

THE INFLUENCE OF WORKLOAD, WORK ENVIRONMENT, AND INFRASTRUCTURE FACILITIES ON THE PERFORMANCE OF HEALTH WORKERS AT THE BINTUNI HEALTH CENTER IN BINTUNI BAY DISTRICT

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ABSTRACT

This study aimed to determine, analyze, and describe the influence of workload, work environment, and facilities on the performance of health workers at Bintuni Health Center, Teluk Bintuni Regency, using multiple linear regression analysis techniques. This research was quantitative in nature, employing a questionnaire as the data collection instrument. The study involved 97 respondents comprising health workers at Bintuni Community Health Center. The results indicated that workload had a significant negative influence on the performance of health workers with $P = 0.000 < 0.05$ and a coefficient value of -0.340 . The work environment had a significant positive influence on performance with $P = 0.000 < 0.05$ and a coefficient value of 0.243 , while facilities had a significant positive influence with $P = 0.000 < 0.05$ and a coefficient value of 0.406 . Therefore, higher workload could decrease the performance of health workers, where as a good work environment and facilities would enhance the performance of health workers at Bintuni Community Health Center.

KEYWORDS Workload, Working Environment, Facilities and Infrastructure, Performance



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INTRODUCTION

Human resources in health care facilities, especially health centers, are very important to ensure that health services run well. Puskesmas is the spearhead of health services in Indonesia. Puskesmas has the authority and motivation for the maintenance of public health in its working area (Permenkes RI Number 75, 2014). Health workers are part of health human resources consisting of medical health workers, clinical psychology workers, nursing workers, midwifery workers, pharmaceutical workers, public health workers, nutrition workers, environmental

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health workers, medical technicians, biomedical engineering workers, traditional health workers, and other health workers (Law Number 36, 2014).

Currently, the condition of health workers in Indonesia is still experiencing inequality in its utilization, for example health workers at Puskesmas, based on the ratio of the number of health workers at Puskesmas, it is still unable to meet the needs of Indonesia's very large population. The lack of health human resources will affect the quality and quality of services at health facilities (Lette, 2020).

Performance can be defined as the results of work achieved by a person or group in an organization in accordance with their respective authorities and responsibilities in order to achieve organizational goals, Pranogyo (2021). Achievement of targets that have been determined by the health center, so performance is also related to the input, process, and output of the health center. Performance appraisals are carried out to evaluate and develop individuals, system maintenance, and documentation.

Workload is the amount of work that must be carried by a position / organizational unit and is the product of work volume and time norms, (Permendagri No.12, 2008) Previous research on the increase in workload had a positive and significant effect on employee performance and to have a positive effect it must be balanced by conducting regular evaluations and medical check-ups of employee conditions, mapping employee competencies based on job descriptions so that the workload given is in accordance with the abilities and competencies of employees Yuliantini (2021). Puspitasari's research (2023) shows a different thing where the results show that workload has a negative and significant effect on employee performance, this explains that if the workload increases, it will reduce the potential performance of employees, and vice versa.

The work environment is all aspects of physical, psychological and work regulations that can have an impact on job satisfaction and the achievement of productivity, Mangkunegara (2005). The results of previous research state that the influence of the work environment has a negative and insignificant effect on the performance of employees of the organization bureau of the regional secretariat of Southeast Sulawesi province, meaning that the better the work environment, the lower employee performance will be Sabilalo A.M (2020). This contradicts research conducted by Yuliantari (2020) that there is a very strong and positive relationship between the work environment and performance, and there is a significant influence between the work environment and employee performance.

Facilities are facilities that directly function as supporting the process of organizing job duties and functions, while infrastructure is a facility that indirectly functions as supporting the process of organizing job duties and functions (PANRB Ministerial Regulation No.1 of 2021). The following research states that facilities and infrastructure have a positive and significant effect on employee performance (Pajarini, 2023), this is in line with research conducted by Hasanuddin (2022) which states that the facilities and infrastructure variable has a positive and significant effect on employee performance. Facilities and infrastructure must be adjusted to the type and level of services provided by the health center such as basic services, referral services, special services etc. Facilities and infrastructure must be

maintained and updated regularly to maintain quality, safety and comfort for patients and staff.

Health problems experienced by the Bintuni puskesmas include the high morbidity rate of HIV/AIDS infectious diseases, the lack of quality health services, weak health management including coordination, evaluation and reporting functions (Tubung, 2018).

The performance of health workers at the Bintuni Health Center does not appear to be optimal, this is based on initial observations which show that the health service process starts at 08.00 WIT but because some health workers do not arrive on time as a result there is a buildup of patients in the waiting room so that the service process between one patient and another patient takes a long time. This is confirmed through attendance which shows that most of the attendance of health workers is above 08.00 WIT. Based on this background, this study will resolve why the performance of health workers at the Bintuni Health Center is not optimal.

RESEARCH METHODS

The approach in this study is quantitative which uses a questionnaire as a data collection tool. This research describes the conditions seen and encountered in the field about a variable, symptom or situation (Arikunto, 2013). This research is a careful measurement of the phenomena that occur in the health workers of the Bintuni Health Center. In the implementation of this research took place at the Bintuni Health Center, Teluk Bintuni Regency, West Papua Province. With a research plan for 2 (two) months, where this research begins with initial observations at the research location with the aim of collecting data and problems tailored to the research title. From the results of these initial observations proceed to the preparation of a research proposal and then conduct research using questionnaires and data processing and then compiling the results of the research that has been carried out. The population in this study were all health workers of the Bintuni Health Center, totaling 97 people. In this study, the authors collected samples using saturated sampling technique (census method). Saturated sampling is a sampling technique when all members of the population are used as samples (Sugiyono, 2019). So the sample in this study was the entire population of health workers. In this study, the data collection techniques used were observation and questionnaires. The data that has been collected is then analyzed using the regression test using the help of the SPSS program.

RESULTS AND DISCUSSION

Validity and Reliability Test of Research Instruments

Validity aims to determine the level of validity of the instruments used in the study. Through the validity test, it will be known whether the question items presented in the questionnaire are really able to reveal with certainty about the problem under study. The technique that can be used to test validity is item analysis, where each value on each question item in the questionnaire is correlated with the total value of all question items for a variable, using the *Product Moment* formula.

Table 1. Recapitulation of Validity and Reliability Test Results

Variables	Item	r	sig.	Description	Reliability	Description
Workload	X1.1	0,742	0,000	Valid	0,687	Reliable
	X1.2	0,744	0,000	Valid		
	X1.3	0,745	0,000	Valid		
Work Environment	X2.1	0,809	0,000	Valid	0,662	Reliable
	X2.2	0,758	0,000	Valid		
	X2.3	0,747	0,000	Valid		
Infrastructure Facilities	X3.1	0,744	0,000	Valid	0,886	Reliable
	X3.2	0,741	0,000	Valid		
	X3.3	0,682	0,000	Valid		
	X3.4	0,757	0,000	Valid		
	X3.5	0,773	0,000	Valid		
	X3.6	0,859	0,000	Valid		
	X3.7	0,702	0,000	Valid		
	X3.8	0,781	0,000	Valid		
Health worker performance	Y1.1	0,860	0,000	Valid	0,914	Reliable
	Y1.2	0,891	0,000	Valid		
	Y1.3	0,849	0,000	Valid		
	Y1.4	0,882	0,000	Valid		
	Y1.5	0,832	0,000	Valid		

Source: Appendix 3 validity and reliability test results.

Based on Table 1, it can be seen that the research instruments for all items and variable indicators are valid. In addition, the test results show that all research instruments are reliable. This can be seen that all variables of this study have a reliability coefficient / alpha greater than 0.6. When the results of this reliability test are associated with the reliability coefficient index criteria according to Arikunto (1998), it shows that the reliability/alpha of the research instrument is high. Thus the research data is valid and suitable for testing the research hypothesis.

Hypothesis Testing

Based on the empirical model proposed in this study, it can be tested on the hypothesis proposed through testing the regression coefficient. The test results in Table 1 are hypothesis testing by looking at the *p value*, if the *significance* value is smaller than 0.05, the effect between the variables is significant. The test results are presented in the following table:

Table 2. Hypothesis Testing

HIP Variables Independent	Variables Dependent	B	Beta	t	Sig	Description
H1 Workload	Ten Performance	Health-0,340	-0,271	-3,704	0,000	Significant
H2 Work Environment	Ten Performance	Health0,243	0,250	2,869	0,005	Significant

H3	Infrastructure Facilities	Ten Performance	Health	0,406	0,428	4,681	0,000	Significant
R = 0,882		R Square = 0.675						
F = 64,42								
Sig 0,000								

Of the entire model of three hypothesized direct effects, three are significant. The interpretation of Table 4.9 can be explained as follows:

- Workload has a significant negative effect on the performance of health workers with $P = 0.000 < 0.05$ with a coefficient value of -0.340 , this coefficient indicates that the higher the workload is felt, the performance of health workers at the Bintuni Health Center, Bintuni Bay Regency will also decrease.
- The work environment has a significant positive effect on the performance of health workers with $P = 0.000 < 0.05$ with a coefficient value of 0.243 , this coefficient indicates that a good work environment can improve the performance of health workers at the Bintuni Health Center, Teluk Bintuni Regency.
- Infrastructure facilities have a significant positive effect on the performance of health workers with $P = 0.000 < 0.05$ with a coefficient value of 0.406 , this coefficient indicates that the better and more complete the employee work infrastructure facilities, the better the performance of health workers.
- Significant F test with Sig < 0.05 , meaning that the model built describes the conditions at the research site or the results of this study can be generalized to the Bintuni Health Center, Teluk Bintuni Regency.
- R Square produces a value of 0.675 , meaning that the model built describes the conditions in the research site by 67.5% and the remaining 32.5% is the limitation of measuring instruments in revealing facts or there are still things that researchers do not include as indicators of each research variable and researcher error.

Classical Assumption Testing

a. Multicollinearity

Multicollinearity is a condition where there is a very high correlation between the independent variables in the regression equation. According to Gujarati (1999: 157) multicollinearity means that there is a high correlation (close to perfect) between independent variables. To detect the presence or absence of multicollinearity is done by looking at VIF (*Variance Inflating Factor*), if the VIF value is less than 5, then there is no multicollinearity in the model (Santoso, 2003 and Sulaiman, 2004).

Table 3. Multicollinearity Test

Independent variable	Tolerance	VIF	Description
Workload	0.654	1.529	Non Multicollinearity
Work Environment	0.461	2.170	Non Multicollinearity
Infrastructure Facilities	0.418	2.391	Non Multicollinearity

Based on Table 3, it is known that the VIF value does not exceed the value of 5, thus it can be concluded that there is no multicollinearity.

b. Heteroscedasticity

Heteroscedasticity will make the estimation of regression coefficients inefficient. The results of the estimation will be less than they should be. Heteroscedasticity contradicts one of the basic assumptions of linear regression, which is that the residual variation is the same for all observations or called homoscedasticity (Gujarati, 1999). Diagnosis of Heteroscedasticity can be done by looking at the residuals (*ZRESID) and the predicted variable (*ZPRED). If the distribution of points in the plot is scattered around zero (0 on the Y-axis) and does not form a particular pattern or trend line, it can be said that the model does not meet the assumptions of heteroscedasticity or regression model is said to be qualified to predict (Santoso, 2003 and Sulaiman, 2004). Heteroscedasticity is tested using the *Scatterplot* graph.

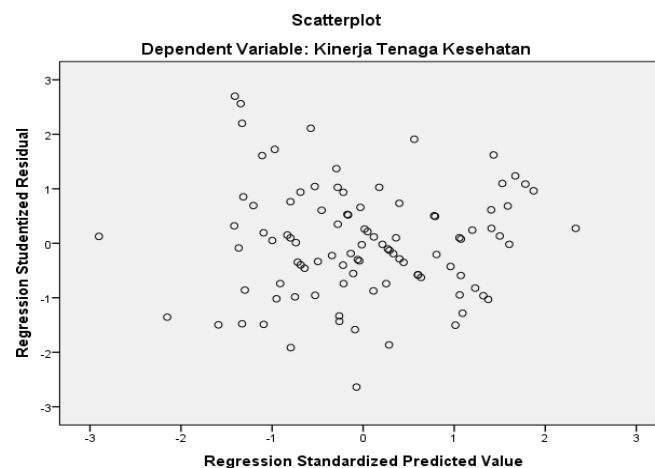


Figure 1. Heeteroscedasticity test

Based on this figure, it can be seen that there is no heteroscedasticity because there is no clear pattern and the points spread out.

c. Normality

The normality test is used to detect whether the data distribution of the independent variable and the dependent variable is normal. The normality test is intended to see whether the data being analyzed has a residual value that is around zero (normal data) or not. If it is around zero, then the normality assumption is met, and vice versa (Yarnest, 2004). A good regression model is to have a normal or near normal data distribution. To test or detect this normality, it is known from the *normal probability plot* display. If the data spreads around the diagonal line and follows the direction of the diagonal line, the regression model fulfills the assumption of normality. If the data spreads far from the diagonal line, the regression model fulfills the assumption of normality. If the data spreads far from

the diagonal line and/or does not follow the direction of the diagonal line, then the regression model does not fulfill the assumption of normality.

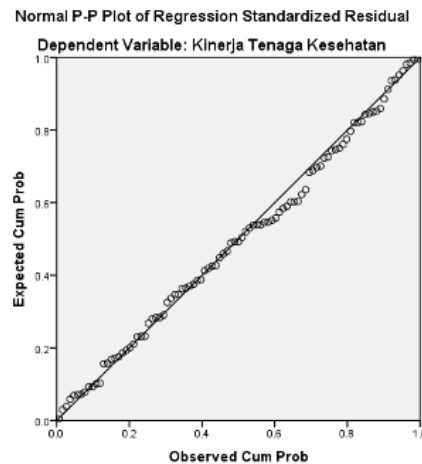


Figure 2. Normality Test

Based on the *normal probability plot* graph as presented, it can be seen that the points spread around the diagonal line, and the distribution follows the direction of the diagonal line. So that the regression model deserves further analysis.

Discussion

The effect of workload on the performance of health workers.

Workload has a significant negative effect on the performance of health workers. This shows that the higher the workload is felt, the performance of health workers at the Bintuni Health Center will also decrease. This finding is in accordance with the results of research conducted by Marhumi S, et al (2022) which states that workload has a significant negative effect on employee performance using a simple regression test $Y = 31.621 - 0.435X$ and a significant value obtained of $0.006 < 0.05$. Conversely, the findings of this study contradict the results of research conducted by Adityawarman Y, et al (2019) which states that workload has a positive and significant effect on performance, which research uses a chi square test with 127 respondents, the results of the chi square test show that there are differences in attitudes based on the demographics of the respondent. The more effectively the workload is managed, the better the performance of the company and employees.

The results of descriptive statistics show that work conditions are indicators that have the lowest mean value of the workload variable, this proves that work conditions are not a burden for health workers, because respondents already know the work conditions that must be faced, while workload is seen in the indicators of working time and targets that must be achieved. The workload here is seen in working time, which sometimes exceeds the specified working time but the burden is not too high.

The facts at the research site show that the workload received by health workers affects the performance of Bintuni Health Center health workers even

though the workload received is not too high and only occurs at certain times. Time management and prioritization of the most urgent and important tasks are needed, support from management, colleagues and the health system as a whole is very meaningful because workload is a shared responsibility.

The influence of work environment on the performance of health workers.

The work environment has a significant positive effect on the performance of health workers. This finding shows that a good work environment can improve the performance of health workers at the Bintuni Health Center, Teluk Bintuni Regency. This finding is in line with the results of research by Saviaty N, Mappatempo A (2018) that the work environment has a significant influence on employee performance through motivation with a coefficient value of 0.225. The coefficient shows that good work environment conditions can increase motivation so that it has an impact on improving employee performance. Conversely, the findings of this study contradict the results of research conducted by Sabilalo A.M (2020). This explains that the work environment has a negative and insignificant effect on employee performance at the Organizational Bureau of the Regional Secretariat of Southeast Sulawesi Province. This means that the better the work environment conditions, the lower employee performance will be. This is quite reasonable because the work environment variable measured through the music indicator in the workplace shows the lowest response by employees so that it can be assumed that the sound of music in the workplace can have a negative influence on employee performance.

The results of descriptive statistics show that work relationships are the indicator that has the highest mean value of the work environment variable, this proves that the relationship between superiors and fellow health workers and the level of trust and respect is well established. The facts at the research site show that the work environment at Bintuni Puskesmas is very good, especially in communication and mutual respect between superiors and health workers and other employees is well established. Communication and collaboration is very important between health professionals, enabling each member of the health team to contribute with their knowledge and skills according to their respective roles to provide comprehensive and integrated health services for patients.

The influence of infrastructure on the performance of health workers.

Infrastructure facilities have a significant positive effect on the performance of health workers. This finding is in line with the results of research conducted by Hasanuddin, et al (2022) which states that infrastructure facilities, quality of human resources and work ability have a significant effect on employee performance, this is evidenced by the statistical results of the regression test obtained a value with a probability of 0.000 less than α ($\alpha = 0.05$) which means that infrastructure facilities, quality of human resources, and work ability play an important role in improving employee performance and economic growth.

The results of descriptive statistics show that the clean water system is an indicator that has the highest mean value of the infrastructure variable, this proves that the clean water system at the Bintuni Health Center is good. Facts at the

research site show that the clean water system at the Bintuni Health Center uses its own borehole and the water produced is clear, colorless and odorless, does not contain suspended or turbid materials so that the water is suitable for use by patients and health workers at the health center. Clean water sources as a means of proper hand washing at the Puskesmas can reduce the risk of spreading disease, the use of clean water helps prevent infections and poor health conditions, the need for monitoring and evaluation by conducting regular monitoring of water quality at the health center to maintain the availability of clean water at the health center remains of good quality.

Health worker performance

The performance of health workers is a measure of the extent to which health workers successfully carry out health services. The performance of health workers includes various indicators including work quantity, timeliness, effective use of resources and independence. The performance of health workers has a very important role in the health service system to the community, the better the performance of health workers, the better the quality of service received by patients and this can increase public confidence to seek treatment at the health center. Therefore, the Government, in this case the Health Office in collaboration with the Head of the Bintuni Health Center, must continue to strive to review and improve in various ways so that the performance of health workers is maximized again by reducing the workload of health workers by ensuring that each health worker has a task that matches his competence, developing the skills of health workers through training and professional development to increase efficiency in work, using appropriate technology to facilitate work such as effective management information systems, creating a conducive work environment and complete and well-functioning infrastructure. In addition, the Head of Puskesmas also needs to pay attention to several things including the discipline of health workers to be present on time at the Puskesmas because it contributes positively to good service performance, health workers who adhere to the arrival schedule tend to provide more optimal service to patients. To improve the performance of Bintuni Health Center health workers, the government also needs to pay attention to welfare by giving awards to health workers who excel.

CONCLUSIONS

Based on the results of the study and the results of data processing multiple regression analysis using the SPSS application, it can be concluded. 1. Workload has a significant negative effect on the performance of health workers with $P = 0.000 < 0.05$ with a coefficient value of -0.340 , this coefficient indicates that the higher the workload is felt, the performance of health workers at the Bintuni Health Center, Teluk Bintuni Regency will also decrease. 2. The work environment has a significant positive effect on the performance of health workers with $P = 0.000 < 0.05$ with a coefficient value of 0.243 , this coefficient indicates that a good work environment can improve the performance of health workers at the Bintuni Health Center, Teluk Bintuni Regency. 3. Infrastructure facilities have a significant

positive effect on the performance of health workers with $P = 0.000 < 0.05$ with a coefficient value of 0.406, this coefficient indicates that the better and more complete employee work infrastructure facilities, the performance of health workers will be even better.

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