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# The Relationship between Motivation and Incentives on the Performance of Integrated Service Post Cadres in Transmigration and Non-Transmigration Areas in the Lambale Community Health Center Work Area, North Buton Regency

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### ABSTRACT

**Introduction:** Initial observations carried out in the Lambale Community Health Center working area, North Buton Regency showed that from interviews with 10 integrated service post cadres in transmigration and non-transmigration areas, the average result was that cadres who were inactive were caused by several things, including being busy with other jobs such as housewives and There are still cadres who do not understand their duties in integrated service posts.

**Method:** This type of research is quantitative research with a cross-sectional approach. Using a comparative study of transmigration and non-transmigration areas in the Lambale Health Center area, North Buton Regency, looking at the motivation and incentives principles of integrated service post cadres. The population was 85 cadres and a sample of 39 used the Lemeshow formula with simple random sampling technique.

**Result:** Based on the results of statistical tests using the Chi Square test, the results obtained were  $0.005 < \alpha < 0.05$ ,  $H_0$  was rejected and  $H_a$  was accepted, indicating that there is a relationship between cadre motivation and the performance of integrated service post cadres in the Lambale Community Health Center working area, North Buton Regency. Based on the results of statistical tests using the Chi Square test, the results obtained were  $0.000 < \alpha < 0.05$ ,  $H_0$  was rejected and  $H_a$  was accepted, indicating that there is a relationship between cadre incentives and the performance of integrated service post.

**Conclusion:** There is a relationship between cadre motivation and incentives on the performance of integrated service post cadres in the Lambale Health Center work area, North Buton Regency.

## Introduction

Village community health development is a community self-help activity that aims to improve the quality of community health through improving health and nutritional status. The success of implementing community health development which aims to improve the quality of public health cannot be separated from the various supports and active roles carried out by the entire community. In this case, a big role is the role of the Integrated Service Post which directly deals with various social problems including health problems faced by the community.<sup>[1]</sup>

Health is a balanced and dynamic state between a person's body and its functions and various factors that influence it. So, health becomes an indicator of the high or low quality of a person's life. This is also written in Law of the Republic of Indonesia Number 36 of 2009 concerning Health Article one Paragraph that health is a state of physical, mental, spiritual and social well-being which enables everyone to live a productive life socially and economically.<sup>[2]</sup>

The function of cadres is very important because cadres are responsible for implementing the integrated service post program. If cadres are not active, the implementation of the integrated service post will not run smoothly and as a result the nutritional status of babies or toddlers cannot be detected clearly early. This will affect the level of success of the integrated service post program, especially in monitoring the growth and development of toddlers. In 2019, in approximately 70,000 villages in Indonesia, it is estimated that around 91.3% of children aged 6-11 months and 74.5% of toddlers were taken to integrated service post at least once during the last six months.<sup>[3]</sup>

Integrated service post cadres are the main key in integrated service post activities starting from planning, implementation including recording and reporting. The active role of cadres here determines the continuity and development of integrated service post. Therefore, to build a good

integrated service post, cadres are needed who must have high performance.<sup>[4]</sup>

Integrated service post cadre performance is a work standard that compares specific actions with a set of beliefs, policies, rules, habits and other intangible things, which can be said to be the result of the work of a person or an institution. Cadre performance is manifested in the implementation of their duties in running the integrated service post. So, cadre performance is a manifestation of their function as mobilizers and facilitators of integrated health services in the community. Several factors influence the performance of integrated service postcadres, for example cadre knowledge, motivation, commitment, support and incentives given to cadres.<sup>[5]</sup>

The existence of cadres is considered important because in accordance with the development of the development paradigm, the direction of the national health development policy has been set out in the medium-term development plan in the health sector, which prioritizes preventive, promotive and empowering efforts for families and communities in the health sector. These efforts are carried out through community health centers, integrated service posts and various other community activities, so that active integrated service post cadres can increase mothers' interest in coming to integrated service post.<sup>[6]</sup>

Cadre motivation will also influence the implementation of integrated service post. If cadre motivation is low, the presence of cadres in integrated service post activities will decrease, resulting in a decline in cadre performance in implementing integrated service post.<sup>[7]</sup>

The issue of incentives for integrated service post cadres is seen as one of the challenges that must be faced by an organization such as a public health service. Incentives really need to be given to integrated service post cadres. In this case, the provision of incentives for active integrated service post cadres in the working area of Lambale Community Health Center is based on the

Regulation of the Regent of North Buton concerning Procedures for Providing Incentives and Strengthening the Capacity of integrated service post Cadres.

Another problem is if a cadre works, it will affect his main activity as a cadre in integrated service post activities. A cadre should have a permanent job as integrated service post cadre, no additional work apart from being integrated service post cadre, because if there is another job then his work and responsibilities as a cadre will be disturbed because he is busy working.<sup>[8]</sup>

From the field survey conducted by researchers, it was found that the main tasks that should have been carried out were not carried out completely. Before the opening day of the integrated service post, cadres carry out tasks which include: (1) conveying information only to a few mothers and asking these mothers to convey it to other mothers, (2) Cadres do not coordinate with health workers and other officers regarding the type of service provided. will be held, (3) Cadres are passive and only participate in activities carried out by health workers, (4) Cadres rarely prepare outreach materials.

Then, on integrated service post opening days: (1) Cadres only occasionally measure children's head circumferences, (2) Monitor parents' actions regarding parenting patterns used for children, (3) Monitor problems of children under five, (3) guide parents recording various results of measurements and monitoring the condition of children under five, (4) Counseling on parenting patterns for children under five is carried out by health workers.

After integrated service post opening days: (1) Cadres rarely make home visits to toddlers who are not present on integrated service post opening days and children who are malnourished, (2) Hold meetings with Family Welfare Development administrators to discuss integrated service postactivities and these activities.

## Method

This type of research is quantitative research with a cross-sectional approach. Using a comparative study of transmigration and non-transmigration areas in the Lambale Health Center area, North Buton Regency, looking at the motivation and incentives principles of integrated service post cadres. The population was 85 cadres and a sample of 39 used the Lemeshow formula with simple random sampling technique.

## Result

**Table 1** shows that of the 22 cadres who have sufficient motivation, 15 cadres (68.2%) have active performance, and 7 cadres (31.8%) have inactive performance. Of the 17 cadres who had less motivation, there were 3 active cadres (17.6%) and 14 inactive cadres (82.4%). Based on the results of statistical tests using the Chi Square test, the results obtained were  $0.005 < \alpha < 0.05$ ,  $H_0$  was rejected and  $H_a$  was accepted, indicating that there is a relationship between cadre motivation and the performance of integrated service post cadres in the Lambale Community Health Center working area, North Buton Regency.

**Table 2** shows that of the 22 cadres who have sufficient incentives, 17 cadres (77.3%) have active performance, and 5 cadres (22.7%) have inactive performance. Of the 17 cadres who had less motivation, there was 1 active cadre (5.9%) and 16 inactive cadres (94.1%). Based on the results of statistical tests using the Chi Square test, the results obtained were  $0.000 < \alpha < 0.05$ ,  $H_0$  was rejected and  $H_a$  was accepted, indicating that there is a relationship between cadre incentives and the performance of integrated service post cadres in the Lambale Community Health Center working area, North Buton Regency.

**Table 1.**

**The Relationship between Cadre Motivation and Performance of Integrated Service Post Cadres in the Lambale Community Health Center Working Area, North Buton Regency**

Motivation	Cadre Performance						Statistical Test Results
	Active		Not active		Amount		
	n	%	n	%	n	%	
Enough	15	68.2	7	31.8	22	100.0	p-value = 0.005 $\alpha = 0.05$
Not enough	3	17.6	14	82.4	17	100.0	
Amount	18	46.2	21	53.8	39	100.0	

**Table 2.**

**The Relationship between Cadre Incentives and the Performance of Integrated Service Post Cadres in Work Areas Lambale Health Center, North Buton Regency**

Motivation	Cadre Performance						Statistical Test Results
	Active		Not active		Amount		
	n	%	n	%	n	%	
Enough	17	77.3	5	22.7	22	100.0	p-value = 0.000 $\alpha = 0.05$
Not enough	1	5.9	16	94.1	17	100.0	
Amount	18	46.2	21	53.8	39	100.0	

**Discussion**

**The Relationship between Motivation and the Performance of Integrated Service Post Cadres in the Lambale Community Health Center Working Area, North Buton Regency.**

Motivation is a condition or energy within a person that causes, encourages, or directs behavior. One factor that can motivate cadres to work well is getting free treatment at the Community Health Center or Supporting Community Health Center. Free treatment is not only for integrated service postcadres, but also for their husbands and children. Not all policies in the form of free treatment for cadres are made by the Community Health Center.

Based on the research results, it shows that motivation influences cadre performance. Cadres who have sufficient motivation have a higher activeness presentation. Likewise, cadres who have less motivation are more likely to be inactive.

Motivation is related to cadres' skills in early detection of children's growth and development, but when tested simultaneously together with knowledge, motivation cannot influence cadres' skills and willingness to carry out early detection of children's growth and development. The research results support other research which states that there is a strong

relationship between the variable level of motivation and the variable level of Early Detection of Growth and Development implementation at the Kalumpang health center. Abdullah's research states that motivation can be obtained from within oneself or from environmental influences. The best motivation is not due to environmental influences, but motivation that comes from oneself.

**The Relationship of Incentives to the Performance of Integrated Service Post Cadres in the Transmigration Area of Lambale Community Health Center, North Buton Regency.**

The research results show that there is a relationship between incentives and cadre performance. of the 22 cadres who have sufficient incentives, 17 cadres (77.3%) have active performance, and 5 cadres (22.7%) have inactive performance. of the 17 cadres who had less motivation, there was 1 active cadre (5.9%) and 16 inactive cadres (94.1%).

Incentives can influence the work morale of the cadres concerned. It can be used as a factor that can provide work motivation because it comes from internal cadres (desires, hopes and needs)

which creates encouragement or enthusiasm to work hard.

Performance evaluation is a means of improving cadres who do not carry out their duties well so that the goals that have been set can be achieved well. If there are still many cadres whose performance is not good, the organization must focus on efforts to improve and increase the performance of cadres in carrying out their duties so that efforts to reduce the maternal mortality rate will provide maximum results.<sup>[9]</sup>

### **Differences in Motivation of Integrated Service Post Cadres in Transmigration and Non-Transmigration Areas in the Lambale Community Health Center Work Area, North Buton Regency.**

Based on the results of statistical tests using the Chi Square test, the results showed that there were differences in cadre motivation between transmigration areas and non-transmigration areas in the Lambale Community Health Center working area, North Buton Regency.

Motivation can be obtained from within oneself or from environmental influences. This environmental influence is what differentiates transmigration areas from non-transmigration areas, as does the provision of incentives which will be explained in the next discussion. The motivation that arises cannot be separated from the role compared to Gedangan. The theory explains that support from the cadre's immediate environment is that a person's level of education also influences the immediate family or external environment of the cadre, such as their level of knowledge, because support from fellow cadre members and educational staff can shape local health reasoning patterns.

According to research that had conducted, it found success of the integrated service post influenced by the performance of the cadres, with high motivation in integrated service post activities will improve the performance of the integrated service post cadres. One of the factors that influences cadre performance is motivation. The results of the Chi square test obtained p value = 0.027, meaning there is a relationship between motivation and the performance of elderly integrated service post cadres in Sukoharjo District, Pringsewu Regency in 2016. The factors that influence performance are ability factors and

motivation factors (motivation) as follows (Performance = ability + motivation, Motivation = attitude, situation, Ability = knowledge + skills)<sup>[10]</sup>

Research related to a person's sources of motivation and thinking.<sup>[11]</sup> However, the influence of cadres in the Tanzania region found that educational motivation on cadre performance was not large if it could be generated through support compared to the role of motivation on performance from immediate family. Not all cadres get the opportunity, which shows that there is a positive correlation between the same support for sharing knowledge or giving it and increasing self-confidence. updating through refreshing knowledge from. On the other hand, the lack of support provided, including the cadre training agenda or refreshing cadres, is underestimated by health workers or some cadres said that the supervisor training agenda above them causes cadres to become low. cadres tend to be dominated and followed by the coordinator themselves and feel that they do not have full authority in only cadres, as well as the agenda for refreshing cadres to optimize their performance.

Based on the research results, it shows that motivation in non-transmigration areas is good but not as good as in transmigration areas, where in transmigration areas the cadres are more motivated than in non-transmigration areas.

### **Differences in incentives for Integrated Service Post Cadres for Transmigration and Non-Transmigration Areas in the Lambale Community Health Center Work Area, North Buton Regency.**

Based on the results of statistical tests using the Chi Square test, the results showed that there were differences in cadre incentives between transmigration areas and non-transmigration areas in the Lambale Community Health Center working area, North Buton Regency. In transmigration areas, the majority of cadres feel that the incentives given are sufficient, while in non-transmigration areas the opposite is true.

Cadre incentives are generally given to integrated service postcadres every 3 (three) months). It is these cadre incentives that seem to influence cadre performance in carrying out their duties.

The survey results obtained show that there is no difference in the amount of cadre incentives

provided between transmigration areas and non-transmigration areas, namely that they are paid every 3 (three) months with the same nominal value and cadre incentives in transmigration areas are well distributed, but in non-transmigration areas there are more cadres. who are less active.

### Conclusion

There is a relationship between cadre motivation and incentives on the performance of integrated service post cadres in the Lambale Community Health Center work area, North Buton Regency. So, it is necessary to increase motivation through external factors to cadres, especially in non-transmigration areas by providing rewards or program packages that can stimulate cadres' motivation to improve their performance. As well as evaluating the provision of incentives, especially in non-transmigration areas, by considering domestic factors so that providing incentives to increase motivation which leads to increased performance is not only a matter of increasing numbers and incentives but also considering things that can attract the interest of individual cadres. So, providing incentives is more effective.

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