

Analysis Influence of Characteristics and Knowledge of Health Workers on the Management Public Health Centers in Ambon City of Maluku Province

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Abstract

The knowledge of each individual in the organization is definitely different so the cause of knowledge does not develop evenly with in the organizational environment. The purpose of this study is to analyze the influence of health workers capacity based on the characteristics and knowledge of health workers on the management of public health centers. The type of research used is quantitative research with cross-sectional study design. The population in this study is the entire Head of public health center, Head of Administrative and Program Manager of public health center in Ambon City year 2020 which numbered 143 people. The samples in this study used non-random sampling/non probability sampling techniques, namely purposive sampling, the sample set out in this study amounted to 44 health workers namely the Head of public health center and Head of Governance in Ambon city public health center in 2020. The data analysis techniques used are univariate analysis and bivariate analysis conducted to look for the influence of each free variable with variables bound using chi-square test. The results of this study show that Knowledge Based Health Capacity affects the health management of all public health centers in Ambon City. It is recommended that trainees be able to add insight into planning knowledge (P1), implementation (P2), and assessment (P3) of community health center management and develop the implementation of community health center management obtained at the training site

Keywords: Knowledge, Management of public health centers, Ambon.

Introduction

In an effort to improve the degree of public health as mandated by the above law, health workers who have the capacity of competence and professionalism in their field so as to be able to apply the knowledge and knowledge

that it has in health services to the public. Law No. 36 of 2014 on Health Workers states that Health Workers are everyone who devotes themselves in the field of health and has knowledge and/or skills through education in the field of health which for some kind requires the authority to conduct health efforts¹.

The health workers intended above are medical personnel, clinical psychologists, nursing personnel, obstetricians, pharmaceutical workers, public health workers, environmental health workers, nutritionists, physical therapists, medical engineering personnel, biomedical engineering personnel, traditional health workers, and other health workers. According to the Indonesian Dictionary (KBBI) the capacity is the

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available space that is the capacity, the absorption of available space or facilities, as well as the maximum capability of a person means, having that capacity is the same as having the ability. A person's ability to do something. So the capacity of a health professional is the ability that exists within, to do everything.

The Center for Public Health as one of the first types of health care facilities that have an important role in the national health system, especially the sub system of health efforts. In the approach of solving health problems public health centers are as a micro setting that requires collaboration with other sectors²⁻⁵. A public health center is a health care facility that organizes public health efforts and first-rate individual health efforts, with promotive and preventive efforts in priority, to achieve the highest level of public health in its working area. Various health problems can actually be addressed at the level of public health centers either policy such as NHI or health care⁶⁻⁸ or disease, and stunting⁹⁻¹² or other health problems in relation to the cultural context¹³⁻¹⁷.

Public health centers have the task of carrying out health-minded development in their working areas in order to support the realization of healthy sub-districts. The success of the implementation of the task of the public health center depends heavily on the management of existing resources including human resources (Health Workers) as health care providers to the public. Public health center is a First Level Health Facility responsible for organizing public health efforts and individual health efforts in its working area (Regulation of the minister of health 7 on public health centers). In order for public health centers to carry out health efforts properly and sustainably in achieving their goals, the first must be done public health centers are: 1) Develop planning (P1) programs and activities of public health centers based on pdca cycles (plan,do,check,action) according to Decree 44 of 2016 on the management of public health centers) as well as the cycle of budgeting planning that exists in the area, 2) Carry out the mobilization and implementation of activities (P2) through The Monthly Mini Workshop and Tri Monthly public health center in accordance with the plan of activities/programs prepared later, 3) conduct supervision, control and assessment of the performance of public health centers (P3) followed by efforts to improve and improve the quality of public health centers.

The knowledge of each individual in the organization is definitely different so the cause of knowledge

does not develop evenly with in the organizational environment. Knowledge Management is one of the solutions to help with knowledge processing, so that individuals in training or learning classes can be just as knowledgeable¹⁸. Understanding the importance of public health center management in the regulation of the minister of health no. 44 of 2016 has previously been introduced since 1980–2015, with the drafting of the Guidelines management of public health centers. To increase the capacity (capability) of health workers in the field of Management of public health centers as mandated by the Regulation of the Minister of Health 44 years 2016, the Ambon City Health Office has held several public health center management trainings for all heads of public health centers and heads of administrative parts in the working area with the number of trainings in 2016 as much as 18, 2017 as much as 25 2018 and 2019, 50 trainings, respectively.

From the above data, there was an increase in the number of public health center health workers in Ambon city who had participated in the management training of public health centers which was only 18 people in 2016 and increased to 50 people in 2019. Based on the initial observations that the authors encountered in the field, the implementation of public health center management has not been implemented in accordance with the expected mainly on Planning (P1), Mobilization and Implementation (P2), as well as Supervision, Control and Performance Assessment of public health centers (P3).

In the planning stage for example is not well prepared, so the identification of the problem faced is not appropriate and consequently the problem solving is also not targeted. This is exacerbated by weak supervision, control and assessment of performance both internally by the head of the public health center and externally by the City Health Office. Consequently, services in public health centers cannot run optimally due to the absence of strict sanctions for medical and non-medical personnel who work inappropriately or decrease the motivation of employees who have worked well but are not awarded proper awards. The purpose of this study is to analyze the influence of capacity of health workers based on knowledge on the management of public health centers.

Materials and Method

The type of research used is quantitative research with cross sectional study design. The population in this

study is the entire Head of public health center, Head of Administrative and Program Manager of public health center in Ambon City in 2020 which numbered 143 people. The samples in this study used non random sampling/non probability sampling techniques, namely purposive sampling, the sample set out in this study amounted to 44 health workers namely the Head of public health center and Head of Governance of public health center in Ambon City in 2020. The data analysis techniques used are univariate analysis and bivariate analysis conducted to look for the influence of each free variable with variables bound using chi-square test.

Results

Table 1 shows that of the 44 respondents based on the most age in the age group - 34 (77.3%) and the least number of respondents in the age group ≥ 50 years is 10 people (22.7%), based on gender indicating that of the 44 respondents based on the most gender are respondents with a female gender of 35 people (79.5%) while the least male sex is 9 (20.5%). Based on the position shows that of the 44 respondents based on the position consisting of two types of positions, namely the Head of public health center and head of administrative with the same result as 22 people (50%) each

Table 1: Distribution of Respondents Based on Respondent Characteristics throughout Public Health centers Ambon City in 2020

Characteristics	Amount (n)	Percent (%)
a. Age Group (yrs)		
<50 years	34	77.3
≥ 50 years	10	22.7
b. Gender		
Male	9	20.5
Women.	35	79.5
c. Position		
Head of community health center	22	50
Head of administration	22	50

Source: Primary Data, 2020

Tabel 2 shows that of the 44 respondents, based on the most knowledge variables are respondents with sufficient knowledge of 23 people (52.3%) and the least

knowledge is less than 21 people (47.7%). Based on the variable management of public health centers shows that out of 44 respondents, based on the management of public health centers the most are respondents with sufficient management of 31 people (70.5%) and the least classified management is 13 people (29.5%)

Table 2. Distribution of Respondents Based on Research variables throughout Public Health centers Ambon City in 2020

Knowledge	Amount	(%)
Knowledge		
Enough	23	52.3
Less	21	47.7
Management Community Health centers		
Enough	31	70.5
Less	13	29.5

Source: Primary Data, 2020

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The influence of knowledge variables on the management of public health centers can be seen in the table as follows.

Table 3 shows that of the 21 respondents who were classified with less knowledge as much as 11 respondents (52.4%) management capabilities of public health centers and as many as 10 respondents (47.6%) management capabilities of public health centers. While of the 23 respondents who are classified with enough knowledge as much as 2 respondents (8,7%) management capabilities of public health centers and as many as 21 respondents (91.3%) with sufficient public health center management capabilities. Statistical test results using Chi-Square test with Fisher Exact test obtained p-value value = 0.002, because the value $p < \alpha = 0.002 > 0.05$ then H_0 was rejected, this means that there is a statistically meaningful influence between the capacity of health workers based on knowledge of the management of public health centers throughout the community health center in Ambon City.

Table 3 The Influence of Knowledge on Management Public Health centers throughout Public Health centers Ambon City in 2020

Knowledge	Management Community Health Centers				Amount		p-Value
	Enough		Less		N	%	
	n	%	N	%			
Enough	21	91.3	2	8.7	23	100.0	0.002
Less	10	47.6	11	52.4	21	100.0	
Total	31	70.5	13	29.5	44	100.0	

Source: Primary Data, 2020

Discussion

Knowledge is the result of knowing and this happens after people do sensing a particular object. The process of seeing, witnessing, experiencing, or being taught determines the event of knowledge in a person. Knowledge is a very important factor for the formation of an over behavior. Because if someone doesn't know about an object, it won't appeal to someone. The same is the case with the capacity level of health workers¹⁹.

The knowledge of a person can be obtained both from experience and from the educational bench which is the basis of one's insight as well as a means to facilitate a person who receives new knowledge and behaviors of the level of formal education that one has ever obtained will increase the knowledge of his or her reasoning²⁰.

Knowledge is also influenced by the level of education. Yava et al (2013) states that health workers with higher levels of master's degree education and health workers with a bachelor's degree have significantly higher statistical knowledge scores than high school graduate health workers; health workers who have taken postgraduate pain management programs have significantly higher statistical knowledge scores than those who do not; similarly, health workers who read books or journals about their disciplines have significantly higher knowledge scores than others²¹.

Knowledge of Regulation of the Minister of Health of the Republic of Indonesia No. 44 of 2016 on The Management Guidelines of public health centers can affect the behavior of health workers in increasing the capacity of public health center services to improve health management.

Knowledge is very important in providing insight

into the form of attitudes, which will then be followed by actions in choosing health services that are believed to be capable. The level of knowledge has an influence on the management of public health centers. If health workers do not know about the majemen of public health centers that are good and correct, then in the implementation of public health center services will be irregular²² Knowledge is everything that happens in one's daily life. Attitude is one's readiness or willingness to act and is not an execution of a particular motive. In other words the function of attitude is not yet an action or activity, but is a predisposition of behavior or action. This indicates that the domain of behavior is a unit of knowledge, attitude and action (activity)²³.

Research conducted by Yusraa shows that the year has an effect on the utilization of elderly posyandu ($p=0.000 < 0.05$)²⁴, other research conducted by asyara et al (2020) shows Knowledge Management and Service Leadership have a positive and significant effect on the Quality of Service²⁵

The level of individual knowledge will have a profound effect on awareness to increase capacity in health and have an impact on behavior. But when further analyzed the process of forming an awareness is not only influenced by his knowledge²⁶⁻²⁷.

Knowledge alone is not enough to make someone change their behavior. Behavior change or adoption is a complex process and takes a relatively long time²⁸. In theory, a person's behavior changes to accept or adopt new behaviors in his or her life through three stages, namely the knowledge that before a person adopts a behavior (new behavior), he must know in advance what the meaning or benefit of the behavior is to himself or his family, the attitude that is after a person knows the

stimulus or object, the next process will assess or behave against the stimulus or health object, the practice or action that is after a person knows the stimulus or health object, then conducts an assessment or opinion on what is known or behaved^{10, 29-32}.

Conclusion

This research concluded that Knowledge Based Health Capacity affects the health management of all public health centers in Ambon City. Recommended to trainees can add insight into planning knowledge (P1), implementation (P2), and assessment (P3) of public health center management and develop the implementation of community health center management obtained at the training site.

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