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Relationship of Organizational Factors to the Implementation Minimum Service Standars in Konawe Regency Health Center

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ABSTRACT

Introduction: The initial survey was conducted at 29 Health center in Konawe Regency, it was found that there were several Health center not realizing the overall MSS achievement and there was an accumulation of the average achievement of 12 MSS found in 17 Health center under 80% and all Health center did not implement additional service standards seen from the annual report in Konawe District Health Office. Thus, researchers feel the need to conduct research on the relationship of organizational factors to the implementation of minimum service standards at the Konawe District Health Center.

Method: This type of quantitative research has a population of all officers who have roles and responsibilities for the quality of Public health center services by applying Minimum Service Standards in 29 Public health center totaling 174 and a sample of 122 officers.

Result: Data analysis and obtained the value of X Count or Chi Square 55.03> from 3.84 or X table and the value of Phi 0.695 which means it has a strong relationship.

Conclusion: There is a strong relationship between organizational factors (Resources, Leadership, Compensation, Organizational Structure and Job Design) and Implementation of Minimum Service Standards.

Introduction

Healthy development is an integral and most important part of national development, and the aim of maintaining healthy development is to increase the awareness motivation, and ability of all people to achieve optimal levels of public health. The success of healthy development plays an important role in improving the quality and competitive of human resources in Indonesia.^[1]

Factors that affect performance include organizational factors (Resources, Leadership, Compensation, Organizational Structure and Job Design). Including setting structural factors. Work design and psychological factors consisting of mental/intellectual, cognition, culture, personality, training and motivation. Evaluating the performance of health workers by considering quality, quantity, time, efficacy, and independence.^[2]

The scope of the performance appraisal includes an assessment of the management to provide the results (outputs) and quality of service (outcomes) of management identified at the district/city level.^[3]

The results of the calculation of Public health center activities include activities carried out by Public health center health workers in the work area, inside and outside the building. The input components, resources and environment are not considered as variables in the calculation process because they are not possible. Performance evaluation takes into account the results of last year's activities achieved by the Public health center and its staff.^[4]

The MSS achievement data for Konawe Regency in 2020 is known to be 36% of pregnant women's health services with a target of 74%, 40% of maternity health services with a target of 85%, 39% of newborn health services with a target of 90%, 10% of under-five health services with a target of target 100%, Health services for primary education age 0% with a target of 100%, Health services for productive age 0%, with a target of 100%, Health services for the elderly 5% with a target of 100%, Health services for hypertension patients 29%, Health services patients with diabetes mellitus 15% with a target of 100%, Health services for people with severe mental disorders 50%, with a target of 100%, Health services for people suspected of tuberculosis 26% with a target > 85%, Health services for people at

risk of being infected with a virus that weakens the human immune system (Human Immuno deficiency Virus) 55% with a target of 100%.^[5]

An initial survey was also conducted at 29 Public health center in Konawe Regency, it was found that there were several Public health center not realizing the overall MSS achievement and there was an accumulation of the average achievement of 12 MSS found in 17 Public health center under 80% and all Public health center did not apply additional service standards as seen from the annual report. At the Konawe district health office.

This greatly affects the management of services in unaccredited health centers where many program achievements have not been implemented properly, and affect the level of public trust in their services. Thus, researchers feel the need to conduct research on the relationship of organizational factors to the implementation of minimum service standards at the Konawe District Health Center.

Method

This type of quantitative research uses a Cross Sectional Study design.^[6] The population is all officers who have a role and responsibility for the quality of Public health center services by applying Minimum Service Standards in 29 health center totaling 174 and a sample of 122 using random sampling.

Result

Table 1 shows that of the total 122 respondents who stated that the Organizational Factors were good, 27 people (22.13%) and those who stated less were 95 people (77.87%).

Table 2 shows that from the results of data analysis and obtained the value of X Count or Chi Square $55.03 > 3.84$ or X table and the value of Phi 0.695 which means it has a strong relationship.

Table 1. Frequency Distribution of Respondents with Variable Organizational Factors at the Konawe District Health Center in 2021

Organizational Factor	Frequency (f)	Percentage (%)
Good	27	22,13
Not Enough	95	77,87
Total	122	100

Table 2. Relationship between Organizational Factors and Minimum Service Standars at the Konawe District Health Center in 2021

Organizational Factor	Absorption budget				Σ	%	Chi-Square	ϕ	X table
	Good		Not enough						
	f	%	f	%					
Good	21	75,00	6	6,38	27	22,13	55,03	0.695	3.84
Not enough	7	25,00	88	93,62	95	77,87			
Total	28	100	47	100	122	100			

Discussion

Relationship between Organizational Factors and Minimum Service Standars at the Konawe District Health Center

The results of the research are known from the results of data analysis and obtained the X Count or Chi Square value of 55.03 > from 3.84 or X table and the Phi value of 0.695 which means it has a strong relationship, thus organizational factors play a very important role in the good or bad Minimum Service Standards at the Konawe District Health Center.

The benefit of service standards for the community is that local residents have a guarantee to obtain services that can meet standards with the same quality and procedures and benefits for the government, namely as a determining indicator of health status.

Organization is a general part of management where human resource management is also the management and use of existing individual resources (employees). Management is developed and used optimally in the world of work for the achievement of organizational goals and employee personal growth.^[7]

Everyone works to earn income to meet their daily needs. Therefore, everyone works to benefit from the work done. We empower our employees to perform their duties diligently and responsibly and win performance rewards in the form of compensation.

One way to manage productivity, creativity, work performance, motivation, and

employee performance is to provide rewards. Compensation is given to employees for their achievements in carrying out their duties.^[8]

Rewards given to employees can be in the form of goods or services, not just money. Compensation is given to all employees who work in the agency as a reward for the work done by the employee.^[9]

Conceptually, the structure that describes positions and tasks shows the ability of the organization and its employees and describes how the organization performs to achieve its goals.^[10]

In Konawe Regency, on average, all Health Center are led by the head of the Health Center with a scientific background in the field of Health Policy administration, but there are also some who have a background as practitioners in the health sector, but in principle, to achieve the mission of minimum service standards, good coordination is needed between leaders. Thus, the organization and subordinates are synergistic and aligned in the implementation of minimum service standards.

The researcher assumes that the organization greatly influences the quality of achieving minimum service standards at the Konawe District Health Center where internal organizations that have good cooperation between leaders and subordinates in every line of the program at the Health Center, really help increase the minimum service standards according to their vision and mission.

Conclusion

There is a strong relationship between organizational factors (Resources, Leadership, Compensation, Organizational Structure and Job Design) with the Implementation of Minimum Service Standards so that the need to conduct periodic evaluations to determine policies and regulations within the organization, especially in the scope of the Health Center Konawe Regency.

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