



Analysis of Factors Affecting the Performance of Midwives on Family Planning Services in Paser Regency

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Abstract

Family planning programs have an important role in reducing maternal and child mortality, through preventing pregnancy, delaying gestational age and spacing pregnancies with the main target being couples of reproductive age. The health workers who are in charge of running the family planning program are midwives, the success of the family planning program is supported by the performance of midwives. Factors that affect the performance of midwives are workload, training, incentives, infrastructure and work motivation. Objective: To analyze the factors that influence the performance of midwives in Pasar District. Methods: Analytic survey research with a cross sectional study design. A sample of 88 people using Cluster proportional random sampling. The research instrument used a questionnaire. Data analysis was descriptive and statistical, namely multiple linear regression. Results: there is an effect of workload on the performance of midwives ($p=0.025$), there is an effect of training on the performance of midwives ($p=0.000$). there is an influence of incentives on the performance of midwives ($p = 0.000$), there is no effect of infrastructure on the performance of midwives ($p = 0.217$), there is an effect of work motivation on the performance of midwives ($p = 0.000$). Conclusion: There is an influence of workload, training, incentives, infrastructure and work motivation on the performance of midwives.

Keywords: Workload, Training, Incentives, Infrastructure, Work Motivation, Performance of Midwives

Introduction

The Family Planning (KB) program not only aims to control the rate of population growth, but also to meet the public's demand for quality family planning and reproductive health (KR) services, reducing the maternal mortality rate (MMR) and infant mortality rate

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(IMR) as well as overcoming problems. reproductive health to form a quality small family through the family planning program (Arini, 2017).

In Indonesia, the increase in population has an impact on public health status. Based on the Indonesian Demographic and Health Survey report, the Total Fertility Rate (TFR) in Indonesia from 2002 to 2012 remained at 2.6 and in 2020 it decreased by 2.4. This means that the 2015-2025 National Medium Term Development Plan (RPJMN) target has not been achieved, namely TFR of 2.3% (Ministry of Health of the Republic of Indonesia, 2018). One of the reasons why fertility rates are not achieved is due to the lack of use of contraception (Hardiani et al., 2021).

In accordance with the National Medium Term Development Plan (RPJMN) for 2015-2025, one of them is increasing the use of contraceptive devices/drugs (contraceptive prevalence rate) / CPR to 66.00%. The regencies/cities that succeeded in achieving the highest CPR quantitatively with respective percentages were North Penajam Paser Regency (PPU) at 77.48%, and Balikpapan City at 69.11%. However, if we look at the quantity, the number of districts and cities that have couples of childbearing age and active family planning participants is Kutai Kertanegara (Kukar) Regency with 138,454 couples of childbearing age (PUS) and 102,642 active participants (PA) then Samarinda City with 145,142 PUS and 99,033 PA, while Paser Regency's achievement of active family planning is still low (Pusdatin, 2019).

The health worker in charge of carrying out the family planning program is a midwife. According to Law No. 36 of 2014 concerning health workers, midwives are health workers who are grouped into midwifery workers, who have the authority to provide maternal health services, child health services, and women's reproductive health and family planning services (Kemenkes, 2020).

Midwife performance is something achieved by a midwife in carrying out her activities, both main tasks and administrative activities, coaching activities and other activities that can support the success of her duties. Midwives play a very important role and have an important position to introduce and provide clear information to residents about the family planning program because the better the midwife's performance in the family planning program, the better the change in residents' knowledge about family planning so that PUS family planning behavior can increase.

Literature Review

Midwife

A midwife is someone who has participated in and completed a midwife education program that has been recognized by the government and passed an exam in accordance with applicable requirements (Depkes RI, 2018).

The Indonesian Midwives Association determines that an Indonesian Midwife is a woman who has graduated from midwifery education recognized by the government and professional organizations in the territory of the Republic of Indonesia and has the competence

and qualifications for registration, certification and/or legally obtained a license to practice midwifery. The same definition was endorsed in the Decree of the Minister of Health of the Republic of Indonesia No.369/MENKES/ SK/III/2007 concerning Midwife Professional Standards (Kemenkes RI, 2019).

Performance

Performance is a record of outcomes resulting from employee functions or activities carried out over a certain period of time (Sulistiyani and Rosidah, 2018). Gibson (2018) also states that performance is the desired result of behavior and individual performance is the basis of organizational performance. Performance assessment is the process of assessing the work of Human Resources (HR) in an organization through performance assessment instruments (Kemenkes RI, 2019).

Workload

Workload is a situation where workers are faced with tasks that must be completed at a certain time. From an ergonomics point of view, every workload received by a person must be appropriate and balanced with respect to physical abilities, cognitive abilities and the limitations of the person receiving the load (Munandar, 2017) .

Hall TL and Meija in Trisna & Ilyas (2017) state that workload influences performance, workload is a responsibility that must be carried out because of a particular job and also as a responsibility. According to Tarwaka (2018) workload can be defined as a difference between the capacity or ability of workers and the job demands that must be faced.

Training

According to Widodo (2015), training is a series of individual activities to systematically improve skills and knowledge so that they are able to have professional performance in their field. Training is a learning process that enables employees to carry out current work according to standards.

Training is an environmental forum for employees, where they acquire or learn specific attitudes, abilities, skills, knowledge and behavior related to work (Ike, 2018). Meanwhile, Rivai (2017) states that training is a process of systematically changing employee behavior to achieve organizational goals. Training is related to the employee's skills and abilities to carry out the current job.

Incentive

Mangkunegara (2018), stated that incentives are a form of motivation expressed in the form of money on the basis of high performance and also a sense of recognition from the organization for employee performance and contribution to the organization (company).

According to Heidjrachman (2018), incentives are wages that provide different rewards because of different achievements. Two people with the same position can receive different incentives because they depend on performance. Incentives are a form of financial

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encouragement to employees for their achievements. An incentive is an amount of money added to the basic wage that the company gives to employees.

Facilities and Infrastructure

According to Moenir (2018), the meaning of facilities is all types of equipment, work equipment and facilities that function as main or auxiliary tools in carrying out work, and also within the framework of interests that are related to the work organization. Facilities and infrastructure are a set of tools used in an activity process, whether the tools are auxiliary equipment or main equipment, both tools function to realize a goal to be achieved.

Providing work facilities and infrastructure is something that needs to be carefully considered, because without these facilities the work carried out will be hampered, as well as employee morale will decrease. Facilities and infrastructure are supporting factors for achieving goals, without which specific work tasks cannot be carried out and goals cannot be completed as they should.

Work Motivation

Robbins & Judge (2017:196) state that motivation is a process that explains the intensity, direction and persistence of an individual to achieve their goals. Robbins & Judge (2017: 202) state that motivation is a process that considers intensity, direction of behavior and persistence or level of persistence of an individual in his efforts to achieve a goal.

Hasibuan (2019) states that motivation is the provision of driving force that creates enthusiasm for a person's work so that they are able to collaborate, work effectively and be integrated with all their efforts to achieve satisfaction. Motivation is the main thing that drives someone to work.

Research Method

The research design used in this research is an analytical survey. Analytical surveys are surveys or research that try to explore how and why health phenomena occur. Data collection using a cross sectional approach is research to study the dynamics of the correlation between risk factors and effects, by approaching, observing or collecting data at one time (point time approach). The target population in this study was all 474 community health center midwives in Paser Regency. The sampling technique used in this research was purposive sampling. The number of samples in this study was 88 people. Primary data in this study used a questionnaire containing data on respondents' characteristics including age, education, length of service and variable data such as workload, training, incentives, infrastructure, work motivation and midwife performance. Secondary data in this research is Paser Regency demographic data, population data, health center profile. The data analysis technique in this research uses a form of descriptive analysis, namely the technique of expressing and explaining the sources' views based on the answers to the research tools put forward by the researcher. From the collected data, descriptive data analysis was then carried out by explaining the situation in the field objectively and systematically.

Result/Finding

1. Midwives' perceptions of workload in Paser Regency

Workload received an average rating of 3.53 in the high category, but there was the lowest rating, namely on the question "level of length of working time in daily routines" with a value of 3.28, which means that midwives still perceive that the problem of long working hours is not a burden in carry out work. For the question "the level of boredom felt when carrying out quite heavy work" received the highest rating of 3.78, which means that the midwife perceives that the work has been quite saturated because of the daily routine. In general, the workload in the Paser Regency environment is perceived as high.

Based on the midwife's perception, the workload is felt to be high because the work of being a midwife in family planning services is quite tiring, the work carried out by midwives includes services inside the building and outside the building, midwives provide family planning services and also provide education to the public about the importance of family planning, all of this is done to achieve targets. family planning achievements through counseling both at community health centers and at posyandu-posyandu so that the workload becomes high.

Excessive workloads will cause effects, namely physical and mental fatigue and emotional reactions such as headaches and irritability, potentially endangering workers. However, apart from this, the workload remains the responsibility of the obligations that must be carried out. The more tasks a person has to do, the heavier the workload he carries and the less optimal his performance is.

Many midwives work outside their competence. If related to the main duties of a midwife, the midwife's job is to provide health services. However, what happened at the Community Health Center in Paser Regency was that the midwives worked in the IT department and there were also those who worked in other fields. Apart from that, there are community health center midwives who hold 2 or 3 programs. There are 17 programs at the community health center itself. According to the interview results, the workload that occurs at Community Health Centers tends to have an impact on work fatigue, unstable emotions, which can affect the performance of midwives. Apart from that, there are also problems with HR where HR cannot optimize their work in accordance with their main duties and functions. Munandar (2017) stated that the result of high workloads is that health workers' emotions do not match what patients expect.

2. Midwives' perceptions of training in Paser Regency

The training received an average rating of 3.69 as good, but there was the lowest rating, namely on the question "The training provided is in accordance with the job description", namely with a score of 2.68, which means that the midwives still perceive that the training provided is often not in accordance with the job description. For the question "The training provided provides benefits for the agency" received the highest rating of 3.69, which means that midwives perceive that the training provided will improve employee abilities. In general, the perception of training for Paser District midwives is good.

The training aims to increase the knowledge and skills of midwives in increasing their competence, but the training activities held are not in accordance with the job

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description or according to needs, but midwives are included in general training, but the training they participate in can improve the skills of midwives in providing services to the community. Even though it does not match the job description, the training provided can be utilized due to the increasing development of knowledge so that every midwife must increase their knowledge and adapt to existing developments in health science. Based on data in the field, only 40% of midwives have received training according to their job description.

Midwives' expertise is very necessary to increase competence, midwives in providing health services act as providers of Midwifery Services, managers of Midwifery Services, instructors and counselors for Klien, educators, mentors and clinical facilitators, mobilizers of community participation and women's empowerment, and researchers. Midwifery services provided by Midwives are based on knowledge and competence in the field of Midwifery science which is developed in accordance with Client needs (Midwifery Law, 2019).

3. Perceptions about incentives in Paser Regency

Incentives received an average rating of 3.07, which was sufficient, there was the lowest rating, namely for the question "Providing bonuses on time" with a score of 2.68, which means that midwives still perceive that incentives are often given not on time. The question "Awards are given objectively" received the highest rating of 3.67, which means that midwives perceive the awards given as appropriate and objective. In general, the incentives for Paser Regency midwives are sufficient.

Incentives are allowances provided by local governments, one of which is for health workers, which are given regularly every month, but these incentives are often not timely in relation to the regional government budget, but incentives are always given every month. The amount of incentives for health workers, especially midwives, is the same except that midwives hold different programs, so they get different benefits.

Providing incentives is one of the main things that must be paid attention to by the employing agency. An employee's enthusiasm for work is influenced by the amount of incentives received (Dessler, 2017). But you still have to remember that being a midwife is a calling, work sincerely and always spread love wherever and whenever you are. With the dedication and spirit of service that has been made for the noble task of humanity, a Midwife must still provide quality services.

Incentive payments will be appropriate if they are given in accordance with the performance results seen from the success of the agency. The philosophical basis of incentives is assessed from several aspects, namely 1. Some jobs contribute more to the success of the agency than others. 2. Some people perform better and are more productive than others. 3. Better performing employees should receive more compensation. 4. Much of an employee's total compensation should be tied directly to performance and results.

4. Midwives' perceptions about infrastructure in Paser Regency

Infrastructure facilities received an average rating of 3.11 in the adequate category, with the lowest rating being the question "computer equipment at the health center is complete and adequate" with a score of 2.67, which means that the computer facilities at the health center are still inadequate and some computers are in inadequate condition. The

question "transportation at the community health center is complete and adequate" received the highest rating of 3.65, which means that midwives perceive that the transportation facilities at the community health center are sufficient. In general, the infrastructure for midwives in Paser Regency is sufficient.

Infrastructure is a supporting factor needed to provide services to the community, the use of computers is now something that must be fulfilled but in some health centers the computer facilities are still inadequate, while the computers that exist are several items in unusable condition, even though the existence of laptops is now available. has become a necessity but the use of computers in community health centers is still very much needed, reporting is often hampered because the existing computers cannot be used, apart from that, fast reporting will also get faster feedback, but with computer facilities, reporting is often hampered.

5. Midwives' perceptions of work motivation in Paser Regency

Motivation is everything that encourages someone to do something. In this research, midwives were motivated to work better if there was a good reward system. This is a trigger for midwives' motivation to be able to provide the best performance. Motivation is a reflection of the desire or willingness that comes from employees to carry out an activity or action. The higher the motivation, the greater the employee's tendency to act. On the other hand, if employee motivation is at a low level, employees will become lazy and tend to be slow in doing their work.

Work Motivation received an average rating of 3.20, which was sufficient, there was the lowest rating, namely on the question "this job provides an opportunity to excel" with a score of 2.84, which means that midwives consider that career advancement is not easy in the service department because midwives remain as functional workers who serve community, especially family planning services. The question "completing work on time according to target" received the highest rating of 3.65, which means that midwives perceive that work must be completed according to target and on time. In general, the work motivation of Paser Regency midwives is sufficient.

The work motivation of midwives in family planning services is how to complete work on time and according to targets because it is a demand that must be completed even though respondents understand that what they do will not improve work performance because the salaries and incentives given are in accordance with local government regulations, not based on work performance. The amount of the incentive has been determined by the regional government based on government regulations, so midwives try to complete the work on time.

6. Midwives' perceptions of the performance of midwives in Paser Regency

Performance appraisal is the process of evaluating how well employees do their jobs when compared to a set of standards, and then communicating that information to employees. Performance appraisals can be carried out by anyone who knows well the performance of individual employees (Mathis, 2009)

The midwife's performance received an average rating of 3.47 good, there was the lowest rating, namely on the question "reaching work quality standards in accordance with the provisions" with a score of 2.68, which means that the midwife still perceives that the work must be completed according to the target time and does not see the quality of the

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work. For the question "feel enthusiastic about collaborating with other people, the highest rating was 3.77, which means that midwives perceive that midwives work enthusiastically because colleagues are easy to work with in completing work. In general, the performance of Paser Regency midwives is in the good category.

Based on this, it can be seen that performance is described by the completion of work that must be completed on time according to the target, although sometimes many reports are incomplete or achievement targets cannot be achieved according to the target, but the demands of the work require the midwife to complete it, but in the work the midwife's perception assumes that there is enthusiasm for working together to complete the work. Quite a lot of work with Puskesmas programs, especially family planning issues, which is carried out inside the building and outside the building, is a reference for achieving the performance of midwives.

Conclusion

Based on the results of the research in the previous chapter as well as the discussion accompanied by supporting theories regarding the influence of workload, training, incentives, infrastructure and work motivation on the performance of midwives in Paser Regency, the following conclusions are obtained:

1. There is an influence of workload on the performance of midwives in family planning services in Paser Regency in 2022 with a significant value of 0.025.
2. There is an influence of training on the performance of midwives in family planning services in Paser Regency in 2022 with a significant value of 0.000.
3. There is an influence of incentives on the performance of midwives in family planning services in Paser Regency in 2022 with a significant value of 0.000.
4. There is an influence of infrastructure on the performance of midwives in family planning services in Paser Regency in 2022 with a significant value of 0.017.
5. There is an influence of work motivation on the performance of midwives in family planning services in Paser Regency in 2022 with a significant value of 0.000.

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