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The Influence of Human Resources Quality and Supporting Facilities on the Quality of Health Services (A Study of PT Hasnur Riung Sinergi's COVID-19 Positive Employee Management Vendors Throughout South Kalimantan)

Adhitya Chandra Setyawan[1], Sulastini[2], Mohammad Zainul[3]
Islamic University of Kalimantan Muhammad Arsyad Al Banjari, Banjarmasin
Corresponding Author: Adhitya Chandra Setyawan, adhitya.c.setyawan@gmail.com

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ABSTRACT

The purpose of this study is to examine and analyze the influence of the quality of human resources (HR) in healthcare and supporting infrastructure on the quality of healthcare services provided by healthcare vendors to employees of PT. Hasnur Riung Sinergi in South Kalimantan, particularly during the COVID-19 response. This research is expected to provide an overview of the factors that determine the quality of healthcare services within the company.

The research method used was a quantitative approach with an explanatory research design. The study sample consisted of 95 respondents, patients or employees of PT. Hasnur Riung Sinergi at the AGM Block 3 site in Hulu Sungai Selatan Regency and the AGM Block 4 site in Tapin Regency who had previously tested positive for Covid-19 and received services from a healthcare vendor. Data were collected through a questionnaire and analyzed using multiple linear regression techniques with the help of SPSS version 25.

The results of the study show that the quality of health human resources and supporting infrastructure have a significant influence on the quality of health services, both partially and simultaneously.

The conclusion of this study is that improving the competence of health human resources and the completeness of supporting infrastructure are key factors in improving the quality of vendor health services, thus having a direct impact on patient satisfaction and safety.

Keywords: Covid-19, Employee Management Vendor, Healthcare Quality, Human Resources Quality, Supporting Facilities

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INTRODUCTION

Since early 2020, the world has faced a global health crisis due to the rapid spread of the coronavirus (COVID-19) to various countries and a widespread impact on almost all sectors of life, including health, education, and the economy (Novianti, 2020; Peristianto & Anggawijayanto, 2020; Press, 2024). This pandemic has become not only a medical issue, but also a social and economic problem on a national and global scale. As of September 26, 2022, according to data from worldometers.info, there have been more than 620 million positive cases of COVID-19 worldwide, with the death toll reaching more than 6.5 million. In Indonesia, positive COVID-19 cases have reached more than 6.4 million, with a death toll of more than 158,000. This data shows that the COVID-19 pandemic has had a very serious impact on the resilience of the Indonesian health system and the productivity of the Indonesian people.

The massive spread of Covid-19 has forced the Indonesian government to take various strategic measures to suppress the rate of transmission, including the implementation of Large-Scale Social Restrictions (PSBB), restrictions on community activities, and the obligation for all agencies and companies to strictly implement health protocols. The business sector is one sector that must adapt quickly because its operational activities involve a large workforce that is potentially exposed

to the virus. Therefore, companies are required not only to maintain operational continuity but also to ensure the health and safety of employees as part of their social and legal responsibilities.

In this context, occupational health is a crucial and strategic aspect. This aligns with Government Regulation Number 88 of 2019 concerning Occupational Health, which emphasizes that occupational health is a component of public health that must receive attention and protection to ensure workers remain healthy, safe, and productive (Febriana et al., 2025; Roshal et al., 2022; Setyawan, 2024; Setyawan et al., 2025; Sholikin, 2020). Companies are obligated to systematically manage employee health to prevent occupational diseases, including infectious diseases such as Covid-19. Therefore, healthcare services within the company environment are not merely additional facilities, but a primary need that determines the continued productivity and success of the organization.

PT Hasnur Riung Sinergi, a company with a large workforce, is responsible for providing adequate healthcare services to all its employees. These services are provided through two mechanisms: direct healthcare services managed by the company's paramedics, and indirect healthcare services managed by vendors or third parties collaborating with the company. One form of this collaboration is managing healthcare services for employees who test positive for Covid-19. The presence of these healthcare vendors is crucial, as the quality of the services provided will significantly impact the employee's recovery process and their perception of the company's commitment.

Healthcare is a basic right of every citizen as mandated by Article 28H of the 1945 Constitution and Law Number 36 of 2009 concerning Health, which states that everyone has the right to receive safe, quality, and affordable healthcare (Asrun et al., 2020; Karwur, 2024). In the corporate context, healthcare is also part of the work facilities that must be provided to support employee well-being. Law Number 44 of 2009 emphasizes that healthcare services must be provided comprehensively, encompassing promotive, preventive, curative, and rehabilitative aspects. Therefore, companies that provide healthcare facilities, either directly or through vendors, are required to ensure optimal service quality so that employees feel safe and protected.

The quality of healthcare services is a key indicator of the success of healthcare delivery in a corporate environment (Mangindara et al., 2022; Musa, 2022). Service quality is determined not only by the sophistication of facilities but also by the quality of the human resources providing services, such as doctors, nurses, administrative staff, and other support staff. According to Tjiptono, service quality is the level of excellence expected by customers and the service provider's ability to consistently meet those expectations. In the context of healthcare, service quality is also closely related to the sense of safety, empathy, speed, and accuracy of service received by patients or employees.

Mosadeghrad emphasized that healthcare quality is the provider's ability to deliver services effectively, efficiently, and in accordance with clinical standards, while meeting patient needs and expectations. In an increasingly competitive environment, service quality is key to sustainable excellence for organizations, including companies that provide healthcare services to their employees. Employee satisfaction as patients is a crucial benchmark for assessing the success of healthcare providers.

One widely used approach to measuring service quality is the SERVQUAL method, which assesses service quality based on five key dimensions: tangibles, reliability, responsiveness, assurance, and empathy. This method allows companies to identify gaps between customer expectations and perceptions of the service they receive. In the context of healthcare vendors at PT Hasnur Riung Sinergi, this method is relevant for assessing how the quality of human resources and supporting facilities contributes to the quality of healthcare services perceived by employees exposed to Covid-19.

Based on this description, this study is crucial to analyze the influence of human resource quality and supporting facilities on the quality of healthcare services provided by vendors managing COVID-19 positive employees at PT Hasnur Riung Sinergi throughout South Kalimantan. The results are expected to serve as a basis for evaluating and improving the quality of corporate

healthcare services, as well as serve as a reference for other companies in managing occupational healthcare services professionally, effectively, and with an employee satisfaction focus.

METHOD

This study uses a quantitative approach with an explanatory research method, which aims to explain causal relationships between variables through hypothesis testing (Kusumastuti et al., 2021; Sarwono & Handayani, 2021). Approach was chosen because the study focuses on examining the influence of the quality of human resources of healthcare vendors and supporting infrastructure on the quality of healthcare services experienced by patients or employees of PT Hasnur Riung Sinergi throughout South Kalimantan who have tested positive for Covid-19. Therefore, this study seeks to provide empirical evidence regarding the factors influencing the quality of healthcare services within the company. The subjects of this study were PT Hasnur Riung Sinergi employees working at the AGM Block 3 site in Hulu Sungai Selatan Regency and the AGM Block 4 site in Tapin Regency, South Kalimantan Province, who have tested positive for Covid-19 and received healthcare services from vendors collaborating with the company. The research was conducted between November 1, 2022, and January 15, 2023. The selection of the research location and time was based on the availability of respondent data and the relevance of the health services provided during the Covid-19 pandemic.

The variables in this study consist of three main variables, namely the quality of human resources of healthcare vendors as the first independent variable, the quality of supporting infrastructure as the second independent variable, and the quality of healthcare services as the dependent variable. The human resource quality variable is measured through indicators of healthcare workers' appearance, attitude and friendliness, speed and responsiveness of service, ability to respond to patient requests, behavior that fosters trust, ability to answer questions, and personal attention to patients. The supporting infrastructure variable is measured through indicators of completeness of equipment and clinic displays, availability of facilities, conformity of facilities to service standards, and fulfillment of specific patient needs. Meanwhile, the quality of healthcare services is measured through indicators of punctuality of appointments and services, level and accuracy of service, service security, individual attention, convenience of operating hours, and service orientation towards patient interests.

The population of this study was all 211 employees of PT Hasnur Riung Sinergi at the AGM Block 3 and Block 4 sites who had been confirmed positive for Covid-19 and received services from the company's health vendor. The sample size was determined using the Slovin formula with an error rate (e) of 10%, resulting in a minimum sample size of 68 respondents. However, to increase the accuracy and robustness of the research results, the researcher used 95 respondents as the research sample. The sampling technique used was purposive sampling, which is the selection of respondents based on certain criteria in accordance with the research objectives.

Data collection was conducted through primary and secondary data. Primary data was obtained by distributing questionnaires to respondents containing statements related to the quality of human resources, supporting infrastructure, and the quality of healthcare services. The questionnaires were distributed online via Google Forms using a QR code or a special link, and offline for respondents without digital devices, while still adhering to health protocols. Secondary data was obtained through literature review in the form of books, scientific journals, company documents, and regulations relevant to this research. Additionally, observation and documentation techniques were used to strengthen understanding of the health care conditions within the company environment.

The research instrument in the form of a questionnaire was prepared using a five-point Likert scale, ranging from a score of 1 (very unsatisfactory) to a score of 5 (very satisfactory), to measure respondents' perceptions of the services received. Before data analysis was carried out, the research instrument was first tested for validity and reliability. The validity test was carried out using the Pearson Product Moment correlation with the help of the SPSS version 25 program. The statement item was declared valid if the correlation coefficient value was greater than 0.30. The reliability test was carried out using the Cronbach's Alpha method, where the instrument was

declared reliable if the alpha value was greater than 0.60, which indicates the internal consistency of the instrument in measuring the research variables.

The collected data was then processed through editing, coding, tabulating, and scoring stages to produce quantitative data ready for analysis. Data analysis techniques used included descriptive analysis to describe the characteristics of respondents and the distribution of answers, as well as inferential analysis to test the research hypothesis. Inferential analysis was conducted using multiple linear regression with the help of SPSS version 25, to determine the influence of independent variables on the dependent variable both partially and simultaneously. Hypothesis testing was carried out through a t-test to determine the partial influence of each independent variable on the quality of health services, and an F-test to determine the simultaneous influence of all independent variables on the dependent variable. The testing criteria were based on a significance level of 0.05, where a significance value less than 0.05 indicates a significant influence. With this approach, the study is expected to be able to provide an empirical picture of the importance of the quality of human resources and supporting infrastructure in improving the quality of vendor health services in the company environment.

FINDING AND DISCUSSION

Description of Research Variables

The description of the research variables in this study is used to see the picture of the research variables according to the respondents' perceptions. Descriptive analysis was conducted by calculating the mean score of respondents' answers on each research variable. The average answer score was then categorized into 3 categories according to Umar (2012): low category if the mean value is between 1.00 - 2.33; medium category if the mean value is between 2.33 - 3.67 and high category if the mean value is between 3.67 - 5.00. Based on the results of the questionnaire, the following is a description of the quality of human resources, supporting facilities and the quality of services provided by health vendors contracted by PT Hasnur Riung Sinergi:

Overview of Human Resource Quality

In this study, human resource quality was measured using nine questionnaire items. Based on the questionnaire results, the following is a description of the human resource quality of healthcare vendors contracted by PT Hasnur Riung Sinergi:

Table 1. Overview of Human Resource Quality

No	Code	Question	Mean
1	SDM1	In your opinion, what is the level of service of Tabalong Husada (in providing services according to the promised time)?	3.541
2	SDM2	In your opinion, do you feel safe when receiving services from Tabalong Husada?	3.766
3	SDM3	In your opinion, how do Tabaong Husada employees respond to helping you when you have a problem? (Do they really help you?)	3.532
4	SDM4	In your opinion, how fast is the service of Tabalong Husada employees?	3.604
5	SDM5	In your opinion, what is the level of responsiveness of Tabalong Husada employees in helping you?	3.631
6	SDM6	In your opinion, are Tabalong Husada employees responsive to your requests?	3.450
7	SDM7	In your opinion, what is the attitude of Tabalong Husada employees? (Are they polite and friendly?)	3.847
8	SDM8	In your opinion, are Tabalong Husada employees able to answer your questions? (Regarding health services)	3.685
9	SDM9	In your opinion, what is Tabalong Husada's service like? (Does it provide the right service?)	3.378
		Overall Average	3.574

Source: processed data (2023)

The results of the analysis in Table 7 show that the average overall score of respondents' answers on the HR quality variable is 3.574 with the lowest average score being on HR indicators 6 and 9, this means that overall the quality of HR in the health vendor contracted by PT Hasnur Riung Sinergi is good, but in terms of providing personal attention to patients and employee behavior that is able to make patients trust their actions still needs improvement.

Overview of supporting facilities and infrastructure

In this study, supporting facilities and infrastructure were measured using four questionnaires. Based on the questionnaire results, the following is a description of the facilities and infrastructure of healthcare vendors contracted by PT Hasnur Riung Sinergi:

Table 2. Overview of Supporting Facilities and Infrastructure

No	Code	Question	Mean
1	SP1	What do you think about the equipment and displays at Tabalong Husada? (modernization)	3.423
2	SP2	What do you think about the facilities at Tabalong Husada? (Neat and attractive)	3.468
3	SP3	In your opinion, how appropriate are the facilities provided by Tabalong Husada? (including the completeness of medicines and drug information)	3.505
4	SP4	In your opinion, does Tabalong Husada understand your specific needs?	3.360
		Overall Average	3.439

Source: processed data (2023)

The results of the analysis in Table 8 show that the average overall score of respondents' answers to the supporting facilities and infrastructure variable is 3.439 with the lowest average being on the variable which means that according to the majority of respondents, the facilities and infrastructure provided by the health vendor contracted by PT Hasnur Riung Sinergi are quite good, especially in terms of the suitability of the facilities provided, while in terms of understanding the specific needs of patients as a whole, there is still a need for improvement so that patient satisfaction increases.

Service Quality Overview

Service quality in this study was measured using nine questionnaire items. Based on the questionnaire results, the following is a description of the service quality of healthcare vendors contracted by PT Hasnur Riung Sinergi:

Table 3. Overview of Health Service Quality

No	Code	Question	Mean
1	KL1	In your opinion, how accurate are Tabalong Husada's promises in doing something (when doing something at a certain time), are they kept?	3.559
2	KL2	In your opinion, how is Tabalong Husada's service (does it provide appropriate service)?	3.658
3	KL2	In your opinion, what is the level of service of Tabalong Husada (in providing services according to the promised time)?	3.514
4	KL3	In your opinion, what is the level of effort of Tabalong Husada in providing accurate service?	3.495
5	KL4	In your opinion, what is the level of service of Tabalong Husada employees in informing exactly when the service will be provided?	3.450
6	KL5	In your opinion, do you feel safe making transactions?	3.595
7	KL6	In your opinion, does Tabalong Husada's performance provide individual attention to you?	3.459
8	KL7	In your opinion, do Tabalong Husada have operating hours that are convenient and suitable for you?	3.640

9	KL8	In your opinion, does Tabalong Husada always prioritize your interests?	3.396
Overall Average			3.530

Source: processed data (2023)

The results of the analysis in Table 9 show that the average value of the respondents' answer scores is 3.530 with the lowest average value being in the KL8, KL6, KL3 and KL4 indicators, this means that according to most respondents, Tabalong Husada's health vendor has actually provided quality services, but in terms of always prioritizing the interests of patients, Tabalong Husada's performance in providing individual attention to patients, Tabalong Husada's level of effort in providing accurate services and Tabalong Husada's level of service still need to be improved.

Multiple Linear Regression Analysis

In this study, the influence of human resource quality and supporting infrastructure on service quality will be analyzed using multiple linear regression analysis techniques. The stages in multiple linear regression analysis include classical assumption testing and regression model testing (Ghozali, 2018).

Classical Assumption Test

Classical assumption tests in multiple linear regression analysis include normality tests, multicollinearity tests, heteroscedasticity tests, and autocorrelation tests. The following are the results of the classical assumption tests for the regression model to be estimated in this study:

Normality Test

Normality test is conducted to determine the residual distribution of the regression model, if the residual is normally distributed then the model can be analyzed by regression analysis, but if the residual is not normally distributed then the model cannot be analyzed by regression analysis. Normality test can be done statistically by using the Kolmogorov Smirnov normality test, in this test the residual regression results are declared normally distributed if the significance value of the test results exceeds 0.05. The following are the results of the Kolmogorov Smirnov normality test with the help of the SPSS program:

Table 4. Normality Test Results

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		95
Normal Parameters[a,b]	Mean	.0000000
	Std. Deviation	1.82261038
Most Extreme Differences	Absolute	.109
	Positive	.078
	Negative	-.109
Test Statistic		.109
Asymp. Sig. (2-tailed)		.007[c]
Monte Carlo Sig. (2-	Say.	.197[d]

tailed)	99% Confidence Interval	Lower Bound	.187
		Upper Bound	.207

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

d. Based on 10000 sampled tables with starting seed 1502173562.

The results of the normality test in the table above indicate that the significance value of the Kolmogorov-Smirnov normality test is 0.1. Since the significance value obtained is > 0.05, it is concluded that the regression residuals have a normal distribution. These normality test results are also supported by the PP Plot graph in Figure 3, which shows the residual data distribution following a straight line.

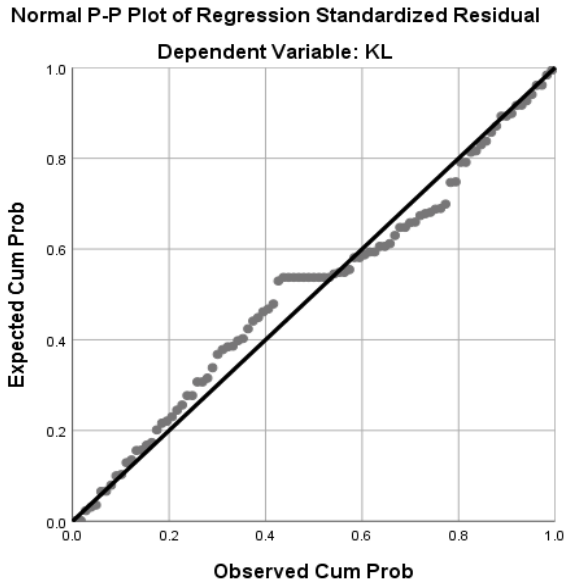


Figure 1.PP Plot Regression Residuals

Multicollinearity Test

According to Imam Ghozali (2011: 105-106), the multicollinearity test aims to test whether a regression model finds a correlation between independent variables. To test for multicollinearity, look at the VIF value of each independent variable. If the VIF value is <10 and the tolerance value is >0.1, then it can be concluded that the data is free from multicollinearity symptoms.

Table 5. Multicollinearity Test Results

Coefficients[a]

Model		Collinearity Statistics	
		Tolerance	VIF
1	HR	.347	2.883
	SP	.347	2.883

a. Dependent Variable: KL

The results of the multicollinearity test in Table 11 show that the VIF values for all independent variables are <10 and the tolerance values for all independent variables exceed 0.1. This indicates that the regression model meets the multicollinearity assumptions.

Heteroscedasticity Test

The heteroscedasticity test aims to determine whether there is inequality in the variance of residuals from one observation to another in a regression model. Heteroscedasticity testing can be performed statistically using the Gletsjer Test. In this test, a model is declared free of heteroscedasticity if the significance value of all independent variables is >0.05.

Table 6. Glacier Test Results

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	t	Say.
1	(Constant)	3.645	.773		4.717	.000
	HR	-.004	.039	-.016	-.096	.924
	SP	-.158	.085	-.310	-1.849	.068

a. Dependent Variable: abs

The Gletsjer test results in Table 12 above indicate that all independent variables in the regression model have a Gletsjer test significance value >0.05, indicating no heteroscedasticity in the regression model. This is also supported by the results of the heteroscedasticity test graphically, which shows the data distribution does not form a specific pattern and is spread above and below 0.

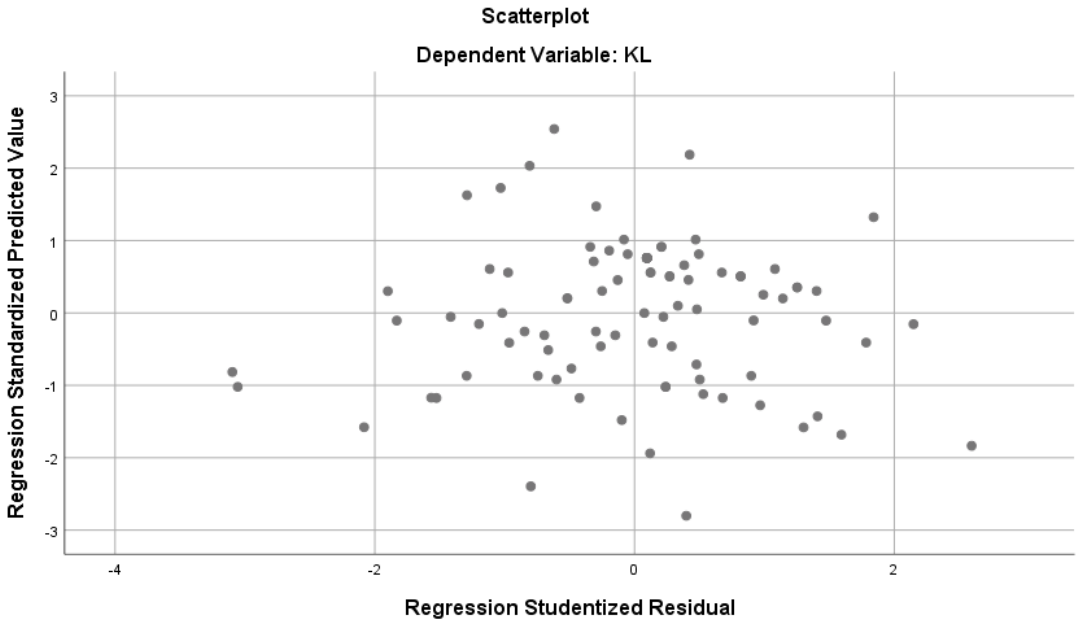


Figure 2. Heteroscedasticity Test Results

Regression Model Test

The results of multiple linear regression analysis include partial effect tests (t-tests), simultaneous effect tests (F-tests), and coefficients of determination (R-square). The partial effect test results (t-tests) can be used to test research hypotheses.

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In multiple linear regression analysis, the partial test (t-test) is used to examine the partial effect of each independent variable on the dependent variable. The test hypothesis used in this test is as follows:

Ho: The quality of human resources/supporting facilities and infrastructure does not partially influence the quality of service.

Ha: The quality of human resources/supporting facilities and infrastructure partially influences the quality of service.

With a confidence level of 95%, Ho will be rejected if the significance value is <0.05 and Ho will be accepted if the significance value is >0.05.

Table 7. t-Test Results

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	t	Say.
1	(Constant)	-1.224	1.226		-.999	.320
	HR	.796	.062	.751	12.822	.000
	SP	.526	.136	.227	3.877	.000

a. Dependent Variable: KL

Based on the results of the regression analysis in the table above, the following results were obtained:

a. The significance value of the influence of HR quality on the integrity of service quality is 0.000, because the sig. value < 0.05 and the positive regression coefficient of 0.796, it is concluded that HR quality has a positive and significant influence on the integrity of service quality, meaning that the better the quality of HR, the higher the integrity of service quality.
b. The significance value of the influence of infrastructure on the integrity of service quality is 0.000, because the sig. value < 0.05 and the positive regression coefficient of 0.526, it is concluded that infrastructure has a positive and significant effect on the integrity of service quality, meaning that the better the infrastructure, the higher the integrity of service quality.

Regression Equation

Based on the results of the regression analysis in Table 13, the regression constant value is -1.224 with a regression coefficient of human resource quality of 0.796 and a regression coefficient of facilities and infrastructure of 0.526. Based on the constant value and regression coefficient, the regression equation that can be used to predict service quality based on the quality of human resources and the quality of supporting facilities and infrastructure is as follows:

Y = -1,224 + 0,796 X1 + 0526 X2

With :

Y = Quality of service

X1 = Human Resources Quality

X2 = Supporting facilities and infrastructure

Based on the regression equation, a 1% increase in human resource quality will result in a 13.6% increase in service quality, and a 1% increase in facilities and infrastructure will result in a

32.6% increase in service quality. This means that supporting facilities and infrastructure are a stronger factor influencing service quality than human resource quality.

Uji F

In multiple linear regression analysis, the simultaneous effect test is used to examine the effect of all independent variables simultaneously on the dependent variable. With a 95% confidence level, the seven independent variables are declared to have a simultaneous effect on the integrity of health service quality if the significance value is <0.05 and it is concluded that there is no simultaneous effect of the seven independent variables on the integrity of health service quality if the significance value is >0.05.

Table 8.F Test Results

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Say.
1	Regression	2542.225	2	1271.112	374.504	.000[b]
	Residual	312.259	92	3.394		
	Total	2854.484	94			

a. Dependent Variable: KL

b. Predictors: (Constant), SP, SDM

Based on the results of the regression analysis in the table above, the significant value of the F test results was 0.000 and the calculated F = 374.504. Because the significant value of the simultaneous test results was <0.05, Ho was rejected and it was concluded that simultaneously the quality of human resources and supporting infrastructure simultaneously influenced the quality of service.

Coefficient of Determination

In multiple linear regression analysis, the coefficient of determination indicates the magnitude of the simultaneous influence of independent variables on the dependent variable. The coefficient of determination is measured by the R-square value for models with one independent variable, while in regression models with more than one independent variable, the coefficient of determination is measured by the adjusted R-square value.

Table 9. Regression Analysis Results

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.944[a]	.891	.888	1.84231

a. Predictors: (Constant), SP, SDM

b. Dependent Variable: KL

The results of the regression analysis in the table above show that the adjusted R Square value of the regression model is 0.888. This indicates that the simultaneous influence of human resource quality and infrastructure on service quality is 88.8%, while the remaining 11.2% is influenced by factors other than these two.

Hypothesis Testing

Hypothesis testing in this study is based on the results of multiple linear regression analysis. Based on the results of the multiple linear regression analysis, the following is a summary of the results of the hypothesis testing in this study:

Table 10. Hypothesis Testing Results

No	Hypothesis	Regression Coefficient	t	Say.	Conclusion
1	Human Resources Quality	0.796	12.822	0.000	accepted
2	Sarana Prasarana	0.526	3.877	0.000	accepted
3	The quality of human resources and infrastructure simultaneously influences the quality of service.	F Calculate = 103.7753, Mean = 0.000			accepted

Source: processed data (2023)

Discussion

The Influence of Human Resource Quality on Service Quality

The significance value of the influence of HR quality on the integrity of service quality is 0.000, because the sig. value <0.05 and a positive regression coefficient of 0.796, it is concluded that HR quality has a positive and significant effect on the integrity of service quality, meaning that the better the quality of HR, the higher the integrity of service quality. The results of this study are in line with the results of research (Estungkorodewi et al., 2021; Hasyim et al., 2021; Hidayati, 2021; Kadarisman, 2021; Maharani, 2019; Mulyani, 2021; Ratnamiasih et al., 2012; Simanjuntak et al., 2020; Warjiyono et al., 2021; Zein & Mustofa, 2016) which also show that HR quality has a positive and significant effect on the quality of HR services.

The results of the descriptive analysis in this study indicate that in terms of human resource quality, the overall quality of human resources in the health vendor contracted by PT Hasnur Riung Sinergi has been good, but in terms of providing personal attention to patients and employee behavior that is able to make patients trust the actions of vendor employees at the Tabalong Husada clinic still needs improvement, so that the quality of human resources is getting better and the quality of service is getting better, it is necessary to carry out efforts such as soft skills training related to communication with vendor employees so that they are more attentive and more trusted by patients so that the quality of vendor services is increasingly supported.

The influence of supporting facilities and infrastructure on service quality

The significance value of the influence of infrastructure on the integrity of service quality is 0.000, because the sig. value <0.05 and a positive regression coefficient of 0.526, it is concluded that infrastructure has a positive and significant effect on the integrity of service quality, meaning that the better the infrastructure, the higher the integrity of service quality. The results of this study are in line with the results of research (Akbar, 2019; Lee, 2022; Ndubuisi et al., 2021; Warjiyono et al., 2021) which show that good infrastructure will support good service quality.

Based on the results of descriptive analysis in this study, in terms of facilities and infrastructure, the facilities and infrastructure provided by the health vendor contracted by PT Hasnur Riung Sinergi are quite good, especially in terms of the suitability of the facilities provided, while in terms of understanding the specific needs of patients, modernization of equipment and displays at the PT Hasnur Riung Sinergi vendor and neat and attractive facilities as a whole still need improvement so that the quality of service to patients increases.

The Simultaneous Influence of Human Resource Quality and Supporting Infrastructure on Service Quality

Based on the results of the regression analysis in the table above, the significant value of the F test results was 0.000 and the calculated F = 374.504. Because the significant value of the simultaneous test results <0.05, Ho was rejected and it was concluded that simultaneously the quality of human resources and supporting infrastructure simultaneously influenced the quality of service. The magnitude of the simultaneous influence of the quality of human resources and infrastructure on service quality was 88.8%, while the remaining 11.2% was influenced by other factors outside of these two factors.

CONCLUSIONS

Based on the results of the data analysis and discussion that has been conducted, it can be concluded that the quality of human resources (HR) and supporting infrastructure have a very important role in determining the quality of health services provided by health vendors contracted by PT Hasnur Riung Sinergi. First, the quality of HR healthcare vendors has been proven to have a positive and significant influence on service quality. The better the competence, attitude, alertness, and communication skills of healthcare workers, the higher the quality of service perceived by patients or employees. This indicates that HR is a key factor in creating professional, safe, and patient-oriented health services. Second, the supporting facilities and infrastructure owned by healthcare vendors also have a positive influence on service quality. The availability of adequate facilities, complete medical equipment, and the suitability of facilities to patient needs have been shown to improve the perception of service quality. Thus, investment in facilities and infrastructure is a strategic aspect that cannot be ignored in the implementation of health services in a corporate environment. Third, simultaneously, the quality of HR and supporting infrastructure has a very large influence on the quality of health services, namely 88.8%, while the remainder is influenced by other factors outside the research variables. This finding confirms that improving the quality of health services will be more effective if carried out in an integrated manner through strengthening human resources and providing adequate facilities.

Based on these findings, it is recommended that Tabalong Husada healthcare vendors improve their personal attention to patients, build patient trust through communication and professionalism of staff, and improve their understanding of specific patient needs. Furthermore, vendors should continue to improve service accuracy and individualized attention to ensure ongoing patient satisfaction. Future researchers are advised to add other variables such as employee satisfaction, staff performance, and managerial factors to gain a more comprehensive understanding of healthcare service quality within the company.

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