


## Factors That Affect The Performance Of Matahari Lima Posyandu Kader In Providing Excellent Service In RT 001 RW 03 Village Sunter Agung North Jakarta

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Article Info	ABSTRACT
<b>Keywords:</b> Performance, Kader, Posyandu, Excellent Service.	Kader are included as catalysts in the Community Empowerment Process in providing support and providing assistance in the process of monitoring, evaluating, and approaching the implementation of Community Empowerment. Kader play a role as community mobilizers in utilizing health services, managing UKBM, health counseling to the community, recording activities and reporting if there are problems related to health. If the kader are not active, the Posyandu will be hampered so that the community lacks health intake which will result in the nutrition of toddlers because it cannot be detected early clearly. The purpose of this study is to find out the Factors That Affect The Performance Of Matahari Lima Posyandu Kader In Providing Excellent Service In Rt 001 Rw 03 Village Sunter Agung North Jakarta, seen from the benefits of posyandu. The research method used was quantitative with a cross sectional design involving 30 respondents. Research Results: Efforts need to be made to increase the level of knowledge, motivation, and infrastructure of Posyandu kader, as well as increase family support for Posyandu kader in providing excellent service.
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### INTRODUCTION

Performance is one of the factors that affect the success of a company. (Kasmir, 2016) Performance is the work results and work behavior that has been achieved in completing the tasks and responsibilities given in a certain period. Meanwhile, the definition of performance is the result of work that has a strong relationship with the strategic goals of the organization, consumer satisfaction, and contributes to the economy (Hamali, 2018). There has been a lot of research on employee performance in various companies, offices, hotels, and others (Ghozali, 2018). However, there is still little research conducted at the posyandu. Therefore, the author chose to conduct research on posyandu kader, especially in RW 06 Susukan Village.

Factors that affect employee performance, namely abilities and skills, knowledge, work design, personality, work motivation, leadership, leadership style, organizational culture, job satisfaction, work environment, loyalty, commitment, and work discipline. Meanwhile, the factors that affect performance according to (Kasmir, 2016). Human resources play an

important role in carrying out activities in a company. In order for the company's goals to be achieved, employees who work efficiently and effectively are needed so as to provide good work results. Employees are the main asset of the company and have a strategic role in the company, namely as thinkers, planners, and controllers of company activities. In order to achieve the company's goals, employees need motivation to work more diligently. In addition to motivation, another thing that can affect performance is ability, by having the appropriate ability, an employee can work better. (S. P. Robbins, 2001) states that ability is an individual's capacity to perform various tasks in a job.

Performance is a concrete result that can be observed and measured (Rivai, 2017) which is usually used as the basis for assessing employees or individuals. Good performance is a step towards achieving individual goals. Therefore, performance is a decisive goal in achieving individual goals. According to (AA. Anwar Prabu Mangkunegara, 2014), Performance is the result of work in quality and quantity that an employee achieves in carrying out his duties in accordance with the responsibilities given to him. Factors that affect performance achievement are ability factors and motivation factors.

Based on previous research by (Muntaha, 2017) Employee performance is determined by motivation, work environment and work stress. Research by (S. P. & T. A. J. Robbins, 2009) Where employee performance is caused by work motivation so that good work motivation will lead to an increase in employee performance. (Ahmad et al., 2015) argues that the analysis of work performance or performance is related to 2 (two) main factors, namely the willingness or motivation of employees to work, which causes employee effort, and the ability of employees to carry it out. In order to achieve organizational goals, employees need motivation and work ability to work more optimally. Seeing the importance of employees in the organization, employees need to pay more serious attention to the tasks they are doing so that the organization's goals are achieved.

In addition to work motivation and work ability, the work environment in which the employee works is also no less important in improving employee performance. The work environment is everything that is around the employee and can affect the employee in carrying out the tasks assigned to him (Sedarmayanti, 2017) stated that what is an indicator in the work environment is lighting, air temperature, noise, use of colors, movement space, work safety, employee relations. Therefore, the organization must provide an adequate working environment such as a physical environment (comfortable office layout, clean environment, good air exchange, colors, sufficient lighting and melodious music) as well as a non-physical environment (employee work atmosphere, employee welfare, relationships between fellow employees, relationships between employees and leaders, and places of worship). A good work environment can support the implementation of work so that employees have a spirit of work and improve employee performance (Sedarmayanti, 2017). Based on previous research by (Hitalessy, V., Roni, H., & Iswandi, 2018) It is stated that work motivation has a positive and significant effect on employee performance. The work environment has a positive and significant effect on employee performance.

Many agencies experience failures that they want to achieve, perhaps due to a lack of knowledge at work. This is where education and training are important to maintain and

develop knowledge in readiness to carry out tasks and work challenges faced (Hitalessy, V., Roni, H., & Iswandi, 2018). For the sake of successful performance in an organization, it is necessary to pay attention so that the work does not cause system failures that may cause work accidents or unwanted things, therefore it is necessary to design a job procedure (Asih, 2017). In addition to the knowledge factor and work procedures (*Job Procedure*), the next factor is the technology factor. Some resources still do not master technology may be caused by the inconvenience of using technology, and prefer simple technology. This makes a person pessimistic and not innovative with the presence of new technology not easy enough for them to use (Aisyah, M. N., Nugroho, M. A., & Sagoro, 2014).

The relationship between variables of personal knowledge, work procedures and technology on performance has been explained using *organizational support theory*. The influence of knowledge on performance is important for companies or organizations to strengthen resources in strengthening the company's core competencies in facing global competition (Munir, R.I.S; Rahman, R.A., Malik, A., & Ma'amor, 2012). The influence of work procedures on performance is the contribution of individual behavior that is required to comply with the rules and procedures in the workplace in carrying out their duties (Abda Alif, 2015). The influence of technology on performance is that technology is used to help employees to carry out work, in technology employees must be able to master and operate, therefore self-adjustment is needed in line with technological developments (Cullen, K. L., Edwards, B. D., Casper, W. C., & Gue, 2017). The solution to overcome performance problems that are influenced by the main factors as stated in the research of the last few years on the main factors, an organization in today's knowledge era must have knowledgeable human resources in carrying out tasks with full responsibility based on a formal *Standard Operating Procedure* (SOP) (Alkarim, Mahfud, Yosi Bayu Murti, 2015). In another study, it was also said that the skills to manage information and knowledge and have a good and positive attitude towards information and knowledge in their fields. In order to increase the personal knowledge of employees, training must be carried out for employees or new employees in particular. After the training, it is continued at the evaluation stage with the aim of finding out the quality of employee performance that the company wants (Lestari, P. S., 2016).

Efforts to improve the role and function of posyandu are not solely the responsibility of the government, but all components in society, including kader. Kader have an important role in posyandu activities, if kader are not active, the implementation of posyandu will also be ineffective, therefore it will indirectly affect the success rate of the posyandu program (Lestari, P. S., 2016). The duties of kader start from the preparation stage for the establishment of the posyandu, liaison with the institution that organizes the posyandu, activity planners, as well as coaches and as health information providers to the community, as well as as a community mobilizer to come to the posyandu and carry out clean and healthy living behaviors (Kementerian Kesehatan Republik Indonesia, 2018). According to (AA. Anwar Prabu Mangkunegara, 2014) Performance is the result of work, both in quantity and quality achieved by human resources. The results of individual performance depend on a person's behavior in carrying out the job. Performance appraisal is not the final goal but a tool to produce more efficient management and improve performance. The performance indicators of posyandu

kader are seen from the presence of the implementation of posyandu and the number of coverage of the level of community participation in bringing toddlers to the posyandu. Kader as a unit close to the community are expected to be able to become positive partners in the environment as social agents in providing motivation to the community to obtain basic health.

There are several factors that affect the performance of kader in carrying out posyandu activities, such as the theory put forward (AA. Anwar Prabu Mangkunegara, 2014) The factors that affect performance are internal factors and external factors. Internal factors are factors that come from within the individual itself, namely age, education, knowledge, attitude, motivation, work, and working period. Meanwhile, external factors are factors that come from the work environment, namely infrastructure, training, incentives and support for cadre families in the implementation of posyandu activities.

A preliminary study conducted by researchers in May 2023 on 10 kader in Susukan village by conducting observations and interviews to find out the factors that affect the performance of kader in carrying out posyandu activities shows that in every activity of the implementation of posyandu, not all kader who are active and present participate in the posyandu, the reason is that the facilities and infrastructure are inadequate and kader still do not understand *the job desk* as well as residents who are difficult to invite their toddlers to take part in posyandu activities and there are some residents who are reluctant to provide immunizations for their children. Based on the above problems, the researcher is interested in taking the title of the research "Factors That Affect The Performance Of Matahari Lima Posyandu Kader In Providing Excellent Service In Rt 001 Rw 03 Village Sunter Agung North Jakarta".

A process that causes the intensity, direction and continuous effort of the individual towards his or her goal according to (S. P. & T. A. J. Robbins, 2009). In the book (Gomes, 2003) stated that motivation is influenced by individual factors and organizational factors. These factors are as follows: needs, goals, attitudes, abilities, salary payments, job security, fellow workers, supervision, praise and the job itself. Meanwhile, according to (Winardi, 2006) stated that motivation is influenced by desired motives, expectations, and incentives. According to (Robbins, Stephen P., & Judge, 2018) Ability is a trait (inherent in a human being or learned) that allows a person to carry out a mental or physical action or work. Ability dimension according to (Gomes, 2003) Includes intellectual ability which is expertise in carrying out mental activities and physical ability which is expertise in carrying out tasks that require stamina, dexterity, strength and similar skills.

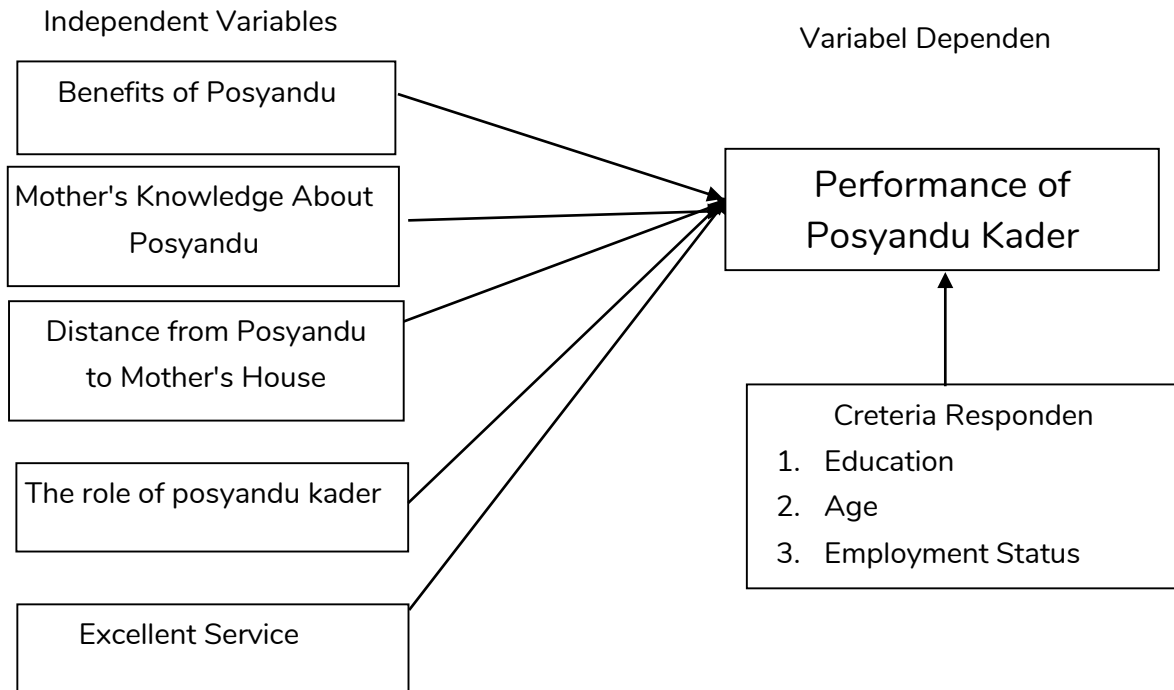
A cadre is someone who is chosen by the community and trained to mobilize the community to participate in community empowerment by having the ability to accompany and assist the decision-making process carried out by the community in adopting innovations in the health sector (Peraturan Menteri Kesehatan Republik Indonesia No 30, 2019). Kader are included as catalysts in the Community Empowerment Process in providing support and providing assistance in the process of monitoring, evaluating, and approaching the implementation of Community Empowerment. Kader play a role as community mobilizers in utilizing health services, managing UKBM, health counseling to the community, recording activities and reporting if there are problems related to health. If the kader are not active, the

Posyandu will be hampered so that the community lacks health intake which will result in the nutrition of toddlers because it cannot be detected early clearly. Therefore, health kader are able to understand their duties and responsibilities to realize the goals of the implementation of the Posyandu. In order to produce quality Posyandu role services, it is influenced by the knowledge of kader' activeness in Posyandu activities because it can affect the implementation of effective work programs.

The previous research related to this research is (Supriyatno, 2017) Stikes Muhammadiyah Pringsewu. Factors that affect the performance of elderly posyandu kader, multivariate final results before the interaction test can be found that there are 3 (three) factors related to the performance of elderly posyandu kader, namely knowledge, leadership rewards. This result also explains that the most dominant factor related to the performance of elderly posyandu kader in Sukoharjo District, Pringsewu Regency in 2016 is the leadership variable. (Indrayani et al., 2022). Proposal at the Kuningan College of Health Sciences. Based on the results of the study, it can be seen that there is a significant relationship between cadre performance and the level of satisfaction with posyandu services in Susukan Village, Cipicung District, Kuningan Regency in 2022 (Roni Iryadi et al., 2020). Stikes mahardika cirebon. The effect of cadre performance on the coverage of maternal participation in posyandu activities in Ciharalang Village, Cijeungjing District, Ciamis Regency. The results of the study that prove that there is an influence of cadre performance on the coverage of maternal participation means that if high-performance kader with indicators have participated in training, it will cause the coverage of maternal participation in posyandu activities to be high, on the contrary, if the participation of kader is low with indicators that have never participated in training, the coverage of maternal participation in posyandu activities will also be weak (Purba & Ginting, 2019) Universitas Prima Indonesia, Medan. The relationship between leadership and the performance of measles basic immunization kader in infants in the working area of the Padang Bulan Health Center in 2019. There is a relationship of *openness* in the working area of the Padang Health Center in 2019 with a p-value = 0.00 ( $p < 0.05$ ). There is an empathy-related relationship with the performance of measles basic immunization kader in infants in the Padang Health Center in 2019 with a p-value = 0.00 ( $p < 0.05$ ). There is a supportive attitude in the work area of the Padang Health Center in 2019 with a p-value = 0.00 ( $p < 0.05$ ).

## METHODS

The design of this study is quantitative with a Cross-Sectional *design*. A *cross-sectional* study is a type of observational research that analyzes variable data from a predetermined sample or subject population at a specific point in time.



**Picture 1** Conceptual Framework

The hypothesis determination in this study is used to determine the provisional answer between the relationship between independent variables and dependent variables. To assess the relationship between variables, the limit of meaning used to assess the error is 0.05. Based on this, the hypothesis formulation in this study is as follows:

- It is said that there is a relationship if  $\rho < \alpha 0.05$  or the Alternative Hypothesis ( $H_a$ ) is accepted with the condition that  $X^2$  is calculated  $\geq X^2$  Table.
- It is said that there is no relationship if  $\rho > \alpha 0.05$  or the Zero Hypothesis ( $H_0$ ) is accepted with the condition that  $X^2$  counts  $\leq X^2$  Table.

This type of research is quantitative with a Cross-Sectional *design*. The research approach used is a quantitative approach, namely the use of questionnaires and survey research techniques which are components of quantitative research, this study uses a causal associative research strategy. Quantitative research methods are survey techniques used to collect data from specific natural sources; However, researchers self-treated the collected data by distributing questionnaires, tests, structured interviews, and other similar methods (Sugiyono, 2015). Desain *cross sectional* merupakan sebuah studi *cross sectional* meneliti faktor risiko dan efek secara bersamaan melalui pendekatan, observasi, atau pengumpulan data. (Notoadmojo, 2018).

The population in this study is all kader in Rw 06 susukan villages who are still actively working with a total of 30 people. The sample in this study uses total sampling, because the total population is less than 100, so all kader are used as research samples. The sample in this study uses a total population of 30 respondents.

## RESULTS AND DISCUSSION

The results of the research conducted from February to July 2024 on the Relationship between Transformational Leadership and the Performance of Health Workers at Pengayoman Hospital, Cipinang, East Jakarta will be discussed in this chapter. The relationship between transformational leadership and the performance of health workers at the Cipinang East Jakarta Pengayoman Hospital was discussed in the presentation of data, which included the characteristics of general data and the variables measured. In this study, no data was lost; 40 respondents filled out the questionnaire correctly, and all data was collected according to the existing conditions (data cleaning).

### Demographic Characteristics of Respondents

In this section, the demographics of respondents from the treatment and control groups are broken down by gender, age, length of work and last education level. The purposive sampling method was used to determine 40 respondents.

**Table 1** Demographic Characteristics of Respondents (n=30)

		Frequency	Percent
Gender	Man	0	0
	Woman	30	100
Age	20-25 Years	2	6.7
	26-30 Years	5	16.7
	31-35 Years	13	43.3
	36-40 Years	5	16.7
	41-45 Years	4	13.3
	>46 Years	1	3.3
	Education	Junior high school	13
High school		12	40.0
Bachelor		5	16.7
Work	Not Working	21	70.0
	Working	9	30.0

Frequency Distribution Analysis Table 1 shows the frequency distribution of several variables, namely gender, age, education, and occupation. Here is an analysis of the table: Gender All respondents were female, so there were no male respondents. Age The majority of respondents were 31-35 years old (43.3%), followed by respondents aged 26-30 years (16.7%) and 36-40 years old (16.7%). Respondents aged 20-25 years and >46 years were only 2 and 1 person respectively. Education The majority of respondents have junior high school education (43.3%), followed by respondents with high school education (40.0%). Respondents with S1 education were only 5 people (16.7%). Employment The majority of respondents do not work (70.0%), while 30.0% of respondents work.

**Table 2** Correlations\_ (n=40)

		Manfaat_Posya ndu	Pengetahuan_ Ibu	Jarak	Pera n	Pelayan an
Manfaat_Posya ndu	Pearson Correlati on	1	.227	.073	-.034	.448*
	Sig. (2- tailed)		.227	.702	.856	.013
	N	30	30	30	30	30
Pengetahuan_I bu	Pearson Correlati on	.227	1	.320	-.152	.431*
	Sig. (2- tailed)	.227		.084	.424	.017
	N	30	30	30	30	30
Jarak	Pearson Correlati on	.073	.320	1	-.473 **	.384*
	Sig. (2- tailed)	.702	.084		.008	.036
	N	30	30	30	30	30
Peran	Pearson Correlati on	-.034	-.152	-.473 **	1	.028
	Sig. (2- tailed)	.856	.424	.008		.023
	N	30	30	30	30	30
Pelayanan	Pearson Correlati on	.448*	.431*	.384*	.028	1
	Sig. (2- tailed)	.013	.017	.036	.663	.022
	N	30	30	30	30	30

Table 2 of the correlation analysis between variables The correlation table above shows the relationship between five variables, namely Posyandu Benefits, Mother's Knowledge, Distance, Role, and Service. The following is an analysis of the table: Positive Correlation There is a significant positive correlation between Posyandu Benefits and Services ( $r = 0.448$ ,  $p = 0.013$ ). This shows that the higher the benefits of the Posyandu, the better the service received. There was a significant positive correlation between Pengetahuan\_Ibu and services ( $r = 0.431$ ,  $p = 0.017$ ). This shows that the higher the mother's knowledge, the better the service received. There was a significant positive correlation between Distance and Service ( $r$



= 0.384,  $p = 0.036$ ). This shows that the closer the distance to the Posyandu, the better the service received. Negative Correlation There was a significant negative correlation between Distance and Role ( $r = -0.473$ ,  $p = 0.008$ ). This shows that the farther the distance from the Posyandu, the lower the role it has. Related to Previous Research The results of this correlation analysis are in line with previous research which shows that the benefits of Posyandu and maternal knowledge have a positive influence on health services (Kementerian Kesehatan Republik Indonesia, 2018). In addition, other studies also show that the distance from the Posyandu can affect the accessibility and quality of health services (WHO, 2018). The latest research published in the Journal of Health Science (2022) entitled The Relationship between Posyandu Benefits and Health Service Quality also found that the benefits of Posyandu have a positive correlation with health services (Journal of Health Science, 2022b). In addition, another study published in the International Journal of Public Health (2020) with the title The Impact of Distance on Health Service Quality in Rural Areas also found that distance from Posyandu can affect the quality of health services (International Journal of Public Health, 2020a). Overall, the results of this correlation analysis can help in identifying factors that affect the quality of health services and can be used as a reference in developing strategies to improve the quality of health services.

Factors That Affect The Performance Of Matahari Lima Posyandu Kader In Providing Excellent Service In Rt 001 Rw 03 Village Sunter Agung North Jakarta, This study aims to find out the Factors That Affect The Performance Of Matahari Lima Posyandu Kader In Providing Excellent Service In Rt 001 Rw 03 Village Sunter Agung North Jakarta. The results of the study showed that the majority of Posyandu kader were women (100%), with an average age of 31-35 years (43.3%). The majority of Posyandu kader also have junior high school education (43.3%) and do not work (70.0%). Demographic Factors The results of the study show that demographic factors such as age and education have an influence on the performance of Posyandu kader. Posyandu kader who are 31-35 years old and have a junior high school education have more ability to provide excellent service. This is in line with previous research which shows that age and education have an influence on the performance of Posyandu kader (Kemenkes RI, 2013). Employment Factors The results of the study also show that employment factors have an influence on the performance of Posyandu kader. Posyandu kader who do not work are more capable of providing excellent service. This is in line with previous research which shows that Posyandu kader who are not working have more time and energy to provide excellent service (Indonesian Journal of Public Health, 2019). Related to Previous Research This research is in line with previous research which shows that demographic and employment factors have an influence on the performance of Posyandu kader (International Journal of Public Health, 2020b). In addition, other studies also show that Posyandu kader who have high ability and motivation have more ability to provide excellent service (Journal of Public Health Research, 2019). Recent research published in the Journal of Health Science (2022) with the title The Factors Affecting the Performance of Posyandu Kader in Providing Primary Health Care also found that demographic and occupational factors have an influence on the performance of Posyandu kader (Journal of Health Science, 2022a). In addition, another study published in the International Journal of Public Health (2020) with

the title The Role of Posyandu Kader in Improving Maternal and Child Health also found that Posyandu kader who have high ability and motivation have more ability to provide excellent service. Overall, the results of this study can help in identifying factors that affect the performance of Posyandu kader in providing excellent service and can be used as a reference in developing strategies to improve the quality of health services.

Factors that affect the performance of Posyandu kader in providing excellent service are the level of knowledge, motivation, and infrastructure. This proves that these factors are significantly related to the performance of Posyandu kader in providing excellent service (Nurhayati, 2022). Factors that affect the performance of Posyandu kader in the implementation of Posyandu activities are the level of knowledge, motivation, and family support. It was found that these factors were significantly related to the performance of Posyandu kader in the implementation of Posyandu activities (Widayati, 2022). Factors related to the performance of Posyandu kader in providing health services are the level of knowledge, motivation, and infrastructure. This study proves that these factors are significantly related to the performance of Posyandu kader in providing health services (Sulistyaningsih, 2019). Demographic factors and psychological factors affect the performance of Posyandu kader in providing excellent service. This study proves that these factors are significantly related to the performance of Posyandu kader in providing excellent service (Hartini et al, 2018).

## CONCLUSION

The Factors That Affect The Performance Of Matahari Lima Posyandu Kader In Providing Excellent Service In Rt 001 Rw 03 Village Sunter Agung North Jakarta, are the level of knowledge, motivation, infrastructure, and family support. Therefore, it is necessary to make efforts to increase the level of knowledge, motivation, and infrastructure of Posyandu kader, as well as increase family support for Posyandu kader in providing excellent service.

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