



Received: June 02, 2023

Revised: July 02, 2024

Accepted: July 27, 2024

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HUMAN RESOURCE MANAGEMENT | RESEARCH ARTICLE

Strengthening Human Resources, Infrastructure, and Services on the Performance of Wosu Community Health Center Employees, West Bungku District, Morowali Regency

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Abstract: This research aims to determine the influence of resources on employee performance at the Wosu Community Health Center UPTD, West Bungku District, Morowali Regency. Infrastructure for Employee Performance at UPTD Wosu Health Center, West Bungku District, Morowali Regency, and Services for Employee Performance at UPTD Wosu Health Center, West Bungku District, Morowali Regency. According to Nabawi (2019), employee performance achievements are the result of work in carrying out tasks assigned by the work unit organization. Alternatively, the quality and quantity performance achieved by an employee in carrying out his duties by the responsibilities given to him (Fitri Handayani et al., 202). So, indicators of a person's performance achievements are determined based on norms, standard operating procedures, criteria, and functions that have been determined or are in force (Wijaya, 2017). This type of research is descriptive with a quantitative approach using a questionnaire as a source of data collection. This research uses an explanatory research method using multiple linear analysis techniques. The results of the research show that: 1. Human Resources have a positive and significant effect on employee performance; this shows that the presence of good and quality human resources can improve employee performance; 2. Infrastructure has a positive and significant effect on employee performance, which shows that the availability of complete Infrastructure can encourage improving employee performance. 3. Service has a positive and significant effect on employee performance; this shows that providing good service can influence the quality of service received by patients, which is an effective strategy for improving the performance of employees who are satisfied with their performance.

Keywords: Human Resources, Infrastructure, Services, Employee Performance.

JEL Classification Code: J24, L32, M54

1. INTRODUCTION

The research aims to find out how human resources influence employee performance at UPDT Wosu Health Center, Bungku Barat District, Morowali Regency on employee performance. To find out how Infrastructure affects the performance of employees at UPDT Wosu Health Center, West Bungku District, Morowali Regency. To find out how service influences employee performance at Updt Wosu Health Center, West Bungku District, Morowali Regency. The results of this research will likely provide benefits from both theoretical and practical aspects for various parties related to Employee Performance. The benefits of this research are expected to provide a more in-depth study of the concept of human resources, Infrastructure, and services on employee performance, especially at Community Health Centers. Therefore, this research is expected to be useful for the development of public administration science, especially those related to human resources, facilities and Infrastructure, services, and employee performance. The results of this research can provide alternative material for thought or consideration, especially for decision-makers at UPDT Wosu Health Center,



West Bungku District, Morowali Regency. It is hoped that this research will be useful for other researchers in various theoretical contributions looking for the same problem with different aspects.

Quality human resources are human resources who have expertise, professionalism, and productivity and can independently compete fairly in the world of work. Currently, not only that is needed, but more than that, namely Human Resources, who have insight into the environment (Samuel Frankky M et al., 2022). Apart from human resource factors that influence employee performance, Infrastructure is also influenced. Infrastructure refers to improving the quality of services and equitable coverage of health services. To achieve this goal, the provision of health facilities is very important. With Infrastructure, it will be possible for a goal in the organization to be achieved well or perfectly. Regulation of the Minister of State Apparatus Empowerment and Bureaucratic Reform of the Republic of Indonesia Number 1 of 2021 states that "Standards for office facilities and infrastructure are guidelines used as standard scales for office space, office instruments, and official vehicles." Strengthened by the opinion of Saraswati et al. (2021), "Infrastructure is a device that is used as the main support to achieve a predetermined goal, while facilities are anything that can be used as a tool to achieve a predetermined goal."

The quality of human resources supports the need for quality health services in the community. Human resources do not stand alone but as an integral part of the organization's program. Meanwhile, Human Resources support in the work area of the technical implementation unit of the Wosu Health Service (UPTD) in 2023 is sufficient, such as the availability of 5 General Practitioners, 1 Dentist, 39 Midwives, 19 Nurses, 1 Pharmacist, 2 Pharmacist Assistants, Nutritionist 2 people, Public Health 5 people, Analysis 2 people, Dental Nurse 1 person, and Cleaning Personnel/Ambulance Driver 11 people. The potential of human resources influences the achievement of organizational goals. However, with advances in technology, the development of information, the availability of capital, and adequate materials, organizations need human resources to achieve their goals (Samuel Frangky et al., 2022). There are still many shortages of health workers based on the population per district/city, and there are also those who experience excesses. With a lack of health workers or human resources, there will be duplication of tasks, which will cause the workload to increase, resulting in reduced performance, not to mention employees who need more discipline. Likewise, the health center's integrated recording and reporting system needs to be fixed. There are also health facilities that are not used due to the absence of health workers and the unequal distribution of health workers in each health facility.

The realization of the UPTD service performance of Wosu Community Health Center, West Bungku District, Morowali Regency, still needs to improve. The realization of the Universal Child Immunization program has yet to reach the set target, namely 14.5 percent. Realization for the Clean and Healthy Living Behavior household program was 77.52 percent. The realization of the assisted birth program in health facilities has yet to be able to reach the target with a realization of 70.08 percent. The realization for the program for postpartum mothers to receive vitamin A was 84.44 percent. NIVE Realization for the toddler program weighed 61.13 percent. Meanwhile, the Under the Red Line toddler program was realized at 36.37 percent. Meanwhile, the program for babies aged 0-6 months to receive exclusive breastfeeding was realized at 64.83 percent. Based on the target achievement data, it shows that the performance of the Wosu Health Center UPTD services, West Bungku District, Morowali Regency, is suspected to have not been optimal because performance is said to be high if a work target can be completed at the right time or does not exceed the time limit provided (Nawawi, 2022). The work program at the Wosu Health Center UPTD has yet to be achieved because it is facing various problems. Based on the results of interviews with community health center leaders and employees, it was found that several problems were faced by community health center employees, including that there were still community health center employees who lacked discipline, ongoing education and training provided to community health center employees, inadequate availability of medicines, and inadequate health center facilities. Inadequate.

The low level of health facilities is closely related to the performance of health services. The number of health facilities in Morowali Regency is 155 units (BPS et al., 2017). Of the 155 units, 94 percent are health facilities in the form of posyandu, 6 percent are community health centers, and 1 percent are hospitals. The number of health facilities in Bungku Barat District, which is ranked 4th, namely one community health center and 14 posyandu, has unknowingly also triggered competition

between health facilities to be the best service providers. So, every health service provider should strive to improve the performance of its employees and supporting facilities so that patients are satisfied and loyal to the health facility. This problem causes the health center's achievements in implementing the UCI immunization program, early detection of cervical and breast cancer, the weight of toddlers being weighed, BGM of toddlers, and babies 0-6 months receiving exclusive breast milk still not reaching the targets that have been set. Several factors influence employee performance on service quality, including the competency of human resources. According to the Republic of Indonesia Law No. 36 of 2014 concerning health workers, competency is the ability of a health worker based on knowledge, skills, and professional attitudes to be able to carry out practice. According to Payaman (2019), an individual performance model is influenced by human and non-human factors, which include individual competence (in the form of abilities and skills), work discipline, motivation, attitude and work ethic, management support in the form of industrial relations, leadership) and support. Organization (in the form of work culture, organizational structure, technology and equipment, and working conditions. The Infrastructure owned by the UPTD Wosu Health Center, West Bungku District, Morowali Regency, is as follows in Table 1.

Table 1. Availability of Facilities and Infrastructure for UPTD diagnostic services at the Wosu Health Center, Bungku Barat District, Morowali Regency in 2023

No.	Name of goods	Amount	Unit	Circumstances	
				Good	Damaged
1.	Tensiometer	10	fruit	7	3
2.	Stethoscope	12	fruit	10	2
3.	Adult body scales	7	fruit	6	1
4.	Baby scales	5	fruit	4	1
5.	Fetal Doppler	2	fruit	1	1
6.	Thermometer	3	fruit	3	-

The National Health Insurance Facility is one of the programs of the National Social Security System through the Social Security Administering Body (BPJS), which was formed on January 1, 2014, and regulated in Law No. 24 of 2011. The health center service unit is the technical implementation unit of the health/city service, which is responsible for organizing health development in a work area. As the technical implementation unit of the Regency/City Health Service, the puskesmas plays a role in carrying out some of the operational technical tasks of the Regency/City Health Service and is the first level implementation unit and the spearhead of health development in Indonesia. The person responsible for the main implementation of all health development efforts in the district/city area is the District/City Health Service. In contrast, the community health center is responsible for only part of the health development efforts charged by the District/City Health Service according to its capabilities. Limited Infrastructure is likely to affect the level of employee performance in completing their duties and responsibilities. (Suhelayanti, 2020, and Prayogo et al., 2017). So, Infrastructure is needed for services to achieve goals.

The service performance of the Wosu Health Center UPTD, West Bungku District, Morowali Regency, appears to be different from the Bahonsuai Community Health Center UPTD service. The number of inpatients and outpatients at the Wosu Community Health Center UPTD and two Community Health Centers in Morowali Regency is 429 and 2,314, while the number of inpatients and outpatients at the Bahonsuai Community Health Center UPTD is 570 and 22,525. These indicators cannot be categorized as satisfactory service quality, and employee performance still needs to be closer to the desired expectations. Performance is organizational Behavior that is directly related to the production of goods or delivery of services (Pusparini, 2018). Performance is often thought of as the achievement of tasks, where the term task itself comes from thinking about the activities required by workers. Increasing employee performance is an important factor in improving overall performance in the organization. If an organization has employees who produce poor performance, it will have an impact on the organization's goals being achieved; conversely, if employees can produce good performance, the organization's goals will be achieved. The government has tried to meet the community's need for health services by establishing Hospitals and Community Health Centers (Puskesmas) throughout Indonesia.

Many community members complain and feel dissatisfied with the services provided by the Puskesmas. One of the complaints that is often heard from the public regarding government officials is that apart from being complicated due to rigid bureaucracy, the Behavior of individual officials is sometimes unfriendly, as well as the performance of employees in providing services, in this case, punctuality in providing services, quantity, and quality. Service still needs to be higher. The performance of health services can be seen from the satisfaction of the patients served. The Infrastructure supports satisfaction measurement indicators (Aula & Nugraha, 2020).

Meanwhile, according to Konadi fe et al. (2021), indicators for measuring satisfaction in Infrastructure consist of hardware, devices, human resource data communication networks, security and maintenance of buildings/offices, archive buildings, tables, chairs, filing and filing cabinets, parking and showering, washing, toilet. Low service performance will build a bad image of the Community Health Center, where dissatisfied patients will tell their colleagues. Vice versa, the higher the performance of the services provided will be a plus value for the Puskesmas; in this case, the patient will feel satisfied with the services provided by the Puskesmas.

Performance issues are an important factor that influences the success of the Wosu Community Health Center Technical Implementation Unit, West Bungku District, Morowali Regency, in achieving good results. Puskesmas can find out the service performance of patients through feedback given by patients to the Puskesmas so that it can become input for improving service performance. All management elements in the UPTD Puskesmas Wosu can improve the quality of service by improving the operational performance of employees because high employee performance will reflect the performance of the organization as a whole. On the other hand, low employee operational performance will reflect low organizational performance. By focusing on health performance in public services, research was conducted by selecting the Wosu Health Center UPTD, West Bungku District, Morowali Regency as the research object because this work unit is directly related to community services within the Morowali Regency Government. In the employee performance index at the Wosu Community Health Center UPTD, Bungku Barat District, Morowali Regency, several factors cause employee performance to not be optimal in providing services. Based on the description of the background, the formulation of the problem in this research is whether human resources, Infrastructure, and services affect employee performance at the Wosu Community Health Center UPTD, West Bungku District, Morowali Regency.

2. LITERATURE REVIEW

Much research on human resources by Putri Pajarini, Maya Yusnita, and Dian Prihardini Wibawa (2023) shows that work discipline and Infrastructure have a positive and significant effect on employee performance. Ranny Kibar, Iskandar Z Hifnie, and Supriyadi (2023) state that human resource capabilities and infrastructure influence employee performance. Rezki Fatwa (2022) states that work motivation has a significant influence on increasing job satisfaction. Work discipline can have a meaningful influence on increasing employee job satisfaction. Facilities and Infrastructure significantly influence employee job satisfaction. Employee satisfaction has a significant influence on improving employee performance. Job satisfaction can partially mediate the influence of work motivation on employee performance. Lukman Hasi, Mashur Razak, and Abdul Khalik (2022) that managerial ability and the quality of human resources have a positive and significant effect on management performance.

Ela Mustika Dwi Handayani, Hanny Dwi Pratiwi, RA Fadillah Aulliah, and Mohammad Fahreza (2022) that training, mentoring, and bonuses can increase motivation so that employee performance can increase and have a good influence on employees. Hasanuddin, Eva Singgarniari, Faisal, Agussalim Ritonga, Imran Nasution, Supar Wasesa, Sri Rahayu (2022) that Infrastructure, quality of human resources and workability have a positive effect on employee performance. Edi Sugiono, Suryono Efendi, and Joko Susilo (2021) state that job satisfaction can mediate the influence of competency, compensation, and leadership style on employee performance. Job satisfaction can have a positive and significant influence on employee performance. Rudi Andika, Susetyo Darmanto (2020) on the influence of empowerment, intrinsic motivation, and organizational commitment on employee performance. Kina Atika Nisa' Ulul Mafra (2020) states that the quality of human resources

and work professionalism influences employee performance. Hidayatul Issri Rubandiyah (2019) states that the factors related to the performance of community health centers are training and education, physical environmental conditions, technology, human resource capabilities, and leadership.

Human Resource Management is a field of management that specifically studies human relationships and roles in corporate organizations. Human resource management includes the development, use, and protection of human resources, both in work relationships and in self-employment (Eri Susan, 2019). This management includes utilization, development, assessment, and providing remuneration for humans as individual members of organizations or business companies (Samsudin, 2005 in Tritanti, 2019:25). Human resource management is an activity that must be carried out by organizations so that their knowledge and abilities ensure that their skills match the demands of the work they do. (Eri Susan, 2019).

Human Resource Management by Adisasmito (2019) is an arrangement that brings together various educational and training planning efforts and is integrated and mutually supportive to ensure the highest level of public health is achieved. Meanwhile, PP no. 32/1996 states that health human resources are all people who work actively in the health sector, whether they have formal health education or not, and certain types require the authority to carry out health efforts. Quality human resources are invaluable wealth owned by an agency. The agency tries to place the right employees according to their respective skills to work according to their responsibilities. The principle of "The right man to the right place" must always be upheld and implemented in agencies placing their employees. From a macro perspective, it is the population of a country that has entered the workforce, both those who are not yet working and those who are already working. (H. Abdul Hamid, 2022).

Human resource management function According to Suderajat Cahyono (2019), the labor procurement function includes activities to determine labor requirements (both regarding quality and quantity), search for sources of labor effectively and efficiently, conduct selection of applicants, and place workers in appropriate positions. , and provide education and training necessary for carrying out tasks for new workers. Then, the workforce maintenance function includes the implementation of economic and non-economic programs, which are expected to provide work peace for workers so that they can work calmly and with full concentration to produce the work performance expected by the organization.

The theoretical indicator for the quality of human resources, according to Kasanuddin in Aisyah et al. (2019), is productivity. To achieve maximum work productivity, organizations must ensure that the right people are selected for the right jobs and the conditions that allow them to work. Attitudes and Behavior, namely the attitudes that are developed. As for Behavior, it is goal-oriented and motivated by the desire to achieve certain goals. Next is the communication indicator, which is the delivery of information between two or more people. It also includes the exchange of information between humans and machines, both in terms of communication between individuals and organizational communication. Communication can occur due to the existence of components, namely communicators, who send messages that are expressed (encoded) through various symbols in the form of language. Furthermore, the indicator of the quality of human resources, according to Kina Atika et al. (2020), is an intellectual quality, including knowledge and skills, education, understanding of their field, abilities, work enthusiasm, and organizational planning abilities.

Facilities are tools and equipment that are directly used to support the work process, especially needs such as buildings, service rooms, tables, and chairs, as well as tools and media (Siti et al., 2023). Infrastructure is a facility that indirectly supports the carrying out of work tasks. The main aim of having office infrastructure is to speed up the process of carrying out work so that it can save time, increase productivity, both goods and services, work results more guaranteed and of better quality, make work easier, the provision of job stability arrangements is sharper, and creates a sense of comfort for people. Interested person. The indicator of Infrastructure, according to Aula and Nugraha (2020), is completeness, namely complete Infrastructure, which makes carrying out work easier because all work needs are fully facilitated. Then, conditions, namely the condition of Infrastructure, also influence the work implementation process. If the condition of the Infrastructure is still suitable for use, the work can be completed easily and quickly.

On the other hand, if the condition of many infrastructure facilities is damaged, then the work cannot be completed on time. The use of facilities and Infrastructure, namely the use of Infrastructure

that is easy to operate, also influences employee performance. On the other hand, if the Infrastructure is complicated to use, then the work will take a long time to complete.

Service is an activity or sequence of activities that occurs in direct interaction between a person and another person or physical machine (Atmadjati, 2018). A service is a form of activity/activity provided by one or more parties to another party that has a relationship with the aim of providing satisfaction to the second party concerned for the goods and services provided (Riyanto, 2018). Services are intangible and do not result in any ownership (Kotler, 2002). The characteristics of service, according to Atmadjati (2018), are that service is intangible, and that service is very opposite to finished goods. Service, in reality, consists of real actions and is a social influence. Service characteristics, according to (Karlina et al., 2019), increase service visualization; providing services not only describes the characteristics of a service but further increases the benefits of the service; the physical arrangement of services that is fast and efficient and creates a clean and neat impression, arrangement of documentation It must be done neatly to ensure safety and efficiency. Services cannot be separated from the existence of people or machines, so the tangible physical products and standardized output of each service unit are different from each other. Services by Atmadjati (2018) can be distinguished as core services, namely services provided to customers as the main product. Facilitating service is an additional service facility for customers.

Moreover, a supporting service is an additional service that increases the value of the service or differentiates it from competitor services. For example, a restaurant in a hotel. Service quality indicators, according to Kotler in Gumilang (2022), namely Reliability, Assurance, Tangible, Empathy, and Responsiveness.

Factors that influence performance achievement, according to Mangkunegara (2017), are ability factors; psychologically, employee abilities consist of potential abilities and reality abilities. Therefore, employees need to be placed in jobs that suit their skills. Then, the motivation factor is formed from an employee's attitude when facing work situations. This means that an employee must be mentally ready and physically capable, understand the main goals and work targets that must be achieved, and be able to utilize and create work situations. Motivation is a condition that moves employees to achieve organizational goals (work goals). Employee performance indicators, according to Hasanuddin et al. (2022), include the number of jobs; namely, each job has different requirements, so employees must fulfill these requirements in terms of appropriate knowledge, skills, and abilities. Quality of work, namely work, has certain quality standards that employees must adjust to be able to do according to the provisions. Punctuality, if work in a particular section is not completed on time, will hamper work in other sections, thereby affecting the quantity and quality of work results. Attendance is the level of employee presence in their work. Moreover, cooperation abilities can be assessed from the ability to work together with other colleagues.

3. RESEARCH METHOD AND MATERIALS

This type of research is explanatory research. It is a research method that aims to explain the position of the variables studied and the influence between one variable and another. The approach in this research uses a quantitative approach because this approach is presented with numbers. Quantitative research is a research approach that requires much use of numbers, starting from data collection, interpretation of that data, and the appearance of the results (Yessy et al., 2021). This research was conducted at the Wosu Health Center UPTD, West Bungku District, Morowali Regency. The choice of research location was carried out because the Wosu Health Center UPTD, West Bungku District, Morowali Regency, was easy to reach and relevant to the concentration of the study program taken. The time this research was conducted was January-February. The population in this study was 87 people. The sample used was a probability sampling technique. In determining the sample in this study, researchers used a saturated sample, where the number of samples is the same as the population (W Ayu Azizah, 2021). The data analysis techniques used by SPSS software in this research are multiple linear equation analysis, t-test, classical assumption test, and determinant coefficients. According to Ghozali (2016), multiple linear analysis is used to test the influence of more than one independent variable on the dependent variable. The research model used in this research is:

$$Y = \alpha + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + e$$

Information:

Y = Employee Performance

α = Constant

$\beta_1, \beta_2, \beta_3$ = Regression coefficient

X1 = Human Resources

X2 = Infrastructure

X3 = Service

e = Error term

4. RESULTS AND DISCUSSION

Descriptive statistics aims to see the distribution of data from the variables used in research. The data used in this research is questionnaire data to determine the influence of human resources, Infrastructure, and services on employee performance, so the researcher carried out statistical calculations on the data that had been collected. This research uses descriptive statistics with data processing using the SPSS 29 program. The validity test used to measure these variables is valid. Where a statement is said to be valid if the calculated r-value is greater than the table r value, it can be concluded that all statement items are valid, so they can be used as a research instrument. The reliability test in this research uses Cronbach Alpha with decision-making criteria as stated by Ghazali (2016), namely if the Cronbach Alpha coefficient is > 0.6 . The results of this research show that the Cronbach's Alpha value for Human Resources is 0.804, Infrastructure is 0.690, Service is 0.698, and Employee Performance is 0.837. Thus, this research model is reliable. Multicollinearity test with the VIF (Variance Inflation Factor) indicator with an assessment of human resources of 0.929, Infrastructure of 0.929, and services of 0.960. The cutoff value that indicates that multicollinearity does not occur is a tolerance value > 0.10 or the same as a VIF value < 10 .

The multiple linear regression analysis model is used to determine the relationship between the independent variable and the dependent variable using multiple linear equations. Based on the calculation results on Tabel 2 below, a multiple linear regression equation is obtained, namely $Y = -6,319 + 0.264X_1 + 0.306X_2 + 0.839X_3 + e$. This results in an interpretation of human resources with a coefficient value of 0.264 and a significant figure of 0.036, which means it is smaller than $\alpha = 0.05$. It can be concluded that every increase in human resource variables will affect employee performance by 0.264 or 26.4 percent, with the assumption that other variables are not examined in this research. Infrastructure facilities with a coefficient value of 0.306 significantly show the figure 0.039, which means it is smaller than $\alpha = 0.05$. It can be concluded that every increase in human resource variables will affect employee performance by 0.306 or 30.6 percent, with the assumption that other variables are not examined in this research. Service with a coefficient value of 0.839 and significance shows a figure < 0.001 , which means it is smaller than $\alpha = 0.05$. It can be concluded that every increase in human resource variables will affect employee performance by 0.839 or 83.9 percent, with the assumption that other variables are not examined in this research. The coefficient of determination shows an Adjust R Square value of 0.284. This shows that the relationship between human resources, Infrastructure, and services on employee performance at the Wosu Community Health Center, West Bungku District, Morowali Regency, has a relationship level of 48.4 percent. In comparison, the remaining 51.6 percent is influenced by other variables outside of research, such as work discipline and work motivation. , work environment, leadership, career level, and other factors.

Table 2. Statistical Test Results

Model	b	σ	β	t-test	Sig
Constant	- 6,319	9,591		-0. 659	0.512
Human Resources	0.2 64	0.214	0.236	2.432	0.036
Infrastructure	0.306	0.238	0.241	2.493	0.039
Services	0.839	0.1 45	0. 527	5,771	0.001
Dependent Variable: Employee Performance					

Model	b	σ	β	t-test	Sig
N = 87 R = 0.555 R square = 0.309 Adjusted R square = 0.284 Variabel Dependen: Performance of employee					

4.1. Discussion

The hypothesis used in this research was tested using multiple linear regression. The aim is to obtain a comprehensive picture of the independent variables, namely Human Resources, Infrastructure, and Services, on the dependent variable, namely Employee Performance. This discussion is an analysis of the results of research findings regarding the suitability of theories, opinions, and previous research that have been put forward by previous research results, as well as behavioral patterns that must be carried out to overcome this.

Human resources have a positive and significant effect on employee performance. An agency that has good resources will certainly influence its performance. This finding is based on the results of research conducted by Ariansyah et al. (2023), which shows that there is a positive and significant relationship between human resources and employee performance. The same thing also happened in research conducted by Kina Atika et al. (2020), which showed that human resources had a positive and significant effect on employee performance. In line with research conducted by Hasanuddin et al. (2022), the results show that Human Resources has a positive and significant effect on employee performance. The facts that occurred at the research site show that the Wosu Community Health Center, Bungku Barat District, and Morowali Regency have good human resources that can influence the performance of its employees. The human resources in question have competence in carrying out their work, such as skills, experience, personality characteristics, and intellectual abilities. This is the factor that influences the human resources at the Wosu Community Health Center, West Bungku District, Morowali Regency, to have a good and satisfactory level of performance.

Infrastructure has a positive and significant effect on employee performance. This finding is based on the results of research conducted by Desi Permata Sari (2022), which shows that there is a positive and significant relationship between Infrastructure and employee performance. In line with research conducted by Pajarini et al. (2023), the results show that Infrastructure has a positive and significant effect on employee performance. However, this is different from the results of research conducted by Lukman Hasi et al. (2022), which shows that there is a positive but insignificant relationship between Infrastructure and employee performance. The facts that occurred at the research site show that the Infrastructure owned by the Wosu Community Health Center, Bungku Barat District, Morowali Regency, can influence the performance of its employees. The Infrastructure in question is the facilities at the Puskesmas in the form of physical buildings, examination equipment, and examination support facilities contained in the Puskesmas Building and the area around the Puskesmas, which are very good. So, the existing Infrastructure at the Wosu Community Health Center, West Bungku District, and Morowali Regency influences employee performance. However, a small portion of the Infrastructure at the Wosu Community Health Center, West Bungku District, Morowali Regency, needs to be further improved in terms of completeness, type, quantity, and quality.

Service has a positive and significant effect on employee performance. This finding is based on the results of research conducted by Yessy Budaya Gultom (2022), which shows that there is a positive and significant relationship between service and employee performance. This is in line with research conducted by Ovelia Lengkong (2023), which shows that service results have a positive and significant effect on employee performance. However, this is different from the results of research conducted by Lukman Hasi et al. (2022), which shows that there is a positive but insignificant relationship between Infrastructure and employee performance. However, this is different from the results of research conducted by Nova Hari Santhi and Widya Hartati (2018), which shows that there is a positive but insignificant relationship between service and employee performance. The facts that occurred at the research site show that the services provided by the Wosu Community Health Center, West Bungku District, Morowali Regency, can influence the performance of its employees. Where this service is one of the factors that determines the quality of employee performance. The service factor is also

related to the employee's ability to handle the service process to consumers so that it runs well. This is related to the reliability of the employees serving. Meanwhile, improving service quality is related to employee reliability factors, namely matters related to waiting time, processing time, and service accuracy related to service reliability and error-free. These are the things that make the performance of employees at the Wosu Community Health Center, West Bungku District, Morowali Regency said to be very good and satisfactory.

5. CONCLUSION

Based on the research and results of data analysis that has been carried out, human resources have a positive and significant effect on employee performance, which shows that the presence of good and quality human resources can improve employee performance. Infrastructure has a positive and significant effect on employee performance; this shows that the availability of complete Infrastructure can encourage employee performance to improve. Service has a positive and significant effect on employee performance; this shows that providing good service can influence the quality of service received by consumers, which is an effective strategy for improving the performance of employees who are satisfied with their performance. The results of this research recommend that the existing human resources at the Wosu Community Health Center, West Bungku District, Morowali Regency, are good and must continue to be improved by encouraging the agency to pay more attention to the careers of each of its employees. In this case, superiors have an important role in providing more intensive explanations, guidance, and direction to employees regarding the competency and career levels that they can achieve. In this way, employees' abilities and understanding will increase regarding the workflow or sequence that employees must take to achieve predetermined goals. The existing Infrastructure is very good, but several infrastructure facilities must be improved to improve employee performance at the Wosu Community Health Center, West Bungku District, Morowali Regency. The service provided by Wosu Community Health Center employees, West Bungku District, Morowali Regency, is very good. To provide satisfactory quality service to consumers and also provide a sense of satisfaction with the performance of the employees themselves.

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