

# Factors Influencing Work Productivity of Community Health Center Employees

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## ABSTRACT

Employee's productivity in an organization, both public and non-public organizations, is still an actual problem to be studied. Work productivity is always directed at how to do or utilize something to reflect the principles of effectiveness and efficiency. This research aims to measure the variables that affect the performance of health workers in a community health center with a case study in district Mapilli of Polewali Mandar regency. This type of research is included in quantitative research with cross-sectional analytic research design to determine the relationship between independent and dependent variables. Sample selection by purposive sampling where the sample was taken is civil servants who work in Mapilli Health Center, as many as 23 people. Data is collected by taking primary data and secondary data. Bivariate analysis was performed to determine the relationship between the dependent and independent variables using the Chi-Square test. This study uses a 5% significance test. If  $P\text{-value} \leq 0.05$  then there is a meaningful relationship between variables (age, education, work discipline) with work productivity of community health center employees, and if  $P\text{-value} \geq 0.05$  means there is no meaningful relationship between the variables with the work productivity of health center employees. From obtained data, it showed that there is no relationship between work period with employee work productivity and between education and employee work productivity. However, there is a meaningful relationship between work discipline and employee work productivity.

**Keywords:** *Productivity, employees, health*

## 1. INTRODUCTION

Productivity is one of critical issues, and that is of particular concern, especially for developing countries like Indonesia. High productivity can show the progress and level of prosperity of a nation. A country that has a large workforce and abundant resources may not necessarily have high work productivity [1] [2]. Organizational productivity can be achieved if human resource management is managed effectively and efficiently. In health development, the position and role of human health resources are critical. Human resource is a vital component of the success of the National Health System [3]. To achieve high levels of work productivity, not only raw materials and labor are needed in the production process, but they also must be supported by other factors. These include education, motivation, length of service, and labor productivity which are also influenced by nutrition and health.

Community Health Center cannot be separated from the role of human resources in carrying out their functions, both

health workers and non-health workers. Therefore, labor productivity at the Community Health Center is needed in meeting quality service aspects for the community. In the implementation of the Community Health Center, it is a technical implementation unit of the District / City Health Office that is responsible for healthy development in a working area. Therefore, the health services carried out by the Community Health Center are included as part of public services. Ages who are still in a productive period usually have a higher level of productivity compared to workers who are in older age. The older age means that they tend to have weak and limited physical ability to do their tasks. Another factor that also influences is the length of work. The more extended work period of a person has, the more increasing skills and ability that he has to do work. He may have more experience in carrying out work continuously, and can improve technical abilities in completing work.

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regarding minimum service standards (SPM) in the district/city health, hereby Community Health Center of Mapilli is one of the Community Health Center in the working area of the Polewali Mandar District Health Office. The centre carries out its duties as a public service and as the closest service unit to the community to carry out health development at the Mapilli sub-district level.

Based on preliminary surveys conducted by researchers, it is found that several worker in Community Health Center of Mapilli said that they have difficulty to focus on their work. This is quite disturbing to the effectiveness of health services to the community that should be provided. Other complaints from the public relating to the quality of service, including employee performance in providing services, in this case, is the timeliness of quality services is still very low.

Furthermore, according to the Head of the Health Center, one of the very related factors is the age of employees because of the older the age of employees, the less the level of ability of employees to work so that most of them are unable to work optimally. Also, based on preliminary observations made, researchers saw several phenomena that occur, such as the number of employees who are less professional and less disciplined in working. More working hours are directed at less critical activities such as relaxing sitting and talking to fellow employees during working hours. The low productivity of service work will build a bad image at the health center, where dissatisfied patients who come to the centre. After visiting and have these experience, they may tell their colleagues. Vice versa, the higher the performance of services provided will be a plus for the Community Health Center. In this case, the patient will feel satisfied with the services provided by the Community Health Center.

**2. RESEARCH METHOD**

This type of research used in this study is quantitative with the cross-sectional approach. The approach is a study conducted at one time and once to find out the relationship between variables. This research was conducted at the Community Health Center of Mapilli by using purposive sampling. The samples were Civil Servants who worked at the Mapilli Health Center, as many as 23 people.

There are 2 data analysis used: Univariate analysis is performed to find out the frequency distribution description of the studied variables, which describe the dependent variable (work productivity) and the independent variable (the factors that affect the work productivity of Community Health Center employees). The function of univariate analysis is to simplify or summarize a collection of measured data in such a way that the data set turns into useful information. Summarizing can be in the form of statistical measures, tables, and graphs. Secondly, bivariate analysis was conducted to determine the relationship between the dependent and independent variables using the Chi-Square test. This study used a 5% significance test. If P-value  $\leq 0.05$  then there is a significant relationship between variables (age, education, work discipline) with work productivity of Community Health Center employees, and if P-value  $\geq 0.05$  means there is no meaningful relationship between variables (years of service, education, discipline work) with the work productivity of Community Health Center employees. The research instrument or questionnaire was used to measure the Likert scale in which the respondents were given several alternative categories to choose one answer that was considered the most appropriate.

**3. RESULTS AND DISCUSSION**

Community Health Center of Mapilli is one of 20 Community Health Center located in Polewali Mandar district, which administratively covers one urban village and 11 villages where the number of Civil Servants is 23 and 103 are honorary workers. Moreover, It is necessary for the employees in the centre to provide excellent services to achieve optimal health degrees and satisfying for patients

**3.1. The relationship of education to the productivity of the Community Health Center of Mapilli employees**

In general, people who have higher education will have broader insights, especially an appreciation of the importance of productivity. Education in this study means both formal and non-formal education. The high awareness of the importance of productivity can encourage employees concerned to take productive actions.

**Table 1.** Analysis of the relationship between education and employee work productivity

Education Qualification	Productivity				Total	%	P-value
	<50 %	%	>50 %	%			
	<i>n</i>		<i>n</i>				
Not Suitable	2	8.7	2	8.7	4	17.4	0.125
Suitable	2	8.7	17	73.9	19	82.6	

Based on the results in table 1 above, it appears that the category of education that is not suitable for work productivity below 50% is two people (8.7%). The employees who have education following background on work productivity are less than 50%, as many as two people (8.7%). From the statistical results, the value of p is higher than the alpha value of 0.05 predetermined, which means that there is no relationship between education and employee work productivity.

Another research result that discusses education on work productivity is written that the level of education has a positive influence on the search for work productivity. This is indicated by the correlation value of 0.715 with a significant level of 0,000 (the value is smaller than the alpha value of 0.05). This illustrates that a rise will also follow any increasing at the level of education in the labor productivity index [4].

Simultaneously work experience, level of education, and technology have a significant effect on work productivity. Although education does not provide a significant influence passively on work productivity, there is also a need for government efforts to sustain the ability to hone soft skills, which will later influence the future in creating a better workspace [5].

**3.2. Relationship between a work period and productivity of the Community Health Center of Mapilli**

The length of work is one indicator of the tendency of workers to carry out work activities, so it can be said that the long work period shows more experience that a person has compared to his other colleagues.

**Table 2.** Analysis of the relationship between tenure and employee productivity

Length of work	Productivity				Total	%	P-value
	<50 %	%	>50 %	%			
	<i>n</i>		<i>n</i>				
<10th Years	4	17.4	4	17.4	8	34.8	0.08
>10th Years	0	0	15	65.2	15	65.2	

The results show that the number of people who have work period less than 10 years with less than 50% productivity is only four people (17.4%). While employees who have ten years of work with a work productivity ability above 50% are as many as 15 people (65.2%), employees with an analysis of a p-value of 0.08. It means that there is no relationship between a work period and the quality of employee productivity. The results of other studies explain the length of service also does not influence work productivity because the average employee or employee has a working period that is not far apart.

**3.3. Relationship of work discipline to the productivity of the Community Health Center of Mapilli employees**

Work discipline is a tool used to change behavior and as an effort to increase one's awareness and willingness to obey all social rules and norms that apply in the work environment [6].

**Table 3.** Analysis of the relationship between work discipline and employee productivity

Work discipline	Productivity				Total	%	P-value
	<50 %	%	>50 %	%			
	<i>n</i>		<i>n</i>				
Low	4	17.4	2	8.7	6	26.1	0.02
High	0	0	17	73.9	17	73.9	

In table 3 above illustrates that employees who have low work discipline can work productively above 50%, as many as two people (8.7%), while employees who have high work discipline on employee work productivity are 17 people (73.9%). Based on the results of data analysis, the result for the p-value is 0.02, which means that there is a significant

relationship between work discipline on employee work productivity.

Productivity means creating wealth through creation, planning, and knowledge so that products and services can be provided that meet the needs of users who are consistent with social and economic goals. In connection with the development and improvement of human resources is the

performance of employees both in quality and quantity in achieving tasks performed individually or in groups. Efforts in realizing the performance of Community Health Center staff are significant because they have an impact on improving health services. One manifestation of the government's commitment to public health services is the establishment of a public health service center as a form of public service in the health sector so that it is demanded to provide quality services and provide satisfaction to consumers by following established standards. Productivity measurement will help an organization or company to understand the situation faced by an organization's work management to determine strategies for increasing productivity. Ability, skills, and experience can affect employee performance. Factors that influence job satisfaction that can be a trigger for increased performance are compensation [7].

One of the factors that influence a person's productivity at work are the length of work. The longer the working period a person has, the more skills and ability he has to do work. A person's experience of carrying out work can increase his technical maturity. The working period can increase the level of mastery in the implementation of technical aspects of equipment and technical work. Every person has different work productivity, which can further influence the level of productivity. Higher education seems to have higher productivity, especially with the length of work that can affect the level of work skills and creativity. Another thing that is very influential on the performance of health workers is discipline. Work discipline provides a real influence on a person's performance. If the work discipline is not enhanced; it will directly have an impact on performance degradation so that the ultimate goal of the organization is not achieved.

In other research, the results show that education also has a positive influence on work productivity. By improving their knowledge and ability through formal or non-formal education, the employees will be able to increase the level of work productivity. Although in this study, the results have been obtained that education is a variable that is not related to improving the quality of work productivity. Discipline is an attitude that describes compliance with applicable rules or regulations, to increase productivity, efficiency, and effectiveness of work. Increasing discipline is essential for organizational growth, especially to motivate employees to be able to discipline themselves in carrying out work both individually and in groups.

#### **4. CONCLUSION**

Based on the results of this research that has been done concluded that tenure and education do not have a significant relationship with increased work productivity while the work discipline variable states that there is a significant relationship to increasing employee work productivity.

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