



AN EVALUATION OF THE HUMAN RESOURCE PERFORMANCE OF PUBLIC HEALTH SERVICE UNIT: A CASE STUDY OF COMMUNITY HEALTH CENTERS IN BATAM

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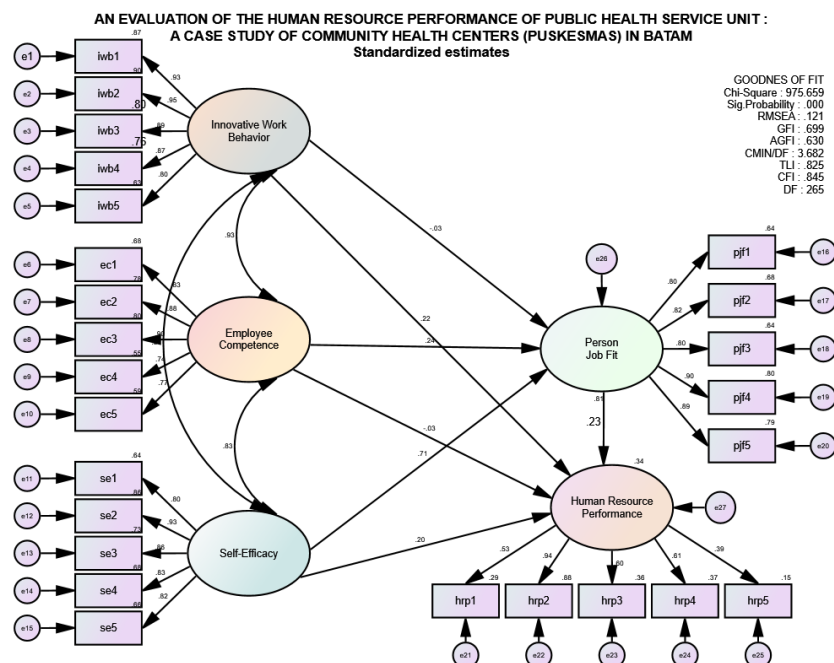
A b s t r a c t

Puskesmas is the most strategic "health service unit" in the health service system in Indonesia. Since the era of decentralization, and the effective implementation of the National Health Insurance (JKN) as the sole guarantor for Preventive, Curative and Rehabilitative diseases, the Puskesmas Unit has sought to meet service standards, especially personnel in the Public Health Efforts (UKM) section. The study aims to examine the influence of Innovative Work Behavior, Human Resource Competency, Self-Efficacy to Human Resource Performance Through Person-Job FIT, expected to be in line with the needs of the times. The population in this study was the Head of the Puskesmas, Structural Position, and Functional section in the Batam City Puskesmas, totaling 185 respondents using the census method, used as the sample population. Data analysis was done using the Structural Equation Model (SEM) with AMOS version 23 of Arbuckle, and descriptive analysis using SPSS version 23. The results of the study indicate that Self-Efficacy is more obvious than other variables as the main formers of the Impact of Performance of Puskesmas HR in Batam City. By having the appropriate competence and coupled with confidence in the ability possessed to perform their duties, Employee Performance will increase.

R e s e a r c h H i g h l i g h t s

1. Whether through Person-Job Fit of Innovative Work Behavior have an effect on to Performance of the Puskesmas HR?
2. Whether through Person-Job Fit of HR Competency have an effect on to Performance of the Puskesmas HR?
3. Whether through Person-Job Fit of Self-Efficacy have an effect on to Performance of the Puskesmas HR?
4. Whether Person-Job Fit have an effect on to Performance of the Puskesmas HR?
5. Whether Innovative Work Behavior has an effect on to Performance of the Puskesmas HR?
6. Whether HR Competency have an effect on to Performance of the Puskesmas HR?
7. Whether Self-Efficacy have an effect on to Performance of the Puskesmas HR?

Graphical Abstract



Research Objectives

1. To find out the Effect of Innovative Work Behavior through Person-Job Fit on to Performance of the Puskesmas HR
2. To find out the Effect of HR Competency through Person-Job Fit on to Performance of the Puskesmas HR?
3. To find out the Effect of Self-Efficacy through Person-Job Fit on to Performance of the Puskesmas HR?
4. To find out the Effect of Person-Job Fit on to Performance of the Puskesmas HR
5. To find out the Effect of Innovative Work Behavior on to Performance of the Puskesmas HR
6. To find out the Effect of HR Competency on to Performance of the Puskesmas HR
7. To find out the Effect of Self-Efficacy on to Performance of the Puskesmas HR

Methodology

The research method used a survey method with Path Analysis, to study the causal relationships between variables, both the influence of direct, indirect, and total control. The study population was the Head of the Puskesmas, Structural Position, and Functional section in the Batam City



Puskesmas which are stratified measures, a total of 185 respondents, and the determination of the members of the example are done by using a simple random sample with census method. Before the use of data collection, instruments trials conducted with the instrument test the validity and reliability coefficient calculation. Tests performed on respondents 20 people on Functional Section, and the respondent who has been used for the analysis is no longer used for data collection research respondents. This study used five items Likert scale models, the test of validity using the product-moment correlation while calculating the reliability coefficient of the instrument by using Cronbach's alpha. Data analyzed by descriptive statistics technique for the percentage of research data. The inferential descriptive by using path analysis techniques, and checking the path coefficient of direct effect, and indirectly, as well as the total impact for analysis hypotheses. The data were evaluated using the Structural Equation Model (SEM) using the software AMOS version 23 of Arbuckle, whereas a descriptive study was analyzed using manual SPSS version 23.

Results

The results showed :

1. The effect of Innovative Work Behavior through Person-Job Fit is a not significant;
2. The effect of HR Competency through Person-Job Fit is a significant;
3. The effect of Self-Efficacy through Person-Job Fit is a significant;
4. The effect of Person-Job Fit on the Performance of the Puskesmas HR is a significant;
5. The effect of Innovative Work Behavior to the Performance of the Puskesmas HR is a significant;
6. The effect of HR Competency to the Performance of the Puskesmas HR is a not significant;
7. The Effect of Self-Efficacy on the Performance of the Puskesmas HR is a significant.

Findings

The Self-Efficacy Variable is an aspect which more prominent than other variables as the main forming of the Influence of Performance of the Puskesmas HR in Batam. The results of this study obtained were not significant with what was found in the study Yuan & Woodman (2010) in (Setyowati & Arum Etikariena, 2019) which states that the innovative work behavior in question is the behavior of individuals to display, promote, and implement new ideas in the work, group or work organization. The results of this study significant are as stated by Rivai (2010) in (Dalimunthe & Sinulingga, 2019) states that performance is the threshold that is achieved by the input of an employee for the achievement of organizational goals. For this



reason, by having the appropriate competence and coupled with confidence in the ability possessed to perform their duties, Employee Performance will increase. For more in-depth research is expected most of the investigations needed base on in depth-qualitative approach, perhaps by observing hospital board meetings or by interviewing or surveying senior puskesmas leaders.

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