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# Factors Relating to The Performance of Health Officers in Emergency Installations (Study at Bahteramas Hospital, Southeast Sulawesi Province)

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### ABSTRACT

**Introduction:** Hospital is part of a social and health organization with the function of providing complete services (comprehensive), disease healing (curative) and disease prevention (preventive) to the community. The performance of health workers is a problem that must be overcome, it is because health services determine the quality of hospital services. The performance of health workers can be influenced by workload, work stress, work environment, work fatigue, and the application of SOP.

**Method:** This type of research uses a quantitative research design with a cross-sectional study design. The total population is 49 people, with a large sample of 44 people. The sampling technique in this study used the Cluster Random Sampling technique, using the Chi-Square Statistical test.

**Result:** The results showed that there was a relationship between workload and the results of the  $X^2_{count} = 7.079$ , the  $X^2_{table}$  value = 3.841, and the Phi value = 0.449, work stress with the  $X^2_{count}$  value = 8.838, the  $X^2_{table}$  value = 3.841, and the Phi value = 0.494.

**Conclusion:** Factors related to ARI in toddlers include residential density, home environment, and immunization.

### Introduction

Hospital is part of a social and health organization with the function of providing complete services (comprehensive), disease healing (curative) and disease prevention (preventive) to the community.<sup>[1]</sup>The Emergency Room or ER is one of the important units in the operation of a hospital. The ER acts as the entrance

for every service that operates 24 hours a day, 7 days a week. The emergency department provides initial treatment for emergency patients with acute and sudden cases that occur without knowing the time and require prompt and appropriate help.<sup>[2]</sup>

The performance of the ER is highly dependent on its human resources, good working procedures, supporting examination facilities to

support diagnostics, support for adequate drugs and medical consumables, clear patient flow in and out that focuses on patient safety.<sup>[3]</sup>

The performance of health workers is a problem that must be overcome, it is because health services determine the quality of hospital services. Performance is a result of work achieved by a person in carrying out his duties on skills, efforts and opportunities.<sup>[4]</sup> The performance of health workers can be influenced by workload, and work stress.<sup>[5]</sup>

Workload is a collection or number of activities that must be completed by an organizational unit or position holder within a certain period of time.<sup>[6]</sup>

Occupational stress is a condition resulting from an individual's subjective appreciation which can be in the form of interactions between individuals and the work environment that can threaten and put pressure on the individual's psychological, physiological and attitudes.<sup>[7]</sup>

Regional General Hospital Bahteramas of Southeast Sulawesi is a hospital owned by the Regional Government of Southeast Sulawesi Province and is one of the referral hospitals in Southeast Sulawesi. In the Emergency Installation (ER) at Bahteramas Hospital there is 49 people. The Health Officers on duty in the ER Bahteramas Hospital consist of 20 doctors and 29 nurses.<sup>[8]</sup>

Based on data obtained at the Bahteramas Hospital of Southeast Sulawesi Province, the number of emergency patients who entered since 2018 was 15,036 cases, in 2019 there were 17,226. In 2020 there was a decrease to 8,897 cases, this was due to the Covid-19 pandemic that occurred in Southeast Sulawesi Province. Patients with a positive diagnosis of Covid-19 were transferred directly to the isolation place that had been prepared. In 2021 ER Bahteramas Hospital patients experienced an increase of 9,360 cases. With the number of emergency patients as many as 1,056 cases, and patients who died as many as 41 cases.<sup>[8]</sup>

Based on the data, it can be said that in one month the number of patients admitted to the ER Bahteramas Hospital was  $\pm$  780 patients, with the number of health workers as many as 49 people. The number of visits is not proportional to the number of health workers on duty where the ratio of officers and patients, which is 1:28, means that 1 officer serves 28 patients. The ideal ratio should

be 1:1, which means that 1 health worker is required to treat 1 patient. In addition, in the ER Bahteramas Hospital of Southeast Sulawesi Province, there are still several SOP indicators that have not reached the standard, namely, there are 62% of health workers who have a valid ATLS/CLS/PPGD/GELS certificate, where all health workers on duty should have the certificate.

Furthermore, there are still several MSS indicators that do not meet, namely patient mortality in the ER which is still high, namely 7.3 per thousand where the standard is 2 per thousand. The next indicator is the ability to handle live saving which has a standard of 100% where the achievement in 2021 is 55.56%. In addition, patient satisfaction in the Emergency Unit has decreased by 80% in 2019 and in 2020 to 34%, where the standard is 70%.

The various weaknesses described above, it is possible to have an effect on the low performance of health workers (providers) in the ER which in turn can result in the low performance of the hospital comprehensively.

## Method

This type of research uses a quantitative research design with a cross-sectional study design.<sup>[9]</sup> The total population is 49 people, with a large sample of 44 people. The sampling technique in this study used the Cluster Random Sampling technique<sup>[10]</sup>, using the Chi-Square Statistical test.

## Result

**Table 1** shows that out of a total of 44 respondents, 20 people or 45.5% stated that SOP implementation was lacking, while 24 respondents stated that SOP implementation was good or 54.5%..

**Table 2** shows that of the 25 samples that experienced heavy work stress there were 19 or 71.4% who had poor performance, while 6 or 28.6% had good performance. Furthermore, of the 19 samples that experienced light work stress, there were 5 samples or 26.3% who had less performance, while 14 samples or 73.7% experienced mild work stress and good performance. Based on the results of statistical tests using the Chi Square test, the calculated  $X^2$  value =

8.838,  $X^2$  table value = 3.841, P-Value = 0.002, and Phi value = 0.494, meaning that there is a relationship between work stress and the performance of health workers in Emergency

Installation at the Bahteramas Regional General Hospital, Southeast Sulawesi Province.

**Table 1**  
**Distribution of the sample according to the level of performance in the emergency department of Regional General Hospital, Southeast Sulawesi Province**

Performace	Frequency	Percentage(%)
Good	20	45,5
Not Enough	24	54,5
Total (n)	44	100

**Table 2**  
**Distribution of Relationship between Workload and Performance of Health Officers in the Emergency Room at Bahteramas Hospital of Southeast Sulawesi Province**

Workload	Performance				Total		$X^2$ count	P-Value	Phi
	Not Enough		Good						
	n	%	n	%	n	%			
Weight	19	71,4%	6	28,6%	25	100%	8,838	0,002	0,449
Light	5	26,3%	14	73,7%	19	100%			
Total	24	54,5%	20	45,5%	44	100%			

## Discussion

### Workload and Performance

Based on the results of data analysis, the calculated  $X^2$ count or Chi Square is  $7.079 > 3.841$  or the  $X^2$  table value is  $\Phi = 0.449$ . Therefore, it can be said that there is a moderate relationship between workload and the performance of health workers in the emergency department of the Southeast Sulawesi Provincial Hospital.

From 44 respondents there are 28 respondents who say they have a heavy workload. This heavy workload is felt by health workers who work in the ER Bahteramas Hospital, Southeast Sulawesi Province because there are still people who do work other than services to patients, causing them to have an excessive volume of work, causing them to have to work overtime such as administrative tasks, cleaning and tidying up instrument medical.

### Occupational Stress and Performance of Health Officers

Based on the results of data analysis, the calculated  $X^2$ count or Chi Square is  $8.838 > 3.841$  or the  $X^2$  table value is  $\Phi = 0.494$ . Therefore, it can be said that there is a moderate relationship between work stress and the performance of health workers in the emergency department of the Southeast Sulawesi Provincial Hospital.

Based of 44 respondents who experienced heavy work stress due to work, there were 25 respondents. This is because they feel they do not have enough time to complete their work, it can also make health workers dissatisfied with their work.

## Conclusion

The conclusion from the results of performance research is strongly influenced by workload, and occupational stress with

performance of health officer in the emergency room at the Bahteramas Hospital of Southeast Sulawesi Province. It is recommended that the hospital management can pay more attention to their health workers in order to improve the performance of health workers in the ER Bahteramas Hospital, Southeast Sulawesi Province.

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