

SERVICES OF LOCAL COMMUNITY SERVICE AGENCY AND ITS CORRELATION WITH JOB SATISFACTION OF EMPLOYEES IN KLAMBU HEALTH CENTER, GROBOGAN, CENTRAL JAVA

Ahmad Farid, Tri Widodo,
Yuli Setyaningrum, Imam Maturidi

Hospital Administration, Universitas Muhammadiyah Kudus, Central Java

ABSTRACT

Background: Local Community Service Agency (LCSA) services are one of the financial compensations given to employees in Community Health Center. The provision of compensation can lead to employee dissatisfaction if in its implementation it is not based on fairness and feasibility. This study aimed to determine the relationship between the distribution of services and job satisfaction of employees at the Klambu Community Health Center, Grobogan, Central Java.

Subjects and Method: A cross-sectional study was carried out in Klambu Community Health Center, Grobogan, Central Java, in September 2019. A sample of 41 employee was selected by random sampling. The dependent variable was employee satisfaction. The independent variable was services of LCSA. The data were collected by a questionnaire and analyzed by Fisher exact test.

Results: 41 of 70 employee completed the questionnaire (58.35%). There was a correlation between employee satisfaction and services of LCSA ($p < 0.001$).

Conclusion: Employee satisfaction is positively correlated with services of LCSA.

Keywords: Local community service agency, satisfaction, employee.

Correspondence:

Ahmad Farid. Hospital Administration, Universitas Muhammadiyah Kudus. Jl. Ganesha No. 1, Kudus, Central Java. Email: ahmadfarid@umkudus.co.id. Mobile: +62 82311672017.

BACKGROUND

Public health center as the spearhead of health services is a supporter of the successful implementation of the national health program in Indonesia. Public health center are at the basic level of a health organization where health workers work together to achieve health development goals. Therefore, Indonesia always strives to improve development in the health sector that is comprehensive and sustainable through health facilities at Puskesmas and Hospitals as well as other health service institutions, both government and private. Public health center is a first-level health service

effort by prioritizing promotive and preventive efforts, without reducing the curative function to improve public health status (Kemenkes, 2014).

The service distribution system for the variable types of workforce and positions is awarded with points, namely 150 points for medical staff, 100 pharmacists or nursing staff (Ners), 60 points for health workers equivalent to S1/D4, non-health workers with a minimum D3 level, health workers equivalent D3, or health workers below D3 with more than 10 years of service with 40 points, health workers below D3 with 25 points and non-health workers below D3 with 15

points. The points given to medical personnel with paramedics, other health workers and non-health workers have a fairly high range.

Based on research conducted, the number of patient visits each month varies, this affects service acceptance. The distribution of services in accordance with the Regulation of the Minister of Health Number 28 of 2014 at the Klambu Health Center, Grobogan Regency causes different employee perceptions. This is because giving points to each variable causes differences in the services obtained by different employees which cannot provide satisfaction to all employees and are not proportional to the employee's workload. Officers do this because the community must receive services, especially in an emergency.

Based on a preliminary survey conducted on 10 non-PNS nurse subjects in the field conducted by conducting interviews, they said that the provision of services in accordance with the Minister of Health Regulation, Number. 28 of 2014 did not provide justice for workers at the Puskesmas. The rights they receive do not match the performance they have done. Paramedics complained that the distribution of services was mostly provided to medical personnel, while the work of medical personnel was mostly carried out by paramedics. The paramedics said they would reduce or even refuse to take on the work of medical personnel and would carry out their duties to the extent of their responsibilities as paramedics.

Therefore, this study aimed to determine the relationship between the distribution of services and job

satisfaction of employees at the Klambu Community Health Center, Grobogan, Central Java.

SUBJECTS AND METHOD

1. Study Design

This was cross-sectional study, conducted at Klambu Health Center, Grobogan, Central Java, on September 2019.

2. Population and Sample

The population in this study were employees of the Klambu Health Center, Grobogan, Central Java in September 2019. A total 41 employees of the Klambu Health Center were selected using random sampling technique.

3. Study Variables

The dependent variable was employees satisfaction. The independent variables were distribution of services.

4. Operational Definition of Variables

Employees satisfaction is the subjects perception of his work which is a positive statement derived from estimates of work and work experience. The measuring instrument is the questionnaire, the measuring results are appropriate if the total score is 51-100% and is not appropriate if the total score is 50% with an ordinal scale.

Distribution of services Subjects perception of health services received in return for his work. The data were collected using a set of questionnaires.

5. Instruments

The data is in the form of primary and secondary data. Primary data were obtained using questionnaire filled out by research subjects. Secondary data were obtained from Klambu Health Center

namely data on the number of employees.

6. Data Analysis

Univariate analysis was carried out to see the frequency distribution of the research subjects. While bivariate analysis was carried out to see the correlation between distribution of services and job satisfaction of employees at the Klambu Community Health Center.

Table 1. Univariate analysis (dichotomous data)

Variables	Categories	Frequency (n)	Percentage (%)
Service distribution	Inappropriate	24	58.5
	Appropriate	17	41.5
Job satisfaction	Inappropriate	24	58.5
	Appropriate	17	41.5

2. Bivariate analysis

Table 2. showed the results of bivariate analysis using Fisher exact, it can be

Table 2. the correlation between services distribution with job satisfaction.

Services distribution	Job satisfaction				Total		p
	Inappropriate		Appropriate		n	%	
	n	%	n	%			
Inappropriate	24	58.5	0	0	24	58.5	<0.001
Appropriate	0	0	17	41.5	17	41.5	
Total	24	58.5	17	41.5	41	100	

DISCUSSION

The provision of incentives or services is to increase motivation, job satisfaction and employee performance. Incentives are a means of motivation in the form of incentives or incentives that are deliberately given to employees so that a greater enthusiasm arises in them to excel for the organization (Wayan, 2015).

A study by Candra (2012), there is a relationship between compensation and job satisfaction of nurses at PKU Muhammadiyah Hospital Yogyakarta. This is also supported by the results of

RESULTS

1. Univariate analysis

Table 1 showed the subjects who stated that they were not suitable and were not satisfied were as many as 24 people (58.5%), while the subjects who stated that they were in accordance with the distribution of services and were satisfied were 17 people (41.5%).

seen that there is a relationship between service distribution and employee job satisfaction ($p < 0.001$)

services distribution with job

satisfaction.

his research which states that there is a positive relationship between the provision of incentives, both in the form of money and in the form of social security, with employee job satisfaction, although the relationship is only moderate and weak, namely the descriptive statistical results of the questionnaire answers from 41 subjects. 24 subjects (58.5%), and 17 subjects (41.5%).

Job satisfaction of employees of the Klambu Public Health Center in Grobogan Regency. Based on the results of the study, most of the

respondents or as many as 24 people (58.5%) stated they were not satisfied, this can be seen based on the majority of the answers to research questionnaire questions in the answer to answer category no, which was shown as many as 23 respondents (56.1%) answered questions about the work they were doing. not in accordance with practical and easy-to-implement procedures/ rules/ procedures, while 33 respondents (80.5%) answered yes, who felt that busy work did not have the opportunity to play a role in society.

Wuryanto, 2010 stated that job satisfaction is a manifestation of employee perceptions which are reflected in attitudes and focused on employee behavior at work. The results of this study are in line with research by Novalia (2008), in Candra (2012) there is a positive relationship with the results of $p < 0.05$. With a moderate relationship ($r = 0.596$) between compensation and job satisfaction of nurses in Indrasari Rengat Hospital, Riau Province. This shows the direction of a positive relationship which means the greater the compensation received, the higher the job satisfaction.

This research is strengthened by Wayan (2015) on the relationship between the distribution system of national health insurance services and the job satisfaction of puskesmas employees in Karangasem Regency, showing that the results of the bivariate test have a relationship between the distribution system of JKN services and the job satisfaction of Puskesmas employees.

From the research results obtained, that the service has a positive relationship with job satisfaction. The

services provided in accordance with the expectations and responsibilities of employees are closely related to the level of employee job satisfaction. Service distribution system can be seen from optimal performance. Employees who are satisfied with the provision of these services produce optimal work. With the right service, employees have a good level of job satisfaction. The limitations of this study are that the measurement used in this study is in the form of a questionnaire, the study would be better if accompanied by in-depth interviews.

The generalization of the results of this study is limited to the population where the study was conducted, which is limited to employees at the Klambu Public Health Center, Grobogan Regency. Researchers only reveal one variable, so it is necessary to add other variables, such as relationships with superiors, co-workers (workers).

AUTHOR CONTRIBUTION

Ahmad Farid as the main researcher who coordinates the research, carries out all stages of the research, presents the results of research analysis and completes research papers. Tri Widodo plays a role in developing the research framework and processing research data. Yuli Setyaningrum contributed to the preparation of research papers. Imam Mathuridi plays a role in developing ideas, research designs, and research hypotheses.

CONFLICT OF INTEREST

There is no conflict of interest in this study.

FUNDING AND SPONSORSHIP

This research was funded by the Universitas Muhammadiyah Kudus.

ACKNOWLEDGMENT

Our gratitude to the rector of the Universitas Muhammadiyah Kudus who has facilitated this activity, all lecturers and all employees who have been willing to become the object of research.

REFERENCES

Chandra B, Widyastuti P (2012). Pengantar Kesehatan Lingkungan (Introduction to Environmental Health). Jakarta: Penerbit Buku Kedokteran. Cet 2012. Jakarta: EGC, 2006.

Selin D (2011). Hubungan Insentif dengan Kinerja Berdasarkan Indikator Kualitas Kerja dan Kedisiplinan Perawat di Ruang Rawat Inap RSUD Lakipadada Kecamatan Malale Utara Kabupaten Tana Toraja Propinsi Sulawesi Selatan (The Relationship between Incentives and Performance Based on Indicators of Work Quality and Discipline of Nurses in the Inpatient Room at the Lakipadada Hospital, North Malale District, Tana Toraja Regency, South Sulawesi Province.). Retrieved: <https://lib.ui.ac.id/file?file=digital/201612/20440773.Debora%20Selin.pdf>

Kemendes RI (2014). Profil Kesehatan Indonesia Tahun 2014 (Indonesia Health Profile 2014) . Jakarta: Kementerian Kesehatan RI

Hendrayani NWA (2015). Hubungan Sistem Pembagian Jasa Pelayanan Jaminan Kesehatan Nasional

dengan Kepuasan Kerja Pegawai Puskesmas di Kabupaten Karangasem (The Relationship between the National Health Insurance Service Distribution System and the Job Satisfaction of Public Health Center Employees in Karangasem Regency).

Notoatmodjo S (2013). Metodologi Penelitian Kesehatan (Health Research Methodology). Jakarta: Rineke Cipta, 2013.

Rosmita N (2012). Pengaruh Sistem Pembagian Jasa Medik terhadap Kepuasan Kerja Perawat Pelaksana di RSUD Dr. H. YulIddin Away Tapaktuan (the effect of the Medical Service Distribution System on the Job Satisfaction of the Nurse Practitioner at Dr. Hospital. H. YulIddin Away Tapaksir). Retrieved at: <https://123dok.com/document/qokm7-nmypengaruhpembagianterhadapkepuasanperawatpelaksanayulidintapaktuan>.

Peraturan Menteri Kesehatan RI (2016). Penggunaan Dana kapitasi jaminan kesehatan untuk jasa pelayanan kesehatan dan dukungan biaya operasional pada fasilitas kesehatan tingkat pertama milik pemerintah daerah (Use of health insurance capitation funds for health services and operational cost support at first level health facilities owned by local governments).

Ruslan (2013). Pengaruh Penerapan Badan Layanan Umum Daerah (BLUD) terhadap Kinerja Pegawai Administrasi di RSUD Blangpidie Aceh Barat Daya (The Influence of the Implementation

- of the Regional Public Service Agency (BLUD) on the Performance of Administrative Employees at Blangpidie Hospital, Aceh Barat Daya).
- Robbins S, Timothy A, Judge (2008). Perilaku Organisasi (Organisational Behavior) Jakarta: Penerbit Salemba Empat.
- Wibowo (2010). Manajemen Kinerja, edisi ketiga (Performance Management, third edition). Jakarta: Rajawali, Pres
- Wuryanto A (2010). Prinsip pendekatan metode Teknik strategi dan pembelajaran (Principles of method approach Strategy and learning techniques) Jakarta: Penerbit Salemba Empat.