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# FACTORS RELATING TO THE PERFORMANCE OF HEALTH WORKERS IN ABELI CITY HEALTH CENTER, KENDARI CITY

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**Abstract**

**Background**: Public health center is the spearhead for improving the welfare of the community in the health sector. The health worker's skill needs to be optimized and can be seen from the results of their work, in the form of mastery of science and technology, as well as skills in implementing and providing health services. This is evident from the last three months' report on community visits, namely, in December 2016 the number of visits was 138 people, in January 2017 fell to 108 visits and in February 2017 dropped dramatically 93 visits. The purpose of this study was to determine the relationship of discipline, motivation, and training with the performance of health workers in the Abeli Community Health center.

**Methods:** This type of research is quantitative with a cross-sectional study design. The population in this study was 42 people with a total sampling technique with a total sample of 42 people. The analytical method uses the Chi-Square statistical test and the Phi coefficient ($\varphi$).

**Results**: Based on the results of the study, there is a strong relationship between discipline and the performance of health workers with a value of X2 Calculation = 17,835 and a phi-efficiency test ($\varphi$) = 0.651. There is a strong relationship between motivation and the performance of health workers with a value of X2 Calculation = 16,481 and the tested coefficient phi ($\varphi$) = 0.626. There is a moderate correlation between training and health worker performance with X2 Calculation value = 10.299 and the phi coefficient test ($\varphi$) = 0.495.

**Conclusion:** For the health, institutions are suggested to increase the health worker's knowledge by increasing towards more discipline, high motivation, and more training in order. Eventually, the quality of human resources and health organizational performance *will increase.*

*Keywords: performance, discipline, motivation, training*

## INTRODUCTION

Health development organized by the Public health center is carried out to support the achievement of national health development goals through increasing awareness, willingness, and ability to live a healthy life for everyone who lives in the working area of the primary care center to realize the highest level of health(1). To realize the highest degree of health, one of the efforts carried out is to improve the quality of health services that is equitable and affordable. improving the quality of health services is largely determined by existing human resources, especially health workers(2).

The community health center is the spearhead for improving the welfare of the community in the health sector. To improve service quality and coverage of a work area, it is necessary to optimize the performance of health workers following their main tasks and functions(3). Ilyas (4)explains that performance is the appearance of the work of personnel both quality and quantity in an organization where performance is the appearance of individuals and workgroups. Personnel who are functional and structural, but also to the entire range of personnel in the organization. According to Ikhsan Akbar & Risky MS(5), in carrying out its main tasks, health workers are required to provide maximum services that can provide satisfaction for people who need services.

The work abilities of health workers need to be optimized and can be seen from the results of their work, in the form of mastery of science and technology, as well as skills in implementing and providing health services. Besides, a health worker must have the driving force within himself to carry out routine tasks in health care institutions by utilizing the knowledge he has and experience gained based on his tenure. According to Azwar (6) employees contribute to the organization in the form of abilities, expertise and skills possessed, while the organization is expected to reward and reward employees fairly so they can provide satisfaction.

From the results of the initial interview with the head of the Public Health Center, it is known that there are still complaints from the public about health services that are considered unsatisfactory. This is evident from the results of observations by researchers that the lack of work discipline identified from the number of hours worked is wasted usually working hours begin at 08.00 and the low level of knowledge of officers about work related to health services. This has an impact on the level of community visits, namely in December 2016 the number of visits was 138 people, then in January 2017 it dropped to 108 visits and in February 2017 it dropped dramatically to only 93 visits (7). The results of research conducted by (8) that one of the causes of the decline in the number of visits was due to the lack of satisfaction felt by patients after getting health services at the health center. In addition to stimulating health workers to carry out their main duties, the head of the public health center Abeli pursues a policy by giving assignments in the form of training to encourage improving the performance of health workers, skills, and discipline to increase the motivation of health workers.

Based on the problem above, the researcher is interested in conducting research entitled "Factors relating to the performance of health workers in Abeli City Health Center, Kendari City"

## METHOD

This research is a quantitative study with a cross-sectional design. The population in this study was all health workers who served in the Abeli Public Health center by sampling using a total sampling technique with a total of 42 health workers. This is because the population is relatively small, namely less than 100 people. The analytical method uses the statistical test, the Chi-Square test, and the *Phi test.*

## RESULT

The results of the table 1 showed that of the 40 respondents, dominated by female sex by 76.2%, it means that the number of male respondents consisted of 13 people with a percentage of 23.8%. The age of respondents of Abeli Health center employees is dominated by age over 25 years as much as 90.5% and 9.5% under 25 years. For the education level in this study, the highest was S1 as many as 23 people (54.8%) and the lowest was S2 as many as 5 people (11.9%). Whereas for the highest level of work of employees of the Abeli Health center in Kendari City, the highest number of respondents was > 2 years of work with 38 people (90.5%) and respondents with a length of work ≤ 2 years were 4 people (9.5%).

**Table 1. Characteristics Respondents**

| Characteristics | n(42) | % |
|---|---|---|
| **Gender** | **n** | **%** |
| Male | 29 | 76.2 |
| Female | 13 | 23.8 |
| **Age** | **n** | **%** |
| < 25 Years Old | 4 | 9.5 |
| > 25 Years Old | 38 | 90.5 |
| **Education** | **n** | **%** |
| DIII | 6 | 14.3 |
| S1 | 23 | 54.8 |
| S2 | 5 | 11.9 |
| Etc | 8 | 19.0 |
| **Length of working** | **n** | **%** |
| ≤ 2 years | 4 | 9.5 |
| > 2 yers | 38 | 90.5 |

*Source: Primary data 2017*

The results of table 2 show that of 42 respondents, good discipline was a quite good performance by 13 respondents (31.0%), good discipline was a poor performance by 4 respondents (9.5%), discipline was not good enough performance was enough as many as 3 respondents (7.1%), poor discipline was a poor performance as many as 22 respondents (52.4%). Based on the results of Chi-Square statistical tests show that the value of X2Calculation= 17,835> X2table = 3,841 which means there is a relationship between discipline and the performance of health workers in the health center in Abeli. The results of the phi coefficient test (φ) = 0.651 indicate that discipline has a strong relationship with the performance of Abeli Health center workers. The results showed that out of 42 respondents, high motivation and sufficient performance were 14 respondents (33.3%), high motivation and less performance were 6 respondents (14.3%), low motivation and enough performance were 2 respondents (4.8%), low motivation and underperforming as many as 20 respondents (47.6%). From the results of the Chi-Square statistical test shows that the value of X2Calculation= 16,481> X2table = 3,841 which means there is a strong relationship between motivation and performance. The results of the phi coefficient test (φ) = 0.626 indicate that motivation has a strong relationship with the performance of Abeli Health center workers. The results showed that of the 42 respondents, the training was quite sufficient, as many as 11 respondents (26.2%), the training was quite underperforming, as many as 5 respondents (11.9%), the training lacked enough performance by 5 respondents (11.9%), the training was underperforming as much as 21 respondents (50.0%). Chi-Square statistical test results show that the value of X2Calculation= 10,299> X2table = 3,841 which means there is a relationship between training and performance. The results of the phi coefficient test (φ) = 0.495 indicate that the training has a moderate relationship with the performance of Abeli Health center workers.

**Tabel. 2 Relationship Of Discipline, Motivation and Training With The Performance Of Abeli Health center Health Officers**

| Variable | The performance | | | | Total | | Statistic test $(X^2_{Calculation} \geq X^2_{table})$ |
|---|---|---|---|---|---|---|---|
| | Good | | Less | | | | |
| | n | % | N | % | n | % | |
| **Discipline** | | | | | | | |
| Good | 13 | 31.0 | 4 | 9.5 | 17 | 40.5 | $17.835 \geq 3.841$ |
| Less | 3 | 7.1 | 22 | 52.4 | 25 | 59.5 | $Phi = 0.651$ |
| **Motivation** | | | | | | | |
| High | 14 | 33.3 | 6 | 14.3 | 20 | 47.6 | $16.481 \geq= 3.841$ |
| Low | 2 | 4.8 | 20 | 47.6 | 22 | 52.4 | $Phi = 0.626$ |
| **Training** | | | | | | | |
| Good | 11 | 26.2 | 5 | 11.9 | 16 | 38.1 | $10.299 \geq= 3.841$ |
| Less | 5 | 11.9 | 21 | 50.0 | 26 | 61.9 | $Phi = 0.495$ |

*Source: Primary Data in 2017*

**DISCUSSION**

Work discipline is a tool used by managers to communicate with employees so that they are willing to change behavior as well as a company regulation and applicable social norms (9). Chi-Square statistical test results show that the value ofX2Calculation= 17,835> X2table = 3,841 which means there is a relationship between discipline and performance. The results of the phi coefficient test (ɷ) = 0.651 indicate that discipline has a strong relationship with the performance of health workers at Abeli Health Center in 2017.

The results of the study obtained respondents' answers about discipline. Showed that the majority of respondents said that their discipline was not as good as 25 respondents (59.5%). This is caused by Abeli Primary health care workers having no time discipline, they arrive longer and go home earlier than the specified hours, this can be seen from the presence at work that still shows low work discipline. Discipline is an attempt made to create a situation in a work environment that is orderly, efficient, and effective through the regulatory system

which is a benchmark for the level of work performance of officers. Others say that discipline is good but their performance is lacking by 4 respondents (9.5%), this is because officers have arrived on time and come home on time but they rarely take part in contributing to each activity, and some respondents also said that discipline is not good but the performance is sufficient as many as 3 respondents (7.1%), this is because there are still many officers who do not wear neatly office uniforms at the Primary health care but they still show their activeness and ability in carrying out and completing the tasks they entail. The results of this study are supported by previous research (10) that there is a positive and significant relationship between discipline and employee performance.

Motivation is the willingness to make high-level efforts to achieve organizational goals that are conditioned by the ability of the business to satisfy the needs of several individuals (11). Chi-Square statistical test results show that the value of X2Calculation= 16,481> X2table = 3,841 which means there is a relationship between

motivation and performance. The results of the phi coefficient test (ɷ) = 0.626 indicate that motivation has a strong relationship with the performance of health workers at Abeli Health center in 2017.

The results obtained by respondents' answers about motivation, the majority of respondents said that motivation is low, as many as 22 respondents (52.4%). This is due to unpleasant work situations and conditions, then there are some respondents saying that motivation is high but their performance is lacking as many as 6 respondents (14.3%). so that the quantity of work performed by staff and the ability of health workers to carry out their tasks is not yet optimal, this has an impact on the performance of health workers who do not reach the target. health workers, but officers are aware of human needs that people will never feel enough and satisfied with what they have, therefore the salary received does not have an impact on their declining performance. The results of this study are supported by previous research (12) which states that there is a positive and significant relationship between motivation and employee performance. According to (13)states that the factors that influence the achievement of performance are the factors of ability (ability) and motivation (motivation).

Training organizers should try to carry out quality and accredited training, which is training that meets established standards so that after attending training officers have knowledge and skills that are useful and can be implemented in carrying out tasks in the field so that the performance of health workers can improve. From the chi Square, statistical test results show that the value of X2Calculation= 10,299> X2table = 3,841 which means there is a relationship between training and performance. The results of the phi coefficient test (ɷ) = 0.495 indicate that training has a moderate relationship with the performance of health workers at Abeli Health center in 2017.

The results obtained by respondents' answers about training, showed that the majority of respondents said that the training was lacking as many as 26 respondents (61.9%). This is caused by Abeli Health Center health workers who have a level of knowledge and skills and ability to carry out the work provided is still low, meaning that if the training factor is lacking, it is clear the performance is also lacking due to many tasks and responsibilities that must be completed. Then some respondents said that the training was sufficient but their performance was lacking, namely as many as 5 respondents (11.9%), this was caused by carrying out the tasks in the team as a collaboration to complete the work. Respondents who responded to the training lacked sufficient performance, namely as many as 5 respondents (11.9%), this was because only a large portion attended the training but they still tried to increase their knowledge through learning, but as health workers were aware of the importance of training to increase knowledge and skills. This is following the opinion of Payama J. Simanjuntak (14)which states that training is part of an investment in human resources (human investment) to improve the ability and work skills, and thus can improve performance.

## CONCLUSION

The health institutions are suggested to increase the health worker's knowledge by increasing towards more discipline, high motivation, and more training in order. Eventually, the quality of human resources and health organizational performance will increase

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