

## THE RELATIONSHIP BETWEEN COMPETENCY AND SERVICE OFFICERS ON THE ACHIEVEMENT OF EXCLUSIVE BREASTFEEDING TARGETS IN KENDARI CITY HEALTH DEPARTMENT

Asmawati<sup>1</sup>, Tasnim Tasnim<sup>2</sup>, Sunarsih<sup>3</sup>

<sup>123U</sup> Universitas Mandala Waluya, in Kendari Southeast Sulawesi Province, Indonesia

Corresponding Author : Asmawati  
Email : kendariasawati@gmail.com

### Abstract

**Background:** The coverage of exclusive breastfeeding in Kendari City is in the 4th (fourth) lowest place out of 17 city districts in Southeast Sulawesi Province. Although Kendari City is not in the lowest rank, it will be used as a research area considering that the number of children under five in Kendari City is the highest in Southeast Sulawesi Province, so it is necessary to get attention to carry out programs to increase the coverage of exclusive breastfeeding.

**Methods:** The research used quantitative method with an observational analytic method which applied a cross sectional approach. The population was 150 with the sample size was 59 respondents namely health workers in the Kendari City Health Department.

**Results:** The results of statistical tests using Chi-Square obtained the value of  $X^2 > X^2_{tab} 4,262 > 3,841$  with Sig.  $0.039 < \alpha 0.05$  and a phi value of 0.290, namely  $H_0$  accepted, which means that there is a weak relationship between the competence of officers and the target achievement of exclusive breastfeeding and the value of  $X^2 > X^2_{tab} 7,884 > 3,841$  with Sig.  $0.005 < \alpha 0.05$  with a phi value of 0.371, which is  $H_0$  accepted, which means that there is a moderate relationship between health care services and the achievement of the target of exclusive breastfeeding in the work area of the Kendari City Health Office.

**Conclusion:** There is a weak relationship between the competence of health workers and the achievement of targets for exclusive breastfeeding. There is a moderate relationship between health services and the achievement of targets for exclusive breastfeeding in the working area of the Kendari City Health Department.

**Key words:** *Competence, Service, Exclusive breastfeeding, Health workers*

## INTRODUCTION

National data on the percentage of exclusive breastfeeding in Indonesia in 2018 reached 74.8% while in 2019 it was 67.74% (1). For the Achievement of Exclusive Asi, Southeast Sulawesi Provincial Health Office in 2018, namely 55.94%, while in 2019 it was 66.81% (2).

The highest coverage data for exclusive breastfeeding at the City Level District of Southeast Sulawesi Province was Konawe Selatan District 100%, followed by Konawe Islands District 94.92%, Central Buton Regency 72.49%, North Buton Regency 72.44%, East Kolaka Regency 67, 14 %, Konawe Regency 66.78%, Kolaka Regency 62.31%, North Kolaka Regency 59.87% Bau-Bau City 57.94%, South Buton Regency 57.37%, West Muna Regency 53, 70%, Buton Regency 53.44%, Bombana Regency 52.74%, Kendari City 52, 49%, Wakatobi Regency 39.43%, Muna Regency 28, 54%, and the lowest is North Konawe Regency 23.27%.

Based on data for exclusive breastfeeding coverage in Kendari City in 2019, the number of babies who received exclusive breastfeeding was 62.49% with a target of 90% exclusive breastfeeding. Based on these data, so that exclusive breastfeeding is still a health problem because Kendari City is a local transmission area or malnutrition cases that originate from the region, the target of exclusive breastfeeding in Kendari City is still not achieved because Kendari City has a very large population of babies, namely 5,865 babies with the number of babies who are exclusively breastfed, namely 3,665 babies. There are still 2,200 babies who have to get exclusive breastfeeding. The Exclusive Breastfeeding Program will not be achieved if there is a lack of knowledge and understanding factors for mothers about exclusive breastfeeding.

Based on data related to Exclusive Breastfeeding in Kendari City, it is hoped that health workers will play a more important role in improving public and individual health efforts to prevent an

increase in cases of certain diseases, especially in the fields of MCH or Family Planning, Nutrition and Health Promotion.

## METHOD

The type of research used in this study is quantitative with an observational method with a cross sectional approach(3). The design used in this study is a cross sectional design(4). This research has been conducted for 1 (one) month, from October to November 2020. The population is 150 with 59 samples of all health workers (KIA, Nutrition and Promkes) in the Kendari City Health Office Work Area.

## RESULTS

Table 1 shows that the competence of officers is more in the moderate category, namely 31 respondents (52.5%) and the lowest in the poor category, namely 28 respondents (47.5%).

Table 2 shows that more health care workers in the moderate category, amounting to 30 respondents (50.8%) and the lowest in the poor category, namely 29 respondents (49.2%).

Table 3 shows that of the 59 respondents, it shows that the competence of officers is higher in the sufficient category, namely 31 respondents, and the lowest is in the less category, namely 28 respondents. Of the 31 respondents who had sufficient competency, 17 respondents (54.8%) achieved the target of exclusive breastfeeding and 14 respondents (45.2%) who did not achieve the target of exclusive breastfeeding. Of the 28 respondents who had low competency categories, 7 respondents (25.0%) achieved the target of exclusive breastfeeding and 21 respondents (75.0%) who did not achieve the target of exclusive breastfeeding. The results of statistical tests using Chi-Square obtained the value of  $X^2 > X^2 \text{ tab } 4,262 > 3,841$  with  $\text{Sig. } 0.039 < \alpha 0.05$  and a phi value of 0.290.

Table 4 shows that of the 59 respondents it shows that the Officer Service is higher in the moderate category, namely



30 respondents, and the lowest is in the less category, which is 29 respondents. Of the 30 respondents who had sufficient service category officers, 18 respondents (60%) achieved the target of exclusive breastfeeding and 12 respondents (40%) who did not achieve the target of exclusive breastfeeding. Of the 29 respondents who

had low level officer service, there were 6 respondents (20.7%) who achieved the target of exclusive breastfeeding and 23 respondents (79.3%) who did not achieve the target of exclusive breastfeeding. The results of statistical tests using Chi-Square obtained the value of  $X^2 > X^2 \text{ tab } 7,884 > 3,841$  with  $\text{Sig. } 0.005 < \alpha 0.05$  with a phi value of 0.371.

**Table 1**

**Distribution of Competency of Officers in Kendari City Health Department**

No.	Officer Competence	n	Percentage (%)
1	Enough	31	52.5
2	Less	28	47.5
	total	59	100

Source: Primary Data, Processed 2020

**Table 2**

**Distribution of Health Officer Services in Kendari City Health Department**

No.	Officer Services	n	Percentage (%)
1	Enough	30	50.8
2	Less	29	49.2
	total	59	100

Source: Primary Data, Processed 2020

**Table 3**

**Relationship between competence and the target of achieving exclusive breastfeeding in the Kendari City Health Department**

No.	Officer Competence	Target of Exclusive Breastfeeding				total		Statistical Results
		Reached		Not achieved		n	%	
		n	%	n	%	n	%	
1	Enough	17	54.8	14	45.2	31	100	$X^2 \text{ hit} = 4,262$
2	Less	7	25.0	21	75.0	28	100	$X^2 \text{ Tab} = 3,841$
	total	24	40.7	35	59.3	59	100	$\text{Phi} = 0.290$

Source: Primary data, processed in 2020

**Table 4**

**Relationship between health care workers and the target of achieving exclusive breastfeeding in the Kendari City Health Department**

No.	Health Officer Services	Target of Exclusive Breastfeeding				total		Statistical Results
		Reached		Not achieved		n	%	
		n	%	n	%	n	%	
1	Enough	18	60	12	40	30	100	$X^2 \text{ hit} = 7,884$
2	Less	6	20.7	23	79.3	29	100	$X^2 \text{ Tab} = 3,841$
	total	24	40.7	35	59.3	59	100	$\text{Phi} = 0.371$

Source: Primary data, processed in 2020

## DISCUSSION

### **The Relationship between Competence of Health Workers and Achievement of Exclusive Breastfeeding Targets in Kendari City Health Department.**

Competence is a basic character of a person that allows them to produce superior performance in improving their work(5). A competent person is a person who with his skills can do the job easily, quickly, intuitively and very rarely or never makes mistakes(6).

The results showed that of the 59 respondents indicated that the competence of officers was higher in the sufficient category, namely 31 respondents because the respondents had good soft skills in the health sector which could support the achievement of exclusive breastfeeding targets, and the lowest was in the less category, amounting to 28 respondents because respondents have relatively low soft skills in the health sector.

Of the 31 respondents who had sufficient competency, 17 respondents (54.8%) achieved the target of exclusive breastfeeding and 14 respondents (45.2%) who did not achieve the target of exclusive breastfeeding. Of the 28 respondents who had low competency categories, 7 respondents (25.0%) achieved the target of exclusive breastfeeding and 21 respondents (75.0%) who did not achieve the target of exclusive breastfeeding.

The results of statistical tests using Chi-Square obtained the value of  $X^2 > X2$  tab 4,262 > 3,841 with Sig. 0.039 <  $\alpha$  0.05 and a phi value of 0.290.  $H_a$  is accepted, which means that there is a weak relationship between the competence of officers and the achievement of targets for exclusive breastfeeding in the Kendari City Health Department.

### **Relationship between Health Services and the Achievement of Exclusive Breastfeeding Targets in Kendari City Health Department.**

First level health services are individual health services that are primary in nature(7). It takes a long time and a lot of effort to improve the health development program(8). There are four first-level health service functions, including every patient who has health problems(9). The relationship between first-level health services and patients runs optimally, first-level health services provide comprehensive health services including promotional services, and first-level health services carry out services with other health providers(10).

The results showed that of the 59 respondents, it was indicated that the service of officers was higher in the sufficient category, amounting to 30 respondents because respondents always prioritized patient comfort in services, based on the health service category namely tangible, reliability, responsiveness, assurance and empathy and the lowest was in the category. less, which is 29 respondents because respondents do not pay attention to patient comfort, especially in terms of assurance and empathy.

Of the 30 respondents who had sufficient service category, 18 respondents (60%) achieved the target of exclusive breastfeeding because respondents always prioritized the quality of health services and 12 respondents (40%) did not achieve the target of exclusive breastfeeding because respondents did not pay attention to service quality categories such as assurance. and empathy. Of the 29 respondents who had poor service category, there were 6 respondents (20.7%) who achieved the target of exclusive breastfeeding because the respondents had done their best to improve the quality of service in achieving the target of exclusive breastfeeding and 23 respondents (79.3%) were not achieved. Exclusive breastfeeding targets because

health workers pay less attention to quality indicators in health services.

The results of statistical tests using Chi-Square obtained the value of  $X^2 > X^2_{tab}$   $7,884 > 3,841$  with Sig.  $0.005 < \alpha 0.05$  with a phi value of 0.371.  $H_0$  is accepted, which means that there is a moderate relationship between Health Care Services and the achievement of the target of exclusive breastfeeding in the Kendari City Health Department.

The successful implementation of the ASI program at the Puskesmas cannot be separated from the role of program management(11). Program management includes P1 (planning), P2 (movement and implementation), P3 (control, monitoring and assessment). In a unified system consisting of input, output process, outcome. The input consists of 6M including humans (men), money (money), tools (materials), methods (methods), markets (market), and machines (machine). The role of management lies in the processes in the system. While the output is exclusive breastfeeding coverage(12).

The existence of an SOP is intended to provide a clear concept, can be understood by everyone and is stated in a procedural document in each activity(13). From the results of research conducted by researchers, almost all health workers are aware of the SOP used as a reference in the service of the exclusive breastfeeding program. SOP are actually available at the Kendari City Work Area Health Center, and each programmer works together in a team to provide counseling regarding exclusive breastfeeding for infants up to 6 months of age.

Based on the results of the research, the implementation of the exclusive breastfeeding program at the Puskesmas in Kendari City has been carried out properly, as evidenced by the statements of all informants stating that the existing facilities and infrastructure are complete. The available infrastructure does not yet support the implementation of the exclusive breastfeeding program. Facilities and

infrastructure such as a place to carry out lactation counseling services or a lactation room are available at the Primary health cares. The health worker explains how important it is to provide exclusive breastfeeding, the nutrients or ingredients contained in breast milk and the benefits of breast milk, which include breastfeeding that is cheap, does not bother to make it, as an anti-infective factor, and can build a closer affectionate relationship between mothers. and son. Mother's breastfeeding practice, including child feeding is influenced by several factors including mother's knowledge (14). Insufficient food including breast milk can affect to baby or child's nutritional status.

## CONCLUSION

There is a weak relationship between the competence of health workers and the achievement of targets for exclusive breastfeeding and there is a moderate relationship between health services and the achievement of targets for exclusive breastfeeding in Kendari City Health Department. So as to increase the competence of health workers through training activities to develop soft skills and improve service quality according to health service standards such as tangible, reliability, responsiveness, assurance and empathy to increase patient satisfaction in achieving the target of exclusive breastfeeding.

## REFERENCES

1. Ministry of Health R. *Ministry of Health of the Republic of Indonesia*. Indonesia: Directorate General of Nutrition and MCH. 2019.
2. Southeast Sulawesi Provincial Health Office. *Exclusive breastfeeding achievements*. Southeast Sulawesi 2019.
3. Mackey A, Gass SM. *Second language research: Methodology and design*: Routledge; 2015.



4. Sugiyono. *Nonparametric Statistics for Research*. 2015.
5. Rande D. *The influence of competence on the performance of employees at the transportation, communication and informatics office in North Mamuju district*. *Catalogist*. 2017; 4 (2).
6. Manik S, Syafrina N. Effect of Competence on Lecturer Performance at the Riau Economics College. *Journal of Economics and Business Scientific (JIEB)*. 2018; 15 (1): 16.
7. Umami LS, Wulandari DR. *Analysis of Implementation of First Level Outpatient Referrals for BPJS Health Participants at Puskesmas: Faculty of Medicine*; 2017.
8. Jayadipraja EA, Prasetya F, Azlimin A, Mando WOSY. Family Clean And Healthy Living Behavior And Its Determinant Factors In The Village Of Labunia, Regency Of Muna, Southeast Sulawesi Province Of Indonesia. *Public Health of Indonesia*. 2018; 4 (1): 39-45.
9. Mujiati M, Yuniar Y. The availability of health human resources at the first level of health facilities in the era of the National Health Insurance in eight regencies-cities in Indonesia. *Health Research and Development Media*. 2016; 26 (4): 201-10.
10. Wahyuni NS. *Factors Related to the Utilization of Health Services at Sumber Rejo Health Center, Balikpapan City, East Kalimantan Province in 2012*. Depok Univ Indones. 2012.
11. Farida S, Rahfiludin MZ, Kartini A. *Management System Analysis of Lactation Corner Activities at the Surakarta City Health Center in 2014*: Diponegoro University; 2014.
12. Alifah N. Analysis of the management system of the exclusive breastfeeding program in the working area of the Candilama Community Health Center, Semarang City. *Diponegoro University Public Health Journal*. 2012; 1 (2): 18772.
13. Budihardjo IM. *Practical Guide to Developing SOP*: RAS; 2014.
14. Tasnim, T., Mwanri L, Dasvarma, G. Mother's child feeding knowledge and practices associated with underweight in children under-five years: A study from Rural Konawe, Indonesia. *Public Health of Indonesia*. 2018;4(1):9-18.