

# The Provision of Health Services Affects Performance of Health Personnel at Community Health Centers Hutabaginda, North Tapanuli Regency

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**Abstract.** *The study aimed to investigate the impact of delivering health services on the performance of health workers at the Hutabaginda Health Centre. This study was quantitative with a cross-sectional design. The population was the Civil Servants with a minimum education of 3rd Diploma totaling 84 people. The samples taken from all population. Data analysis was performed by univariate, bivariate and multivariate analysis. The statistical test used chi-square test and logistic regression. With a p-value of  $0.000 < .05$  for education, multiple assignments, attendance, years of service, and responsibility, it was found that education, multiple assignments, attendance, years of service, and duties influenced the performance of health professionals. Furthermore, the multiple logistic regression test reveals that education, with an odds ratio (OR) of 47,802, has a greater influence on health worker performance. It is advised that education be prioritized since it influences the performance of health professionals in delivering exceptional service that the community can be proud of (customer satisfaction), service providers, and service institutions.*

**Keywords:** *Performance, Education, Years of Service, Attendance*

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## INTRODUCTION

A health insurance policy is a guarantee in the form of health care benefits and protection in meeting basic health care needs that are granted to everyone who has paid contributions or whose payments are reimbursed by the government. This guarantee is called the National Health Insurance (JKN) program which aims to obtain health insurance certainty so that it is hoped that the community can increase their productivity to improve welfare. There are 3 (three) main reasons for being a JKN participant, namely Protection, Sharing (Gotong Royong) and Compliance (Widiastuti, 2017). The Health Social Security Administration (BPJS Kesehatan) launched the National Health Insurance (JKN) on January 1, 2014, as a type of social security in the health sector. Medical and non-medical services, such as administration, are included in the health care offered (Widada et al., 2017). In a larger sense, job performance refers to the results of a health worker's work in terms of quality, quantity, and timeliness achieved in the course of their duties (Supatmi et al., 2013). Healthcare services are not provided based on the types and numbers of diseases (cases) served, but on characteristics such as education, dual duties, presence in the workplace, years of service, and responsibilities (Lauranti et al., 2017).

In practice, health workers who have a long working period feel that this socialization does not need to be followed, with the assumption that they have eaten more and more about the distribution of services, that the elderly are more respected, a waste of time or socialization does not enter the brain anymore. However, when providing health services what happens is a protest to the head of the Community Health Centres or jealousy of health workers who have only worked for 5 years. These assumptions should be avoided with positive thinking and if the provision of health services is a necessity, socialization activities should be followed so that they receive balanced information (Yanti et al., 2018).

The performance of health workers at the Hutabaginda Health Center can explicitly be said to be quite good. The relationship between the leadership or the Head of the Community Health Centres and the head of administration, doctors (functional), health workers at the Community Health Centres and their network runs well and harmoniously. However, among health workers there is dissatisfaction or jealousy because of the gap in the amount received when providing health services. which compares his education with the education of his friends, the number of attendances with the presence of others, the working period of more than 25 years with others who have only worked for 5 years, and the program responsibilities he has with other people who do not have activity responsibilities. This is likely to cause a decrease in performance among the staff on duty at the Hutabaginda Health Center in providing health services to the community.

## METHODS

Quantitative research with a cross-sectional study design is used in this work. Cross-sectional design is used to explore the dynamics of the link between risk factors and effects utilizing a survey technique and collecting data at the same time (point-of-view approach) (HR, 2018). The Hutabaginda Public Health Center, Tarutung District, North Tapanuli Regency, was the location of this study. At the Hutabaginda Health Center, all Civil Servants (PNS) with a minimum of three health diplomas were included in this study. Total sampling was used to collect data, resulting in a sample size of 84 participants for this investigation.

## RESULTS AND DISCUSSION

### Univariate Analysis

The analysis carried out analyzes each variable from the results of the study. The purpose of this analysis is to explain/describe the characteristics of each of the variables studied.

Table 1. Frequency Distribution of Respondents Based on Education in Hutabaginda Health Center North Tapanuli Year Regency 2021

No.	Education	f	Percentage
1	Good	19	22.6
2	Less	65	77.4
Total		84	100.0

Based on Table 1. it is explained that from 84 respondents, 19 respondents (22.6%) gave a good opinion on the importance of education at Hutabaginda Health Center but as many as 65 respondents (77.4%) gave a less opinion.

Table 2. Frequency Distribution of Respondents Based on Multiple Duties at Hutabaginda Health Center, North Tapanuli Regency Year 2021.

No.	Duplicate	f	Percentage
1	Good	26	31.0
2	Less	58	69.0
Total		84	100.0

Based on Table 2. explains that of the 84 respondents, as many as 26 respondents (31.0%) gave a good opinion of the importance of having dual tasks at the Hutabaginda Health Center but as many as 58 respondents (69.0%) gave a less opinion.

Table 3. Frequency Distribution of Respondents Based on Attendance at the District Health Center Hutabaginda North Tapanuli Year 2021

No.	Presence	f	Percentage
1	Good	19	22.6
2	Less	65	77.4
Total		84	100.0

Based on Table 3. it is explained that from 84 respondents, 19 respondents (22.6%) gave a good opinion of the importance of attending Hutabaginda Health Center but as many as 65 respondents (77.4%) gave less opinion.

Table 4. Frequency Distribution of Respondents Based on Term of Service in Hutabaginda Health Center, North Tapanuli Regency Year 2021

No.	Years of service	f	Percentage
1	Good	31	36.9
2	Less	53	63.1
Total		84	100.0

Based on Table 4. explains that of the 84 respondents, 31 respondents (36.9%) gave a good opinion of the importance of working at the Hutabaginda Health Center but 53 respondents (63.1%) gave a less opinion.

Table 5. Frequency Distribution of Respondents Based on Responsibilities at Hutabaginda Health Center, North Tapanuli Regency Year 2021

No.	Responsibility	f	Percentage
1	Good	31	36.9
2	Less	53	63.1
Total		84	100.0

Based on Table 5. explains that of the 84 respondents, 31 respondents (36.9%) gave a good opinion on the importance of responsibility at the Hutabaginda Health Center but as many as 53 respondents (63.1%) gave a less opinion.

Table 6. Frequency Distribution of Respondents Based on Performance at Hutabaginda Health Center, North Tapanuli Regency Year 2021

No.	Performance	f	Percentage
1	Good	19	22.6
2	Less	65	77.4
Total		84	100.0

Based on Table 4.12, it is explained that of the 84 respondents, 19 respondents (22.6%) gave the opinion that the performance was good at the Hutabaginda Health Center but as many as 65 respondents (77.4%) gave the opinion that the performance was sufficient.

### Bivariate Analysis

Crosstabs or cross tabulation was used in bivariate analysis to determine the relationship between the independent and dependent variables. In this bivariate study, the Chi-Square test was used with a 95% level of confidence ( $\alpha = 0.05$ ). If the p value is less than 0.05, it is said that there is a statistical correlation.

Table 7. Relationship between Education and Performance of Health Workers at Hutabaginda Health Center, North Tapanuli Regency in 2021

Education	Performance				Total		p (value)
	Good		Fairly		f	%	
	f	%	f	%			
Good	13	68.4	6	31.6	19	100	0,000
Less	6	9.2	59	90.8	65	100	
Total	19		65		84		

For example, according to Table 7, of the 19 respondents who thought education was very important, 13 (68.4%) had good performance and 6 (31.6 percent) had adequate performance. As a result, among the 65 respondents who stated that schooling was not significant, six (9.2%) had excellent performance, and 59 (90.8%) had adequate performance. In the Hutabaginda Health Center, a p-value of 0.000 – 0.05 was found in the Chi Square Test statistical test, which indicated that education had an impact on the performance of health professionals.

Table 8. Relationship of Dual Tasks with Performance of Health Workers at Hutabaginda Health Center, North Tapanuli Regency in 2021

Duplicate	Performance				Total		p (value)
	Good		Fairly		f	%	
	f	%	f	%			
Good	14	53.8	12	46.2	26	100	0,000
Less	5	8.6	53	91.4	58	100	
Total	19		65		84		

Table 8 shows that, of the 26 respondents who agreed that performing two jobs at the same time was important, 14 had good performance and 12 had sufficient performance, with a combined 53.8% of respondents rating their performance as excellent or good. Of the 58 respondents who stated that the dual task was not important, 5 respondents (8.5%) had excellent performance and 53 respondents (91.4%) had adequate performance, respectively.

The Hutabaginda Health Center's Chi Square Test shows a p-value of 0.000 0.05, indicating an impact of dual jobs on the performance of health workers at the facility.

Table 9. Relationship between Attendance and Performance of Health Workers at Hutabaginda Public Health Center, North Tapanuli Regency in 2021

Presence	Performance				Total		p (value)
	Good		Fairly		f	%	
	f	%	f	%			
Good	11	57.9	8	42.1	19	100	0,000
Less	8	12.3	57	87.7	65	100	
Total	19		65		84		

There were 11 participants (57.9%) with good performance and 8 participants (42.1%) with adequate performance, according to Table 9. 8 respondents (12.3 percent) had excellent performance and 57 respondents (87.7 percent) had adequate performance among the 65 respondents who thought attendance was less important.

In the Hutabaginda Health Center, the p-value for the Chi Square Test indicates that attendance has an impact on the performance of healthcare providers.

Table 10. Relationship between tenure and performance of health workers at Hutabaginda Public Health Center, North Tapanuli Regency in 2021

Years of service	Performance				Total		p (value)
	Good		Fairly		f	%	
	f	%	f	%			
Good	12	38.7	19	61.3	31	100	0,007
Less	7	13.2	46	86.8	53	100	
Total	19		65		84		

Table 10 shows that of the 31 respondents who agreed with the respondent's assessment of the significance of the working period, 12 (38.7%) had good performance and 19 (61.3%) had sufficient performance. When it comes to those who believe that tenure is less significant, 7 of 53 respondents (13.2 percent) had excellent performance and 46 of 46 respondents (86.8 percent) had adequate performance.

Hutabaginda Public Health Center's health professionals performed better when they worked longer shifts, according to the results of the Chi Square Test statistical test, which found a p-value of 0.007 to 0.05.

Table 11. Relationship between Responsibilities and Performance of Health Workers at Hutabaginda Health Center, North Tapanuli Regency in 2021

Responsibility	Performance				Total		p (value)
	Good		Fairly		f	%	
	f	%	f	%			
Good	12	60.0	8	40.0	20	100	0,000
Less	7	10.9	57	89.1	64	100	
Total	19		65		84		

12 respondents (60.0 percent) had good performance, and 8 respondents (40.0 percent) had adequate performance in the area of responsibility, according to the results of Table 11. Seven respondents (10.9 percent) had good performance and 57 respondents (89.1 percent) had sufficient performance out of the 64 respondents who said that accountability was less essential. Hutabaginda Health Center health professionals'

performance is affected by their level of responsibility for providing health services, according to the Chi-Square Test statistical test.

### Multivariate Analysis

We employed logistic regression for our multivariate analysis, which is a mathematical model method for studying the influence of numerous independent variables on a dichotomous or binary category dependent variable. P values 0.25 are included in the multiple logistic regression prediction model with the Enter technique.

### First Stage Multiple Logistics Regression Test

Table 12. Effect of Education, Multiple Duties, Attendance, Period of Work, Responsibilities on the Performance of Health Workers at Hutabaginda Health Center, North Tapanuli Regency in 2021

Variable	B	Sig.	Exp(B)
Education	3.867	.001	47.802
Duplicate	2.909	.006	18.347
Presence	3.519	.004	33.751
Years of service	-1.445	.212	236
Responsibility	1.529	.163	4.614

Based on Table 12. after the first stage of the multiple logistic regression test, it is known that the variables of education, dual assignments, and attendance have a p-value <0.05, but the variables of service life (p = 0.212) and responsibility (p = 0.163) value p-value > 0.05. The second stage of the multiple logistic regression test was carried out on variables with p-value <0.05, so that the variables of service period and responsibility were excluded or omitted.

### Second Stage Double Logistics Regression Test

Table 13. Effect of Education, Multiple Duties, Attendance, Responsibilities on the Performance of Health Workers at Hutabaginda Health Center, North Tapanuli Regency in 2021

Variable	B	Sig.	Exp(B)
Education	3.867	.001	47.802
Duplicate	2.909	.006	18.347
Presence	3.519	.004	33.751

A look at Table 13 reveals a statistically significant correlation between education, multitasking, and attendance in the second stage of a multiple logistic regression test. Hutabaginda Public Health Center staff' performance is influenced by the interactions of these three variables.

Gender and educational attainment are two factors considered in this investigation. According to the findings of the study, there were a whopping 81 female participants (96.43 percent ). In 2021, the Hutabaginda Health Center in North Tapanuli Regency had 61 responders (72.6 percent) who had a DIII Midwifery education, according to the study's findings.

Ira Anggun Oktaviana's study supports this conclusion (2019). The results demonstrated a link between health professionals' performance and education (p= 0.014), motivation (p= 0.023), leadership (p= 0.043), and leadership style (p= 0.024), but no link between these variables and their performance. health care staff at the Kesambi

Health Center ( $p = 0.095$ ). The Kesambi Health Center employs a democratic management model. In order to improve the quality of health care provided, the findings of this study suggest that the business should raise staff motivation and ability. The higher one's education, the more likely one is to choose a healthy lifestyle. Higher education will make it easier for someone to absorb information and put it into practice in their daily routines.

Health workers at Hutabaginda Public Health Center, North Tapanuli Regency, play a significant effect in the performance of their colleagues based on their gender and most recent educational attainment, according to the findings of the researcher. Every member of the team that works with patients must have a thorough understanding of the task at hand. When a worker has a thorough understanding of the responsibilities of his or her position, this tends to translate into better job output. With the progress of science and technology, employees can learn about the latest advancements in science so they can finish their work and come up with new ideas through science. Educating and training staff in accordance with their profession is also a good way to expand their knowledge. they can figure their way out of any situation they come across.

In order to better prepare students for their future jobs, educators use a variety of methods such as activities, counseling, teaching, and training. Employees' theoretical, conceptual, and moral abilities can be honed through education. The goal of education is to influence people's behavior in a positive direction by providing them with information and training that is organized in a logical and systematic manner (Darmadi, 2019).

The more analytically powerful an employee is, the better he or she is able to address the difficulties at hand, according to research findings. Additionally, the education of a health care provider might boost their performance. The level of education a person has is a good predictor of their ability to do the task at hand. An important aspect in increasing health worker productivity is formal education, which helps health workers utilize their abilities in the community, and it's expected that with increased levels of education, health workers' performance and production will also improve.

### **The Effect of Dual Tasks on the Performance of Health Workers at the Hutabaginda Public Health Center, North Tapanuli Regency in 2021**

Doing more than one thing is called a "duplicate". While work is defined as an activity that is carried out by humans. A health worker performing a dual duty is one who does more than one job at the behest of superiors who are not in the employee's current position (Budihardjo, 2015). The quality of employee performance is maintained by increasing the motivation of health workers who have multiple responsibilities. Workers are expected to work in line with the organization's work program in order for that organization to demonstrate its level of success in attaining its vision and purpose as per study findings, which is often regarded as a measure of an employee's capacity to fulfill their duties. Duplication of effort by Hutabaginda Public Health Center employees has a significant impact on the quality of the center's output.

### **Attendance at the Hutabaginda Public Health Center in North Tapanuli Regency in 2021 will have an effect on the performance of health workers**

Attendance or absenteeism tracking is a practice used by employees to demonstrate their presence or absence from work at an organization. Each organization or institution has its own set of rules and regulations that must be followed when employees report to work. An attendance list or absence book is an impediment to the

organization's ability to monitor employee discipline in terms of punctuality of arrival and return of employees every day if it is implemented manually. There are concerns about the impact on employee morale and productivity. Employee morale and productivity will suffer as a result of their diminished dedication to their jobs (Fadila & Septiana, 2019).

Goals and talents are just two of the numerous factors that influence an organization's officers' discipline, according to research findings. Employees need goals that are both clear and idealistic, as well as demanding enough to test their abilities. In other words, the goals (jobs) provided to employees must be in accordance with their skills, so that they work sincerely and are disciplined in accomplishing them. Employee discipline is influenced by the leader's example and role model since the leader is seen as a role model and example by his subordinates. Set a good example by being well-disciplined and honest with your words as well as your deeds as a leader. The discipline of subordinates will improve as a result of a good leadership example. Remuneration, Employee discipline can be fostered in large part through the use of remuneration. This suggests that the more money an officer is paid, the more disciplined he or she is likely to be. On the other hand, if the officer's compensation is poor, his or her discipline will be low. As long as officers' primary requirements are not addressed, it is impossible for them to maintain good discipline. Health workers will be more disciplined if justice is utilized to guide policies on how they are compensated (recognized) or punished. To be an effective leader, you must treat your subordinates fairly. Every agency needs to ensure that justice is applied fairly to all employees so that their behavior is consistent. Officer discipline can only be achieved with the implementation of "inherent supervision" (also known as "waskat"). A direct and active supervision of subordinates' behavior, morality, attitudes, passion and achievements is referred to as "waskat." Superiors must therefore be on-site at all times to ensure that they can supervise and give directions to any of their employees who are having difficulties executing their tasks. Sanctions for Misconduct Punishment is a crucial tool in ensuring that workers follow company policies. There will be a decrease in officers' attitude and disciplinary behavior as a result of more severe sanctions for breaking agency rules. Officers' ability to maintain excellent or poor discipline is also influenced by the severity of the punishment. The Hutabaginda North Tapanuli Public Health Center's medical staff must be fully apprised of any sanctions that have been imposed, so that they can act accordingly.

### **The Effect of Working Period with the Performance of Health Workers at the Hutabaginda Health Center, North Tapanuli Regency in 2021**

The length of time a person spends working in an agency, office, and so on is referred to as their "work period" (Koesindratmono & Septarini2011). According to Andini (2015) the length of time a person works at a place is also influenced by the working period. A person's working era includes all of the time that they've spent working, regardless of when they started. It's possible to think of a worker's time on the job as an extended amount of time during which they are physically present in the business's physical space (Suma'mur, 2009 in Nisak & Ibrahim, 2014). The accumulation of one's work activities over a long period of time is known as a period of work. If these activities are performed on a regular basis, they can lead to physical discomfort. Over time, physical stress reduces muscle performance, resulting in symptoms like slowed mobility. When daily stress builds up over time, it can lead to health problems including chronic fatigue syndrome (CFS), which is also referred to as clinical exhaustion.



Employee performance is defined by researchers as "job performance" in a larger sense, which refers to the quality, quantity, and timeliness with which an employee meets their work goals while adhering to the tasks assigned to them. The quantity, quality, and timeliness of work are all factors that are taken into account almost universally when evaluating an employee's performance. Performance is influenced by a variety of elements, including leadership qualities, individual characteristics such as drive, self-control, and knowledge, as well as organizational characteristics such as structure and culture. Workplaces that provide a positive atmosphere and a sense of belonging can help employees perform at their best, resulting in greater productivity. On the other hand, work experience is a significant component in determining an increase in performance. Having worked for a long period of time is necessary for gaining substantial experience. In the workplace, the more experience a person has, the better they perform.

### **The Effect of Responsibility on the Performance of Health Workers at the Hutabaginda Public Health Center, North Tapanuli Regency in 2021**

Human awareness of purposeful or unintended behavior or acts results in responsibility. It's possible for humans to feel a sense of responsibility as a result of their knowledge and obligation. Responsibility, according to the Big Indonesian Dictionary (KBBI), is a circumstance in which one is obligated to suffer all of the consequences of one's actions. Taking responsibility means that everything you do, say, or think is an expression of your moral ideals. There are many ways to define responsibility, however Elfi Rochmah's journal *Developing the Character of Responsibility in Learners* (2016) defines it as "human knowledge of conduct or acts, whether intentional or not."

There are still a number of employees in the field who hold parallel positions, which means they are unable to focus on their work, cannot be totally responsible in their area of responsibility and their performance will not be at its highest level. One of the numerous aspects that affect a health worker's performance is their sense of duty. Therefore, in order to improve an organization's performance, an intervention on responsibility is critical, and it is recommended that employees at the Community Health Centres Hutabaginda North Tapanuli Regency be given more responsibility and development in order to further improve their performance.

### **CONCLUSION**

An OR of 47.802 indicates that respondents who express their opinion on the significance of education in influencing the performance of health workers at the Hutabaginda Health Center have 47 times the likelihood of having an impact on their colleagues' performance. There are a number of ways in which this can be done, and it's recommended that all parties involved take advantage of this experience to increase performance in providing preventive and promotional services as needed. Human resources are allocated based on the competencies of health workers, and those with less education are encouraged to get higher education in order to boost their performance.

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