

FACTORS AFFECTING WORK PRODUCTIVITY IN HEALTH WORKERS AT JOHAN PAHLAWAN ACEH BARAT HEALTH CENTER IN 2022

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ABSTRACT

One of the factors that affect a person's work productivity, especially for health workers who provide services and also do their assignments or work as much as possible. This research was conducted with the aim of knowing the factors that influence the work productivity of health workers at the Johan Pahlawan Health Center in West Aceh in 2022. This research method is a quantitative cross-sectional approach and is studied analytically. With a sample of health workers totaling 80 people with a total sampling technique. This research was conducted on January 5-12 2023 at the Johan Pahlawan Health Center. The results showed that the results showed that there was a significant influence between motivation (p – value = 0.023), discipline (p – value = 0.008), environmental conditions (p – value = 0.020), and income level (p – value = 0.015) on work productivity for health workers at the Johan Pahlawan Health Center in West Aceh in 2022.

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INTRODUCTION

Puskesmas is one of the first level health services and is a benchmark for health development, where complete facilities besides qualified human resources are the quality of patient assessment of the puskesmas. In providing health services, if the services obtained are not in accordance with the expectations desired by the patient, it will result in the patient having a bad view of the puskesmas. In its service, the puskesmas is obliged to provide quality health services, so that patients get good health services and have full trust in the puskesmas (Syifa, Husna, Marniati, Reynaldi, & Safrizal, 2021).

Improving the quality of health services cannot be separated from human resources. Human resources are resources that originate from humans who will create energy and strength. So the need for human resource management to improve productivity levels and improve service quality. HR in health services is the most important thing in achieving the success of a goal of health development. Improving a health service depends on the ability of human resources to carry out their activities (Umpung, Pertiwi, & Korompis, 2020).

Human Resources (HR) is one of the subsystems that has an important role in improving health status through various efforts and health services carried out. HR issues must be given more attention and managed optimally and sustainably in terms of fulfilling their rights. This is done in order to get human resources who are capable, skilled, qualified, work hard and desire to achieve high work productivity and be able to face various problems and solve them intelligently, well and correctly (Ministry of Health, 2020).

In an organization, work productivity is a benchmark for determining the quality of the level of productivity itself, so that the existence of an organization is very closely related to the work productivity of employees in public organizations, especially in health centers in fact cannot be measured materially or financially, but can be seen in the completion of the existing volume and workload, and the timeliness in addition to the quality of health services that are effective, efficient, equitable, quality, affordable and able to meet the needs of the people in their working areas in order to create public health degrees the highest (Ensha, 2018).

One effort to produce good quality work is to increase work productivity. The importance of work productivity for health workers is an evaluation material for making continuous improvements to all components of the health center, improving the quality of work by the health center. The impact of puskesmas having low productivity will result in a decrease in the number of patients due to the low quality of services produced (Susanti, 2015). According to (Sinungan, 2018) Productivity is influenced by various factors, both related to the workforce itself and other factors, such as motivation, discipline, working environment conditions, income levels and work systems, social security, management of achievement opportunities, work discipline.

According to (Adityawarman, Sanim, & Sinaga, 2015) work productivity is also affected by workload, carrying out task demands is one part of the workload aspect, if the worker's ability is higher than the job demands a feeling of boredom will appear, conversely if the ability is lower than the worker's demands then excessive fatigue will appear. Workload that is too high is a source of stress, where stress can cause physical and psychological illness which in turn can interfere with work productivity.

According to the results of the author's initial survey of 5 health workers at the Johan Pahlawan Health Center 1 of them stated that too many patients came for treatment, so they often had difficulties and were overwhelmed with the amount of work that had to be completed immediately. Then the second respondent's statement stated that they often felt rushed tired and depressive most of the day due to too much work demands. Respondent 3 also stated that when a worker is on leave, other workers must back up their work, so that the work will increase and cause work stress and can ultimately affect the percentage of work productivity in health workers.

METHODS

Types of research

This research is a type of quantitative research with a cross-sectional approach and analyzed analytically. The cross-sectional approach is a study to study the correlation between risk factors by way of approaching or collecting data all at once (Ariani, 2014). Meanwhile, analytic research is research that aims to determine the relationship or influence between one variable and another, as well as to compare or find out the differences between one or more variables seen from various aspects or points of view (Siswanto, et al. 2015).

Variables in this study are workload, work stress and work productivity in health workers.

Location and time of research

This research was carried out at the Johan Pahlawan Health Center which is located at National Road Rundeng Village, Johan Pahlawan District, West Aceh Regency. Conducted on 5-12 January 2023.

Population and research sample

The population in this study were all health workers at the Johan Pahlawan Health Center, totaling 80 people, namely 28 nurses, 4 general practitioners, 2 dentists and 20 midwives, 6 pharmacists, 6 nutritionists, 3 public health extension workers, 1 physiotherapist, 2 epidemiologists, 1 kesiing, and 7 dental and oral therapists. The sampling technique is to use a total sampling technique where the number of samples is equal to the number of population.

Method of collecting data

In this study, the data sources obtained were primary data and secondary data. Primary data obtained from the results of distributing questionnaires to 80 health workers at the Johan Pahlawan Health Center. Meanwhile, secondary data was obtained from books, journals, and data from Community Health Centers related to the research conducted.

Data analysis

Data analysis in this study is univariate analysis and bivariate. Univariate analysis was carried out to obtain data about the frequency distribution of each variable, then this data was presented in the form of a frequency distribution table. Bivariate analysis was used to determine the effect of the independent variable (independent variable) and the dependent variable (dependent variable) using the Chi-square statistical test.

RESULT AND DISCUSSION

Univariate analysis

Table 1. Frequency distribution of the work productivity of health workers at the Johan Pahlawan Health Center

No	Variable	Frequency	Percentage (%)
1	Work productivity		
	Not productive	15	40.5
	Productive	22	59.5
2	Motivation		
	Not good	13	50.5
	Good	24	49.5
3	Discipline		
	Low	14	37.8
	Tall	23	62.2
4	Working Environment Conditions		
	Not good	15	40.5
	Good	22	59.5
5	Income Level		
	Low	17	45.9
	Tall	20	54.1

Amount	80	100
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Bivariate Results

The results of the bivariate analysis show that each variable has a significant relationship with the dependent variable. For more details, it can be seen in table 2 as follows:

Table 2. Factors affecting work productivity of health workers at the Johan Pahlawan Health Center

Independent Variable	Work productivity				Total		p-values
	Not productive		Productive		n	%	
	n	%	n	%			
Motivation							
Not good	9	69.2	4	30.8	13	100	0.023
Good	6	25.0	18	75.0	24	100	
Discipline							
Low	10	71.4	4	28.6	14	100	0.008
Tall	5	21.7	18	78.3	23	100	
Environmental conditions							
Not good	10	66.7	5	33.3	15	100	0.020
Good	5	22.7	17	77.3	22	100	
Income Level							
Low	11	64.7	6	35.3	17	100	0.015
Tall	4	20.0	16	80.0	20	100	

DISCUSSION

The Effect of Motivation on Work Productivity in Health Workers at the Johan Pahlawan Health Center in West Aceh in 2022

Based on the results of the study, it was shown that of the 13 respondents who had poor motivation, there were 4 respondents (30.8%) who were productive in completing their work, while of the 24 respondents who had good motivation, there were 6 respondents (25.0%) who had good motivation. The statistical test results showed a p-value = 0.023 ($p < 0.05$) in other words, there was a significant influence between motivation on work productivity in health workers at the Johan Pahlawan Health Center in West Aceh.

Based on the research results, it can be seen that most of the respondents are productive in completing work as executors. Productive respondents because respondents really care about timeliness for the perfection of work results, the quality of work results always meets predetermined standards, does work according to authority, focuses on doing work and makes the most of working time as possible in providing the best service.

Most stated that health information to the public had gone well, giving rise to a sense of satisfaction and positive motivation for hospitals in carrying out their work. In addition, the communication relationship between colleagues at the hospital always goes well. This shows that the continuity of the communication process in the hospital is quite good.

Performance appraisal is the process of evaluating how well employees are doing their job against a set of standards, and then communicating that information to employees. Performance appraisal can be carried out by anyone who knows well the performance of individual employees.

In the category of motivation, it is known that only motivation in the Need for Achievement category has a significant effect on performance. Have a certain motivation to make himself enthusiastic and try hard to achieve the best work results. Motivation in this study is more inclined towards getting achievements and awards from the Hospital, so that motivation will influence performance to be better.

Motivation is a reflection of the desire or willingness that comes from the employee to carry out an activity or action. The higher the motivation, the greater the tendency of employees to act. Conversely, if employee motivation is at a low level, employees will become lazy and tend to be slow in doing their jobs. Motivation is a desire within a person that causes that person to act. People usually act for one reason, namely to achieve goals (Notoatmodjo, 2012).

Motivation can significantly affect employee performance. We can say that if top management places their focus on employee motivation then a positive increase in employee performance will be achieved. Therefore, hospitals must focus on making policies in terms of giving rewards to officers who are able to show the best performance achievements so that this will be able to motivate everyone to work even better.

Overalls it shows that indeed motivation does not affect performance. This is very contrary to the results of previous studies. However, referring to the results of the study, the specific motivation in Need for Achievement has a significant effect on performance, so this is consistent with previous studies. Motivation is the desire that exists in an individual that stimulates him to take actions. Motivation is everything that drives someone to do something. In this study, motivated to work better if there is a good reward or reward system. This is a trigger for the emergence of motivation to be able to provide the best performance.

The results of this study are in line with the research of Susman Sjarif (2016) The Effect of Motivation on Performance in Attaining Delivery Coverage at the Health Center in South Konawe Regency, Southeast Sulawesi Province, which shows motivation in the need for achievement aspect has a significant effect on performance with a p value of 0.044 (<0.05).

The results of the study are not in line with the research conducted by Siswato (2016). To see the significance of the influence of motivation and work productivity, a simple regression statistical analysis was carried out. From the results of the analysis it is known that the data on village work motivation and productivity in Malang Regency show a normal distribution, testing the normal distribution of these two variables using the Lilliefors normal test (Kolmogorov Smirnov). The test results obtained that the P value for each variable was 0.145 for the motivation variable and 0.096 for the variable, the P value for the two variables was greater than $\alpha = 0.05$. Thus it can be concluded that from the results of the normality test the data regarding motivation and village work productivity come from the normal population.

The government, in this case from the Ministry of Health or related parties (stakeholders), need to formulate a training management, especially professional executives, it must really look at this need, whether it is necessary to increase soft skill competencies such as motivational training, self-regulation, ESQ or other technical skills so that they can work productively. Likewise, in the case of placement of special employees, interest and talent tracing tests should be carried out so that there are no mistakes in the placement of staff.

The Effect of Discipline on Work Productivity in Health Workers at the Johan Pahlawan Health Center in West Aceh in 2022

Based on the results of the study, it was shown that of the 14 respondents who had a

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low level of discipline, there were 4 respondents (28.6%) who worked productively, while of the 23 respondents who had a high level of discipline, there were 5 respondents (21.7%) who worked unproductively. The statistical test results showed a p -value = 0.008 ($p < 0.05$) in other words, there was a significant influence between discipline and work productivity in health workers at the Johan Pahlawan Health Center in West Aceh.

Based on the results of the study, it was found that most of the respondents had good discipline in carrying out their work. Discipline can be seen in observation by looking at the discipline of respondents in complying with all the rules set by the hospital, namely always coming to work on time, taking breaks at a predetermined time, finishing work or going home at the time set by the hospital, wear personal protective equipment while working, do not leave the work site during working hours without the permission of the supervisor. Respondents who have good discipline, respondents comply with all the rules set by the hospital.

Discipline is a mental attitude that reflects the behavior of individuals, groups or communities in the form of obedience or adherence to rules, regulations, ethics, norms and rules that apply (Tarwaka, 2015).

Discipline can affect work productivity. Based on the results of research conducted by Siti Halimah in 2014, the results showed that there was a significant positive relationship between work discipline and employee work productivity with a correlation coefficient of 0.314 in the Product Moment correlation test with a significance of 0.004. In conclusion, there is a significant positive relationship between work discipline and work productivity at Mitra Saruta Indonesia Hospital in Gresik.

Based on research conducted by Armaya Sari Tarigan (2013) The results show that work discipline which consists of: presence, obedience, loyalty and accuracy affects employee work productivity consisting of: quality, time, ability and understanding at Medan Regional Hospital. The results of the study show that there is an influence of work discipline on work productivity in hospital employees.

According to the assumptions of researchers, respondents who are not disciplined because respondents often do not come to work on time and often leave the work location during working hours without a supervisor's work permit. It is hoped that they can provide good and quality health services, both in terms of service, care and facilities. for patients, companies must achieve high hospital productivity through increasing the education level of employees so that they can provide better services.

The Influence of Environmental Conditions on Work Productivity of Health Workers at the Johan Pahlawan Health Center in West Aceh in 2022

Based on the results of the study, it was shown that of the 15 respondents who stated that environmental conditions were not good, there were 5 respondents (33.3%) who worked productively, while among the respondents who stated that environmental conditions were good, there were 5 respondents (22.7%) who worked unproductively. The statistical test results showed a p -value = 0.020 ($p < 0.05$) in other words, there was a significant influence between environmental conditions on work productivity of health workers at the Johan Pahlawan Health Center in West Aceh.

Average working space Johan Pahlawan Health Center in West Aceh complies with occupational health and safety standards. However, all staff always try to work effectively so that performance productivity is still viewed positively by the community, some stated that there are bathrooms that are less clean and the rooms are sometimes not cool. The head of the

Kean room also expressed the same thing, that it was very difficult to meet room conditions that were truly in accordance with occupational health and safety standards, due to limited procurement of facilities and infrastructure. However, the hospital always tries to use it efficiently so it doesn't interfere with service activities at the hospital.

Employee performance is influenced by the organization's internal environment, external environment, employee internal environment which will affect work behavior. The influence is very complex, not independent but influencing each other.

The factors that affect performance are the organization's external environment, the organization's internal environment, and the employee's internal environment that influence employee work behavior. Organizational Internal Environment includes organizational vision, mission and goals, organizational policies, raw materials, technology, organizational strategy, management system, compensation, leadership, capital, organizational culture, organizational climate, colleagues, culture and religion, society, organizational strategy, support the resources needed to carry out the work, as well as management and compensation systems. Therefore, organizational management must create a good internal organizational environment. Performance must be improved by improving the management system, leadership, creativity, knowledge, and other factors mentioned above.

It can be concluded that the work environment at the Johan Pahlawan Health Center is good for improving work support facilities by providing the facilities needed by implementing nurses which are useful as tools or facilities and infrastructure to help make it easier to complete work and will work more productively and maintain existing facilities. How to improve workplace conditions by maintaining cleanliness, comfort and convenience of the workplace.

The Influence of Income Level on Work Productivity of Health Workers at the Johan Pahlawan Health Center in West Aceh in 2022

Based on the results of the study, it was shown that of the 17 respondents who had low income levels, there were 6 respondents (35.3%), while among the 20 respondents who had high income levels, there were 4 respondents (20.0%) who worked unproductively. The statistical test results showed a p-value = 0.015 ($p < 0.05$) in other words, there was a significant effect between income levels on work productivity of health workers at the Johan Pahlawan Health Center in West Aceh.

The level of income is the level of income earned by each individual as remuneration or compensation obtained from economic activities carried out by these individuals (Carnadi, 2010). Income is the background for someone to decide to enter the world of work and work to make ends meet. With the salary earned, a worker or individual who works can automatically pay for all kinds of living needs, including clothing, food and shelter. Income or salary for employees including. If this salary is not sufficient, the needs will be threatened because the salary is needed to meet daily needs.

Based on the results of the univariate study, it was found that 17 respondents (45.9%) of the 37 respondents had low incomes at the Johan Pahlawan Health Center. While those with high income levels were 20 respondents (54.1%) out of 37 respondents, this is in accordance with Carnadi's research (2010) which stated that low income levels tend to be more so that work productivity levels with low income levels are less productive.

Emanuel's research (2019) states that high income levels are more than low income levels, even though when hospitals recruit employees, it is hoped that they can carry out productive activities so as to produce quality health services. To produce productive must feel the internal satisfaction of the organization.

From the statement above, it can be seen that there are still staff nurses at the Johan

Pahlawan Health Center who receive salaries below the Aceh UMP. This means that the level of income for executors is not fully adequate, but some are appropriate and reflect rewards for work that encourages them to be productive.

CONCLUSION

The results showed that there was a significant influence between motivation (p – value = 0.023), discipline (p – value = 0.008), environmental conditions (p value – value = 0.020), and income level (p – value = 0.015) on work productivity for Health Workers at the Johan Pahlawan Health Center in West Aceh in 2022. And after carrying out multiple logistical tests of 3 models it was found that the most dominant factor affecting work productivity is the level of income with an exponent B value of 4,548 with a p value = 0.015.

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