Age, gender, division/position, status, last education and length of service.

Table 1. Respondent Characteristics

Age	Number of People	Percentage (%)
23-27 years old	5	12%
28-32 years old	10	24%
33-37 years old	22	54%
38-42 years old	4	10%
Total	41	**100%**
Gender	**Number of People**	**Percentage (%)**
Male	0	0%
Female	41	100%
Total	41	**100%**
Midwife Status	**Number of People**	**Percentage (%)**
Not married	5	12%
Married	36	88%
Total	41	**100%**
Group	**Number of People**	**Percentage (%)**
Skilled Midwife	12	30%
Advanced Midwife	10	24%
First Expert Midwife	9	22%
Associate Expert Midwife	10	24%
Total	**41**	**100%**
Last education	**Number of People**	**Percentage (%)**
D3/D4	31	76%
S1	7	17%
S2	3	7%
Total	**41**	**100%**
Years Of Service	**Number of People**	**Percentage (%)**

1-5 years	11	27%
6-10 years	25	61%
11-15 years	5	12%
Total	**41**	**100%**

Validity & Reliability Test

Table 2. Validity and Reliability Test Results

Variabel	Indikator	Item	Koefisien	Sig.	Ket.	*Cronbach*	Ket.
Competence (X1)	Skills (X1.1)	X1.1.1	0.421	0,06	Valid	0,728	Reliabel
		X1.1.2	0.351	0,24	Valid		
		X1.1.3	0,356	0,22	Valid		
	Knowledge (X1.2)	X1.2.1	0.538	0,00	Valid		
		X1.2.2	0.532	0,00	Valid		
		X1.2.3	0.562	0,00	Valid		
	Social role (X1.3)	X1.3.1	0,604	0,00	Valid		
		X1.3.2	0,601	0,00	Valid		
		X1.3.3	0,674	0,00	Valid		
	self image (X1.4)	X1.4.1	0,458	0,03	Valid		
		X1.4.2	0,536	0,00	Valid		
		X1.4.3	0,359	0,21	Valid		
Profesionalism (X2)	Devotion to Profession (X2.1)	X2.1.1	0.370	0,17	Valid	0,721	Reliabel
		X2.1.2	0.435	0,04	Valid		
		X2.1.3	0,398	0,10	Valid		
	Social Obligations (X2.2)	X2.2.1	0.465	0,02	Valid		
		X2.2.2	0.536	0,00	Valid		
		X2.2.3	0,415	0,07	Valid		
	Independence (X1.3)	X2.3.1	0.334	0,33	Valid		
		X2.3.2	0.370	0,17	Valid		
		X2.3.3	0,384	0,13	Valid		
	Confidence in professional regulations (X1.4)	X2.4.1	0,472	0,02	Valid		
		X2.4.2	0,607	0,00	Valid		
		X2.4.3	0,593	0,00	Valid		
	Relationships with fellow professions (X1.5)	X2.5.1	0,535	0,00	Valid		
		X2.5.2	0,496	0,00	Valid		
		X2.5.3	0,390	0,12	Valid		
Midwife Performance (Y)	Quantity of Work (Y1)	Y1.1	0.501	0,01	Valid	0,796	Reliabel
		Y1.2	0.382	0,14	Valid		
		Y1.3	0,56	0,01	Valid		
	Kualitas Pekerjaan (Y2)	Y2.1	0.455	0,03	Valid		
		Y2.2	0.399	0,00	Valid		
		Y2.3	0,546	0,00	Valid		
	Quality of Work (Y3)	Y3.1	0.349	0,25	Valid		
		Y3.2	0.539	0,00	Valid		

Variabel	Indikator	Item	Koefisien	Sig.	Ket.	*Cronbach*	Ket.
		Y3.3	0,494	0,01	Valid		
	Presence (Y4)	Y4.1	0.442	0,04	Valid		
		Y4.2	0.509	0,01	Valid		
		Y4.3	0,524	0,00	Valid		
	Collaboration Ability (Y5)	Y5.1	0,508	0,01	Valid		
		Y5.2	0,397	0,10	Valid		
		Y5.3	0,492	0,01	Valid		

According to Ghozali (2006), a questionnaire is said to be valid if the variable loading factor value is greater than 0.5 (0.5 > Sig.) According to Sugiharto and Sitinjak (2006), validity is related to a variable measuring what should be measured. Validity in research states the degree of accuracy of the research measuring instrument to the actual content being measured. Validity testing is a test used to show the extent to which the measuring instrument used in a measure what is being measured.

According to Ghozali (2006) reliability testing is an index that shows the extent to which a questionnaire can be trusted or not. A questionnaire is said to be reliable if a person's answer to the statement is consistent or stable over time. A variable is said to be reliable if it gives a cronbach alpha (α) value greater than 0.6.

Table 3. Results of Multiple Linear Regression Analysis

Regression Results			
Variable	**Coefisient Regresi**	**t count**	**t sig**
Competence	0,160	2,062	0,046
Profesionalism	0,594	7,271	0,000
Constanta = 19,104			N= 41
F count = 45,761			α= 0,05
F sig = 0,000			
R = 0,841			
R Square = 0,707			
Adjusted R Square = 0,691			

Based on Table 3, the results of multiple linear regression analysis produce the following equation:

Y=19.104 +0.160X1 + 0.594X2 + e

Referring to the table and equation above, it can be interpreted as follows:

The regression equation shows the relationship between the dependent variable (Y) and two independent variables (X_1 and X_2). The constant value of 19.104 indicates that when X_1 and X_2 are zero, Y is estimated to be 19.104. The regression coefficient for X_1 is 0.160, which means that every 1 unit increase in X_1, assuming X_2 remains constant, will increase Y by 0.160 units. The regression coefficient for X_2 of 0.594 indicates that every 1 unit increase in X_2, assuming X_1 remains constant, will increase Y by 0.594 units. Since the coefficient value of X_2 is greater than X_1, it can be concluded that X_2 has a greater influence on Y than X_1. There is an error term (e) that reflects other factors outside the model that can affect the value of Y.

Hypothesis Testing

The F test aims to find out whether the independent variables simultaneously affect the dependent variable. The F test is conducted to see the effect of all independent variables simultaneously on the dependent variable. The level used is 0.05, or 5%, namely if the significant

value of F <0.05 then it can be concluded that the independent variables simultaneously affect the dependent variable (Ghozali, 2016). Based on the results of the F test shown in Table 3, it is known that the F count value of 45.761 indicates that the model has a strong relationship between the independent variables, namely competence and professionalism, with the dependent variable, namely midwife performance. In addition, the significance value (Sig.) Of 0.000, which is less than 0.05, indicates that this model is significant. Thus, it can be concluded that the regression model used in this study is significant, so that competence and professionalism simultaneously affect the performance of midwives at Kendari City Hospital.

Partial t-test aims to test the research hypothesis, namely to see whether each independent variable (X) partially has a significant effect on the dependent variable (Y). This hypothesis test can be done by comparing with and the value with α: 0.05. If > or < from α: 0.05, then accept H1 or reject H0. Conversely, if < or > from α: 0.05, then reject H1 or accept H0.

Based on the results of the t-test shown in Table 3, it is known that both competence and professionalism have a significant influence on the performance of midwives at Kendari City Hospital. The competence variable has a t-value of 2.062 with a significance level of 0.046, which is smaller than 0.05, so it can be concluded that competence has a significant effect on midwife performance. Meanwhile, the professionalism variable has a t-value of 7.271 with a significance level of 0.000, which is much smaller than 0.05, indicating that professionalism has a stronger and more significant influence on midwife performance than competence. Thus, although both variables affect midwife performance, professionalism has a greater impact on improving performance than competence.

Results of Determination Coefficient Analysis (R2)

The determination test is used to measure the model's ability to explain how much influence the independent variables simultaneously influence the dependent variable which can be indicated using R Square if there is only one independent variable and using Adjusted R Square if there are more than one independent variable. Because this study uses more than one independent variable, Adjusted R Square is used. According to Ghozali (2016), a small determination coefficient value means that the ability of the independent variables to explain the dependent variable is very limited, conversely if the value is getting closer to 1, it can be interpreted that the independent variables have the ability to provide all the information needed to predict the dependent variable. Based on the results of the determination coefficient test shown in Table 3, the Adjusted R Square value of 0.691 indicates that 69.1% of the variation in the dependent variable, namely performance Midwives can be explained by independent variables, namely competence and Professionalism. The remaining 30.9% is explained by other factors outside this research model. The high Adjusted R Square value, which is close to 1, indicates that the regression model has a good ability to explain the relationship between independent and dependent variables. Thus, Competence and Professionalism simultaneously contribute significantly to explaining the performance of Midwives at the Kendari City Regional General Hospital (RSUD). So it can be concluded that Competence and Professionalism have a strong influence on the performance of midwives so that these aspects need to be the main focus of the Hospital in order to improve the overall performance of midwives.

The Influence of Competence and Professionalism on Midwife Performance

The results of the first hypothesis test (H1) show that the variables of competence and professionalism together have a positive and significant effect on the performance of midwives at the Kendari City Regional General Hospital (RSUD). This finding explains that the better the

competence and professionalism in the hospital, the better the performance of midwives at the Kendari City Regional General Hospital.

The competence of a midwife includes various elements, including the ability to handle the labor process and care for the mother and baby, which shows their level of technical expertise. A thorough understanding of medical procedures, developments in the field of midwifery, and health policies are important foundations for providing quality services. The social aspect is also a crucial part of competence. A midwife must be able to communicate effectively with patients, families, and other health professionals. A good self-image contributes to instilling public trust in the midwife profession, which is reflected in the behavior, ethics, and responsibility shown in every action. The professionalism of a midwife shows attitudes, values, and dedication in carrying out tasks in accordance with applicable ethical norms and professional regulations. Professionalism in midwifery involves several main indicators, namely: (1) devotion to the profession that reflects the midwife's compliance with standard operating procedures (SOP) and hospital regulations; (2) social responsibility that reflects the midwife's commitment to providing optimal health services to patients and the community; (3) autonomy, which includes moral aspects, integrity, and attitudes towards oneself and patients; (4) belief in professional regulations that reflect certainty regarding various existing regulations; and (5) interactions with fellow professionals that demonstrate the midwife's ability to collaborate with other medical personnel to improve performance.

Empirically, various studies have shown that the competence and professionalism of midwives have a real impact on improving their performance. Midwives with high competence tend to be more capable of handling patients quickly, accurately and in accordance with midwifery service standards. Good competence also allows midwives to make the right decisions in emergency situations, improving the safety of mothers and babies. In addition, high professionalism reflects the attitude of responsibility, discipline, and commitment of midwives in providing good performance. Midwives who work with high professionalism will be more disciplined in carrying out their duties, following established procedures and maintaining good communication with patients and other medical personnel. Research in various hospitals shows that midwives who have high professionalism also tend to be more satisfied with their work which ultimately has a positive impact on improving performance in the hospital.

The Influence of Competence on Midwife Performance

The results of the second hypothesis test (H2) show that competence has a positive and significant effect on the performance of midwives at the Regional General Hospital (RSUD) of Kendari City. This finding indicates that the better the application of competence applied by midwives, the better the performance tends to increase significantly. In other words, competence plays an important role in supporting the achievement of optimal performance.

Midwives' competencies cover various aspects, such as skills in handling childbirth and maternal and infant care, which demonstrate their technical expertise. In addition, extensive knowledge of medical procedures, developments in midwifery science, and health policies are the main foundations in providing quality services. Not only that, social roles are also an important part of competency, where midwives must be able to interact with patients, families, and other health workers effectively. Furthermore, a positive self-image also plays a role in building public trust in the midwife profession, which is reflected in the attitudes, ethics, and responsibilities shown in every action.

Empirically, various studies have shown that midwife competence directly contributes to improving performance in hospitals. Midwives with high competence are more capable of providing

safe, effective midwifery care in accordance with standard operating procedures, for example, competence in mastering technical skills allows midwives to handle the labor process more quickly and precisely, thereby reducing the risk of complications for mothers and babies. Competence in communication and education aspects also plays an important role in building good relationships with patients, increasing patient confidence and helping them understand the steps of care that must be taken. Research conducted in several hospitals in Indonesia shows that midwives with a high level of competence are quicker in making medical decisions, more careful in documenting medical records and more disciplined in following midwifery service standards which ultimately have an impact on improving overall performance.

The Influence of Professionalism on Midwife Performance The results of the third hypothesis test (H3) show that professionalism has a positive and significant effect on the performance of midwives at the Kendari City Regional General Hospital (RSUD). This finding indicates that the higher the professionalism attitude of midwives, the more their performance tends to increase significantly. In other words, professionalism plays a role as one of the important factors that supports the achievement of optimal performance. Midwife professionalism reflects attitudes, values, and commitments in carrying out duties in accordance with ethical standards and professional rules. Professionalism in midwifery includes several main indicators, including: (1) devotion to the profession, which reflects midwives' compliance with standard operating procedures and hospital regulations; (2) social obligations, which reflect midwives' dedication to providing the best health services to patients and the surrounding environment; (3) independence, which involves moral aspects, integrity and attitudes towards oneself and patients; (4) belief in professional regulations which reflects belief in all existing regulations; and (5) Relationships with fellow professions, which show the ability of midwives to work together with other medical personnel to improve performance.

Empirically, various studies have shown that midwife professionalism directly contributes to improving midwife performance. Midwives who have a high level of professionalism tend to be more disciplined in carrying out their duties, following established procedures and maintaining good communication with patients and other medical personnel. Good professionalism is also reflected in an attitude of empathy, concern and ability to deal with various patient conditions calmly and responsibly, professional midwives will always comply with standard operating procedures in handling childbirth, conduct thorough examinations and provide clear education to patients regarding pregnancy and post-partum care. In addition, midwives with high professionalism tend to have a strong commitment to their profession, continue to improve their skills, and work together with the medical team to provide optimal performance. Various studies in hospitals and health service centers have shown that a good level of professionalism contributes to increasing patient satisfaction, the effectiveness of medical personnel, and overall performance quality.

CONCLUSION

Based on the results of the analysis of the discussion obtained, the following conclusions can be put forward that competence and Professionalism simultaneously have a significant influence on midwife performance. These two variables support each other in creating a conducive work environment. A combination of good competence and professionalism can improve midwife performance. Competence has a positive and significant effect on midwife employee performance. This shows that skills, knowledge, social roles and self-image can improve midwife performance. Professionalism also has a positive and significant effect on midwife performance. Devotion to the

profession, social obligations, independence, belief in professional regulations and relationships with fellow professions can create working conditions that support midwife performance.

RECOMMENDATIONS

Based on the results of this study, several suggestions can be given according to the indicators of the variables studied and for further researchers: (1) Based on the results of the study, the indicator of competence with the lowest value is self-image. Therefore, hospitals need to pay attention to the self-image of a midwife; with a high self-image of a midwife, this can help improve or influence performance; and (2) The indicator of professionalism with the lowest value is social obligation. Hospitals need to pay attention to midwives in carrying out their duties not to differentiate patients from their groups and the involvement of a midwife in social activities that can affect performance. For further researchers, it is recommended to add other relevant variables, such as work motivation, job satisfaction, or work environment, to understand other factors that may affect midwife performance

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