Factors Realated to Midwives Performance in Infant Health Services at Health Center Kerinci District in 2022

Hubaybah[1]* , **Feby Seswita[2]** , **Arnild Augina Mekarisce [3]** , **Dwi Noerjoedianto[4]** , and **Rizalia Wardiah[5]**

[1,2,3,4,5]Faculty of Medicine and Health Science, Jambi University, Indonesia

*Corresponding author:
Hubaybah. Departement of Public Health, Fakulty Medicine and Health Science Universtas Jambi
Email: hubaybah@unja.ac.id fseswita@gmail.com Augina@unja.ac.id dwi_noerjoedianto@unja.ac.id rizaliawardiah@unja.ac.id

Abstract

Background: Employee performance which refers to a person's capacity to achieve something with certain abilities in an organization where they are expected to carry out obligations in order to achieve a goal. Based on data obtained from the Kerinci District Health Office, there are still many puskesmas with a low percentage of health services for babies, among 21 health center there are 9 health center whose percentage is still below 50%. **Aims:** This study aims to determine the factors related to the performance of midwives in infant health services at the Kerinci District Health Center in 2022. **Method:** This research is a quantitative study with a cross-sectional study design. To find out the sample of this study, researchers used the Lemeshow formula. The sample in this study was 66 midwives. The independent variables in this study are quality, quantity, timeliness, effectiveness, independence, and workload. While the dependent variable is performance. Data obtained from filling out questionnaires by respondents. Data analysis was performed using univariate and bivariate tests (chi-square). **Result:** The results of this study indicate that there is a relationship between the quality and performance of midwives (0.000), quantity and performance of midwives (0.000), punctuality and performance of midwives (0.000), effectiveness and performance of midwives (0.015), independence and performance of midwives with (0.000), workload and performance of midwives with (0.030).

Keywords

Performance of Midwives; Baby Health Services

Background

Humans have a very important role in every activity in an organization or agency, because humans become planners, actors and determinants of achieving organizational or agency goals. The goal will not be possible to achieve if the role of the actor or more precisely the employee is not active even though the agency or organization has sufficient means. Even the sophisticated and complex facilities and infrastructure facilitated by these agencies or organizations are of no benefit to the agency or organization due to the absence of an active role from its employees who are not involved.[1]

Performance is essentially something that is given by employees and determines how much it gives to the industry in the form of results and services provided. In essence, performance has a major influence on the quality of the industry, and performance certainly determines the level of success in running the industry, and is given by the employees who own the industry as set labor standards.[2]

Employee performance which refers to a person's capacity to achieve something with certain abilities in an organization where they are expected to carry out obligations in order to achieve a goal. This ability can be obtained from experience, education, development, and training.[3]

Low service quality will tarnish the reputation of the Puskesmas, because those (patients) who are dissatisfied with their performance will definitely tell their colleagues. Conversely, the better the quality of services provided to patients, the better it will be for the Puskesmas itself, in this case the patient will be satisfied with the good services provided by the puskesmas.[4]

Based on the data obtained from the Kerinci District Health Office in 2020, namely the Coverage of Infant Health Services by Gender, the Kerinci District Health Centers in 2020, it can be seen from these data that there are still many health center whose percentage of health services to infants is still low, among 21 Health center there are 9 health center that the percentage is still below 50%, namely Simpang Tutup Health Center, Semurup Health Center, Kemantan Health Center, Depati Seven Health Center, Hiang Health Center, Semerap Health Center, Jujun Health Center, Tarutung Health Center, and Tamiai Health Center.

Methods

This research is a quantitative research with a cross-sectional research design. The population in this study were all midwives in the Kerinci district health center, namely 164 people. The sample in this study was 66 midwives using accidental sampling technique. The independent variables in this study were quality, quantity, timeliness, effectiveness, independence, and workload. While the dependent variable is performance. Data obtained from filling out questionnaires by respondents. Data analysis was performed using univariate and bivariate tests (chi-square).

Results

a. Univariate Analysis

Table 1 Characteristics of Respondents

No.	Characteristics	Frequency (n)	Percent(%)
1.	**Age**		
	Teens	7	10,6
	Mature	52	78,8
	Elderly	7	10,6
2.	**Gender**		
	Female	66	100
	Male	-	-
3.	**Last Education**		
	D-III	54	81,8
	D-IV	12	18,2
4.	**Length of Work**		
	1-4	17	25,8
	5-8	30	45,5
	9-12	10	15,2
	13-16	4	6,1
	17-20	1	1,5
	25-28	3	4,5
	29-32	1	1,5

Based on the data in the table above, it can be concluded that from 66 respondents who showed the characteristics of respondents based on age, the majority were the adult group with a total percentage of 78.8%. As for the youth and elderly categories, there were 7 people (10.6%) each. Respondent characteristics based on gender, namely all respondents totaling 66 respondents were female. Respondent characteristics based on the last education category were mostly D-III educated, namely 54 (81.8%), while for D-IV education, there were 12 (18.2%). Lastly, the characteristics of the respondents based on their length of service were mostly the length of work of the respondents, namely in the working period of 5-8 years, there were 30 (45.5%) and the least working time, namely in the range of 17-20 years and 29-32 years, namely 1 (1,5%).

Table 2 Performance Variables

Performance	Frequency (n)	Percent (%)
Good	35	53,0
Not Good	31	47,0
Total	66	100

Based on the table above, it can be concluded that from the 66 respondents, the percentage of the performance variable, most of the respondents performed well with a percentage of 53.0%, while for respondents whose performance was not good, there were 31 people with a percentage of 47.0%.

Table 3 Quality Variables

Quality	Frequency (n)	Percent (%)
Quality	40	60,6
Less Quality	26	39,4
Total	66	100

Based on the table above, it can be concluded that from the 66 respondents the percentage of the quality variable is mostly qualified respondents with a percentage of 60.6%, while for respondents who are less qualified there are 26 people with a percentage of 39.4%

Table 4 Variable Quantity

Quantity	Frequency (n)	Percent (%)
Fulfilled	39	59,1
Not Fulfilled	27	40,9
Total	66	100

Based on the table above, it can be concluded that from the 66 respondents the percentage of the quantity variable was mostly fulfilled with a percentage of 59.1%, while for respondents who were not fulfilled there were 27 people with a percentage of 40.9%.

Table 5 Timeliness Variables

Timeliness	Frequency (n)	Percent (%)
Punctual	36	54,5
Not Punctual	30	45,5
Total	66	100

Based on the table above, it can be concluded that from the 66 respondents, the percentage of the punctuality variable was mostly punctual with a percentage of 54.5%, while for respondents who were not punctual, there were 30 people with a percentage of 45.5%.

Table 6 Effectiveness Variables

Effectiveness	Frequency (n)	Percent (%)
Effective	35	53,0
Less Effective	31	47,0
Total	66	100

Based on the table above, it can be concluded that of the 66 respondents, the percentage of the effective variable was mostly effective with a percentage of 53.0%, while the less effective respondents were 31 people with a percentage of 47.0%.

Table 7 Independence Variables

Independence	Frequency (n)	Percent (%)
Independent	36	54,5
Less Independent	30	45,5
Total	66	100

Based on the table above, it can be concluded that of the 66 respondents, the percentage of the independence variable was mostly independent with a percentage of 54.5%, while for respondents who were less independent, there were 30 people with a percentage of 45.5%.

<div align="center">

Table 8 Workload Variables

</div>

Workload	Frequency (n)	Percent (%)
Had a load	42	63,6
Had no Load	24	36,4
Total	66	100

Based on the table above, it can be concluded that from the 66 respondents, the percentage of the workload variable, most of the respondents had a workload with a percentage of 63.6%, while for respondents who had no load, there were 24 people with a percentage of 36.4%.

b. **Bivariate Analysis**

1. **The Relationship between Quality of Work and Performance of Midwives in Infant Health Services at the Kerinci District Health Center in 2022**

<div align="center">

Table 9 The Relationship between Quality of Work and Performance

</div>

Quality	Performance						PR	CI (95%)	p-value
	Good	%	Not Good	%	N	%			
Quality	29	72,5	11	27,5	40	100			
Less Quality	6	23,1	20	76,9	26	100	8,788	2,793–27,651	0,000
Total	35	53,0	31	47,0	66	100			

The results of the Chi-Square statistical test obtained a value of p = .000 and p <0.05 meaning that H$_0$ was rejected. It can be concluded that work quality has a relationship with the performance of midwives in infant health services at the Kerinci District Health Center. The PR value = 8.788 (95% CI = 2.793 – 27.651) indicates that qualified respondents have 8.788 greater opportunities for good performance compared to less qualified respondents at the Kerinci District Health Center.

2. **The Relationship between Work Quantity and Midwife Performance in Infant Health Services at the Kerinci District Health Center in 2022**

<div align="center">

Tabel 10 The Relationship between Quantity and Performance

</div>

Quantity	Performance						PR	CI (95%)	p-value
	Good	%	Not Good	%	N	%			
Fulfilled	29	74,4	10	25,6	39	100			
Not Fulfilled	6	22,2	21	77,8	27	100	10,150	3,190-32,297	0,000
Total	35	53,0	31	47,0	66	100			

The results of the Chi-Square statistical test obtained a value of p = .000 and p <0.05 meaning that H0 was rejected. It can be concluded that the quantity of work has a relationship with the performance of midwives in infant health services at the Kerinci District Health Center. The value of PR = 10.150 (95% CI = 3.190 - 32.297) indicates that respondents whose quantity of work is fulfilled have a 10.150 greater chance of good performance compared to respondents who are not fulfilled at the Kerinci District Health Center.

3. **The Relationship between Punctuality and Midwife Performance in Infant Health Services at the Kerinci District Health Center in 2022**

<div align="center">

Tabel 11 The Relationship Timeliness With Performance

</div>

Timeliness	Performance						PR	CI (95%)	p-value
	Good	%	Not Good	%	N	%			
Punctual	29	80,6	7	19,4	36	100			
Not Punctual	6	20,0	24	80,0	30	100	16,571	4,906-55,973	0,000
Total	35	53,0	31	47,0	66	100			

The results of the Chi-Square statistical test obtained a value of p = .000 and p <0.05 meaning that H0 was rejected. It can be concluded that timeliness has a relationship with the performance of midwives in infant health services at the Kerinci District Health Center. The PR value = 16.571 (95% CI = 4.906 - 55.973) indicates that respondents who are punctual have a 16.571 greater chance of good performance compared to respondents who are not punctual at the Kerinci District Health Center.

4. The Relationship between Effectiveness and Midwife Performance in Infant Health Services at the Kerinci District Health Center in 2022

Tabel 12 The Relationship between Effectiveness and Performance

Effectiveness	Performance						PR	CI (95%)	p-value
	Good	%	Not Good	%	N	%			
Effekctive	24	68,6	11	31,4	35	100			
Less Effective	11	35,5	20	64,5	31	100	3,967	1,423-11,056	0,015
Total	35	53,0	31	47,0	66	100			

The results of the Chi-Square statistical test obtained a value of p = .015 and p <0.05 meaning that H0 was rejected. It can be concluded that effectiveness has a relationship with the performance of midwives in infant health services at the Kerinci District Health Center. The PR value = 3.967 (95% CI = 1.423-11.056) indicates that effective respondents have a 3.967 greater chance of good performance compared to less effective respondents at the Kerinci District Health Center.

5. The Relationship between Independence and the Performance of Midwives in Infant Health Services at the Kerinci District Health Center in 2022

Tabel 13 The Relationship between Independence and Performance

Independence	Performance						PR	CI (95%)	p-value
	Good	%	Not Good	%	N	%			
Independent	27	75,0	9	25,0	36	100			
Less Independent	8	26,7	22	73,3	30	100	8,250	2,729-24,941	0,000
Total	35	53,0	31	47,0	66	100			

The results of the Chi-Square statistical test obtained a value of p = .000 and p <0.05 meaning that H0 was rejected. It can be concluded that independence has a relationship with the performance of midwives in infant health services at the Kerinci District Health Center. The value of PR = 8.250 (95% CI = 2.729-24.941) indicates that independent respondents have a 8.250 greater chance of good performance compared to less independent respondents at the Kerinci District Health Center.

6. The Relationship between Workload and Midwife Performance in Infant Health Services at the Kerinci District Health Center in 2022

Tabel 14 The Relationship between Workload and Performance

Workload	Performance						PR	CI (95%)	p-value
	Good	%	Not Good	%	N	%			
Had a load	27	64,3	15	35,7	42	100			
Had no load	8	33,3	16	66,7	24	100	3,600	1,250-10,367	0,030
Total	35	53,0	31	47,0	66	100			

The results of the Chi-Square statistical test obtained a value of p = .030 and p <0.05 meaning that H0 was rejected. It can be concluded that workload has a relationship with the performance of midwives in infant health services at the Kerinci District Health Center. The value of PR = 3,600 (95% CI = 1,250-10,367) indicates that respondents who have workload have a 3,600 greater chance of good performance compared to respondents who have no burden at the Kerinci District Health Center.

Discussion

The Relationship between Quality of Work and Performance

Quality of Work Mangkunegara (2011) defines quality of work as a measure of how well an employee is doing what he is supposed to do. Two things are evaluated in assessing employee performance based on the definition above, namely the behavior and quality of employee work. What is meant by behavior assessment is loyalty, honesty, leadership, cooperation, loyalty, dedication and employee participation. While the quality of work is a physical standard that is measured because of the work done or carried out by employees for their duties.[5]

The results of the Chi-Square statistical test obtained a value of p = .000 and p <0.05 meaning that H0 was rejected. It can be concluded that work quality has a relationship with the performance of midwives in infant health services at the Kerinci District Health Center. The PR value = 8.788 (95% CI = 2.793 – 27.651) indicates that qualified respondents have 8.788 greater

opportunities for good performance compared to less qualified respondents at the Kerinci District Health Center.

The results of research conducted by Nur Ainun (2019) obtained the results of regression calculations showing that the significance value of the t test was 0.040 <0.05, it can be concluded that Ha is accepted Ho is rejected, meaning that the quality of work life affects employee performance at Bank Syariah Mandiri KC Bengkulu.[6]

The Relationship between Quantity and Performance

The quantity or volume (content) of work that an employee can perform in a certain period is referred to as the quantity of work. The quantity of work, according to another perspective, is the amount of work completed by an employee during a certain period of time. According to Snomora, the number of positions is the result of employees completing a series of standard comparisons that exist or are set by agencies.[7]

The results of the Chi-Square statistical test obtained a value of p = .000 and p <0.05 meaning that H0 was rejected. It can be concluded that the quantity of work has a relationship with the performance of midwives in infant health services at the Kerinci District Health Center. The value of PR = 10.150 (95% CI = 3.190 - 32.297) indicates that respondents whose quantity of work is fulfilled have a 10.150 greater chance of good performance compared to respondents who are not fulfilled at the Kerinci District Health Center.

Based on the results of research that has been conducted (Hijriah, 2021) shows that there is a relationship between the quantity of work and employee performance. It is proven that the results of statistical tests obtained a significance level of p value = 0.000 or P <0.05. it means that the quantity of work variable is related and significant to the performance of the Galesong Health Center Upt employees. So that (Ha) is approved.[8]

The Relationship Timeliness With Performance

Timeliness is described as the level of achievement of employees in completing tasks within the specified time frame. Punctuality, in fact, is tied to discipline. Punctuality also indicates that an employee is disciplined in his work. Employees who are more disciplined are more punctual, and vice versa. Every company must determine the time that workers can use as a reference for completing work so that it is always completed on time and work productivity is achieved in accordance with the goals set (Ichsan et a., 2020).[9]

The results of the Chi-Square statistical test obtained a value of p = .000 and p <0.05 meaning that H0 was rejected. It can be concluded that timeliness has a relationship with the performance of midwives in infant health services at the Kerinci District Health Center. The PR value = 16.571 (95% CI = 4.906 - 55.973) indicates that respondents who are punctual have a 16.571 greater chance of good performance compared to respondents who are not punctual at the Kerinci District Health Center.

Based on the results of research that has been conducted (Hijriah, 2021) shows that there is a relationship between punctuality and employee performance. It is proven in the results of statistical tests to obtain a significance level of p value = 0.000 or P <0.05. This means that the timeliness variable is related and significant to the

performance of the Galesong Health Center Upt employees. Then (H0) is rejected and (Ha) is approved.[8]

The Relationship between Effectiveness and Performance

Effectiveness comes from the word effective, namely a job is said to be effective if it can produce or achieve goals and be completed on time according to a predetermined plan. (Murti, 2013).[10]

The results of the Chi-Square statistical test obtained a value of p = .015 and p <0.05 meaning that H0 was rejected. It can be concluded that effectiveness has a relationship with the performance of midwives in infant health services at the Kerinci District Health Center. The PR value = 3.967 (95% CI = 1.423-11.056) indicates that effective respondents have a 3.967 greater chance of good performance compared to less effective respondents at the Kerinci District Health Center.

This is in line with Yusro Hakimah's research, which found that work effectiveness and work motivation can be affected by employee performance with the multiple regression equation $Y = 13,744 + 0.305 X1 + 0.339 X2$. (Hakim, 2019). Thus that work effectiveness affects a person's performance in accordance with the theory that performance can be measured by several indicators, one of which is effectiveness.[11]

The Relationship between Independence and Performance

Independence comes from the basic word "self" which means it cannot be separated from the development of an individual. The self is the essence of personality and is the central point that harmonizes and coordinates all aspects of personality. In other words, independence is the readiness and ability of individuals to stand alone which is marked by the courage to make decisions and take the initiative to try to solve problems without asking for help from others, trying and directing behavior towards perfection (Diwanti et al., 2020).[12]

The results of the Chi-Square statistical test obtained a value of p = .000 and p <0.05 meaning that H0 was rejected. It can be concluded that independence has a relationship with the performance of midwives in infant health services at the Kerinci District Health Center. The value of PR = 8.250 (95% CI = 2.729-24.941) indicates that independent respondents have a 8.250 greater chance of good performance compared to less independent respondents at the Kerinci District Health Center.

The results of this study support research that has been conducted by (Hernawati, 2018) showing that independence affects employee performance at the Samarinda Seberang District Office the performance of the Nasyiatul Asyiyah Charity Enterprise (BUANA). These results confirm that the independence variable has a positive and significant effect on BUANA's performance.[12]

The Relationship between Workload and Performance

The theory put forward by Murti (2013) says workload is a group or number of activities that must be completed by an organizational unit or position holder within a certain period of time.[10]

The results of the Chi-Square statistical test obtained a value of p = .030 and p <0.05 meaning that H0 was rejected. It can be concluded that workload has a relationship with the performance of midwives

in infant health services at the Kerinci District Health Center. The value of PR = 3,600 (95% CI = 1,250-10,367) indicates that respondents who have workload have a 3,600 greater chance of good performance compared to respondents who have no burden at the Kerinci District Health Center.

The results of the research conducted (Nina, et al) showed that the results of the Spearman's rho test obtained p = 0.000 at α = 0.05, p <α, with a correlation coefficient = 0.803, so the hypothesis was rejected, so there is a relationship between workload and the performance of employees of the South Kalimantan Province Environmental Service in 2020 with a very close relationship.[14]

Conclusion

Based on the research that has been conducted at the Kerinci District Public Health Center, the researchers can draw conclusions, namely:

1. There is a relationship between the quality of work and the performance of midwives in infant health services with a value of p = 0.000
2. There is a relationship between the quantity of work and the performance of midwives in infant health services with p = 0.000
3. There is a relationship between punctuality and performance of midwives in infant health services with p = 0.000
4. There is a relationship between effectiveness and performance of midwives in infant health services with p = 0.015
5. There is a relationship between independence and the performance of midwives in infant health services with p = 0.000
6. There is a relationship between workload and performance of midwives in infant health services with p = 0.030

Reference

1. Assyifa N. Analysis of Employee Performance in Human Resource Development at the Ministry of Energy and Mineral Resources (Case Study of the Directorate General of Oil and Gas). J HR. 2014:1-13.
2. Daspar D. Environmental Influence, Motivation and Work Discipline on Employee Performance. Ekomabis J Econ of Business Management. 2020;1(02):159-166.Doi:10.37366/Ekomabis.V1i02.31
3. Hikmatiah Ns, Anwary Az, Anggraeni S, Et Al. The Relationship between Motivation and the Performance of Health Workers at the Pelaihari Health Center in 2020. 2020.
4. Vedrianto. Service Quality of Kampar Kiri Health Center, Kampar Kiri District, Kampar Regency. Jury of Science Adm. 2016;3(2):1-13.
5. Mangkunegara A. 2011. HR Performance Evaluation. Aditema Refika. Bandung.
6. Ainun N. The Effect of Quality of Work Life and Work Motivation on Employee Performance at Bank Syariah Mandiri Kc Bengkulu. 2019. Http://Repository.Iainbengkulu.Ac.Id/Id/Eprint/3280.
7. Hayati S. 2019. The Effect of Coordination on Employee Performance at the Bandung City National Unity and Polit Agency. (Thesis): 7-28.
8. Hijriah. Factors Associated with the Performance of Galesong Health Center Upt Employees in 2021. 2021.
9. Ichsan, R. N., Surianta, E., & Nasution L. The Effect of Work Discipline on the Performance of Civil Servants (Pns) in the Adjutant General Military Area (Ajendam) - I Bukitbarisan Medan. J Darma Agung. 2020;28(2):187. Https://Doi.Org/10.46930/Ojsuda.V28i2.625.
10. Murti N (2013). The Effect of Motivation and Discipline on Employee Work Effectiveness (Study on Employees of Pt. Pln (Persero) East Java Distribution Service Area and Malang Network). J Business Adm S1 University of Brawijaya. 6(2):78049.
11. Hakima (2019). Analysis of Electrical Energy Needs and Prediction of Additional Power Plants in South Sumatra. J Techno Dissemination. https://Doi.Org/10.1017/CBO9781107415324.004.
12. Diwanti Dp, Iswati S, Agustina Ts, Et Al. The Influence of the I-Createdi Activity Program (Independence-Creativity and Innovation) on the Performance of the Nasyiatul Aisyiyah Charitable Enterprise (Buana). Nusant J Social Science. 2020;7(1):176-190.
13. Hernawati. (2018). The Effect of Work Effectiveness and Independence on the Performance of the Samarinda Seberang District Office. 2018.
14. Nina Tresnawati, Meilya Farika Indah Ea. The Relationship between Workload and Employee Performance at the South Kalimantan Province Environmental Service. 2020.