

The Challenges to Provide Qualified Healthcare, Role of Human Capital, Job Performance Job Satisfaction and the Impact on the Economic Growth. A Review of Literatures

Lely Nurjanti

Doctoral Management of Economic and Business Faculty Samarinda Mulawarman University, Indonesia

Corresponding author

Lely Nurjanti, Doctoral Management of Economic and Business Faculty Samarinda Mulawarman University, Indonesia.

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ABSTRACT

Healthcare prevention and treatment services quality is provided by qualified human capital that has good employee performance and good employee satisfaction. Human capital is the main source of the economic and it has an important role as an economic asset that produce productivity, that is important for developing economic growth and prosperity of the country. The quality of healthcare prevention and treatment services is the service products that also can be the part of the economic and economic growth, that is produced by qualified human capital as human and management resources as the subject that can be supported by good employee performance & satisfaction and good hospital structures, infrastructures, technology and services.

Quality of healthcare is patient oriented highest level of healthservice and treatment to provide safe, informative, efficacious, effective, fast-accurate and reliable healthcare services according to WHO updated clinical guidelines and standards of structures (management, system,policy) & infrastructures (building etc) that have been adjusted by the time and adapted to the environment & cultures, which meet patient needs & demands with good performance and satisfied provider. Quality of healthcare provides a consistent delightfully and satisfactorily feeling of the patient and healthcares provider. Healthcare quality definitions common to all stakeholders involve offering patient oriented cares that contributes to patient well being satisfaction (known as patient satisfaction) and that is provided by good and satisfied employees performance as human capital resources that supported by good stuctures and infrastructures. Human capital is an economy asset, its is defined as the capacity and the stock of ability of human being to produce an income that important as fundamental source of economic growth. Human Capital refers to people knowledge-training-education, skill-ability-experiences, leadership-organization-motivation. creativity, innovation (organization, marketing, service & technology adoption) and health of individual in workforce. Job performance is an employee aptitude/ability in the accomplishment of a given task that are determined in their job description. that is measured against pre set standards of accuracy, completeness, cost and speed. Job satisfaction measure the personal pshycological effect .Job satisfaction is a pleasurable or positive emotional state resulting from the assessment/evaluative of people job or job experiences, that can be measured as cognitive (knowledge), affective (emotional) and behavioral components.

Keywords: Human Capital, Job Satisfaction, Job Performance, Healthcare Quality, Economic Growth

Introduction

Quality of healthcare is patient oriented highest level of healthservice and treatment to provide safe, informative, efficacious, effective, fast-accurate and reliable healthcare services according to WHO updated clinical guidelines and standards of structures (management, system, policy) & infrastructures (building etc) that have been adjusted by the time and adapted to the environment & cultures, which meet patient needs & demands with good performance and satisfied provider. Quality of healthcare provides a consistent delightfully and satisfactorily feeling of the patient and healthcares provider. Healthcare quality

definitions common to all stakeholders involve offering patient oriented cares that contributes to patient well being satisfaction (known as patient satisfaction) and that is provided by good and satisfied employees performance as human capital resources that supported by good stuctures and infrastructures.

Quality of health care is the measure of how well healthcare services work to provide positive or desired outcomes. The pillars that the quality of care is based upon the three main component: effective, safe and people centered. It focuses on the needs of a patient and respecting their environment and culture and who they are. Quality of care is based on utilizing evidence-based data and regard for patient needs and safety in order to ensure that patients are being given the highest level of service

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and treatment. Quality of care is not strictly codified by a set of explicit rules. It is based on guidelines and components that can be adjusted by the time and environment/place to any health system in the world and based on WHO guidelines.

Employee quality is a human capital quality, that important to provide good healthcares quality. Employee quality is defined as discipline and attitudes toward work shaped by social beliefs and institutions. Historical and cultural patterns are the ground, where formal and informal educational efforts, helping the quality of labour, may develop in effective manner or may not. Employee quality is more comprehensive definition including education, capabilities, health, longevity, psychological conditions, psychomotor based skills, cognitive capabilities and social capital [1]. Qualified human capital are more efficient and effective in using opportunities and resources, they innovate better to support the financial, that expressed in improving the standard and quality of healthcare services.

Economic growth is defined as the increase or improvement in the inflation adjusted market value of the goods and services produced by an economy in a financial year. Economic growth conventionally measure as annual percentage rate of increase in the real and nominal gross domestic product (GDP). Labor force is a human capital, that is one of the five variables that must be measured on economic growth. Human capital is important and fundamental long term investment in driving producing factors that affects economic growth. It develops an economy by expanding the people training, education, experience, skill, leadership and motivation. The stock of human capital boosts economy productivity, that has a positive impact on economic growth and operates primarily via technology adoption, innovation and financial capital. There is a positive relationship between human capital and economic growth in both short and long run. There is a bi-directional association between human capital and economic growth, and suggests that shock to development of human capital can destroy economic growth. In human capital theory, the individual owner and manager of a firm has an important function for the development of the firm, and therefore, psychological concepts have become more and more important to enable us to understand entrepreneurship. A general model is presented which argues that personality and human capital (education, experience) factors have a function via goals and action strategies on success. It can be applied to the wider environment. And there are contingencies between person with their psychological factor and environment. The action of entrepreneur are crucial for the firm's chances to survive and thrive in the market. The human capital theory considers that psychological constructs are near to actions (goal and strategy) and have an important effect on the functioning of the start-up firm. And this human capital theory can be applied to the bigger firm as the hospital. The individual psychological personality is important in action strategies to reach successfully goal and it is measured in this research as job satisfaction.

Job performance is defined as the employee aptitude/ability in accomplishing of given tasks that are determined in their job description, that measured against pre-set standards of accuracy, completeness (quantity & quality of output), cost (effective & efficient), speed (timeliness of output) and presence / attendance on the job. Job performance measurement refers to the on-going means by which an efficacy and efficiency of carrying out the

work, planning and organizing monitors of the work, creativity and innovation, making effort, corrects or rewards of individual and collective employee performance is measured using various tools

Job performance is directly improved by human capital and social capital by improving creativity as a driver of innovation in human capital organization performance. Human capital development increases the level of human capital within organization which in turn improves employee performance, then in turn contributes significantly to the health service quality that provided to the patients. Human capital knowledge-education-training, skill-ability-experience, leadership-organization-motivation, innovation-creativity and health have a significant impact and leads to better performance to accomplish the given task in labor workforce

Human capital signifies an employee capabilities and personal attributes that make them efficient when performing their tasks [2]. The worthy and exceptional human capital resources like high mental abilities allow employees to create the most efficient technique for doing needed activities in each job, resulting in an increased quantity of work and excellent work performance. Human capital enables employees to produce quality and quantity work, accomplish their job tasks promptly, which translates to the improved work performance.

Human capital shows to have a significant impact to the employee performance. Researches prove that job performance is directly improved by human capital and social capital by improving creativity as a driver of innovation in human capital organization performance. The other research finds that human capital motivation, knowledge, skill, attitude are leading to better performance of labor workforce.

Job satisfaction is a pleasurable or positive emotional state resulting from the appraisal/assessment of value people job or job experiences, that can be measured as cognitive (objective evaluation of the job-wages), affective (emotional pleasurable feeling) and behavioral components. Job satisfaction suggests that an individual education and experience (known as human capital) is positively associated with their aptitudes toward their job (job performance). Higher levels of human capital will lead to higher level of job satisfaction. Job satisfaction measures the personal psychological effect of the employee. Job satisfaction has a positive impact on job performance.

Human capital is the personal investments and they have positive returns to an individual career of investment, contribute to higher earnings and early promotion. The dynamics of human capital can be applied to career returns less tangible than income and promotion, known as job satisfaction [3]. Job satisfaction suggests that an individual education and experience (known as human capital) is positively associated with their attitudes toward their job. Higher levels of human capital will lead to higher level of job satisfaction.

Job satisfaction efforts to create the best work environment for staff and positive feeling of attachment toward the organization, increase the job performance [4]. There are significant correlations in variation difference between job satisfaction and job performance [5].

Human capital is important and fundamental long term investment in driving producing factors that affects economic growth. It develop an economy by expanding the people training, education, experience, skill, leadership and motivation. The stock of human capital boosts economy productivity,, that has a positive impact on economic growth and operates primarily via technology adoption, innovation and financial capital. Countries with high quality of human capital stocks can benefit more than financial sector. Qualified human capital are more efficient and effective in using opportunies and resources, they innovate better to support the financial, that expressed in improving the standard and quality of heathcare. The improvement of worker abilities is a fundamental source of economic progress and the welfare growth, and argued that investments in human capital affect personal incomes and the structure of wages, that affects economic growth. Financial development and human capital allow specific entrepreneurs to engage in creative activity that impacted economic growth through productivity enhancement. Financial and human capital environment have important role in decreased the effect of external shocks on domestic economics growth. Human growth and educational achievement are important in economic growth.

This study is a literature review that discussed about the effect and the relationship between human capital, job performance and job satisfaction to provide qualified healthcare and the impact and relationship on economic growth.

Quality of Healthcare

Quality of healthcare is patient oriented highest level of healthservice and treatment to provide safe, informative, efficacious, effective, fast-accurate and reliable healthcare services according to WHO updated clinical guidelines and standards of structures (management, system,policy) & infrastructures (building etc) that have been adjusted by the time and adapted to the environment & cultures, which meet patient needs & demands with good performance and satisfied provider. Quality of healthcare provides a consistent delightfully and satisfactorily feeling of the patient and healthcares provider. Healthcare quality definitions common to all stakeholders involve offering patient oriented cares that contributes to patient well being satisfaction (known as patient satisfaction) and that is provided by good and satisfied employees performance as human capital resources that supported by good stuctures and infrastructures.

Quality of health care is the measure of how well healthcare services work to provide positive or desired outcomes. The pillars that the quality of care is based upon the three main component : effective, safe and people centered. It focuses on the needs of a patient and respecting their environment and culture and who they are. Quality of care is based on utilizing evidence based data and regard for patient needs and safety in order to ensure that patients are being given the highest level of service and treatment. Quality of care is not strictly codified by a set of explisit rules. It is based od guidelines and components that can be adjusted by the time and environment/place to any health system in the world and based on WHO guidelines.

Qualified of healthcare is determined by:

1. Healthcare services (process) that produce safe, effective, efficient, fast, accurate, reliable care, that provided by good performance and satisfaction of employee as human capital (satisfied and qualified employee/human capital)

2. Structures (system, management, policy, tool dan technology) dan infra structure (building, environment, waste management)
3. Outcome (Qualified healthcare services, Patient satisfaction)

Employee quality is defined as discipline and attitudes toward work shaped by social beliefs and institutions. historical and cultural patterns are the ground, where formal and informal educational efforts, helping the quality of labor, may develop in effective manner or may not. Employee quality is more comprehensive definition including education, capabilities, health, longevity, psychological conditions, psychomotor based skills, cognitive capabilities and social capital [1].

The organization has to invest human capital that refers to people knowledge, skill, ability, leadership, innovation, motivation, creativity, experiences, service & technology and healthy life of individual in workforce, to improve the quality of work. Human capital development increases the level of human capital capacity within organization which in turn improves employee performance, that then icontributes significantly increasing of employee satisfaction, that finally increase the service quality provided to the patient.

Qualified healthcares is determined by human capital resources, that can more efficient and effective in using opportunies and resources, they innovate and improve better the financial support, that expressed in improving the standard and quality of life both patient and healthcare provide, in social and economic development.

On going quality efforts to identify and implement better, more effective patient care practices now exist in virtually every healthcare institution. Evidence suggests that the safety and quality of care in hospital can be recognizably improved. Many quality indicators of healthcare quality have actually worsened and public trust of hospitals and healthcare professionals continues to erode (Agency of Healthcare research and Quality). Quality indicators include structure, process and outcome measures that are reported annually in the National Healthcare Quality reports, thus providing and overview of the quality of health care in United States, and shows no change of worsening quality of health care.

In healthcare services, the performance of the employees is the one of the most basic challenges to provide qualified healthcare services. The reason is that performance as a phenomenon is closely related to aspects of effectiveness, knowledge and quality of the management and financing and development of the organization. The healthcares performance is linked to patients safety and satisfaction. In the literature shows that there are a large number of factor influence employee performance such as satisfaction from profession, work environment, compensation policies etc. The analyses of job satisfaction and job performance can be measured to determine the quality of healthcares services. Ch. Platis et al. [6].

Research shows that the quality of worklife, mental workload and self efficacy in healthcares services (hospital) have positive effect on job satisfaction. There is positive influence on the quality of work life and job performance, job satisfaction has

positive influence on job performance, but mental workload has a negative influence on job performance. Self efficacy has no effect on job performance. Quality of worklife, mental workload and self efficacy have an indirect influence on job performance through job satisfaction. Marlin FS, Oscar J.2024

The qualified of healthcare will provided well by qualified human capital, satisfied employee with good employee performance and consumer satisfaction. It can be measured and some will be reported in this research. There is direct and indirect component to provide qualified healthcare, the indirect component consist of system & policy, management (organization & leadership), tools & technology, environment. The direct component is the employee who directly contact with patients (doctor, nurse, public relation, administration, cleaning) that must keep good & professional communication and healthcare services with patient that have their nature & culture.

Human Capital

Human capital is an economy asset that defined as the capacity and the stock of ability of human being to produce an income. Human Capital refers to people knowledge-training-education, skill-ability-experiences, leadership-organization-motivation creativity, innovation (organization, marketing, service & technology adoption) and health of individual in workforce. It is a stock of ability and productive knowledge embodied individual. The evolution of the definition of human capital has been restricted to its economic meaning, neglecting the intrinsic complexity of the concept, which requires re examination of its social and cultural value. Human capital is important, fundamental and has positive impact on the economic growth. It operates primarily via technology adoption and innovation. Economic growth is potential to deliver human capital, and human capital accumulation determines investment opportunities on economic growth.

Human capital is defined as the accumulated value of investments in the employee's training and competence. It also contains the competence, skills and intellectual ability of the individual employees. Human capital includes the collective knowledge, creativity and innovativeness of the people within organization. Human capital is positively influenced by innovation & creation, learning & education, experience and expertise.

Human capital is defined as the knowledge, skills, competences and qualities of human development acquired through training in institutions at different levels of education system [7]. Human capital is a knowledge, skill and health that people accumulate throughout their lives, which allows them to realize their potential in society development. The nature and the meaning of human capital is as a collective / public good, the rationality of individuals and the policies to foster its growth and improvement. Accumulated capital may affect the income profile. Human capital is a human being, that is more complex than physical capital. More recently, human capital definition is more extensive and considering as all the attributes embodied in individuals that are relevant to economic activity [7].

Adam Smith is the first economist to mention human capital, in his famous book 'The Wealth of the Nations', where he identified the improvement of worker abilities as a fundamental source of

economic progress and the welfare growth. He also argued that investments in human capital affect personal incomes and the structure of wages.

Alfred Marshal emphasized the long period nature of human capital investments and the family's role in the determining them. In his opinion, decisions concerning investments in human capital are probably taken considering monetary and non-monetary factors, because of the worker dual nature as production factors and consumers of their working environment [8].

The concept of human capital is as old as economic theory [9]. It is used to be considered mainly as the aggregation of investments, such as education and the job training, that improve individuals' productivity in the labor market. Yoram 1967 concentrated on lifetime human capital accumulation and came to conclusion that human capital aggregate accumulation is one of the factors producing aggregate economics growth, whilst individual accumulation is the process that produces individual economic growth [10].

Creativity is the crucial aspect of the human capital innovation. Organizational innovation is critical for innovation in management. Human capital is hard to measure directly. The factor that contributes human capital innovation can be measured as the construction creative thinking, personality and organization climate.

A traditional resource-based models of organizations that characterized by assets, processes, knowledge and capabilities are usually static, and it is difficult to assess innovation by measuring that static component. The organization output like profit, market share, sales & patents, and count of new products are derived by the number of employees and investment, are accessible and easy & dynamic to measure, and directly can be linked and correlated to concrete input and process variable like creativity and innovation.

Innovation is easy to measure by measuring capability, ability and capacity human capital to generate and exploit ideas of the organization to support to be done. Creativity is divergent and intellectual is convergent of thinking. Creativity is driving innovation to be done. Creativity is defined as four basic stages: problem recognition, idea generation, idea evaluation and solution validation.

Intellectual capital is an intelligence found in human beings (human capital), organizational routines (structural capital) and network relationship (relational capital), it is typically looks at organizational knowledge as a static asset in organization and called as stock. Intellectual capital research does not represent the cognitive and individual behavior that is important for learning and improvement. Intellectual capital is a knowledge and it focuses on the flow of information [11]. In the intense globalized competition, there is a widespread recognition that intellectual capital is a critical force that drives economic growth.

Service and Technology adoption is defined as the choice or decision by individual or organization to acquire and implement a new innovation of service and technology. Technology adoption

/innovation is component of structural capital that affect directly to human capital who operate the technology. Technology innovation helps to reduce human error, increase productivity and increase speed of finishing the service and communication. Good technology innovation improves efficiency, effectivity and productivity, it also enhances job performance and job satisfaction.

Work experience is the level of mastery of knowledge and skills of a person that can be measured from one's lifetime. It is a knowledge or skill that has known and controlled by someone as result of deed/action or work that has been done before for certain period of time. It is measured by using length of work, mastery of knowledge and skills as indicators.

Human capital theory forms the basis for most work in the economics of education. Human capital theory uses an individual invest in education with an expectation that the investment will provide a benefit in the form of higher earning. It assumes that individuals take actions that will likely increase their future earnings and overall, wellbeing. The investment in human capital is costly, involve direct cost as tuition and fees for school and indirect cost such as forgone earning earnings during the period spent in school. These investment result in some expected future benefits, include a higher wage and higher individual value (exp. better working condition, longer life).

Human capital theory typically models of investment to maximize wellbeing process for a lifetime. The observed outcomes in the marketplace will be the result of an equilibrium process, where the demand for specific skills and abilities is balanced with its supply.

Human capital offers hypothesis about human behavior. The different in earnings can be explained in the different of training cost. Adam smith note that professions that require years to training tend to have annual higher earnings than profession with no training. There is higher earnings post training. But the lifetime earning is more appropriate measure. It shows that individual who invest in professional training and who does not, can have identical lifetime earnings, but in very different earnings at each point during their lives.

In human capital theory, the individual owner and manager of a firm has an important function for the development of the firm, and therefore, psychological concepts have become more and more important to enable us to understand entrepreneurship. A general model is presented which argues that personality and human capital (education, experience) factors have a function via goals and action strategies on success. Human capital focuses on the idea that experiences can be translated into knowledge and skills, although the length of experience is not always a reliable predictor of expertise.

It is can be applied to the wider environment. And there is a contingency between person with their psychological factor and environment. The action of entrepreneur is crucial for the firm's chances to survive and thrive in the market. The human capital theory considers that psychological constructs are near to actions (goal and strategy) and have an important effect on the functioning of the start up the firm.

Human capital theory refers to the study of the knowledge and experiences of small-scale business owners, with the assumption that the human capital of the founder improves the chance of survival for small firms, And this human capital theory can be applied to the bigger firm as the profit hospital. The individual psychological personality is important in action strategies to reach successfully goal and it is measured in this research as job satisfaction.

Job Performance

Job performance is the accomplishment of a given task measured against preset standards of accuracy, completeness, cost and speed. Job performance measurement refers to the ongoing means by which an efficacy and efficiency of carrying out the work, planning and organizing monitors of the work, creativity and innovation, making effort, corrects or rewards of individual and collective employee performance is measured using various tools. It is defined as the employee aptitude/ability in executing tasks that are determined in their job description. The employee performance is associated with quantity of output, quality of output, timeliness of output, presence / attendance on the job, efficiency and effectivity of work completed. Job performance is measured in terms of productivity, job satisfaction, turnover and absenteeism. Job performance measurement is the processes involving managers, individuals and teams based on shared understanding, which define performance and contribution expectations, assess performance against those expectations, provide for regular and constructive feedback and inform agreed plans for performance improvement, learning and personal development. There is a direct and positive association between intellectual capital and business performance.

Employee job performance is defined as the employee aptitude in executing tasks that are defined in their job description [12]. Employee job performance represents the degree to which an individual accomplishes their duties stated in their job description. This consists of the completion of their responsibilities and execution of their activities required for the job position. Job performance is an ability of employee to tactfully perform their designated duties for organizational effectiveness. Employee job performance is degree to which employee conduct their everyday work.

Job/Work performance is a behavior or actions that are relevant to the goal of organization, Campbell 1990. Behaviors should be under control of the individual, thus excluding behaviors that are constrained by the environment, Rotundo & Sackett 2002, There are 4 performances; task performance, contextual performance, adaptive performance and counter work behavior performance, Koopman et al [13].

The main focus of individual work performance construct is a task performance, which can be defined as the proficiency/expertise which individual perform the core substantive or central technical task to their job. Behavior often used to describe task performance include work quantity and quality, job skills and job. William and Anderson 1991, encompasses the duties that are carried out as part of their work. It refers to employee capacity to carry out the main/specific duties that are essential to their job William and Anderson 1991, develop a short and generic task performance scale, which measured behaviors such as adequately

completing assigned duties, fulfilling prescribed responsibilities and performing task that are expected of the employee.

Contextual performance can be defined as behaviors that support the organizational, social and psychological environment in which the technical core must function. Behaviors in contextual performance is demonstrating effort, facilitating peer and team performance cooperating and communicating. Scale to assess contextual performance is developed by Podsakoff & MacKenzie 1989 and Van Scotter & Motowidlo 1996. They measure altruism, conscientiousness, sportsmanship, courtesy and civic virtue. It focuses to measure interpersonal facilitation and job dedication.

Adaptive performance can be defined as the extent to which an individual adapts to changes in the work role or environment adaptive performance focusses on the growing interdependency and uncertainty of work systems and the corresponding change in the nature of individual work performance [13]. It is measuring that employee are able to solve problems creatively, to deal with uncertain or unpredictable work situations and to learn new tasks, technologies and procedures.

Counter productive work behavior can be defined as behavior that harms the wellbeing of the organization. Those behaviors such as absenteeism, off task behavior, theft and stance abuse [13]. Bennet & Robinson 2000 and Spector et al 2006 focus to measure organizational and interpersonal deviance. It consists of sabotage (e.g. damaging company equipment), withdrawal (e.g. taking longer breaks), production deviance (e.g. doing work incorrectly), theft (e.g. stealing company property) and abuse.

According to Koopman, et al and Nwokike and Unegbu 2019 job performance dimensions are [13]:

1. **Task Performance** refers to employee capacity to carry out the main/specific duties that are essential to their job **Campbell 1990**. defines as the proficiency/expertise which individual perform the core substantive or central technical task to their job. It measures behaviors such as adequately completing assigned duties, fulfilling prescribed responsibilities and performing task that are expected of the employee.
2. **Contextual Performance** involves the ability to execute duties or activities that is expected to implement that is not limited to the main/specific work, in the organization scales. It is defined as behaviors that support the organizational, social and psychological environment in which the technical core must function >>> Teamwork, communication
3. **Adaptive Performance** is characterized as task performance oriented behaviors that individual endorse in response and anticipate to the changes that apply to work related tasks. It is the capability to adapt to the evolving needs and requiring users in social environment.
It is defined as the extent to which an individual adapts to changes in the work role or environment adaptive performance focusses on the growing interdependency and uncertainty of work systems and the corresponding change in the nature of individual work performance >>> Flexible, creative adapt to environment
4. **Counterproductive Work Behavior** measure organizational and interpersonal deviance that have a harmful effect to the wellbeing of the organization/company.

Human capital is signifying an employee capabilities and personal attributes that make them efficient when performing their tasks [2]. The worthy and exceptional human capital resources like high mental abilities allow employees to create the most efficient technique for doing needed activities in each job, resulting in an increased quantity of work and excellent work performance. Human capital enables employees to produce quality and quantity work, accomplish their job tasks promptly, which translates to the improved work performance.

Human capital shows to have a significant impact to the employee performance. Researches prove that job performance is directly improved by human capital and social capital by improving creativity as a driver of innovation in human capital organization performance. The other research finds that human capital motivation, knowledge, skill, attitude is leading to better performance of labor workforce.

Job Satisfaction

Job satisfaction is a pleasurable or positive emotional state resulting from the appraisal/assessment of value people job or job experiences, that can be measured as cognitive (objective evaluation of the job-wages), affective (subjective evaluation / feeling / emotional pleasure) and behavioral components. Job satisfaction is a measure of workers contentment with the job, whether they like the job or individual aspects or facets of job, such as nature of work or supervision. Job satisfaction measures vary in the extent to which measure feelings about the job (affective job satisfaction) or cognitions about the job (cognitive job satisfaction). Job satisfaction is influenced by the quality of human capital.

Job satisfaction scales are vary in the extent to which they asses the affective feelings about the job or the cognitive assessment of the job. Affective job satisfaction is a subjective construct representing an emotional feeling that individuals have about their job. Affective job satisfaction for individuals reflects the degree of pleasure or happiness about their job in general procedures. Cognitive job satisfaction is more objective and has logical evaluation in various facets of the job. Cognitive job satisfaction can be unidimensional if it comprises evaluation of just one facet of job, such as pay or maternity leave, or multidimensional if two or more facets of the job are simultaneously evaluated. It does not assess the degree of pleasure or happiness that arise from specific job facets, it assesses the extent to which those job facets are judged by the job holder to be satisfactory in comparison with objectives they themselves set or with other jobs.

Job satisfaction can be seen within the broader content of the range of issues which affect an individual experience of work or their quality of working life. Job satisfaction can be understood in terms of its relationship with other key factors, such as general well being, stress at work, control at work, frame work interface and working condition.

Job satisfaction is assessed at both the global level (whether the individual is satisfied with the job overall) or at the facet level (whether the individual is satisfied with different aspects of the job), Spector 1997, lists 14 common facets: appreciation, communication, coworkers, fringe benefits, job conditions, nature of the work, organization, personal growth, policies and

procedures, promotion, opportunities, recognition, security and supervision.

The Minnesota studies introduce the work adjustment project that conducted on the general problem of adjustment to work. Specifically, they focus on the work adjustment problem relevant to vocational rehabilitation services. These studies have two objectives of diagnostic tool for assessing the work adjustment: potential of applicants for vocational rehabilitation and the evaluation of work adjustment outcomes. Job satisfaction is the work adjustment outcomes. Work adjustment is the correspondence between work personality and work environment as the principal reason or explanation for observed work adjustment outcomes (satisfactoriness, satisfaction and tenure). Vocational abilities and vocational needs are the significant aspects of the work personality, while ability requirements and reinforcers systems are the significant aspects of the work environment. Worked adjustment is predicted by matching an individual's work personality and work environments. Work adjustment depends on how well an individual's abilities correspond to the ability requirements in work, and how well his needs correspond to the reinforcers available in the work environment. Vocational needs are measurable and can be measured separately from satisfaction measured. Satisfaction in a variety of work environments can be predicted from the correspondence of measured vocational needs and either estimated or interfered job reinforcer system. Satisfaction and satisfactoriness are measurable indicators of work adjustment and can be measured independently each other.

Human capital is the personal investments and they have positive returns to an individual career of investment, contribute to higher earnings and early promotion. The dynamics of human capital can be applied to career returns less tangible than income and promotion, known as job satisfaction [3]. Job satisfaction suggest that an individual education and experience (known as human capital) is positively associated with their attitudes toward their job. Higher levels of human capital will lead to higher level of job satisfaction.

Job satisfaction has a positive impact on job performance. Job satisfaction efforts to create the best work environment for staff and positive feeling of attachment toward the organization, increase the job performance [4]. There are significant correlated in variation difference between job satisfaction and job performance [5].

Economic Growth

Economic growth is defined as the increase or improvement in the inflation adjusted market value so the goods and services produced by an economy in a financial year. Economic growth conventionally measures as annual percentage rate of increase in the real and nominal gross domestic brutto (GDP). The economic growth rates of the countries are commonly comparing ratio of the GDP to population per capita income. 3 factors contributes economic growth: capital accumulation, growth in population, technological progress. Policy to increase economic growth is: decrease population growth rate, technological progress and development, saving, increase capital investment.

In neo classical economic growth theory, there is five control variables that is used to examine economic growth: labor force,

general government expenditure, inflation, trade openness and fixed capital formation. The labor force participation rate is the proportion (percentage) of the population 14-65 years age who are economically active, and it is expected to influence economic growth positively. General government expenditure is influencing economic growth negatively. Inflation relates to the customer price index, representation as an annual shift in the cost of services and product. Inflation is used in the macroeconomic to represent the economic instability and it is expected to influence the economic growth negatively. Trade openness relates to the number of products and services as a percentage shares of GDP exports and imports, and impacts economic growth positively if the exports value more than imports. The fixed capital formation relates to the cost of additions to the economy fixed assets plus net inventory changes, it counts as a proportion GDP and it has a positive effect on economic growth.

Human capital is important and fundamental long-term investment in driving producing factors that affects economic growth. It develops an economy by expanding the people training, education, experience, skill, leadership and motivation. The stock of human capital boosts economy productivity, that has a positive impact on economic growth and operates primarily via technology adoption, innovation and financial capital. Countries with high quality of human capital stocks can benefit more than financial sector. Qualified human capital are more efficient and effective in using opportunism and resources, they innovate better to support the financial, that expressed in improving the standard and quality of healthcare. The improvement of worker abilities is a fundamental source of economic progress and the welfare growth, and argued that investments in human capital affect personal incomes and the structure of wages, that affects economic growth. Financial development and human capital allow specific entrepreneurs to engage in creative activity that impacted economic growth through productivity enhancement. Financial and human capital environment have important role in decreased the effect of external shocks on domestic economic growth. Human growth and educational achievement are important in economic growth.

Economists refer that economic growth is caused by increasing productivity that caused by more efficient using of input (increased productivity of labor, physical capital, energy and material) count as intensive growth. Economic growth is caused only by increasing in quantity that caused by amount of input available for use (increased population, new territory) count as extensive growth.

The basic principles of the endogenous economic growth theory is that capital stock increases (all of the physical and human resources) to create beneficial externalities that raised productivity. If the spillover effects are high, these will increase return of investment. If human capital does not observe, it will be diminished the return of investment in human capital and education factor to produces the final output of economic growth. The interaction effect of financial development and human capital on economic growth fabricates certain appealing repercussions for the transitional dynamics. Barro's 2001 empirical work refined Mankiw et all sum up two perspectives, exogenous and endogenous economic growth theory [14]. Stem 1991, The most economists regard technical progress as

exogenous variable on economic growth. Solow 1956, built a model based on neoclassical standard production function characterized by decreasing return of scale to of the capital and in which he considered the saving rate, population growth and technical progress to be exogenous variables. Solow come to two simple conclusion: the higher saving rate is the richer country and conversely the higher population growth rate is the poorer country. Mankiw et al 1992, have shown that Solow overestimated the saving rate and population growth, because he omitted the variable 'human capital'. And by including accumulation of physical and human capital in the model, a more satisfactory result was reached. Hendricks 2002 observed that immigrants moving to the US earned more than they did in their country origin. He verified that the caused was not the per capita physical capital and it caused by the differences in technology (idea) across countries. Long term economic growth is inducted by independent scale of change in the product quality and shows linearity. Human capital has long term impact of economic growth rate. Economic growth rate is potential to deliver human capital, and human capital accumulation determines investment opportunities on economic growth.

Human capital health, education, knowledge, migration, training and other factors investment in labor can enhance labor productivity to contribute to gross domestic product (GDP) of the country. The capital is efficiently allocated to human capital the return will be getting back in the shape of stable, can not be low return to scale [15]. In long term economics growth models , human education capital includes an input to the production, which increases marginal production and growth over the long run. Country with the large size of human capital may grow much quicker than the country with small human capital size [15]. In endogenous growth model, GDP per labor increases with accumulation factors of human capital and the real physical capital as accumulation factors increase employment rate level, percapita income, labor productivity and economic growth sources. There is a positive relationship between human capital and economic growth in both short and long run. There is bi directional association between human capital and economic growth, and suggest that shock to development of human capital can destroy economics growth. Ibrahim 2018 examine that strong human capital quality stimulates a financial development to boost economic growth in the long and short term [16]. Better accumulation of human capital leads to innovation and adaption of technologies to promote global economic growth. Hakeem 2010, show that the combine impact of physical and human capital are the key to accelerate and It is compulsory considered on economic growth, rather than financial factor. show that there is positive significant interaction between human capital and financial development on economic growth similarity.

Barro and Sala I Martin 1999, state that the capital is generally defined as human capital, it related to limitation of declining returns and contributing to per capita long term economic growth, even it lack of exogenous technology advancement. Barro and Lee 1996, investigate that human capital (education and life expectancy) represent on economic growth. Blunded et all 1999, reveal that economic growth rate is highly depend on human capital accumulation, innovation and education level that influences labor productivity. Romer 1986 critized that the investment rate and capital return rate can increase in the

presence of increasing capital stock. And it is due to accumulation of knowledge rather than technological change and endowment. Arrow 1962 shows the existence of increasing returns to scale is caused of the accumulation of scientific technical knowledge, and GDP growth rate increases because worker become more expert in their tasks but not in explosive way.

Better health human capital has strong significant and positive impact on economic growth and improve labor productivity [19]. The stocks of health has significant positive correlation to economics growth compare with the stocks of education.

The female education human capital is more more important than male education human capital in boosting labor productivity. The female human capital is statistically significant and positive to the development and increase productivity. Male human capital has positive but not expectedly insignificant to the growth. In long run study shows the relationship between male and female human capital in economic growth, variable with physical capital [20].

Economic growth theory has focused on two determinants the accumulation of physical and human capital, and technical progress. Numerous studies show that incorporated technological progress is an important component of investment goods prices and stock of capital, is therefore linked to qualitative improvement of economic growth, and it is independent from investment rate.

Conclusion

Healthcares prevention and treatment services quality is important to provide qualified healthy human capital as the main source that important for developing economic growth and prosperity of the country. The quality healthcare prevention and treatment services is the service products as the part of economic, that produced by qualified human resources and management as the subject that supported and influenced by good employee performance & satisfaction and good hospital structures and infrastructures.

Quality of health care is the measure of how well healthcare services work to provide positive or desired outcomes. The pillars that the quality of care is based upon the three main component: effective, safe and people centered. It focuses on the needs of a patient and respecting their environment and culture and who they are. Quality of care is based on utilizing evidence-based data and regard for patient needs and safety in order to ensure that patients are being given the highest level of service and treatment. Quality of care is not strictly codified by a set of explicit rules. It is based od guidelines and components that can be adjusted by the time and environment/place to any health system in the world and based on WHO guidelines.

Qualified of healthcare is determined by:

1. Healthcare services (process) that produce safe, effective, efficient, fast, accurate, reliable care, that provided by good performance and satisfaction of employee as human capital (satisfied and qualified employee/human capital)
2. Structures (system, management, policy, tool dan technology) dan infra structure (building, environment, waste management, etc.)
3. Outcome (Qualified healthcare services, Patient satisfaction)

In healthcare services, the performance of the employees is the one of the most basic challenges to provide qualified healthcare services. The reason is that performance as a phenomenon is closely related to aspects of effectiveness, knowledge and quality of the management and financing and development of the organization. The healthcare's performance is linked to patients' safety and satisfaction. In the literature shows that there are a large number of factors influence employee performance such as satisfaction from profession, work environment, compensation policies etc. The analyses of job satisfaction and job performance can be measured to determine the quality of healthcare services.

Human capital is signifies an employee capabilities and personal attributes that make them efficient when performing their tasks. The worthy and exceptional human capital resources like high mental abilities allow employees to create the most efficient technique for doing needed activities in each job, resulting in an increased quantity of work and excellent work performance. Human capital enables employees to produce quality and quantity work, accomplish their job tasks promptly, which translates to the improved work performance.

Human capital shows to have a significant impact to the employee performance. Researches prove that job performance is directly improved by human capital and social capital by improving creativity as a driver of innovation in human capital organization performance. The other research finds that human capital motivation, knowledge, skill, attitude is leading to better performance of labor workforce.

Human capital is the personal investments and they have positive returns to an individual career of investment, contribute to higher earnings and early promotion. The dynamics of human capital can be applied to career returns less tangible than income and promotion, known as job satisfaction Job satisfaction suggest that an individual education and experience (known as human capital) is positively associated with their attitudes toward their job. Higher levels of human capital will lead to higher level of job satisfaction.

Job satisfaction has a positive impact on job performance. Job satisfaction efforts to create the best work environment for staff and positive feeling of attachment toward the organization, increase the job performance. There are significant correlated in variation difference between job satisfaction and job performance.

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