

FACTORS ASSOCIATED WITH SERVICE PERFORMANCE AMONG COMMUNITY HEALTH CENTER EMPLOYEES IN KARANGANYAR, CENTRAL JAVA

Mujiran¹⁾, Setyo Sri Rahardjo³⁾, Bhisma Murti²⁾

¹⁾District Health Office, Karanganyar, Central Java

²⁾Masters Program in Public Health, Universitas Sebelas Maret

³⁾Faculty of Medicine, Universitas Sebelas Maret

ABSTRACT

Background: Based on the strategic plan of the Karanganyar Health Office, the good accreditation and performance assessment of community health center have not yet been achieved. This is inseparable from the performance of the employee service performance. This study aimed to determine factors associated with service performance among community health center employees in Karanganyar, Central Java.

Subjects and Method: A cross-sectional study was carried out in 21 community health centers, Karanganyar, Central Java, in October-November. A sample of 210 employees in community health worker was selected by simple random sampling. The dependent variable was service performance. The independent variables were age, education, tenure, incentive, motivation, skill, satisfaction, accreditation status of community health center, and working environment. The data were collected by questionnaire. The data were analyzed by a multiple logistic regression.

Results: Service performance increased with age ≥ 38 years ($b = 1.09$; 95% CI = 0.19 to 1.99; $p = 0.018$), education \geq diploma 3 ($b = -0.40$; 95% CI = -1.67 to 0.87; $p = 0.535$), tenure ≥ 3 years ($b = -0.71$; 95% CI = -1.79 to 0.37; $p = 0.199$), good incentive ($b = 0.96$; 95% CI = -0.28 to 2.19; $p = 0.128$), good motivation ($b = 0.93$; 95% CI = 0.09 to 1.77; $p = 0.030$), good skill ($b = 0.97$; 95% CI = 0.06 to 1.88; $p = 0.037$), satisfied ($b = 0.92$; 95% CI = 0.05 to 1.78; $p = 0.037$), and good working environment ($b = 0.95$; 95% CI = 0.11 to 1.80; $p = 0.026$).

Conclusion: Service performance in community health center employees increases with age ≥ 38 years, \geq diploma, ≥ 3 years of service, good incentive, good motivation, good skill, satisfied, and good working environment.

Keywords: service performance, employee, community health center

Correspondence:

Mujiran. Masters Program in Public Health, Universitas Sebelas Maret, Jl. Ir. Sutami 36 A, Surakarta 57126, Central Java, Indonesia. Email: mujiransismiharjo@gmail.-com. Mobile: +62 812-2603-915.