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## The Influence Of Work Ability And Public Perception On Employee Performance Through The Quality Of Health Services In Community Health Center In Ternate City

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**Abstract :** The influence of work ability and public perception on employee performance through the quality of health services at the Community Health Center in Ternate City, supervised by Jamaluddin B. Ilyas and Tajuddin Malik, The purpose of the study was to determine the influence of work ability and public perception on employee performance through the quality of health services at the Community Health Center in Ternate City. The research method used is a quantitative analysis method with data collection through the distribution of observations, interviews, questionnaires and document reviews then processed in the form of a frequency distribution table. The sampling technique uses proportional samples. The population in this study were all patients who were treated at the Community Health Center in Ternate City, the total sample was 100 respondents. The results of the study indicate that the variables Work ability (X1), Community perception variable (X2), Health service quality variable (Z1), Employee performance variable (Y1) have a direct and indirect influence in improving the quality of health services and employee performance at the Community Health Center in Ternate City.

**Keyword :** Community Satisfaction, Employee Performance, Service Quality

### 1. INTRODUCTION

Public organizations as public interest servants can respond to the pace of community development by determining an acceptable service vision. Public service is the responsibility of the government and is implemented by government agencies, both at the center, in the regions, and in the State-Owned Enterprises environment. Therefore, the substance of administration plays a very important role in regulating and directing all activities of service organizations in achieving goals.

Currently, public service services in the health sector such as community health centers are developing rapidly. Community health centers are very much needed for the maintenance and protection of public health. The purpose of health development organized by the Community Health Center is to support the achievement of national health development goals, namely improving the level of public health through community empowerment, protecting public health by ensuring the availability of comprehensive, equitable, quality and equitable health efforts for everyone who lives in the Community Health Center's work area so that the highest level of health is achieved. Thus, the Community Health Center is truly a place that provides comprehensive and integrated public health services.

The implementation of public services needs to pay attention to and apply the principles of public services as a guideline for service personnel in organizing services and a reference for assessing the quality of services that are fast, easy, affordable, and measurable. The quality

of health services is the level of opportunity for health services, which on the one hand can create satisfaction for each patient in accordance with the average satisfaction of the population, and on the other hand the procedures for its implementation are in accordance with the standards and codes of ethics that have been set. One of the service sectors that is needed by the community is in the health sector. Health services will always be needed by the community and will always experience developments towards the better. The more advanced the renewal in the field of technology, the more advanced health services will be, in the field of modern facilities and infrastructure and become more accurate in their service fields.

The health center as a health service center has two functions, namely the function of public services and the function of clinical or medical services. Indications of the quality of services at the health center can be reflected in the patient's perception of the health services received. From this perception, the community can provide an assessment of the quality of service. Health centers as institutions that provide health services need to have human resources that are able to provide quality services to the community, because patient satisfaction depends on the quality of service. A service is said to be of quality by patients determined by the fact that the services provided can meet the needs and expectations of patients.

There is an influence of work ability on service quality, such as the statement from Moenir (2011), that public services can be implemented well and satisfactorily if supported by several factors, one of which is the employee's work ability factor and skills that are in accordance with the tasks/jobs that are accountable. According to Sedarmayanti (2013), stating that aspects of human resource capabilities consisting of skills, knowledge, and attitudes are attempted to be improved, then this will affect the implementation of their duties, and if the implementation of tasks is carried out more professionally, it will produce better service quality. In accordance with the concept and description of the experts above, if the work ability of health center employees is good, it will improve the quality of health center services. The concept and description above are in line with research conducted by Harahap, Tri Rosa Indah (2012), the findings of the research results show that there is an influence between nurses' work ability on the quality of nursing services. Then the research conducted by Zuhdi (2010), from the results of the study it was concluded that there was a significant positive influence between ability and the quality of health services. Furthermore, research conducted by Sabaria (2019), from the results of the study it was concluded that the work ability of the apparatus affects the quality of service.

In addition to the work ability factor that affects the quality of service, the public perception factor also affects the quality of service. Public perception of the quality of public services

still raises pros and cons in the perception of public assessment. On the one hand, the quality of service can still be accepted even though at a minimal level. On the other hand, the quality of service can be said to be less than good because of the complicated service procedures. The public who receive the service then assesses the service and performance provided by the service provider, then they draw conclusions about the services they receive, satisfactory or unsatisfactory, good or bad, in accordance with service standards or not in accordance with standards, regardless of the background of the community and whether or not they understand the service standards that have been determined by the government itself.

Based on the theoretical description, propositions and empirical studies as well as the facts and problems that occur above, the author is interested in researching the influence of work ability and public perception on employee performance through service quality, therefore the author takes the title "The Influence of Work Ability and Public Perception on Employee Performance Through Improving the Quality of Health Services at Health Centers in Ternate City".

## **2. LITERATURE REVIEW**

### **Work Ability**

According to Robbins and Judge (2013), ability is the capacity of an individual to perform various tasks in a job. Meanwhile, according to Wibowo (2010), the ability to carry out or perform a job or task that is based on skills and knowledge and supported by the work attitude required by the job. Soelaiman (2007) ability is a trait that is innate or learned that allows someone to complete their work, both mentally and physically. According to Armstrong (2010), employee ability greatly influences the high or low performance produced, so it is very reasonable if ability will affect employee performance.

According to Spencer (Moehariono, 2010) Ability or competence is a characteristic that underlies a person related to the effectiveness of individual performance in their work or the basic characteristics of an individual that have a causal relationship or as a cause and effect with the criteria used as a reference, effective or performing excellently or superiorly in the workplace in certain situations. Mathis and Jackson (2011) explain that ability is a natural ability that involves the right talent and interest for the job given. Robbins (2007) argues that ability is an individual's capacity to perform various tasks in a job.

Ability is a trait that is innate/learned that allows a person to complete his/her tasks (Gibson et al., 2010). Ability shows a person's potential to carry out tasks/work (Gibson et al., 2010). The ability of employees to carry out their duties is a manifestation of the knowledge

and skills they have. This is as expressed by Hersey and Blanchard (2004) job maturity (ability) is associated with the ability to do something. This is related to knowledge and skills.

From several opinions formulated by experts regarding the definition of work ability, it can be formulated that work ability is a characteristic that underlies a person related to the effectiveness of individual performance in their work or the basic characteristics of an individual that has a causal relationship or as a cause and effect with the criteria used as a reference, effective or performing excellently or superiorly in the workplace in certain situations. While in this study, work ability is defined as the ability of employees to carry out their duties which is a manifestation of the knowledge and skills they have.

### **Public Perception**

Perception is a translation of the word perception which means "The process by which a person becomes aware of everything in their environment through their senses; environmental knowledge obtained through interpretation of sensory data" (Rafy, 2004). According to Robbins and Judge (2013), perception is a process by which individuals organize and interpret sensory impressions in order to give meaning to their environment. McShane & Glinow (2005), stated that perception is the process of receiving information and making understanding through sensory sensations about the world around us". Atkinson, et. al (2010) explains that perception is a study of how we integrate sensations into object percepts, and how we then use those percepts to recognize the world (percepts are the result of the perceptual process).

Gibson, et. al (2010) said that perception concerns cognition which includes interpretation of objects, signs from the perspective of the relevant experience. In other words, perception includes interpretation of stimuli that have been organized, so that perception is the process of giving meaning to the environment by individuals. Therefore, each person will give meaning to the stimulus in a different way even though the object is the same. Abdurrahman (2010) said that the most important thing to understand perception is to acknowledge the existence of a unique individual interpretation of the situation, and not a real recording of a situation. Therefore, it can happen that the same stimulus will be interpreted differently by different individuals.

Rakhmat (2009) stated that perception is determined by two factors, namely functional factors that are personal in nature originating from needs, past experiences, learning processes and motives and structural factors originating from outside the individual including the family environment, applicable laws and values in society. Therefore, each individual in society has a different perception in responding to an object. This is influenced by differences in experience or environment, so perception can change according to mood, learning methods, and mental state. So perception depends on a person's thinking or cognitive process, so perception will

always change at any time. The change depends on the ability of selectivity of the information received after being processed turns out to be positive, so someone supports the information received..

From several opinions formulated by experts regarding the understanding of perception and society, it can be formulated that perception is a cognitive process (giving meaning) that is used by someone to interpret and understand the environment. However, in this process, it does not only stop at giving meaning but will also affect the behavior that will be chosen according to the stimuli received from the environment. While in this study, public perception is defined as the process of the results of responses that have been experienced by the community through sensory observations which then the community gives meaning to the health service environment.

### **Quality of Service**

Service means serving a service needed by the community in all fields. Service; "a total organizational approach that becomes the quality of service received by service users, as the main driving force in business operations," (Lovelock, Wirtz, & Mussry. 2011). According to Pasolong (2013) service can basically be defined as the activity of a person, group or organization either directly or indirectly to meet needs. Hasibuan (2011) defines service as: The activity of providing services from one party to another, where good service is service that is carried out in a friendly manner and with good ethics so as to meet the needs and satisfaction of those who receive it.

According to Kotler in Laksana (2008) service is Every action or activity that can be offered by one party to another party, which is basically intangible and does not result in any ownership. Meanwhile, Gronroos in Tjiptono (2010) stated that: Service is a process consisting of a series of intangible activities that usually (but not always) occur in interactions between customers and employees, services and resources, physical or goods, and service provider systems, which are provided as solutions to customer problems.

The definition of service quality is centered on efforts to fulfill customer needs and desires and the accuracy of delivery to match customer expectations. Wyckof as quoted by Tjiptono (2010) defines service quality as "the level of expected excellence and control over that level of excellence to meet customer desires". Parasuraman et al., as quoted by Tjiptono (2010) defines service quality as "a reflection of consumer evaluative perceptions of the service received at a certain time".

From the theoretical study opinion above, it can be concluded that service quality is the existence of conformity between the service expected by consumers with the service received

or felt by consumers or the results felt. While in this study, service quality is defined as the conformity between the service expected by the community with the service provided by the apparatus for the service felt by the community.

### **Job Performance**

Job performance is a record of results or outputs (outcomes) produced from a particular job function or activity in a particular time period (Gomes, 2013). According to Mangkunegara (2011), performance is the result of work in terms of quality and quantity achieved by a person in carrying out his duties in accordance with the responsibilities given to him efficiently and effectively with full loyalty. According to Prawirosentono (2010), performance is the result of work that can be achieved by a person or 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.

According to Hasibuan (2011) performance is a work result achieved by someone in carrying out their duties based on skills, efforts and opportunities. Based on the explanation above, performance is a result achieved by someone in carrying out tasks based on skills, experience and sincerity and time according to previously established standards and criteria.

Performance according to Gomes (2013) employee performance as an expression such as output, efficiency and effectiveness is often associated with productivity. Performance according to Simamora (2012) that in order for the organization to function effectively and in accordance with organizational goals, the organization must have good employee performance, namely by carrying out its duties in a reliable manner. According to Mangkunegara (2011) that performance (work achievement) is the work result in terms of quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. Performance according to Mathis and Jackson (2011) is what is done or not done by employees.

From several opinions formulated by experts regarding the definition of performance, it can be formulated that performance is the result of work in terms of quality and quantity achieved by a person in carrying out his duties in accordance with the responsibilities given to him. While in this study, the performance of health center employees is defined as the result of work in terms of quality and quantity achieved by health center employees in carrying out their duties in accordance with the responsibilities given to them.

### **3. RESEARCH METHODS**

#### **Research design and approach**

The design of this research is a survey, namely analyzing facts and data that support the information needed to support the discussion of the research, in solving and answering the main problems raised, namely the influence of work ability and public perception on employee performance through the quality of health services at the Community Health Center in Ternate City. The approach to this research is a quantitative approach. The quantitative research approach is a method for testing certain theories by examining the relationship between variables.

#### **Research Location and Time**

This research was conducted at the Ternate City Health Center which consists of 11 health centers, namely: (1) Kota Health Center; (2) Kalumpang Health Center; (3) Sulamadaha Health Center; (4) Siko Health Center; (5) Gambesi Health Center; (6) Jambula Health Center; (7) Hiri Island Health Center; (8) Batang Dua Island Health Center; (9) Bahari Berkesan Health Center; (10) Moti Island Health Center; (11) Kalumata Health Center. The selection of the location was based on the fact that the Ternate City Health Center was representative of research on work ability and public perception of improving the quality of health services through the performance of health center employees.

This research is planned to last approximately two months, namely from December 2023 to January 2024 or until the required data is obtained for a number of specified samples and secondary data as supporting data.

#### **Population and Sample**

The research population is a generalization area consisting of a group of objects or subjects that are used as sources of research data. The research subjects that will be used as the population are all patients who are treated at the Ternate City Health Center, who will provide data and information on work ability, public perception, employee performance and improving the quality of health services. In this study, the number of indicators used is 20 indicators. Therefore, the number of samples needed in this study is  $20 \times 5 = 100$  samples.

#### 4. RESULTS AND DISCUSSION

##### Work Ability

**Table 1. Frequency/Percentage of Work Ability Variable Indicators**

Indicator	Distribution of Respondents' Answers					Mean	Category
	STS	TS	N	S	SS		
Responsibility (X1.1)	0	0	43	38	19	3.76	High
Recognizing patient behavior (X1.2)	0	0	10	40	50	4.40	Sgt Tinggi
Immediate reaction (X1.3)	0	0	23	52	25	4.02	Very High
Process discipline (X1.4)	0	4	60	36	0	3.32	Medium
Improvement (X1.5)	0	13	23	34	30	3.81	High
Mean Total Work Ability						3.86	High

In the first indicator (X1.1), namely responsibility, the average respondent's answer to the first indicator (X1.1) is 3.76 which is in the high category (between 3.41 - 4.20). In the second indicator (X1.2), namely recognizing patient behavior, the average respondent's answer to the second indicator (X1.2) is 4.40 which is in the very high category (between 4.21 - 5.00). In the third indicator (X1.3), namely immediate reaction, the average respondent's answer to the third indicator (X1.3) is 4.02 which is in the very high category (between 4.21 - 5.00). In the fourth indicator (X1.4), namely process discipline, the average respondent's answer to the fourth indicator (X1.4) is 3.32 which is in the moderate category (between 2.61 - 3.40). In the fifth indicator (X1.5), namely improvement, the average respondent's answer to the fifth indicator (X1.5) is 3.81 which is in the high category (between 3.41 - 4.20).

From the statement that has been described above, it can be concluded that the second indicator (X1.2), namely knowing patient behavior, received the highest response, namely with an average respondent's answer of 4.40, which is in the very high category (between 4.21 - 5.00). From these results, it shows that health center employees have the ability to observe what patients say and nonverbal behavior shown by patients.

While in the fourth indicator (X1.4), namely process discipline, received the lowest response, namely with an average respondent's answer of 3.32, which is in the moderate category (between 2.61 - 3.40). From these results, it shows that health center employees have the ability



to process actions as total interactions (totally interactive) which are carried out step by step, what happens between health center employees and patients.

## Public Perception

**Table 2. Frequency/Percentage of Public Perception Variable Indicators**

Indicator	Distribution of Respondents' Answers					Mean	Category
	STS	TS	N	S	SS		
Attitude (X2.1)	0	0	14	54	32	4.18	High
Motive (X2.2)	0	0	0	87	13	4.13	High
Interest (X2.3)	0	0	13	53	34	4.21	Very High
Past experiences (X2.4)	0	0	59	20	21	3.62	High
Hope (X2.5)	0	0	0	58	42	4.42	Very High
Mean Total Public Perception						4.11	High

In the first indicator (X2.1), namely attitude, the average respondent's answer to the first indicator (X2.1) is 4.18 which is in the high category (between 3.41 - 4.20). In the second indicator (X2.2), namely motive, the average respondent's answer to the second indicator (X2.2) is 4.13 which is in the high category (between 3.41 - 4.20). In the third indicator (X2.3), namely interest, the average respondent's answer to the third indicator (X2.3) is 4.21 which is in the very high category (between 4.21 - 5.00). In the fourth indicator (X2.4), namely past experience, the average respondent's answer to the fourth indicator (X2.4) is 3.62 which is in the high category (between 3.41 - 4.20).

In the fifth indicator (X2.5), namely expectations, the average respondent's answer to the fifth indicator (X2.5) is 4.42 which is in the very high category (between 4.21 - 5.00). From the statement that has been described above, it can be concluded that the fifth indicator (X2.5), namely expectations, received the highest response, namely with an average respondent's answer of 4.42, which is in the very high category (between 4.21 - 5.00). From these results, it shows that the community's expectations for affordable health services have been met.

While in the fourth indicator (X2.4), namely past experience, it received the lowest response, namely with an average respondent's answer of 3.62, which is in the high category

(between 3.41 - 4.20). From these results, it shows that the quality of hospital services is felt by the community to be increasing.

### Quality of Service

**Table 3. Frequency/Percentage of Service Quality Variable Indicators**

Indicator	Distribution of Respondents' Answers					Mean	Category
	STS	TS	N	S	SS		
Tangibles (Z1.1)	0	4	51	45	0	3.41	High
Reliability (Z1.2)	0	0	22	65	13	3.91	High
Responsiveness (Z1.3)	0	0	39	37	24	3.85	High
Assurance (Z1.4)	0	13	77	10	0	2.97	Medium
Empathy (Z1.5)	0	3	45	45	7	3.56	High
Mean Total Kualitas pelayanan						3.54	High

In the first indicator (Z1.1), namely tangibles (physical evidence), the average respondent's answer to the first indicator (Z1.1) is 3.41 which is in the high category (between 3.41 - 4.20). In the second indicator (Z1.2), namely reliability, the average respondent's answer to the second indicator (Z1.2) is 3.91 which is in the high category (between 3.41 - 4.20). In the third indicator (Z1.3), namely responsiveness, the average respondent's answer to the third indicator (Z1.3) is 3.85 which is in the high category (between 3.41 - 4.20). In the fourth indicator (Z1.4), namely assurance, the average respondent's answer to the fourth indicator (Z1.4) is 2.97 which is in the medium category (between 2.61 - 3.40). In the fifth indicator (Z1.5), namely empathy (attention), the average respondent's answer to the fifth indicator (Z1.5) is 3.56 which is in the high category (between 3.41 - 4.20).

From the statements that have been described above, it can be concluded that the second indicator (Z1.2), namely reliability, received the highest response, namely with an average respondent's answer of 3.91, which is in the high category (between 3.41 - 4.20). From these results, it shows that health center employees have the ability to provide promised services immediately, accurately, and satisfactorily for patients.

While in the fourth indicator (Z1.4), namely assurance, received the lowest response, namely with an average respondent's answer of 2.97, which is in the medium category (between 2.61 - 3.40). From these results, it shows that health center employees have the knowledge, politeness, and ability to foster public trust in the hospital.

## Employee Performance

**Table 4. Frequency/Percentage of Employee Performance Variable Indicators**

Indicator	Distribution of Respondents' Answers					Mean	Category
	STS	TS	N	S	SS		
Understanding of duties and functions (Y1.1)	0	0	47	51	2	3.55	High
Innovation (Y1.2)	0	0	24	71	5	3.81	High
Working speed (Y1.3)	0	0	17	67	16	3.99	High
Accuracy of work (Y1.4)	0	3	80	15	2	3.16	Medium
Cooperation (Y1.5)	0	1	32	67	0	3.66	High
Mean Total Employee Performance						3.63	High

In the first indicator (Y1.1), namely understanding of duties and functions, the average respondent's answer to the first indicator (Y1.1) is 3.55 which is in the high category (between 3.41 - 4.20). In the second indicator (Y1.2), namely innovation, the average respondent's answer to the second indicator (Y1.2) is 3.81 which is in the high category (between 3.41 - 4.20). In the third indicator (Y1.3), namely work speed, the average respondent's answer to the third indicator (Y1.3) is 3.99 which is in the high category (between 3.41 - 4.20). In the fourth indicator (Y1.4), namely work accuracy, the average respondent's answer to the fourth indicator (Y1.4) is 3.16 which is in the medium category (between 2.61 - 3.40). In the fifth indicator (Y1.5), namely cooperation, the average respondent's answer to the fifth indicator (Y1.5) is 3.66 which is in the high category (between 3.41 - 4.20).

From the statement that has been described above, it can be concluded that the third indicator (Y1.3), namely work speed, received the highest response, namely with an average respondent's answer of 3.99, which is in the high category (between 3.41 - 4.20). From these results, it shows that in carrying out their duties, health center employees have a work speed to be considered by using existing work methods.

While in the fourth indicator (Y1.4), namely work accuracy, received the lowest response, namely with an average respondent's answer of 3.16, which is in the medium category (between 2.61 - 3.40). From these results, it shows that health center employees are able to be disciplined in carrying out their duties carefully in working and rechecking.

### Substructure Path Analysis 1

**Table 5. Sub-structure Path Analysis Results 1**

**Coefficients<sup>a</sup>**

Model	Unstandardized Coefficients		Standardized Coefficients		
	B	Std. Error	Beta	t	Sig.
1 (Constant)	3.918	2.074		1.889	.062
Kemampuan kerja (x1)	.368	.054	.540	6.836	.000
Persepsi masyarakat (x2)	.325	.097	.264	3.344	.001

a. Dependent Variable: kualitas pelayanan (Z1)

Based on table 5 above, it can be seen that the significance value for the work ability variable on service quality is 0.000 and the significance value for the public perception variable on service quality is 0.001, because the significance value is less than 0.05, meaning that the work ability variable (X1) and public perception (X2) have a positive and significant influence on service quality (Z1).

**Table 6. Substructure Determination Test Results 1**

**Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.644 <sup>a</sup>	.415	.403	1.073

a. Predictors: (Constant), kemampuan kerja (x1), persepsi masyarakat (x2)

Based on the calculation results, the correlation coefficient price with an R square value of 0.415 was obtained. The determination coefficient price (R<sup>2</sup>) which shows that the contribution of work ability determination and public perception of service quality is 41.5%. While the remaining 58.5% is the influence of other factors that are not included in this model.

## Substructure Path Analysis 2

**Table 7. Sub-structure Path Analysis Results 2**

### Coefficients<sup>a</sup>

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	5.281	1.189		4.443	.000
Kemampuan kerja (x1)	.131	.037	.284	3.562	.001
Persepsi masyarakat (x2)	.275	.058	.329	4.759	.000
Kualitas pelayanan (z1)	.266	.057	.391	4.651	.000

a. Dependent Variable: kinerja pegawai (Y1)

Based on table 7 above, it can be seen that the significance value for the work ability variable on employee performance is 0.001, the significance value for the public perception variable on employee performance is 0.000 and the significance value for the service quality variable on employee performance is 0.000, because the significance value is less than 0.05, meaning that the work ability variable (X1), public perception (X2) and service quality (Z1) have a positive and significant influence on employee performance (Y1)..

**Table 8. Substructure Determination Test Results 2**

### Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.776 <sup>a</sup>	.602	.590	.604

a. Predictors: (Constant), kemampuan kerja (x1), persepsi masyarakat (x2), kualitas pelayanan (z1)

Based on the calculation results, the correlation coefficient price with an R square value of 0.602 is obtained. The determination coefficient price (R<sup>2</sup>) which shows that the contribution of work ability determination, public perception and service quality to employee

performance is 60.2%. While the remaining 39.8% is the influence of other factors that are not included in this model.

**Influence between variables**

**Table 9. Independent Variables and Dependent Variable**

<b>Independent Variables</b>	<b>Dependent Variable</b>	<b>Est</b>	<b>S.E</b>	<b>T Value</b>	<b>Prob</b>
Work ability (X1)	Quality of service (Z1)	0.540	0.054	6.836	0.000
Public perception (X2)		0.264	0.097	3.344	0.001
Work ability (X1)	Employee performance (Y1)	0.284	0.037	3.562	0.001
Public perception (X2)		0.329	0.058	4.759	0.000
Quality of service (Z1)		0.391	0.057	4.651	0.000

The beta coefficient of the influence of work ability (X1) on service quality (Z1) is 0.540 with a significance value of 0.000 or below 0.05. The beta coefficient also shows that the influence of work ability (X1) on service quality (Z1) is positive. This means that work ability (X1) has a positive and significant effect on service quality (Z1).

The beta coefficient of the influence of public perception (X2) on service quality (Z1) is 0.264 with a significance value of 0.001 or below 0.05. The beta coefficient also shows that the influence of public perception (X2) on service quality (Z1) is positive. This means that public perception (X2) has a positive and significant effect on service quality (Z1).

The beta coefficient of the influence of work ability (X1) on employee performance (Y1) is 0.284 with a significance value of 0.001 or below 0.05. The beta coefficient also shows that the influence of work ability (X1) on employee performance (Y1) is positive. This means that work ability (X1) has a positive and significant effect on employee performance (Y1).

The beta coefficient of the influence of public perception (X2) on employee performance (Y1) is 0.329 with a significance value of 0.000 or below 0.05. The beta coefficient also shows that the influence of public perception (X2) on employee performance (Y1) is positive. This means that public perception (X2) has a positive and significant effect on employee performance (Y1).

The beta coefficient of the influence of service quality (Z1) on employee performance (Y1) is 0.391 with a significance value of 0.000 or below 0.05. The beta coefficient also shows that the influence of service quality (Z1) on employee performance (Y1) is positive. This means that service quality (Z1) has a positive effect on employee performance (Y1).

### **The Influence of Work Ability on Service Quality**

The influence of work ability variables on service quality is positive. This means that increasing work ability will be followed by improving service quality with the assumption that other factors that affect the size of work ability are considered constant. This study shows that there is a positive influence of work ability on service quality. This can be seen from the results of the direct influence path analysis, the results of work ability have a positive effect on service quality. Thus, it shows that in the Health Center in Ternate City there is a significant positive influence between work ability and the quality of health services.

The results of this study are in line with Moenir's statement (2011), that public services can be carried out well and satisfactorily if supported by several factors, one of which is the employee's work ability factor and skills that are in accordance with the tasks/jobs that are accounted for. According to Sedarmayanti (2013), it states that aspects of human resource capabilities consisting of skills, knowledge, and attitudes are attempted to be improved, then this will affect the implementation of their duties, and if the implementation of tasks is carried out more professionally, it will produce better service quality.

The results of this study also support the results of previous studies by Harahap, Tri Rosa Indah (2012), the conclusion obtained is that there is an influence between the work ability of nurses on the quality of nursing services. Furthermore, research conducted by Zuhdi (2010), the conclusion obtained is that there is a significant positive influence between ability and the quality of health services. Then research conducted by Sabaria (2019), the conclusion obtained is that the work ability of the apparatus affects the quality of service.

Work ability has an influence on the quality of service. The awareness and ability of employees at all levels towards the tasks or jobs that are their responsibility have a very positive impact on the organization and the tasks or jobs themselves. It will be a source of sincerity and work ability in working and discipline in carrying out tasks or jobs, so that the results can be expected to meet the quality standards that have been set both in the manifestation of service quality standards and operational standards.

### **The Influence of Public Perception on Service Quality**

The influence of the public perception variable on the quality of service is positive. This means that an increase in public perception will be followed by an improvement in the quality of service with the assumption that other factors that influence the size of public perception are considered constant. This study shows that there is a positive influence of public perception on the quality of service. This can be seen from the results of the direct influence path analysis, the results obtained that public perception has a positive effect on the quality of service. Thus,

it shows that in the Health Center in Ternate City there is a significant positive influence between public perception on the quality of health services.

The results of this study are in accordance with Rakhmat's statement (2009) who stated that perception is determined by two factors, namely personal functional factors originating from needs, past experiences, learning processes and motives and structural factors originating from outside the individual, including the family environment, applicable laws and values in society. Then Boediono (2005), stated that in essence, one of the indicators of quality public services is encouraging the growth of creativity, initiative, and community participation in building and improving the welfare of the wider community.

The results of this study also support the results of previous research from Nurmeilita (2010), the conclusion obtained is that public perception of health services for the poor is positive. Furthermore, research conducted by Khaliq Syukhairi Alfiandri Ramadhani Setiawan (2015), the conclusion obtained is that there is a low but definite influence of the public perception variable on the public service quality variable. Then research conducted by Riko Thomas (2016), the conclusion obtained is that public perception of service quality is good. However, according to Dwi Lucita Sari (2016), it was concluded that public perception of public services in terms of regular services is not optimal and has not run optimally.

Public perception of the quality of public services still raises pros and cons in public perception assessments. On the one hand, the quality of service is still acceptable even though it is at a minimal level. On the other hand, the quality of service can be said to be less than good because of the complicated service procedures. The community that receives the service then assesses the service and performance provided by the service provider, then they draw conclusions about the service they received, whether it was satisfactory or unsatisfactory, good or bad, in accordance with service standards or not in accordance with standards, regardless of the background of the community and whether or not they understand the service standards that have been determined by the government itself..

### **The Influence of Work Ability on Employee Performance**

The influence of work ability variables on employee performance is positive. This means that increased work ability will be followed by improved employee performance assuming that other factors that affect the size of work ability are considered constant. This study shows that there is a positive influence of work ability on employee performance. This can be seen from the results of the direct influence path analysis, the results of work ability have a positive effect on employee performance. Thus, it shows that at the Health Center in Ternate City there is a significant positive influence between work ability and employee performance.



The results of this study are consistent with Armstrong's statement (2010) stating that employee ability greatly influences the high or low performance produced, so that it is very reasonable if ability will affect employee performance. According to Spencer (Moehariono, 2010) Ability or competence is a characteristic that underlies a person related to the effectiveness of individual performance in their work or the basic characteristics of individuals who have a causal relationship or as a cause and effect with the criteria used as a reference, effective or performing prime or superior in the workplace in certain situations. Mangkunegara (2011) stated that one of the factors that influence performance includes, among others, the ability factor, the psychological ability of employees consists of potential ability (IQ) and reality ability (education). Therefore, employees need to be placed in jobs that match their expertise.

The results of this study also support the results of previous research from Choirul Anwar Satria Yudha (2015), the conclusion obtained is that work ability has a significant effect on employee performance. Furthermore, research conducted by Diah Ayu Kristiani, Ari Pradhanawati & Andi Wijayanto (2013), the conclusion obtained is that work ability has a positive and significant effect on employee performance. Then research conducted by Dwi Budiyatno, Subijanto, Woro Utari (2022), the conclusion obtained is that work ability has a positive and significant effect on employee performance. However, it is different from research by K.C. Tangkawang., V.P.K. Lengkong., G.G. Lumintang (2019), concluding that work ability has a significant negative effect on employee performance.

Work ability affects employee performance. The ability to work of an employee is absolutely owned by the employee so that the activities or work that is their responsibility can be completed properly in accordance with the provisions that have been set. The ability of employees to work is determined by the ability of knowledge, ability of skills and ability of attitudes. Several indications of the ability of employees to work can themselves show the overall ability to work, where the ability possessed by an employee can show the level of ability to work possessed. With the ability to work possessed by employees, it can automatically reflect the performance that will be produced by employees.

### **The Influence of Public Perception on Employee Performance**

The influence of the public perception variable on employee performance is positive. This means that an increase in public perception will be followed by an improvement in employee performance assuming that other factors that influence the size of public perception are considered constant. This study shows that there is a positive influence of public perception on employee performance. This can be seen from the results of the direct influence path analysis, the results obtained show that public perception has a positive effect on employee performance.

Thus, it shows that at the Health Center in Ternate City there is a significant positive influence between public perception and employee performance.

The results of this study are in line with the statement that perception is a process by which individuals organize and interpret sensory impressions in order to give meaning to their environment (Robbins & Judge, 2013). Perception in its application to organizations can be seen from the existence of mutual assessment activities between people in the organization. According to Robbins & Judge (2013) the assessment of an employee's performance is highly dependent on the perceptual process. From the side of the employees being assessed, they selectively interpret what they witness based on experience and expectations. In relation to performance appraisal, they will strive for their performance according to what they perceive as a "positive" or "negative" performance appraisal.

The results of this study also support the results of previous studies by Tanasal, Rivaldy; Kojo, Christoffel & Sendow, Greis M (2016), the conclusion obtained is that perception influences performance. Furthermore, research conducted by Charina Gladyensi & Budiman Purba (2019), the conclusion obtained is that the relationship between public perception of employee performance in serving the public is very high. Then research conducted by Muhdin & Mistar (2020), the conclusion obtained is that public perception of employee performance received a sufficient assessment. However, according to Dian Rahmawaty (2017), it was concluded that perception had a negative and insignificant effect on employee performance.

Public perception is a perspective carried out by the community that is useful for providing a conclusion about the current situation regarding a person's performance at work. Public perception of employee performance in public services is one form of society for how the community views the activities carried out by the apparatus and employees in implementing public services.

### **The Influence of Service Quality on Employee Performance**

The influence of service quality variables on employee performance is positive. This means that increasing service quality will be followed by improving employee performance with the assumption that other factors that affect the size of service quality are considered constant. This study shows that there is a positive influence of service quality on employee performance. This can be seen from the results of the direct influence path analysis, the results obtained show that service quality has a positive effect on employee performance. Thus, it shows that at the Health Center in Ternate City there is a significant positive influence between the quality of health services on employee performance.

The results of this study are in accordance with the statement of Tjandra et al. (2005), sincerity and integrity in providing excellent service, including: (1) polite and friendly from employees to consumers who contact them; (2). consumers are the priority or top order and credibility in serving consumers; (3) service facilities that can give a good impression of the service; (4) capable of presenting services. Furthermore, Mangkunegara (2011) stated that almost all performance assessment methods consider several things, including worker quality. Measuring output quality reflects measuring the level of satisfaction, namely how well it is completed. This is related to the quality produced.

The results of this study also support the results of previous research from Hendra Hadwijaya (2018), the conclusion obtained is that service quality has a positive and significant influence on nurse performance. Furthermore, research conducted by Ovelia Lengkong, Vicktor P. K. Lengkong & Merinda H. C. Pandowo (2021), the conclusion obtained is that service quality affects employee performance. Then research conducted by Nova Hari Santhi & Widya Hartati (2018), the conclusion obtained is that there is a positive and significant influence between service quality and employee performance.

Performance means a work result that can be achieved by a person or group of people in an organization according to their respective authorities and responsibilities. in order to achieve organizational goals legally, not violating the law and in accordance with morals and ethics, performance is basically what employees do or do not do so that it affects how much they contribute to the agency or organization including the quality of service presented.

### **The Influence of Work Ability on Employee Performance through Service Quality**

This study shows that there is a positive influence of work ability on employee performance through service quality. This can be seen from the results of the analysis of the indirect influence path of work ability through service quality having a significant influence on employee performance, thus service quality can influence work ability on employee performance. Thus, it shows that at the Health Center in Ternate City there is a significant positive influence between work ability and employee performance through the quality of health services.

Employee work ability has a significant impact on the quality of service provided by an organization. When employees have adequate skills and knowledge in carrying out their duties, overall performance tends to increase. This directly contributes to improving the quality of service provided to customers or other stakeholders. Thus, investment in developing employee work ability is an important key in achieving organizational goals to provide superior and satisfying services.

According to Armstrong (2010), employee ability greatly influences the high or low performance produced, so it is very reasonable if ability will affect employee performance. According to Moenir (2011), public services can be implemented well and satisfactorily if supported by several factors, one of which is the employee's work ability and skills that are in accordance with the tasks/work for which they are responsible.

### **The Influence of Public Perception on Employee Performance through Service Quality**

This study shows that there is a positive influence of public perception on employee performance through service quality. This can be seen from the results of the analysis of the indirect influence path of public perception through service quality having a significant influence on employee performance, thus service quality can influence public perception of employee performance. Thus, it shows that at the Health Center in Ternate City there is a significant positive influence between public perception of employee performance through the quality of health services.

Public perception of service quality is greatly influenced by employee performance. When the public feels well served, efficient, and friendly by the employees, positive perceptions of service quality will increase. Conversely, when employees are less responsive, incompetent, or less friendly, public perception of service quality tends to decrease. Therefore, it is important for organizations to ensure that their employees have the appropriate skills, knowledge, and attitudes to provide satisfactory service and increase public trust in the institution or agency.

Perception is a process by which individuals organize and interpret sensory impressions in order to give meaning to their environment (Robbins & Judge, 2013). Perception in its application to organizations can be seen from the existence of mutual assessment activities among people in the organization. Rakhmat (2009) stated that perception is determined by two factors, namely personal functional factors originating from needs, past experiences, learning processes and motives and structural factors originating from outside the individual, including the family environment, applicable laws and values in society.

## **5. CONCLUSIONS AND RECOMMENDATIONS**

### **Conclusion**

Based on the results of the research and discussion in the previous chapter related to the influence of work ability and public perception on employee performance through service quality, the following conclusions can be drawn:

1. Work ability affects the quality of health services at the Health Center in Ternate City. Thus, it can be concluded that work ability will affect the quality of health services.
2. Public perception affects the quality of health services at the Health Center in Ternate City. Thus, it can be concluded that public perception will affect the quality of health services.
3. Work ability affects employee performance at the Health Center in Ternate City. Thus, it can be concluded that work ability will affect employee performance.
4. Public perception affects employee performance at the Health Center in Ternate City. Thus, it can be concluded that public perception will affect employee performance.
5. The quality of health services affects employee performance at the Health Center in Ternate City. Thus, it can be concluded that the quality of health services will affect employee performance.
6. Work ability affects employee performance through the quality of health services at the Health Center in Ternate City. Thus, it can be concluded that work ability will affect employee performance through the quality of health services.
7. Public perception affects employee performance through the quality of health services at the Community Health Center in Ternate City. Thus, it can be concluded that public perception will affect employee performance through the quality of health services

### **Suggestion**

Based on the discussion that has been presented in the previous chapter, suggestions can be put forward in detail, both for the development of knowledge and for practical purposes. The suggestions for this study are explained as follows:

1. The results of the study indicate that the variables of work ability and public perception have a direct and indirect influence in improving the quality of health services and employee performance, so that the existence of the variables of work ability and public perception needs to be maintained, especially in improving the quality of health services and employee performance.
2. Work ability and public perception can be a reference for leaders at the Health Center in Ternate City in making organizational policies related to improving the quality of health services and improving employee performance..

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