

Research Article



## Description Of Health Workers At The Soropia Health Center And The Morosi Health Center, Konawe District

Muhammad Ikhsan Akbar<sup>1</sup>, Hartian Dode<sup>2</sup>, Yuliana Muslimin<sup>3</sup>, Sri Mulyani<sup>4</sup>

<sup>1,2,3,4</sup>Public Health Study Program, Faculty of Public Health Sciences, University of Mandala Waluya, Kendari City, Southeast Sulawesi, Indonesia

**Corresponding Author :**

**Muhammad Ikhsan Akbar**

*Public Health Study Program, Faculty of Public Health Sciences, University of Mandala Waluya  
Kendari City, Southeast Sulawesi, Indonesia*

Email : [muhikhsanakbar24@gmail.com](mailto:muhikhsanakbar24@gmail.com)

### ABSTRACT

**Background:** Efforts to meet the need for health workers have not yet taken into account the conditions of the number, type, quality and distribution. The availability of health workers is still an important highlight due to the uneven distribution. Based on initial survey data at the Morosi Health Center, the number of health workers was 46 health workers. For the Soropia Health Center, the number of health workers is 57 health workers. The purpose of this study was to describe the need for health workers at the Morosi Health Center and Soropia District Health Center

**Method:** This study uses a descriptive approach using the Minimum Tenacity Standard method. This research will be conducted in June 2023. The research was conducted at the Morosi Puksemsas and the Soropia Health Center, Konawe Regency, Southeast Sulawesi. The primary data source in this study is data obtained from research samples using the Minimum Power Standards method. Determination of Public Health Center was carried out by purposive sampling. The data analysis technique in this study used the analysis of Minimum Employment Standards at the Community Health Centers based on the Standards issued by the Ministry of Health

**Results:** Soropia Health Center, Konawe District. there is a shortage of dentists and medical laboratory personnel at the Soropia Health Center. The results of the study also showed that there were excesses of some health workers. The data shows that there is an excess of 24 nurses, an excess of 15 midwives, an excess of 3 nutritionists, and an excess of 2 pharmacists. The Morosi Health Center, Konawe Regency, has a shortage of Environmental Sanitation Workers at the Morosi Health Center. The results of the study also showed that there were excesses of some health workers. The data shows that there is an excess of 10 nurses, an excess of 12 midwives, an excess of 5 personnel for Health Promotion and Behavioral Sciences, an excess of 4 pharmacists, an excess of 2 nutritionists, and an excess of 2 medical laboratory personnel.

**Conclusion:** Morosi Health Center and Soropia Health Center still have a shortage and excess of health workers. It is hoped that the regional government of Konawe Regency will use health workload analysis in the future in planning health workers because this will better answer the needs of health workers needed in each Public Health Center.

**Keywords:** Public Health Center, health workers, minimum, staff, standards

## INTRODUCTION

In the design of the national health system, health human resources planning is one of the main elements of the subsystem which emphasizes the importance of efforts to determine the type, number, and qualifications in accordance with the needs of health development.<sup>1</sup>

Community Health Centers as a type of first level health service facility have an important role in the national health system. Public Health Center is a health service facility that organizes community health efforts and individual health efforts at the first level, by prioritizing promotive and preventive efforts, to achieve the highest degree of public health in its working area. As the spearhead of the health service system in Indonesia and a basic health service facility and technical implementation unit for the District/City Health Office, the Community Health Center is expected to be able to provide quality health services to the community, to ensure the implementation of quality health services. Husein (2013) explains that health workers are the determining factor in the existence of the mandatory Public Health Center program. Health workers have the biggest role (influence) in determining the completeness of the mandatory Public Health Center program. Efforts to meet the demand for health workers have not paid attention to the conditions of the number, type, quality and distribution.<sup>2</sup> The availability of health workers is still an important highlight due to the uneven distribution. The number of Public Health Center in Indonesia as of December 2021 is 9,754 units, consisting of 3,396 inpatient Public Health Center units and 6,358 non-inpatient Public Health Center units with a low number of health workers.

Data shows that until 2015 there were still many Public Health Center that experienced a shortage of health workers, namely 25.57% of Public Health Center lacked general practitioners, 46.97% of Public Health Center did not have dentists, 42.46% of Public Health Center lacked nurses, and 37.60% of Public Health Center lacked midwives.<sup>3</sup> In Kurniati and Efendi's book (2012) it is explained that the results of quality health services will only be produced by jobs that are in accordance with their competence. The low quality of health human resources and workforce competence has implications for the low quality of services provided and the weak competitiveness of health facilities.<sup>4</sup> In Ministry of Health of the Republic of Indonesia, 2019 explains that to measure the main performance is to fulfill health facilities that have health human resources and fulfill efficient health workers by increasing the number, type and quality of health workers.<sup>5</sup> Medical health personnel available at the Public Health Center will determine the ability of the services that can be provided by the Public Health Center because health workers are the key to service. The number of appropriate and competent medical health personnel allows the Public Health Center to have the ability to handle excellent services

In 2020 the total number of health workers in Southeast Sulawesi Province is 18,333 consisting of 938 doctors (specialists, general practitioners), 234 dentists, 6,058 nurses, 4,496 midwives, 995 pharmacy staff, 1,831 public health workers, 845 nutrition workers, 490 environmental health workers, 86 physical therapists and 222 medical technicians, 44 6 medical laboratory experts and 117 other biomedical engineers.<sup>6</sup> The data shows that in 2020 in Konawe District the number of doctors/dentists in 2021 will

be 13 people with the highest number being general practitioners (59 people), the number of specialists being (21 people) and the least number of dentist specialists (2 people). Of the number of general practitioners available, not all work according to their function, namely in medical services. This is one of the causes of the uneven distribution of doctors and the shortage of doctors in health care facilities in Konawe Regency. The ratio of nurses in Public Health Center based on the number of Public Health Center in Konawe Regency is 9 (nine) nurses per Public Health Center. Meanwhile, the ratio of midwives in 2020 based on the number of Public Health Center in Konawe district is 9 (nine) midwives.<sup>7</sup>

Based on initial survey data at the Mining Health Center, namely at the Morosi Health Center, the number of health workers was 46 health workers. For the Pesisir Health Center, namely the Soropia Health Center, the number of health workers is 57 health workers. Rusli, Nusri, and Farich's research (2013) states that in order to be able to see the quantity and quality of health services that have been provided, the influence of health workers is the success point of a service, to be able to control the quantity and quality of basic health services at Public Health Center. The results of research in Wonogiri Regency concluded that it was necessary to increase health human resources so that services at FKTP, especially Public Health Center, would be more excellent and the community would feel more satisfied with the services provided.<sup>8</sup>

Based on the discussion above, the researcher believes that it is necessary to conduct research in the form of a Map of the Demand for Health Workers at the Health Center for the Coastal and Mining Region of Konawe Regency using the Minimum

Manpower Standard method issued by the Ministry of Health.

## METHODS

This study uses a descriptive approach using the Minimum Tenacity Standard method. This research will be conducted in June 2023. The research was conducted at the Morosi Puksemsas and the Soropia Health Center, Konawe Regency, Southeast Sulawesi. The primary data source in this study is data obtained from research samples using the Minimum Power Standards method. Determination of Public Health Center was carried out by purposive sampling. Calculation of needs with the Minimum Strength Standards based on Secondary Data related to existing health workers compared to the Minimum Strength Standards issued by the Ministry of Health by making observations. Observation is the main technique in this study. The data analysis technique in this study used the analysis of Minimum Employment Standards at the Community Health Centers based on the Standards issued by the Ministry of Health

## RESULTS

The results showed that based on table 1, the health workers at the Soropia Health Center in Konawe Regency in 2022 showed that the number of general practitioners was 1 person, 29 nurses (consisting of 10 civil servants and 19 casual employees), 19 midwives (consisting of 10 civil servants and 9 casual daily employees), 1 health promotion and behavioral science worker, 1 environmental sanitation worker, 4 nutritionists (consisting of 2 PNS) NS and 2 freelance employees) and 3 pharmacists and/or pharmacy technicians. The Soropia

Health Center does not yet have dentists and Medical Laboratory Technologists.

**Table 1. Number of Availability of Health Workers at the Soropia Health Center in Konawe Regency in 2022**

No	Power Type	Soropia Health Center Non Hospitalization
<b>Health workers</b>		
1	Physician and / or Primary Service Physician	1
2	Dentist	0
3	Nurse	29
4	Midwife	19
5	Health Promotion and Behavioral Science Personnel	1
6	Environmental Sanitation Personnel n	1
7	Nutritionist	4
8	Pharmacists and / or Pharmacy Technical Staff	3
9	Medical Laboratory Technologist	0

(Source : Primary Data, 2022)

Based on table 2, it shows that there is a gap in health workers at the Soropia Health Center in Konawe Regency. The results showed that there was a shortage of dentists and medical laboratory personnel at the Soropia Health Center. The results of the

study also showed that there were excesses of some health workers. The data shows that there is an excess of 24 nurses, an excess of 15 midwives, an excess of 3 nutritionists, and an excess of 2 pharmacists.

**Table 2 Number of conditions and gaps in health workers at the Soropia Health Center based on the Health Center Staffing Standards**

No	Power Type	Soropia Health Center	Public health center Area Rural (Permenkes No 43 of 2019)	Health Workforce Gap
		Non Hospitalization	Non Hospitalization	
<b>Health workers</b>				
1	Physician and / or Primary Service Physician	1	1	0
2	Dentist	0	1	-1
3	Nurse	29	5	+24
4	Midwife	19	4	+15
5	Health Promotion and Behavioral Science Personnel	1	1	0
6	Environmental Sanitation Personnel n	1	1	0
7	Nutritionist	4	1	+3
8	Pharmacists and / or	3	1	+2



No	Power Type		Soropia Health Center	Public health center Area Rural (Permenkes No 43 of 2019)	Health Workforce Gap
			Non Hospitalization	Non Hospitalization	
	Pharmacy Technical Staff				
9	Medical Technologist	Laboratory	0	1	-1

Source: Secondary Data, 2023

Based on table 3, it shows that the health workers at the Morosi Health Center, Konawe Regency, in 2022 show that the number of general practitioners is 1 person (Nusantara Sehat), 1 dentist staff (PNS). 15 nurses (consisting of 15 casual daily employees), 18 midwives (consisting of 4 civil servants and 14 casual daily employees), 6 Health Promotion and Behavioral Science staff (3 civil servant

workers and 3 casual daily employees), 0 environmental sanitation workers (Nusantara Sehat), 3 nutritionists (consisting of 1 civil servant employee and 2 casual daily employees) and pharmacists and/or pharmacy technicians of 5 people (3 PNS and 2 casual daily employees). The Morosi Community Health Center does not yet have Environmental Sanitation Workers.

**Table 3. Number of Availability of Health Workers at the Morosi Community Health Center, Konawe Regency in 2022**

No	Power Type	Morosi Medical Center Non Hospitalization
<b>Health workers</b>		
1	Physician and / or Primary Service Physician	1
2	Dentist	1
3	Nurse	15
4	Midwife	18
5	Health Promotion and Behavioral Science Personnel	6
6	Environmental Sanitation Personnel n	0
7	Nutritionist	3
8	Pharmacists and / or Pharmacy Technical Staff	5
9	Medical Laboratory Technologist	3

(Source : Primary Data, 2022)

Based on 4, it was found that there was a gap in health workers at the Morosi Community Health Center, Konawe Regency. The results showed that there was a shortage of Environmental Sanitation Workers at the Morosi Health Center. The results of the

study also showed that there were excesses of some health workers. The data shows that there is an excess of 10 nurses, an excess of 12 midwives, an excess of 5 personnel for Health Promotion and Behavioral Sciences, an excess of 4 pharmacists, an excess of 2



nutritionists, and an excess of 2 medical laboratory personnel.

**Table 2 Number of conditions and gaps in health workers at the Morosi Health Center based on the Health Center Staffing Standards**

No	Power Type	Morosi Medical Center	Public health center Area Rural (Permenkes No 43 of 2019)	Health Workforce Gap
		Non Hospitalization	Non Hospitalization	
<b>Health workers</b>				
1	Physician and / or Primary Service Physician	1	1	0
2	Dentist	1	1	0
3	Nurse	15	5	+10
4	Midwife	18	4	+12
5	Health Promotion and Behavioral Science Personnel	6	1	+5
6	Environmental Sanitation Personnel n	0	1	-1
7	Nutritionist	3	1	+2
8	Pharmacists and / or Pharmacy Technical Staff	5	1	+4
9	Medical Laboratory Technologist	3	1	+2

Source: Secondary Data, 2023

**DISCUSSION**

Public Health Center as a health service facility is the spearhead of the development of the health sector. To be able to see the quantity and quality of health services that have been provided, the influence of human resources is the success point of a service. In order to be able to control the quantity and quality of basic health services at the Public Health Center, it is necessary to analyze the workload of health workers at the Public Health Center.<sup>8</sup> Law Number 36 of 2009 concerning Health states that health development aims to increase awareness, willingness and ability to live healthy for everyone in order to realize the highest degree of public health, as an investment for the development of

socially and economically productive human resources. In order for these conditions to be realized, comprehensive health efforts are needed which are supported by health resources. One of the most strategic resources in the health sector is Health Human Resources Availability of quality human resources that can meet needs, be distributed in a fair and equitable manner, and be used effectively and efficiently to ensure the implementation of health development in order to improve the high degree of public health is absolutely necessary on an ongoing basis.

Soropia Health Center is one of the non-maintenance Health Centers located in the coastal area of Konawe Regency. Based on the results of the study, it showed that there was a gap in health workers at the

Soropia Health Center in Konawe Regency. The results showed that there was a shortage of dentists and medical laboratory personnel at the Soropia Health Center. The results of the study also showed that there were excesses of some health workers. The data shows that there is an excess of 24 nurses, an excess of 15 midwives, an excess of 3 nutritionists, and an excess of 2 pharmacists. Community Health Centers play a role as the spearhead in providing primary health care, namely minimal health services to the community in the form of preventive, continuous services, and of course accessible to the entire community. Therefore the Soropia Health Center still needs additional health workers to provide optimal service not only serving within the Public Health Center building but also being able to provide primary services in promotive and preventive efforts to the community. In Akbar's research explained that health workers are a determining factor in the success of health services at the health center. Health personnel available at the Public Health Center will determine the ability of the services that can be provided by the Public Health Center because health workers are the key to service.<sup>9</sup> The number of appropriate and competent medical health workers allows the Public Health Center to have the ability to handle excellent services.<sup>10</sup> Therefore the regional government of Konawe Regency is expected to ensure the availability of sufficient resources (facilities, infrastructure, tools, health workers and money/costs) so that every citizen can exercise his rights to fulfill his life needs without any hindrance or hindrance from any party.

The Regulation of the Minister of Health of the Republic of Indonesia Number 43 of 2019 Concerning Community Health

Centers 17 paragraph 4 explains that under certain conditions, Public Health Center can add other types of health workers including dental and oral therapists, health epidemiologists, health entomologists, medical recorders and health information, and other health workers as needed. Regulation of the Minister of Health of the Republic of Indonesia Number 43 of 2019 also explains that Public Health Center must calculate the ideal requirement for the number and position levels of doctors and/or primary care doctors, dentists, and each type of other health workers as well as non-health workers in order to fulfill their health service needs. Calculation of the ideal need for other types of health workers and non-health workers is carried out through workload analysis by taking into account the number of services provided, the ratio to the number of residents and their distribution, the area and characteristics of the work area, the availability of other first level Health Service Facilities in the work area, and the division of working time in accordance with statutory provisions.

Health workers play the role of planners, movers and implementers of health development at the same time, so that without the availability of personnel in the appropriate number and type and competence, it will affect the achievement of optimal health services in the community.<sup>11</sup> Based on the results of the research, it shows that there is a gap in health workers at the Morosi Community Health Center, Konawe Regency.

The results showed that there was a shortage of Environmental Sanitation Workers at the Morosi Health Center. Regarding the shortage of environmental health workers, the Head of the Morosi Health Center explained that the Morosi

Health Center did not have environmental health workers, so they still used community health workers. This is also regulated in the latest Health Law which states that public health workers are different from environmental health workers. Therefore the Morosi Community Health Center still needs environmental health workers.

The results of the study also showed that there were excesses of some health workers. The data shows that there is an excess of 10 nurses. The head of the Morosi Health Center explained that the surplus of nurses and midwives at the Morosi Health Center was because in the work area the Morosi Health Center implemented the Work Program from the Regional Management Council of the Indonesian National Nurses Association, namely 1 nurse 1 Village with funding sources financed by the Village Fund Allocation. According to information from the Head of the Public Health Center, the existence of the 1 Nurse 1 Village program greatly assisted the performance of the Public Health Center in providing services in 10 villages in Morosi District. The results of the study also found that there were an excess of 12 midwives. The Head of the Morosi Community Health Center also explained that the Konawe District Government had also made a policy for the availability of 1 midwife for 1 village. This is an effort to reduce maternal and child mortality as well as assist in the stunting prevention program for pregnant women and toddlers which has become a national program. Midwives also assist Public Health Center in fulfilling Immunization Coverage.

The results of the study also found that there was an excess of 4 pharmacists. The Head of the Morosi Health Center explained that for the Morosi Health Center there were also excess pharmaceutical staff. However,

the Head of the Morosi Health Center said that these advantages greatly helped the performance of the Morosi Health Center in working outside the building because of the large working area which is a mining area. In this case, it is the field service provided to the community. The results of the study also found that there was an excess of 5 Health Promotion and Behavioral Science staff, an excess of 2 nutritionists, and an excess of 2 medical laboratory personnel.

The services provided by a health worker at the Public Health Center are not only working inside the Public Health Center building as a curative effort but are more focused on how to overcome existing health problems in the community as promotive, preventive and rehabilitative efforts as an effort to the community so that people are able to live healthy to realize the ideals of Indonesia's health development, namely increasing the degree of optimal public health. Health workers who are not productive at work will provide health services that are not optimal for patients at the health center, so that preventive, promotive, curative and rehabilitative efforts will not work properly and will result in not increasing the degree of public health. In Maulidiyah & Zainafree's research, explains that if there is a shortage and excess of health workers, the work will result in work fatigue and can result in a decrease in work productivity thereby affecting the quality of health services.<sup>12</sup>

Dharmayuda's research states that since 2010, the Indonesian government has made various efforts to strengthen planning for health HR needs, such as special assignments for health workers for a certain time, appointment of midwives, doctors, dentists as non-permanent employees (PTT) which are expected to be able to meet the needs of



health human resources in Indonesia. Currently, the Ministry of Health has created a new program to meet the needs of health workers in Indonesia, which is called the Nusantara Sehat program. The Healthy Archipelago Program is a program launched by the Ministry of Health to meet the needs of health human resources to strengthen primary health services through increasing access and quality of basic health services in providing health services and carrying out preventive efforts through health education, counseling and screening.<sup>13</sup> The Regulation of the Minister of Health of the Republic of Indonesia Number 43 of 2019 Concerning Community Health Centers 17 paragraph 4 explains that under certain conditions, Public Health Center can add other types of health workers including dental and oral therapists, health epidemiologists, health entomologists, medical recorders and health information, and other health workers as needed. Regulation of the Minister of Health of the Republic of Indonesia Number 43 of 2019 also explains that Public Health Center must calculate the ideal requirement for the number and position levels of doctors and/or primary care doctors, dentists, and each type of other health workers as well as non-health workers in order to fulfill their health service needs. Calculation of the ideal need for other types of health workers and non-health workers is carried out through workload analysis by taking into account the number of services provided, the ratio to the number of residents and their distribution, the area and characteristics of the work area, the availability of other first level Health Service Facilities in the work area, and the division of working time in accordance with statutory provisions.<sup>14</sup>

## CONCLUSION

Soropia Community Health Center, Konawe Regency. there is a shortage of dentists and medical laboratory personnel at the Soropia Health Center. The results of the study also showed that there were excesses of some health workers. The data shows that there is an excess of 24 nurses, an excess of 15 midwives, an excess of 3 nutritionists, and an excess of 2 pharmacists. The Morosi Health Center, Konawe Regency, has a shortage of Environmental Sanitation Workers at the Morosi Health Center. The results of the study also showed that there were excesses of some health workers. The data shows that there is an excess of 10 nurses, an excess of 12 midwives, an excess of 5 personnel for Health Promotion and Behavioral Sciences, an excess of 4 pharmacists, an excess of 2 nutritionists, and an excess of 2 medical laboratory personnel. It is hoped that the regional government of Konawe Regency will use health workload analysis in planning for health personnel in the future because this will better answer the needs of health workers needed in each Public Health Center .

## REFERENCES

1. Adisasmito, W. (2012). *Sistem Kesehatan*. Jakarta: PT Raja Grafindo Persada.
2. Mulyani, S., & Akbar, M. I. (2023). The Relationship Between The Health Centre Service Quality And Facilities With Inpatients Loyalty: The Health Centre Service Quality. *Indonesian Journal Of Health Sciences Rresearch and Development* 812-4263-9686 (IJHSRD), 5(1), 119-126.

3. Kementerian Kesehatan. (2021). Profil Kesehatan Indonesia Tahun 2020: Kementerian Kesehatan RI.
4. Kurniati, A., & Efendi, F. (2012). Kajian Sumber Daya Manusia Kesehatan. Jakarta Selatan: Penerbit Salemba Medika.
5. Kementerian Kesehatan RI. (2019). *Data Dasar Puskesmas*. Jakarta: Pusat Data dan Informasi Kementerian Kesehatan.
6. Dinas Kesehatan Provinsi Sulawesi Tenggara. 2021. Profil Kesehatan Sulawesi Tenggara. Kendari
7. Dinas Kesehatan Kabupaten Konawe. 2022. Profil Kesehatan Kabupaten Konawe. Unaha.
8. Akbar, M. I. (2020). Analysis Of The Needs Of General Practitioners In Public Health Centers Using Health Workload Method. *Public Health of Indonesia*, 6(2), 63-9.
9. Akbar, M. I., Nurmaladewi, N., Aspian, P., Pagala, I., & Rustam, M. (2022). Assessing the service quality at health service facilities during the COVID-19 pandemic in North Buton District, Indonesia. *Public Health of Indonesia*, 8(4), 116-122.
10. Akbar, M. I. (2020). Survey tingkat kepuasan pasien rawat jalan terhadap pelayanan rsud Kabupaten Buton Utara. *Jurnal Kesehatan Masyarakat Celebes*, 1(04), 1-8.
11. Mustara, M., & Purwaningrum, S. N. (2018). Analisis ketersediaan tenaga kesehatan dalam capaian indikator kinerja puskesmas. *Media Informasi*, 14(2), 141-147.
12. Maulidiyah, N., & Zainafree, I. (2022). Analisis Kebutuhan dan Pengembangan Tenaga Dokter Umum di Puskesmas Ngaliyan Kota Semarang. *Jurnal Kesehatan Masyarakat (Undip)*, 10(1), 122-129.
13. Dharmayuda, A. A. N. G. (2015). Analisis Beban Kerja Dokter Umum Menggunakan Metode Workload Indicators Of Staffing Need (WISN) Di Puskesmas Se-Kota Denpasar. Universitas Udayana, Bali.
14. Peraturan Menteri Kesehatan Republik Indonesia nomor 43 Tahun 2019 tentang Pusat Kesehatan Masyarakat. (2019).