



Relationship Between Work Motivation and Health Worker Performance at Kronjo Health Center

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ABSTRACT

Shows that Indonesia is included in the 5 countries with the lowest motivation of health workers, besides Vietnam, Argentina, Nigeria and India. This is due to aspects of fulfilling welfare and information obtained that 175,000 employees 98,512 people or 56% complain about the low incentives received from the institutions where they work. The problem that occurs in health services today is the large number of health workers who do not have high motivation to work due to various factors such as heavy workload, high work risk, domestic and inadequate training programs, but not balanced by good job protection and unsatisfactory wages, not to mention welfare factors and competence factors according to the World Health Organization (WHO). Work motivation and performance of health workers have a very close relationship to performance. Health workers have an important role as executors of health worker services and community health development. This study aims to determine the relationship between work motivation and the performance of health workers at the Kronjo Health Center in 2022. This research is a quantitative study using an analytic survey with a cross-sectional research design. Work motivation in the sufficient category is 16 (38.1%) and the performance of health workers in the good category is 21 (50.2%). this study shows that the p-value = 0.029. this shows that the value of p = 0.029 is still smaller than the critical limit $\alpha = 0.05$. There is a significant relationship between work motivation and health worker performance ($0.029 < 0.05$).

Keywords: Health Worker, Performance, Work Motivation

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INTRODUCTION

Performance is the result of work that can be achieved by a nurse or health worker. Nurses or health workers themselves are human resources who contribute to coloring health services both in hospitals and Puskesmas, because in addition to the dominant number, it is also a profession that provides constant and continuous services for 24 hours to patients every day (Dobson & Giovannoni, 2019). Nursing services contribute to determining the quality of service in hospitals and health centers().

A health center is required to be more qualified in accordance with potential public health problems that develop in their respective working areas. Efforts to improve the performance of Health Workers at Puskesmas are very important and have been a guide because of the various aspects related to efforts to improve health services, including the ability whether in terms of education, training, and length of work, as well as work motivation. In order to achieve good performance, these efforts must be carried out in an integrated and multidisciplinary manner and involve all relevant health workers.

It shows that Indonesia is included in the 5 countries with the lowest Health Worker Motivation, besides Vietnam (Black dkk., 2019), Argentina, Nigeria, and India. This is due to the aspect of fulfilling welfare and information obtained that 175,000 employees 98,512 people or 56% complained about the low incentives received from the institutions where they work. The problem that occurs in health services today is that many health workers do not have high motivation. In addition to the fact that there are a number of factors such as heavy workload, high work risk, in-country and lack of training programs, but not balanced with good job protection and unsatisfactory wages, not to mention welfare factors and competency factors.

Law number 36 of 2009 concerning health mandates that the government is an important factor in providing the fulfillment of health workers for the community to obtain the maximum level of health, such as the fulfillment of health workers, health service facilities and technology and technology products (Ministry of Health RI, 2015). An optimal level of health can be achieved by Health Workers with Work Motivation Performance is the result of work that has a strong relationship with the organization's strategic goals, customer satisfaction, and contributes to the economy (Armstrong and Baron in Wibowo, 2010). Motivation is something that encourages a person to act in achieving a goal. Work Motivation of Health Workers can be seen from the data in the staffing section, namely not attending morning roll call, work attendance lists that often arrive late, incomplete patient status reports, and delays in returning patient clinical status records (Middeldorp dkk., 2020). The element of motivation has a direct relationship with the results of individual performance in a job.

In order to maintain and improve the quality of service, the performance of all human resources is always encouraged to be continuously improved. When viewed from the nursing side, the quality of hospital services includes aspects of the number and ability of professionals, work motivation, funds, supporting facilities and

equipment, hospital and health center management that need to be refined and adapted to the development of science and technology. According to Herzberg in Lestari (2015) Motivation is divided into two types, namely hygiene or extrinsic factors, namely encouragement that comes from outside the individual but also affects the work produced and motivators or intrinsic factors, namely the urge to do a job or action that comes from oneself that affects the quality of the work produced (6).

Kronjo Health Center is a health center located in Kronjo, Tangerang Banten which provides 24-hour services for the surrounding community. For the convenience of visitors, the Kronjo Health Center applies 3S (Greetings, smiles and courtesy) in providing its services (Powles dkk., 2020). This was said directly by the head of UPT Puskesmas Kronjo Dr. Udin. The ranks of the Kronjo Puskesmas are also ready to constantly tidy up the administration and strive to complete the Puskesmas facilities and infrastructure such as room arrangement and the best approach to visitors because it is expected to become the health service center of choice for the community. Puskesmas Kronjo also provides PONEC general hospitalization, and has an emergency room for handling public health problems within 24 hours. UPTD Puskesmas has 16 types of services, laboratory examinations, general service requirements and guarantee cards, and outpatient service times Monday-Saturday. Kronjo Health Center has 42 health workers or service personnel (Shah dkk., 2019). While Kronjo Sub-district has 10 villages located in the Kronjo Health Center area (Karavani dkk., 2019). Puskesmas as the first level and foremost health service unit in the health service system that must carry out mandatory health efforts (basic six) and several optional health efforts tailored to the conditions, needs, demands, abilities and innovations as well as local government policies (De Santiago-Martín dkk., 2020). Work ability and motivation differ from one health worker to another. Motivation begins with the desire to influence someone's behavior. This motivation process is carried out by a person's personality, attitudes, experiences, and expectations (Rodriguez-Wallberg dkk., 2023). Health worker performance is the result of a combination of ability, effort and opportunity.

This study aims to analyze the relationship between work motivation and the performance of health workers at puskesmas kronjo to 42 health workers.

RESEARCH METHODOLOGY

This study uses two variables, namely independent and dependent variables. Independent variables are variables that affect or cause changes or the emergence of dependent variables (bound), dependent variables are variables that are influenced or that become the result, due to the existence of independent variables (G. Chen et al., 2020). The independent variable Work Motivation is dependent on Health Worker Performance. The population in this study were health workers at the Kronjo Health Center with a total of 42 health workers on May 10-18, 2022.

The research design used is Analytical Design with a Cross Sectional approach. With this study, the prevalence or effect of a phenomenon (independent variable) associated with the cause (dependent variable) will be obtained. This study determines

the prevalence or effect of a phenomenon (independent variable) associated with its cause (dependent variable). In this study, the independent variable is Health Worker Performance and the dependent variable is Work Motivation.

The sampling method used in this survey is total sampling, with data collection techniques carried out using questionnaire sheets. Data analysis was carried out through data processing stages in the form of editing (checking data), coding (giving identity), scoring (giving values), and cleaning. In addition, univariate analysis is intended to explain or describe the characteristics of each research variable, and bivariate analysis is carried out on two variables that are suspected of being related or correlated.

RESULT AND DISCUSSION

This research was conducted at the Kronjo Health Center. The Kronjo Health Center was chosen as a research site by improving the quality of service of health workers, namely by increasing work motivation, especially in carrying out the performance of health workers.

This research is about the relationship between work motivation and the performance of health workers at the Kronjo Health Center in 2022. With 42 health workers.

General data:

Table 4.1 Characteristics of Respondents Based on Gender

Gender	Frequency (n)	Percentage (%)
Male	11	26.2 %
Female	31	73.8 %
Total	42	100 %

Source: Primary data, 2022

The results of the study can be seen in table 4.1 that based on gender most of the respondents were female, 31 (73.8%) respondents.

The results of the study can be seen in table 4.2 that based on education most of the respondents were D-3 / D-4.

Table 4.3 Characteristics of Respondent

By Age

Age	Frequency (n)	Presentase (%)
26-35 years	12	28.6 %
36-45 years	20	47.6 %
46-55 years	10	23.8 %
Total	42	100 %

Source: Primary data, 2022

The results of the study can be seen in table 4.3 that based on age most of the respondents were aged 36-45 years as many as 20 (47.6%) respondents.

Table 4.4 Characteristics of Respondents Based on Length of Service

Length of Service	Frequency (n)	Presentase (%)
<1 year	1	2.4 %
1-10 years	22	52.4 %
11-12 years	18	42.9 %
>21 years	1	2.4 %
Total	42	100 %

Source: Primary data, 2022

The results of the study can be seen in table 4.4 that based on the length of work most of the respondents were 1-10 years as many as 22 (52.4%) respondents.

Special Data:

Age	Frequency (n)	Presentase (%)
26-35 years	12	28.6 %
36-45 years	20	47.6 %
46-55 years	10	23.8 %
Total	42	100 %

Source: primary data 2022

The results of the study can be seen in table 4.5 that based on work motivation most of the respondents were quite as many as 16 (38.1%) respondents.

Table 4.6 Health worker performance

Health worker performance	Frequency (n)	Presentase (%)
Good	21	50.2 %
Fair	12	28.6 %
Less	9	21.4 %
Total	42	100 %

Total 42 100%

Source: Primary data, 2022

The results of the study can be seen in table 4.6 that based on the performance of health workers most of the respondents were good as many as 21 (50.2%) respondents.

Work motivation * Health worker performance Crosstabulation									
		Performance_of_health_workers.						Total	p-Value
		Good	%	Simply	%	Less	%	%	
Motivation_work	Good	4	19.0 %	5	41.7%	6	66.7%	15	35.7%
	Fair	11	52.4%	2	16.7%	3	33.3%	16	38.1%
	Less	6	28.6%	5	41.7%	0	0.0%	11	26.2%
Total		21	100.0%	12	100.0 %	9	100.0%	42	100.0%

Spearman Rank Test 0.029<0.05

Table 4.7 Relationship between Work Motivation and Performance of Kronjo Health Center Health Workers (Spearman Rank Test).

Based on table 4.7, it can be seen from the statistical test results that the p-value = 0.029 is obtained. This shows that the p value = 0.029 is still smaller than the critical limit $\alpha = 0.05$. It is confirmed that there is a significant relationship between the relationship between work motivation and the performance of health workers (0.029 < 0.05).

The results of research that has been conducted on health workers at the Kronjo Health Center obtained the results of the performance of health workers is good. For the results of the characteristics of

From the results of the study in terms of the sex group, the most respondents were 31 women (73.8%), the last education of the largest respondents was D3-D4 nursing / midwifery as many as 34 (81.0%), for the age group category based on the Indonesian Ministry of Health (2009), the most respondents from the results of the study ranged from 36-45 years of late adulthood (47.6%),

based on the length of work of the most respondents is 1-10 years 22 (52.4%).
And

The category of work motivation is sufficient for 16 (38.1%) respondents while the category of health worker performance obtained good results as many as 21 (50.2%). So it can be concluded that at the kronjo health center has sufficient work motivation while the performance of health workers is good with a total of 42 respondents.

Work Motivation of Health Workers at Kronjo Health Center in 2022

Based on the results of research conducted on the work motivation of health workers at the kronjo health center obtained with good motivation 15 (35.7%) respondents, for sufficient motivation the results were obtained 16 (38.1%) while the motivation was less 11 (26.2%) with a total of 42 health workers. so based on research on the work motivation of health workers at the kronjo health center is sufficient based on the results of respondents obtained by 16 (38.1%). (8)

This is in line with research conducted (Eka Suci Daniyanti Dkk, 2018), the questionnaire results showed 63.9% of respondents were female while 36.1% were male. A total of 50% of respondents entered the age range of 30-40 years, 33.3% were > 40 years old, and 16.7% were < 30 years old. In addition, the employment status showed that most (58.3%) were civil servants, 22.2% were contract workers (PTT) and 19.5% were casual workers (THL).

People who do work with low motivation will not be able to do their job to the fullest of their ability and ability, on the contrary, with high motivation a person can do his job to the fullest of his ability.

This is in line with the theory (Thoha, 2007) in the book nursing management concepts and applications (Asmuji, 2014), Motivation is a term that is often used interchangeably with the terms need, want, drive, or implus. Everyone has different desires, drives, and needs in taking action. The strength of a person's motivation will determine the quality of the activities carried out.

This researcher also believes that the work motivation of health workers is very important in improving the performance of health workers with motivation. The existence of thoughts that encourage health workers to do work and achieve goals to produce good performance, motivation also comes from pleasure in the work done, a sense of responsibility, a desire for achievement and competition and can also come from high salaries, a comfortable environment, human relations, super vision and superiors and there is also someone motivated to work because to meet economic needs.

The results of the questionnaire also showed work motivation in respondents, namely 66.7% had good motivation for work reasons and 13.9% had less motivation. This illustrates that each health center officer has a fairly high motivation to work in the health and service sector.

This is in line with research conducted (Masnah Dkk, 2020) based on the results of research on the relationship between motivation and the performance of health workers in the work area of the lakessi health center in the city of parepare, it can be concluded that there is a relationship between work motivation and the performance of health workers in the work area of the lakessi health center in parepare with a value of $p = 0.01$, 01, there is a relationship between job satisfaction with the performance of health workers in the work area of the health center lakessi parepare with a value of $p = 0.02$ and there is a relationship between tenure with the performance of health workers in the work area of the health center lakessi pare pare with a value of $p = 0.036$.

This is in line with research (Imron Radne Rimba Putri¹, 2015) in the book work motivation and nurse achievement (Antonius Rino Vanchapo, 2021) motivation is an encouragement from within a person that causes that person to act or do work consciously. Someone who works is certainly based on motivation, of course the degree of motivation varies. A person's performance, apart from being determined by his abilities, is also determined by his work motivation.

This is also in line with research (Siti Khodijah, 2014) in work motivation and nurse achievement book

Performance of Kronjo Health Center Health Workers in 2022

Based on the results of the research conducted, the performance of health workers at the kronjo health center obtained results with good performance of 21 (50.2%), for adequate performance obtained results of 12 (28.6%), and for poor performance obtained results of 9 (21.4%).

This is in accordance with research conducted (Rati Reski Aulia Dkk, 2021), the results of this study indicate that the performance of health workers is good as many as 19 (52.8%) due to respondents who always do their work carefully, do their work according to the specified target, complete their work on time. And respondents are given the authority to carry out health services, while the performance of health workers who are less as many as 17 (47.2%) is caused by rarely completing work on time not setting targets at work, sometimes carrying out health services based on procedures and the quality and quantity of work is not balanced.

This is in line with research conducted (Feriani Harefa et al, 2021) which shows that the proportion of good performance by health respondents at the kenangan health center in Percut Sei Tuan, Deli Serdang Regency is higher among respondents who have good work motivation (97.1%) than those with poor work motivation and statistically there is a significant relationship between work motivation and performance ($p < 0.05$). Based on the results of the study, obtained p value 0.000 ($p < 0.05$), this shows that the work motivation variable is related to the performance of health workers at the health center in Percut Sei Tuan, Deli Serdang Regency. Health workers with poor work motivation are more at risk of having poor performance than health workers with work motivation.

This is in accordance with research (Ilyas 2002) in the book work motivation and nurse achievement (Antonius Rino Vanchapo, 2021) states that performance is the display of personnel work both quantity and quality in an organization. Performance can be an individual or group performance of personnel. The appearance of personnel work is not limited to personnel who hold functional or structural positions, but also to the entire range of personnel in the organization.

This is in accordance with the theory (Antonius Rino Vanchapo, 2021) in the book work motivation and nurse achievement, the main factors that affect performance are ability and willingness. Many people are capable but unwilling so that they still do not produce good performance. Likewise, many people are willing but unable to also

still not produce any performance. Performance is something that is achieved or the ability to work.

This researcher also believes that good performance in health workers at the kronjo health center has motivation or encouragement within individuals or health workers to achieve a desired goal. And someone is expected to function and behave in accordance with the tasks that have been imposed by health personnel and expectations regarding how a person should behave in carrying out their duties. And the main factors of performance are willingness and ability so the quality of good performance requires good motivation and both are closely related.

CONCLUSION

Based on the results obtained in the study entitled "Relationship between Work Motivation and Performance of Health Workers at Puskesmas in 2022" the following conclusions were obtained:

Identified results obtained based on good work motivation were 15 (35.7%) while those who were sufficient were 16 (38.1%) and those who were less were 11 (26.2%) respondents. Identified results based on the performance of health workers are good 21 (50.2%) while 12 (28.6%) are sufficient and 9 (21.4%) respondents are lacking.

Analyzed the relationship between work motivation and the performance of health workers There is a relationship between work motivation and the performance of health workers. This is based on the results of statistical tests using the sperman rank test obtained a p-value = 0.029. This shows that the value of $p = 0.029$ is still smaller than the critical limit $\alpha = 0.05$. It is confirmed that there is a significant relationship between the relationship between work motivation and the performance of health workers ($0.029 < 0.05$). Suggestions Providing input for health center agencies that to improve services requires the performance of health workers who are driven by motivation. The health center should give awards or recognition to employees so that employees feel valued and motivated at work. Provide information to health workers that to improve the performance of health workers requires high motivation. It is hoped that those who have good performance can be maintained and continuously improved so that the quality of service to the community will be better. For Further Researchers As data or parts of subsequent research. It is expected to be able to examine and explore in depth other factors related to Work Motivation with the Performance of Health Workers at the Puskesmas not only using questionnaire instrument techniques but also by using interview techniques so that the information obtained is more detailed.

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