

Performance Analysis of Officers Reviewing from Motivation, Awards and Work Coordination on Health Officers at Public Health Center Lenteng, Sumenep Regency

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ABSTRACT

Performance or work performance is the result of a performance appraisal made by his immediate supervisor to be used as material for work improvement, compensation adjustments, placement decisions, development needs and more. The purpose of this study is to analyze the influence of motivation, appreciation and work coordination on the performance of health workers at the Lenteng Health Center, Sumenep Regency. The design of this research is an observational quantitative research with a cross sectional approach with the focus of the research being directed at analyzing the effect of motivation, appreciation and work coordination on the performance of health workers at the Lenteng Health Center, Sumenep Regency. The total population is 146 respondents and a sample of 107 respondents is taken by using Simple Random Sampling technique. In the study, it was found that most of the respondents had a high category of motivation as many as 56 respondents (52%). Almost half of the respondents had sufficient category awards as many as 48 respondents (45%). Most of the respondents have coordination in the good category as many as 56 respondents (52%). Most of the respondents have a good performance category as many as 58 respondents (54%). Based on the results of Multiple Linear Regression analysis shows that with a p-value of $0.000 < 0.05$ then H1 is accepted so it can be concluded that there is a simultaneous influence of motivation, appreciation and coordination of work on the performance of health workers at the Lenteng Public Health Center, Sumenep Regency with an effect of 84.3%. It is hoped that health workers are able to be more oriented to the work itself in providing results, impacts, and benefits for the community and for other employees by increasing motivation, not complaining, coordinating with each other and improving performance.

Keywords: Performance, Coordination, Motivation & rewards

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INTRODUCTION

Puskesmas as the spearhead of health services is a supporter of the successful implementation of the national health program in Indonesia. Puskesmas are at the basic level within a health organization where health workers work together to achieve health development goals. The success of achieving the Strategic Plan of the Ministry of Health of the Republic of Indonesia will be greatly influenced by the arrangement and management of personnel in carrying out the main activities of the puskesmas (Natalia, K. 2012).

This is in accordance with Kepmenkes No. 857/2009 and Permenkes No.75/2013 which explains that in the subsystem of health efforts, the puskesmas places the health center as the front line of basic health services. Puskesmas has a very strategic role as a technical implementing institution, so it is required to have the ability to improve the quality of primary health services through improving the performance of its human resources (Debby, Triasmoro, 2014).

Based on the results of a preliminary study conducted by researchers on October 6, 2020 to 10 respondents at the Lenteng Health Center, Sumenep Regency, it was found that there were 7 respondents (70%) when surveyed had poor performance where this was due to the low appreciation given to health workers where this also causes the motivation of health workers to be low. Meanwhile, 3 respondents (30%) after the survey had a good performance where this was because the health workers had high motivation to be able to provide the best for every patient who received treatment.

Human Resources is the recruitment, selection, development, maintenance and use of human resources to achieve both individual and organizational goals. Human resource management is very necessary in order to increase productivity as well as effectiveness and efficiency in the use of human resources. So that what is the goal of the organization will be achieved as it should be. Human resources are a unique factor, both physical and psychological. Under normal circumstances, humans only use a small part of their abilities because human abilities are actually very broad. If the quality of human resources is developed, they will have an influence on changes in knowledge, changes in attitudes, changes in abilities, changes in individual behavior and changes in group behavior.

Performance is termed as job performance, in a broader sense, namely the results of work in quality, quantity and timeliness achieved by an employee in carrying out their duties according to the responsibilities given. Almost all employee performance measurements consider the quantity, quality and timeliness of work (I Wayan Susanta, 2013).

Performance or work performance is the result of a performance appraisal made by his immediate supervisor to be used as material for work improvement, compensation adjustments, placement decisions, development needs and more. The aspects of evaluating employee performance are achievement, responsibility, obedience, honesty, cooperation, initiative, and leadership. This is in accordance with the elements of performance appraisal for Civil Servants (PNS) in Indonesia using the DP3 (List of Job Implementation Assessment) as stated in Government Regulation No. 10 of 1979. Performance appraisal is primarily needed as feedback for employees to be motivated to work better over time. Performance appraisal is part of the operational function of the organization's human resource management.

The performance of health workers including doctors, nurses, midwives, nutritionists, pharmacists, and other components in the puskesmas environment is very important to realize quality services in accordance with the objectives of the Ministry of Health of the Republic of Indonesia. Puskesmas need enthusiastic employees and a focused and integrated work team to produce the best work performance (Kusumawati, 2012).

Improving employee performance is important considering the change in the direction of government policy as required by the spirit of reform to provide wider space for movement and greater participation for the community in government and development activities, where the government and its apparatus play a more role as facilitators. This change in policy direction has implications for the professionalism of employees in responding to the challenges of the globalization era in facing fierce competition with other countries in the world. Starting from this thought, improving the performance of the apparatus is an urgent matter to be implemented (Suparman, 2013).

Based on the above conditions, the authors are interested in researching the analysis of officer performance in terms of motivation, appreciation and work coordination on health workers at the Lenteng Health Center, Sumenep Regency.

METHODS

In this study, the researcher used an observational quantitative design with a cross sectional approach, which is a study to study the dynamics of the correlation between risk factors and effects, by approaching, observing or collecting data all at once (point time approach), that is, each subject The study was observed only once and measurements were made on the status of the character or variable of the subject at the time of examination. This does not mean that all research subjects are observed at the same time (Soekidjo, 2012). This research will analyze the effect of motivation, appreciation and work coordination on the performance of health workers at the Lenteng Health Center, Sumenep Regency. The total population is 146 respondents and a sample of 107 respondents is taken by using Simple Random Sampling technique. Data analysis using Linear Regression test. This research has gone through an ethical test with the number SK: 2342/KEPK/III/2021

RESULTS

Table 1 Results of linear regression analysis analysis of officer performance in terms of motivation, appreciation and work coordination on health workers at Lenteng Health Center, Sumenep Regency which was held on 1-30 August 2021 with a total of 107 respondents.

No	Variable	Sig	B	R^2	Sig
1	(Constant)	0.002	1.546	0.843	0.000
2	Motivation	0.000	1,845		
3	award	0.003	1,925		
4	Coordination	0.005	1,574		

1. Partial

a. The Effect of Motivation on Performance

Based on the results of Linear Regression analysis shows that the p-value 0.000 < 0.05 then H1 is accepted so it is concluded that partially there is the effect of motivation on the performance of health workers at the Lenteng Public Health Center, Sumenep Regency.

b. The Effect of Rewards on Performance

Based on the results of Linear Regression analysis shows that the p-value is 0.003 < 0.05, then H0 is rejected and H1 is accepted, so it can be concluded that there is partially the effect of rewards on the performance of health workers at the Lenteng Public Health Center, Sumenep Regency.

c. Effect of Coordination on Performance

Based on the results of Linear Regression analysis shows that the p-value is 0.005 < 0.05, then H0 is rejected and H1 is accepted, so it can be concluded that partially there is the effect of work coordination on the performance of health workers at the Lenteng Health Center, Sumenep Regency

2. Simultaneous

Based on the results of Multiple Linear Regression analysis shows that with a p-value of 0.000 < 0.05 then H1 is accepted so it can be concluded that simultaneously there is the effect of motivation, appreciation and work coordination on the performance of health workers at the Lenteng Health Center, Sumenep Regency with an effect of 84.3%.

DISCUSSION

A. Motivation of Health Workers at Lenteng Health Center, Sumenep Regency

The results showed that most of the respondents had a high category of motivation as many as 56 respondents (52%). In addition, a number of 37 respondents (35%) have a moderate category of motivation. While a number of 14 respondents (13%) have a low motivation category.

Motivation is what causes and supports a person. According to Mashlow (2010) in Sunaryo (2013), individuals will be motivated to fulfill what needs are strongest in themselves at a certain time. If it is said that the emergence of a person's behavior at any given moment is determined by a need that has high power then it is important for every manager to have knowledge of the needs that are felt to be most important to their subordinates.

According to Ngalim Purwanto (2010) motivation is everything that encourages someone to do something. Motivation is to provide a stimulus or impetus or an excitement to a person or group to want to work properly and enthusiastically. With its ability to achieve goals in an efficient and effective manner (Wijono D, 2012).

According to Sunarya in a psychology book for nursing (2013), motivation is the desire and need of the individual, to motivate the individual to fulfill his needs and direct behavior towards everything he is aiming for. According to Nancy Stevenson (2011) motivation is all verbal, physical, or psychological things that make someone do something in response. And according to Suwarno, sw (2010) motivation refers to the process of movement, including encouraging situations that arise from within the individual, behavior evoked by the situation and the ultimate goal of the movement or action.

Someone wants to work because of the encouragement of various needs. This need is tiered or tiered if one basic need has been met, it will increase to a higher need and so on. This need for everyone is not the same and the difference is very far, with these circumstances it will lead to a perception of a need and will affect changes in work behavior at work. So that a person's motivation to work will have a significant impact. If someone has motivation to work, he will be active in work even though the job is classified as a difficult job. On the other hand, someone who does not have the motivation to work will tend to underestimate his work and be less active at work.

B. Award for Health Officers at Lenteng Public Health Center, Sumenep Regency

The results showed that almost half of the respondents had a sufficient award category as many as 48 respondents (45%). In addition, a total of 43 respondents (40%) had good category awards. Meanwhile, a total of 16 respondents (15%) had an award in the less category.

In general, appreciation has a positive influence on human life, because it encourages and improves a person's behavior and increases his business. It's not uncommon for someone to want to be the best and get compliments, of course within reasonable limits. You can imagine what will happen to sports athletes if they don't compete and get awards (Rahayu, 2015).

Reinforcement is adding strength to something that is considered not so strong. The meaning is addressed to individual behavior that needs to be strengthened. "strengthened" means to be established, alternate appearances, not intermittently appearing, not appearing once, so many sinking. In the behavioral change-oriented educational process, the main goal to be achieved in the learning process is the occurrence of good behavior, behavior that is accepted as often as possible in accordance with the usefulness of its appearance. Reinforcement is a response to a positive behavior that can increase the likelihood of the behavior repeating itself (Berta, 2012).

According to researchers, rewards can be implemented effectively if they consider the conditions, including giving awards immediately after the action or behavior takes place without delay, choosing something that is most appropriate to the behavior being carried out, choosing the most appropriate time, determining the number of things to be given according to the portion, choosing the best, and schedule the awards well. If the leader does this, the performance results will be better.

C. Coordination of Health Officers Work at Lenteng Health Center, Sumenep Regency

The results showed that most of the respondents had good coordination in the category of 56 respondents (52%). In addition, a number of 37 respondents (35%) have sufficient coordination in the category. While a number of 14 respondents (13%) have coordination in the poor category.

Coordination is a process of mutual agreement that binds various activities or elements (which are seen in the process) of government that differs in the dimensions of time, place, components, functions and interests between the governed governments, so that on the one hand all activities on both sides are directed at government goals. determined jointly and on the other hand the success of one party is not undermined by the success of the other party.

Coordination is the unification and harmonization of all activities, according to Athoillah as quoted by Jayanti: The existence of good coordination can avoid the possibility of unfair competition or confusion in actions. With good coordination, all parts and personnel can work together towards a predetermined goal (Jayanti, 2013).

Coordination within an organization is fundamental to enabling successful management to be achieved. Why is that, because the coordination is concerned in harmony. Implementation and organic functions of the management, so that the goals that have been set are achieved

satisfactorily. That means, that management goals can be achieved effectively and efficiently (Susila, 2013).

Coordination is needed, so that tasks can be carried out and resources used can be effectively and efficiently. Coordination in achieving this synergy there is also an element of communication in achieving it, this is explained by Handyaningrat quoted by Jayanti (2013), namely that working relationships or coordination are forms of administrative communication that help achieve coordination. Therefore, the end result of communication (work relations) is that the organization moves as a unified whole to carry out all organizational tasks, to achieve its goals (Jayanti, 2013).

Coordination is also called cooperation, but actually it is more than just cooperation, because coordination also contains synchronization. While cooperation is a collective activity of two or more people to achieve a common goal. Thus, cooperation can occur without coordination, while in coordination there must be a cooperative effort. To achieve collective goals, it is necessary to have good coordination, so that the cooperation carried out can produce a common goal and among those who cooperate can achieve the desired goals. Coordination can occur when there are two or more people or agencies working together, besides that coordination is created because the actors working together influence each other.

D. Performance of Health Officers at Lenteng Health Center, Sumenep Regency

The results showed that most of the respondents had a good performance as many as 58 respondents (54%). In addition, a number of 38 respondents (36%) had performance in the moderate category. While a number of 11 respondents (10%) have a performance in the poor category.

Performance can basically be seen from two aspects, namely the performance of employees (individuals) and organizational performance. Employee performance is the result of individual work in an organization. While organizational performance is the totality of the work achieved by an organization (Handri, 2012).

Performance is a description of the level of achievement of the implementation of an activity/program in realizing the goals, objectives, mission, and vision of the organization contained in the strategic planning of an organization (Mahsun, 2015). Widodo (2016) adds that performance is carrying out an activity and perfecting it according to its responsibilities with the expected results. Meanwhile, Anwar (2015) said that performance is the result of a person's quality and quantity of work in carrying out his functions in accordance with the responsibilities given to him.

Based on the existing theory, it can be concluded that organizational performance is the level of achievement of the implementation of an organization's tasks in an effort to realize the goals, objectives, mission, and vision of the organization. It can be seen that the elements contained in organizational performance consist of results or evaluation of job functions, factors that affect employee performance such as motivation, skills, role perceptions, and so on. Achievement of organizational goals and a certain time period (Sasa, 2016).

Keith Davis in Anwar's book (2015) states that the factors that affect performance are the ability factor and the motivation factor. Psychological abilities, consisting of potential abilities (IQ) and reality abilities (knowledge + skills), which means leaders who have an IQ above the average with adequate education for their positions and are skilled in doing daily work. Motivation (motivation) is defined as a leadership attitude towards work situations in the organizational environment.

Performance is the result of work that can be achieved by a person or group of people in an organization according to their respective authorities and responsibilities in an effort to achieve organizational goals legally, not violating the law, and according to morals and ethics. Performance is the appearance of the work of personnel both in quality and quantity in an organization. Good performance from an employee will be beneficial for himself in the future.

E. The Effect of Motivation on the Performance of Health Workers at the Lenteng Public Health Center, Sumenep Regency

Based on the results of Linear Regression analysis shows that the p-value $0.000 < 0.05$ then H_1 is accepted so it is concluded that partially there is the effect of motivation on the performance of health workers at the Lenteng Public Health Center, Sumenep Regency.

Performance is the result of work that has been carried out by individuals within the organization with the aim of achieving organizational goals. Good individual performance in the organization, of course, will provide good organizational performance as well. Because the organization is a series of individuals whose performance is highly dependent on the work of each individual in it. The benchmark for employee performance in the company consists of three things, namely quantity, quality, and timeliness (Dhermawan 2012).

Performance is basically what employees do or don't do. Employee performance is what influences how much they contribute to the organization, including output quantity, output quality, output period, attendance at work and cooperative attitude. While performance is the result or level of success of a person as a whole during a certain period in carrying out tasks compared to various possible standards of work results, targets or targets or criteria that have been determined in advance and have been mutually agreed upon (Rivai 2014).

The achievement of good performance cannot be realized without the support of qualified human resources. The low achievement of the quality of health services can give an indication of the low performance of health workers to be able to realize the goals of health service providers. Achievement of performance satisfaction or dissatisfaction in the two-factor theory is expressed as part of different variables. Dissatisfaction with this theory is not caused by related work, but is caused by environmental conditions around the work, both in the form of wages, quality, security, working conditions, work supervision and ongoing relationships with other individuals (Aziz 2016).

Motivation will provide inspiration, encouragement, morale for employees so that good working relationships are established between employees and leaders so that organizational goals can be achieved optimally. Likewise, motivation is closely related to effort, as well as employee satisfaction. Work motivation is the process of influencing or encouraging someone to act to complete the desired goal. A person who is highly motivated is a person who carries out substantial efforts to support the production goals of his work unit and the organization in which he works. A motivated person puts only minimum effort in terms of work motivation is an important concept in the study of individual work

F. The Effect of Rewards on the Performance of Health Workers at the Lenteng Health Center, Sumenep Regency

Based on the results of Linear Regression analysis shows that the p-value is $0.003 < 0.05$, then H_0 is rejected and H_1 is accepted, so it can be concluded that there is partially the effect of rewards on the performance of health workers at the Lenteng Public Health Center, Sumenep Regency.

According to Abraham Maslow (1943) job rewards on performance are the fourth level needs, namely the need for self-esteem or dignity. This includes the need for status and respect. The need for position and promotion in the field of employment, someone has a tendency to be seen that they are important, that what they do is meaningful, that they have a contribution to the surrounding environment can motivate employees to improve their performance.

The results of this study are supported by research conducted by Afriana Amelia Nursadin (2012) regarding the relationship between motivation and the performance of midwives at the Siti Fatimah Regional Hospital for Mothers and Children in Makassar, saying that there is a significant relationship between awards and midwives' performance, most of the respondents who are supported by awards given good with good performance as many as 25 people (80.6%). And research conducted by Susanto (2011) on the effect of recognition on the performance of health workers in hospitals in the city of Cirebon with a large effect of 58%. In this study it was found that there is a relationship between rewards and employee work motivation, awards have a role in influencing employee work motivation. Awards provide comfort,

The results of this study are supported by research conducted by Muhammad Rifki (2013) about the effect of rewards on employee work motivation in hospitals in the city of Malang, there

is a relationship between motivation and awards, awards given by a leader by acknowledging the work performance that has been done by his employees and respect for one's position or position will affect employees at work. By recognizing employees as individuals, of course, employees will feel valuable and will show better work.

Based on the results of the study directly work awards can affect the performance of officers, this happened in this study. Recognition or appreciation is a person's basic right in the work environment, making it very important in the life of every health worker. With fair treatment from colleagues and superiors, both in terms of ethics, performance and achievements, the potential for a health worker will work better.

G. The Effect of Work Coordination on the Performance of Health Officers at the Lenteng Public Health Center, Sumenep Regency

Based on the results of Linear Regression analysis shows that the p-value is $0.005 < 0.05$, then H_0 is rejected and H_1 is accepted, so it can be concluded that partially there is the effect of work coordination on the performance of health workers at the Lenteng Health Center, Sumenep Regency

In the puskesmas organization, it is very necessary to coordinate from each sector between leaders to doctors, doctors to nurses, nurses to nurse assistants and vice versa. And as a professional health worker, someone will be required to be able to provide good health services. However, there are many health workers who do not pay attention to this, such as the arrival and return of officers who are not on time and seem to be in a hurry in providing services, causing the service of officers to be less good (Andini, 2013).

The role of health workers in providing health services is very important, especially as health service implementers, so it is natural that the ability and performance of health workers is one of the determinants of success in health services. Health workers should be able to have a rational attitude as well as have a high spirit of service, be creative, innovative, disciplined, knowledgeable and skilled and be able to uphold the ethics of the health workforce (Adhitia, 2013).

The quality of puskesmas services can be seen from the performance and ability of the puskesmas health workers. The ability of a health worker is a person's ability to do something with certain expertise in a health center or organization that is expected to be able to carry out his responsibilities in order to achieve a goal. The ability of health workers is one element in maturity related to abilities or skills that can be obtained from education, training and an experience, every health worker must have certain abilities and skills to help communities, groups and individuals (Thoha 2008).

Every health worker must understand the task assigned to him, It is the result of work both quality and quantity that can be achieved by a health worker in carrying out his duties in accordance with the responsibilities given to him. Where performance is influenced by abilities or skills and motivation (Ilham, 2015).

A clear division of roles requires good leadership support with clear communication and good cooperation between sectors to help achieve good coordination. Therefore, the leadership role is very necessary in communicating various things to parties inside and outside the institutional system, so as to create proper organization in health services. An organization is a cooperative system and proposes that the main role of the leader is to facilitate communication and encourage subordinates to try harder.

CONCLUSION

1. Most of the respondents have a high category of motivation as many as 56 respondents (52%).
2. Almost half of the respondents has a sufficient category award as many as 48 respondents (45%).
3. Most of the respondents have coordination in the good category as many as 56 respondents (52%).
4. Most respondents have a performance in the good category as many as 58 respondents (54%).
5. There is the effect of motivation on the performance of health workers at the Lenteng Public Health Center, Sumenep Regency.
6. Ada the effect of rewards on the performance of health workers at the Lenteng Public Health Center, Sumenep Regency.

7. Ada the effect of work coordination on the performance of health workers at the Lenteng Health Center, Sumenep Regency

SUGGESTION

1. For Respondents

It is hoped that health workers are able to be more oriented to the work itself in providing results, impacts, and benefits for the community and for other employees by increasing motivation, not complaining, coordinating with each other and improving performance.

2. For Educational Institutions

It is hoped that educational institutions can use the results of this study as learning input in the influence of motivation, reward and work coordination on the performance of health workers at the Lenteng Health Center, Sumenep Regency and can be developed again for further research to be more useful for readers and researchers.

3. For Further Researchers

It is hoped that further research needs to be deepened and added with more specific research on the factors that affect the coordination of the work of health workers at the Lenteng Health Center, Sumenep Regency.

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I solemnly declare that to the best of my knowledge, in this thesis there is no scientific work that has been submitted by another person to obtain an academic degree at a university, and there is no work or opinion that has been written or ordered by anyone. others, except those quoted in this manuscript and mentioned in the citation sources and bibliography.

CONFLICT OF INTEREST

In this study, there is no interest whatsoever regarding myself or with other institutions other than the Indonesian Strada Institute of Health Sciences, Kediri City.

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