

Analysis of Woorkload and Comitment of Midwives to Patients in the Maternal and Child Health Clinic at the Health Center in Mojosari Sub District

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ABSTRACT

Service quality is not due to power quality factors but also because of the high workload received by health workers (Ilyas 2011) besides that an employee is required to have commitment to the organization, high commitment will have an impact on improving the career of the employee itself (Sopiah 2010), The purpose of the study was to determine the effect of workload and affective commitment, ongoing commitment and normative commitment of midwives at the Health mother and child in Mojosari sub-district. The research method used was an analytical survey with the approach used was cross sectional research conducted in November 2018 at the health and child Poly Health Center in Mojosari Subdistrict with a sample of 111 respondents for vanable independent and 37 respondents for independent variables for dependent variables were patient satisfaction, and varic independent is an ongoing commitment affective commitment and normative commitment to collecting data using a statistical test questionnaire using logistic regression with a- 0,005. The results showed that the high workload of midwives was 17 prang (42.2%), the workload of midwives was low 20 respondents (43.3%), high affective commitment 21 respondents (56.8%) continued high commitment 22 respondents (59.4%) high normative commitment 189 respondents (48.6%), while for dependent variables that is patient satisfaction obtained by patients who expressed satisfaction 19 respondents (5 1.4%) and who expressed dissatisfaction 18 respondents (48.6%) the results of the study found variable workload (p 0.001) Affective Commitment variable (p-0.001) Continuous commitment (p 0.001) normative variable (p-0.002) so that the independent variable has significant effect on patient satisfaction but high workload variables are more at risk of increasing patient satisfaction with grades exp B Odd ratio (OR) 142,440 the result of the study that the burden of high workloads at risk of increasing disssafacation in patient''s as well as midwives with middle commitment also at risk of increasing dissatisfacation in patient's. The conclusion There was effect workload and midewife's commitment to patient satisfacation at maternal and child health at the Mojosari health center

Keywords: Woorkload, commitment, satisfacation patient

INTRODUCTION

Puskesmas is one of the most important public health service facilities in Indonesia. Puskesmas are technical implementation units of district and city health offices that are responsible for carrying out health development in one work area (Ministry of Health 2011).

Judging from the health care system in Indonesia, the role and position of the Puskesmas is the spearhead of the health care system in Indonesia, the Puskesmas is responsible for conducting health

services in the community, besides the Puskesmas is expected to be the closest health center to the community and able to provide services proactive and responsive (Muhith, A., 2017).

Puskesmas establishes health services for customers by giving smiles, greetings, greetings, courtesy and courtesy (5S) to each patient who comes to the puskesmas, provides good inspection services to each patient who comes to treatment, thus giving an impression that is familiar and comfortable and does not cause a sense of concern for the patient about the illness he suffered and trying to provide the best treatment for the patient's disease, providing appropriate and fast service to each patient. Patient demands for quality service are not only associated with recovery from disease, but also concerning patient satisfaction with the overall quality of the service process including medical services in the health center to meet patient needs and expectations (Muhith, A., 2017).

To create patient satisfaction, it is important for the Puskesmas that the Puskesmas must be able to manage a system to obtain more patients and the ability to maintain their patients. For this reason, Puskesmas must be able to understand the needs and desires of patients that can affect patient satisfaction. a very valuable asset because if patients are satisfied they will continue to use the services of their choice, but if patients are dissatisfied they will tell twice as much to others about their bad experiences (HAISZA, 2012).

If patients feel dissatisfied with a service provided, then the service can be ascertained ineffective and inefficient. Measurement of patient satisfaction is an important element in providing better service. In fact, patients who are dissatisfied will give recommendations from mouth to mouth, which can affect the attitudes and beliefs of others to visit the Kesarana (Muhith A., 2017).

The role of human resources is very large in health services, especially doctors midwives and nurses Human resources play a role in patient loyalty, patient satisfaction and patient safety which greatly affects the quality of health services (Meliala A., 2011).

Intellectual capital in an organization consisting of a variety of skills, knowledge and competencies has an influence on the performance of the organization to achieve organizational goals. by giving trust and appreciation to employees, the work productivity of employees will increase and organizational performance will also increase so that organizational goals are achieved. Trust given by the organization to employees will lead to employee commitment to the organization. Besides being given trust, employees are also given workloads that are in accordance with the abilities and expertise of each employee.

According to Guest, the organization needs to take a policy in managing its human resources which is directed to the integration of organizational elements, the commitment of workers to the flexibility of the organization and the maximum achievement of the quality of work. A commitment will give birth to dedication and loyalty to the organization. Dedication to the organization itself is a sacrifice of energy, mind, time for the success of organizational goals. While loyalty itself is to have the meaning of one's willingness to perpetuate its relationship with the organization, if necessary by sacrificing his personal interests without expecting anything.

Based on data carried out by survey institutions in SKPD throughout Mojokerto Regency about the population of patients in 2018, the majority of each service unit has B quality (good performance) but there are still some service units whose results are at the conversion interval of 65.00-76.60 this suggests that there are still units that are not good at providing public services.

Based on data obtained from the IKM survey (community satisfaction index) in 2017 carried out by the Puskesmas quality team in the Mojosari subdistrict area, the majority of each service unit has B quality (good performance) but there are still some service units whose results are at the 65.00 conversion interval -76.60 this suggests that there are still units that are not good at providing public services including the KIA Polyclinic unit with poor service elements including the handling of complaints about the competence and behavior of officers.

The results of the interview in the preliminary study interview with the administration section of the Puskesmas in Mojosari sub-district revealed that the average number of visits to the Mojosari sub-district health center varied between 75-90 cases every day and the average number of patients at the MoJosari Regional Health Center was around 30 / person / case every day,

The results of a preliminary study conducted by researchers on 20 patients at the KIA Health Center Poly Unit in Mojosari sub-district, Mojokerto District, 8 patients (65%) expressed satisfaction because they were served by a midwife (guarantee aspect), 6 patients (30%) expressed dissatisfaction with the officers' attitude / midwives and 5 (25%) stated they were not satisfied because of the timely service hours.

The researcher continued the interview with 4 midwives on the commitment of midwives at the Mojosari District Health Center in Mojokerto District based on the dimensions of commitment namely affective commitment, ongoing commitment and normative commitment data obtained that as many as 2 people (50%) agreed to affective commitment, 1 person (25%) agree to ongoing commitments, while for normative commitments as many as 1 (25%) agree.

The impact of the above problems if it is not immediately addressed will lead to a decrease in the quality of service that is responsible for reducing health status so that the goal of Puskesmas' vision to reach servants in all levels of society is not achieved. Then it is necessary to immediately improve the performance system.

To overcome this problem, the task of the Puskesmas as a health service institution is to improve the skills, speed, convenience and accuracy in taking action in health care nursing practices and be more responsible in providing services so that they can maintain commitment to their organization. A person's commitment to an organization or company in the world of work is often a very important issue. Employees who have a high commitment to the organization tend to be more stable and productive so that it will benefit the organization, not only that with high work commitment, employees will be more active in working and have a strong motivation for achievement. Not only that, with commitment, an employee can be more responsible for his work than employees who have no commitment. Usually employees who have a commitment will work optimally so that they will devote their attention, mind, energy and time to their work (Muhith, A., 2017).

Based on the observations of researchers in conducting the Pendahuluan study in the KIA Poly unit in Mojosari Subdistrict, Mojokerto Regency, the average time needed by midwives to serve patients well is 12-15 minutes, the number of patients on average per day is 30 people with the number of hours of care services 6 hours (360 minutes), if based on the number of patients and the hours of service, the number of patients served will be 30 people, while the number of patients to be served is 24 people, then there will be an excess of 6 patients, assuming the workload of midwives in the service unit in Poli KIA Puskesmas in Mojosari sub-district, Mojokerto Regency is high.

RESEARCH PURPOSES

The purpose of this study was to analyze the effect of workload and midwife's commitment on patient satisfaction in the KIA health center in Mojosari District, Mojokerto Regency.

RESEARCH METHODS

The research method used was an analytical survey with the approach used was cross sectional research conducted in November 2018 at the health and child Poly Health Center in Mojosari Subdistrict with a sample of 111 respondents for variable independent and 37 respondents for independent variables for dependent variables were patient satisfaction, and variable independent is an ongoing commitment affective commitment and normative commitment to collecting data using a statistical test questionnaire using logistic regression with $\alpha = 0,005$

RESULTS

Subject Characteristics

Table 1. Respondents in this study included 2 (two) groups, namely the midwife group with 37 people consisting of characteristics of age, education, rank / class, employment status, years of service, workload, affective commitment, ongoing commitment, normative commitment and service satisfaction. While for the patient group there were 111 people consisting of the characteristics of age, education and employment.

No	Characteristics	ΣN	Σ%
Midwife			
1	Age (year)		
	<31	17	46
	31-40	16	43,3
	>40	4	10,7
2	Education		
	Diploma	24	64,9
	Bachelor	13	35,1
3	Rank / class		
	Group III	16	43,2
	Group II	14	37,8
	Non-group	7	19
4	Employment status		
	Civil servants	27	73
	PTT / contract / Honda	3	8
	Voluntary / internship	10	19
5	Years of service		
	<5 year	27	73
	>5 year	10	27
6	Workload		
	High	17	56,8
	Low	20	43,2
7	Affective commitment		
	High	21	56,8
	Low	16	43,2
8	Ongoing commitment		
	High	22	59,4
	Low	15	40,6
9	Normative commitment		
	High	18	48,6
	Low	19	51,4
10	Service satisfaction		
	Yes	19	51,4
	No	18	48,6
Patients			
1	Age (year)		
	<21	17	15,33
	21-30	37	33,33
	31-40	31	27,92
	41-50	16	14,41
	>50	10	9,01
2	Education		
	Elementary school	4	30,60
	Junior high school	20	18,02
	High school	64	57,66
	University	23	20,72
3	Occupation		
	Farmer	9	8,11
	Private	21	18,92

entrepreneur	22	19,82
Civil servants	13	11,71
Student	13	11,7
etc	33	29,73

STATISTICAL TEST RESULTS

Table 2. Bivariate Analysis The Relationship between Workload and Patient Satisfaction in KIA Poly Health Center in Mojosari District

Variable	f	%						p
Workload			Not satisfied	%	Puas	%	total	0,001
High	16	43,2	13	11,6	38	34,3	51	45,9
Low	21	56,8	34	30,7	26	23,5	60	54,1
Total	37	100	47	42,3	64	67,8	111	100

	value	df	Sig (2 – sided)
Pearson chi square	10.975 ²	1	0,001

Based on the chi squares statistical test to determine the relationship between workload and patient satisfaction, $p = 0.001$ which means a <0.05 that there is a relationship between workload and patient satisfaction, midwives who have a high workload of 16 people (43.3%) and 13 patients (11.6%) who were served by officers with high workloads said they were not satisfied.

DISCUSSION

Effect of Midwife's Workload on Patient Satisfaction at the KIA Poly Health Center in Mojosari District

Based on the results of the study it was found that the independent variable p value wald (sig) <0.005 means that each variable has a significant partial effect on Y in model $X1$ or workload has a valid sig $0.001 <0.005$ so it rejects H_0 which means the workload has a partial effect significant to patient satisfaction). Variable workload with OR 142,440, midwives with high workload are more at risk of increasing patient dissatisfaction as much as 142,440 times compared to low workloads.

Workload is very influential on the implementation of a work workload is not only seen from the physical workload but the workload can also be excessive mental workload will have an effect on reducing productivity and quality of work there is a possibility in the implementation of work to be on time less satisfying and resulting disappointment with the expected results (sugianto, 2016). There are several factors that influence workload on patient satisfaction, namely: the main tasks of health workers in accordance with the functional positions of each health worker, additional tasks such as program activities, posyandu and others, work time and number of patient visits.

The measurement of workload carried out in the study is the daily log method. Based on the results of the midwife's workload measurement at the KIA Poly Puskesmas in the Mojosari sub-district the utilization of work time for productive activities was 1863 minutes (82.3%) and for non-productive activities as much as 387 minutes (21.7%).

Based on the results of the study there is an effect of workload on patient satisfaction from these results the researcher has an opinion that high midwife workload will result in physical fatigue or psychological fatigue in midwives which causes work productivity to decrease, emotionally increased so that it will negatively impact service quality patient dissatisfaction

Effect of Midwives' Affective Commitment on Patient Satisfaction at the KIA Polyclinic in the Mojosari sub-district area

Based on the results of univariate analysis, there were 20 people (56.8%) respondents who had low affective commitment and as many as 17 people (43.2%) respondents who had high affective

commitment. Based on multivariate analysis using logistic regression tests, it shows a significant influence between affective commitment ($p = 0,000 < 0,05$) on patient satisfaction.

Affective commitment that arises in employees is to involve a sense of belonging and involvement in the organization. Someone who has been in the organization for a long time should have a high commitment to the organization. This commitment is more binding on employees. A person does not want to leave his organization because he believes that his sense of belonging and sense of responsibility towards work and keeps him from doing so (Sopiah, 2010).

Based on the results of the study there is the influence of midwives' affective commitment to patient satisfaction, the researcher believes that the full sense of responsibility for the task and sense of belonging to the organization so that midwives feel that they must carry out their duties in accordance with their professional responsibilities that providing quality services is important for the advancement and success of the Puskesmas so that midwives are not burdened and can carry out tasks with clarity without moral burden so that it will have an impact on the performance of a good midwife and the quality of quality services and can also have an impact on patient satisfaction

The Influence of Continuous Commitment to Patient Satisfaction in KIA Poly Health Center in Mojosari District

Based on the results of the univariate analysis, there were 21 people (56.8%) officers who had high continuing commitment and 16 people (43.2%) officers who had low ongoing commitment. Based on multivariate analysis using the logistic regression test, there was an influence between ongoing commitment ($p = 0.001 > 0.05$) on patient satisfaction.

Based on the results of the study, as many as 11 people (29.7%) respondents answered that they disagreed with the statement requiring work so that they could still work at the Puskesmas. Respondents will receive any assignments given to respondents and 16 people (43.2%) respondents answered agree and 18 people (48.6%) answered agreeing to the statement will get financial benefits if they continue to work in the Puskesmas and 21 people (56.8%) of respondents answered in disagreement with the statement the respondent would move to another Puskesmas if there was a better offer. Based on these data, researchers assume this is due to the respondents' need for salaries obtained by respondents and profit and loss if respondents continue to work in Puskesmas Mojosari District, this can be seen from the rank and staffing status of respondents in KIA Policemen in Mojosari District Health Center.

Based on the results of the study that there is an influence between ongoing commitment to the level of patient satisfaction, ongoing commitment is closely related to financial, that according to the hierarchy of human needs after physiological needs are met, people need security and comfort, people will feel comfortable and safe, one of which is fulfilling the need for financial financial needs can be obtained with someone who must have a decent source of income or a permanent source of income if a person has a fixed, decent source of income and workplace in accordance with what they need they will remain in that place. in that place because they capture the place where they work can meet their financial needs because they try to keep working in that place so that they will provide and support the purpose of advancing where they work or Because they support Puskesmas for the advancement of Puskesmas, they will try to carry out their duties in accordance with their profession as well as possible to have a positive impact on the quality of services and quality performance that impact on the level of patient satisfaction

Effect of Normative Commitment on Patient Satisfaction at the KIA Polyclinic at the Mojosari District Health Center

Based on the results of univariate analysis, it was found that 51% of midwives had high normative commitments. Based on these data, the normative commitment of officers at the KIA Police Center in the Mojosari sub-district is good. Based on multivariate analysis using the logistic regression test, there was an influence between normative commitment ($p = 0,000 < 0,05$) on patient satisfaction.

Based on the results of the research, the normative commitment of midwives at the KIA Poli was good, but there were 10 people (27%) who answered that disagreement with timely attendance was

important, the presence on time was a form of disciplinary staff could improve performance. And there were 11 people (29.7%) who disagreed with the statement of patients serving patients with the best results which was important according to researchers serving patients with the best results that could give satisfaction to patients.

Normative commitment arises from the values that exist in the officer himself. This commitment arises because of the awareness of the officers that as health workers have the duty to provide services to patients as a manifestation of the goal to improve the health status of the Indonesian people, especially the people in the Mojosari sub-district, Mojokerto district. This commitment arises as a sense of responsibility that is accepted so that officers feel they have to work as well as possible because they have received compensation for their work so that officers feel obliged to comply with and follow the rules and procedures set at the KIA Polyclinic in Mojosari District. Based on the results of the study. Management of the Mojosari Community Health Center needs strong drivers that can make officers have a high commitment, for example by involving all officers in designing activities to be carried out by the puskesmas and providing trust to the officers in carrying out activities.

Analysis of Patient Satisfaction at KIA Poly in Mojosari Health Center, Mojosari District

Satisfaction for a patient can not be separated from satisfaction for a patient to service received, satisfaction is associated with recovery from illness, improvement in health status, speed of service, pleasant care environment, friendliness of staff, ease of procedure and equipment. Performance appraisal while health services are two elements that need to be considered, namely medical technical and interpersonal relationships, the relationship between officers and patients, including explanation and information to patients about the disease and deciding with patients what action will be taken on him. Interpersonal relationships are related to information giving, empathy, honesty, sincerity, sensitivity, and trust by paying attention to patient needs.

Based on the results of the study 53.2% of respondents were satisfied with the statement of midwives in responding quickly to patient complaints and 49.5% were satisfied and 25.2% were dissatisfied with the statement of knowledge and ability of midwives in diagnosing a disease and knowledge and ability of midwives in diagnosing temporary illness In certain conditions, midwives also diagnose patient diseases, especially those related to maternal and child health. Researchers see the low knowledge and ability of midwives in providing services related to midwives' education and experience while working, this can be seen from the midwife's working period. Based on the research data as much as 10% of the working duration of paramedics <5 years, it can be assumed that midwives do not have enough experience in providing services to patients.

Based on the research results, patient satisfaction researchers have the opinion that the patient's influence is influenced by several things including the factor of the officer, the factors of facilities and infrastructure, the factors of the officer include the attitude, the manner of communication with the patient. Officer commitment also has an important role in improving the quality of service knowledge and skills midwives are also needed in providing quality and quality services with the above factors that can affect service to patients, so all officers or midwives are expected to be skilled and disciplined must also have high commitment Puskesmas can have a positive impact on patient satisfaction.

CONCLUSION

1. There is an influence between workload on patient satisfaction at KIA Polyclinic in Mojosari Subdistrict Area, ($p = 0.001$ with a <0.005) means that the higher the midwife's workload, the lower the patient's satisfaction level.
2. There is the influence of normative commitment to patient satisfaction at the KIA Poly Unit in the Mojosari Sub-district health center, ($p = 0.001$ a <0.005) meaning that the higher the Affective midwife's commitment, the higher the patient's satisfaction level.

3. There is an influence of ongoing commitment to patient satisfaction at the KIA Polyclinic in the Mojosari Subdistrict Area, ($p = 0.001$ and <0.005) meaning that the higher the commitment of ongoing midwives, the higher the level of patient satisfaction.
4. There is the influence of normative commitment to patient satisfaction at the KIA Poly in the puskesmas in Mojosari District. In the multivariate test, ($p = 0.002$ and <0.005) it means that the higher the normative commitment of the officer, the higher the level of patient satisfaction.
5. The independent variable workload that most influences the satisfaction of patients with Odd ratio of 142,440 things, is because midwives in addition to carrying out basic tasks as maternal and child health services midwives also have multiple workloads, namely carrying out health program activities both down the field and activities in the building. And the village midwife who holds the area is required to always be ready in her area if when the community needs.

SUGGESTION

It is expected to provide an overview of the process of scientific research in the fields of health and midwifery. Respondents can convey several things that can cause dissatisfaction with patients.

Midwives holding village areas should not be given the workload as program holders. Midwives must increase their commitment to the Puskesmas where they work so that there is an awareness in her that what she does primarily in providing services to patients is a responsibility that must be done in accordance with the profession she has. The head of the Puskesmas must be able to motivate midwives to increase commitment to the puskesmas or organization so that they can provide quality services that will have an impact on patients' satisfaction.

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