



THE RELATIONSHIP BETWEEN SERVICE TIME AND MOTIVATION OF MTBS OFFICERS WITH OBEDIENCE TO FILLING IN THE MTBS FORM IN KUPANG CITY

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ABSTRACT

The health status of a nation is largely determined by the infant mortality rate. The research objective was to identify the characteristics of the informants including age and education level, to describe the correlation between length of work and motivation with the obedience of MTBS officers filling out the MTBS form based on references in Kupang City. This type of research is quantitative with a cross-sectional research design. Members of this research are all MTBS officers who have attended MTBS standardization training at the Kupang City Community Health Centres with a total of 30 informants. The representative of this research is the entire population. The tools used in collecting data are questionnaires, direct observation formats and documentation studies. The research data were analyzed by using the Spearman correlation test. The results of the univariate analysis are that the majority of informants are aged 25-35 years, the majority of informants' education is D3 Nurse and bivariate analysis found that $p\text{-value} = 0.800 > 0.05$ which means there is no significant correlation between years of service and the obedience of MTBS officers in filling out the MTBS form in City of Kupang, and the correlation coefficient is 0.052 (very weak relationship) while $p\text{-value} = 0.000 < \alpha 0.05$ with a correlation coefficient: 0.768 (very strong relationship) meaning that there is a significant correlation between work motivation and obedience in filling out the MTBS form by MTBS officers at the City Community Health Centres, Kupang. Conclusion: there is no significant correlation between years of service and adherence to the MTBS form filling by MTBS officers at the Kupang City Community Health Centres, there is a significant correlation between work motivation and adherence to the MTBS form filling by MTBS officers at the Kupang City Community Health Centres.

Keywords: motivation; MTBS; obedience; working period

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INTRODUCTION

The health status of a nation is largely determined by the infant mortality rate. The under-five mortality rate in 2019 was 29,322 people. Based on this number, about 69% of deaths are experienced in the neonatal period (0-28 days), and about 80% in the early neonatal period (0-6 days, about 21% in the postnatal period and 10% experienced by infants under 5 years. The triggers for the highest mortality in neonates are low birth weight, O₂ deficiency (asphyxia), congenital defects, septicemia, and tetanus in neonates. Factors that cause postnatal death are infectious diseases, namely pneumonia (979 cases) and diarrhea (746 cases) as the main problems The death. Several other contributing factors such as digestive disorders, nerve damage, tetanus and malaria (Kemenkes RI, 2019).

In general, child deaths occur at the age of fewer than 5 years, around 12 million children under five in every year where, there are 7 out of 10 children who die from morbili disease, pneumonia and digestive disorders (diarrhea), malaria or caused by a combination of these diseases. (Rohayati et al, 2015). The parameter of a nation's health status is infant mortality under five years. Based on the data from the SDKI in 2017, the mortality rate experienced by neonates was 15 babies died before reaching the age of 28 days at a certain time out of 1,000 live births and the mortality rate experienced by infants aged 0-12 months was 24 per live birth. The mortality rate experienced by children under five is 32 per live birth, Ministry of Health, Republic of Indonesia (2017).

The triggering factors for these deaths were 15% due to diarrhea and 25% due to pneumonia. The essential precipitating factor for infant mortality was 42% (diarrhea) and 24% due to pneumonia. According to research results by the Sample Registration System (2014), it is stated that the essential precipitating factors for mortality in infants under five years old (toddlers) are diarrhea in the amount of 17% and pneumonia in the amount of 13%. The precipitating factor for infant mortality was asphyxia as much as 18% and pneumonia as much as 8% (Kernenkes RI, 2019).

East Nusa Tenggara is one of the provinces that contributes to a fairly high infant mortality rate, namely in 2016, 1,088 cases, in 2017 was 1,044 cases and in 2018 there were 1,265 cases. Factors that trigger mortality in infants are 22.08% low birth weight, 7.13% asphyxia, 5.37% pneumonia, 3.04% congenital defects, 2.92% sepsis, and other triggers. 34.46% (East Nusa Tenggara Provincial Health Office, 2018).

The results of Banhae's research (2017) at the Kupang District Community Health Centres explained that the management of the Integrated Management of Sick Toddlers was still lacking, which was around 42.4%. The trigger factor for the lack of MTBS management is the low motivation and attitude of trained MTBS officers. This is supported by the results of research by Suparmi et al, (2018) at the Eastern Regional Community Health Centres which explained that the obedience value of MTBS officers was still low in filling out the MTBS form, which was 55.0%.

In the monitoring and evaluation activities of the MTBS program by the MTBS Facilitator in Kupang City in May 2021, namely conducting interviews with 4 trained MTBS officers, the results were that about 3 people (75%) said that the management of MTBS in one toddler takes a long time, even though many toddlers have to be examined by officers so that they are considered too burdensome or inconvenient for the MTBS officers.

The results of direct observation and a study of documentation by MTBS facilitators on 30 MTBS officers at 11 Kupang City Community Health Centres during monitoring and evaluation showed that filling out the MTBS form for toddlers aged 2 months to 5 years and young infants aged 0-less than 2 months had not following the standards of MTBS and the results of questions and answers with MTBS officers revealed that toddlers who came to the MTBS Poly Community Health Centres were not served with MTBS management.

In addition, some of the obstacles that occurred at the Puskesmas were that officers who had attended MTBS standardization training were transferred to other Puskesmas so that the implementation of MTBS at the Puskesmas was hampered or not optimal.

Implementation of the MTBS that quality, as a breakthrough that is considered cheap in overcoming the incidence of infant mortality, this will have a good impact if it is carried out properly and correctly by MTBS officers starting from the implementation of the assessment, determination of classification and determination of action or therapy. Therefore, it is hoped that the MTBS officers will find the disease early so that they can do a quick and appropriate solution. Implementation of quality MTBS, as a breakthrough that is considered cheap in overcoming the incidence of infant mortality, will have a good impact if implemented properly and correctly by MTBS officers starting from the implementation of the assessment, determination of classification and determination of action or assessment, determination of classification and determination action or therapy. Therefore, it is hoped that the MTBS officers will find the disease early so that they can do a quick and appropriate solution.

Implementation of MTBS according to standards requires not only knowledge but also good attitude, experience and work motivation from MTBS officers, so that MTBS officers must obey when filling out the MTBS form according to the reference. If the implementation of MTBS is carried out according to standards, it will optimize the quality of child health services (Kemenkes RI, 2018). If the MTBS officer does not apply the MTBS following the MTBS chartbook, in this case, the officer does not comply with filling out the MTBS format, the result will be that the officer will be wrong in making the assessment, determining the classification and determining the action or therapy. Conditions like this will affect taking actions or giving inappropriate therapy to toddlers so that it will aggravate the disease experienced by the child.

The government's efforts to minimize under-five mortality are socializing the MTBS program, and holding MTBS training for health workers, both doctors, nurses and midwives at the first health facility (Kemenkes RI, 2019). Considering that the incidence of under-five mortality is very substantial, it is necessary to conduct this research on the correlation between years of service and the motivation of MTBS officers with obedience in filling out the MTBS form in Kupang City. The purpose of writing this discourse is to identify the characteristics of the informants including age and education level, to describe the correlation between length of work and motivation with the obedience of the MTBS officers filling out the MTBS form based on references in Kupang City. The proposed solution to the problem is the need for supervision by the Head of the Community Health Centres, conducting periodic evaluation monitoring by the local Health Office for trained MTBS officers and the need MTBS refresher and intensive assistance by MTBS facilitators at the Puskesmas.

METHOD

This type of research is quantitative with a cross-sectional research design. The independent variables are years of service and the motivation of MTBS officers. The dependent variable is the compliance of the MTBS form filling by the MTBS officer. The population or members in this research are all MTBS officers who have attended MTBS standardization training at the Kupang City Community Health Centres with a total of 30 informants. The representative of this research is the entire population. Research activities were carried out from October to November 2020, in all MTBS Community Health Centres Polyclinics in Kupang City.

The tools used in collecting data are questionnaires, direct observation formats and documentation studies. The research data were analyzed by using the Spearman correlation test. The variable length of work was measured by a questionnaire and motivation was measured by a questionnaire, while compliance was measured by direct observation of the MTBS officers and a review of the documentation (the MTBS form) with the parameters:

obedience: if 3 items were filled out correctly (assessment, classification, and treatment). Measurement of compliance variable through direct observation & documentation study with the following criteria: compliance if 3 items are filled out correctly (assessment, classification and treatment). Disobedience: if 3 items are not filled out correctly/one of the items is incorrect in terms of assessment, classification and treatment).

RESULTS

Table 1.
Characteristics of Informants Based on Age and Education of MTBS Officers (n=30)

Age	f	%
< 25 years	0	0
25-35 years	16	53,3
36-45 years	10	33,3
≥45 years	4	13,3
Educational Background		
Diploma 3	20	66,7%
Bachelor	9	30,0
Magister	1	3,3

Table 1 above shows that the majority of informants aged 25-35 years are 16 people (53.3%) and the majority of informants with D3 Nursing education are 20 people (66.7%).

Table 2.
Analysis of Working Periods with Obedience of MTBS Officers Filling in the MTBS Form (n=30)

Years of service	Obedience of MTBS officers			p	Correlation Coefficient
	Obey	Disobedient	f		
3 month-<1 year	0	2	2	0,800	0,052
1-3 years	6	10	16		
3-5 year	3	9	12		

Table 2. illustrates that the results of the Spearman correlation test found a p-value = 0.800 > 0.05, which means that there is no significant correlation between years of service and the obedience of MTBS officers in filling out the MTBS form in Kupang City. Obedience of officers in filling out the MTBS form.

Table 3.
Analysis of Motivation with Obedience of MTBS Officers in Filling in the MTBS Form (n=30)

Motivation	Obedience of MTBS officer			p value	Correlation Coefficient
	Tidak taat	Taat	f		
Low	7	3	10	0,000	0,768
High	0	20	20		
Amount	7	23	30		

Significancy $p = 0,000 < \alpha 0,05$: Correlation Coefficient : 0,768

Table 3, illustrates that p-value = 0.000 < 0.05 which means there is a significant correlation between work motivation and the obedience of MTBS officers in filling out the MTBS form

in Kupang City, the correlation coefficient of 0.768 means that tenure has a very strong correlation with the obedience of officers in filling out MTBS form. The correlation coefficient number is positive, meaning that the increased motivation of the MTBS officers at work will also increase the obedience of the MTBS officers in filling out the MTBS form.

DISCUSSION

Characteristics of Informants Based on Age and Education

Childbearing age affects the reception of information or news and ways of thinking so that it will increase one's knowledge. Age determines a person's behaviour. As a person's age increases, that person will show a good role model (Notoatmodjo, 2010). According to Hurclok (2012), with increasing age, a person will affect a better perspective and performance. The results of the research show that the majority of informants are of childbearing age, namely 25-35 years, with a total of 16 informants (53.3 %). Age will determine the person's assumptions in filtering the news he gets. The more a person's age increases, the perspective and behaviour of that person will be better in taking a stand (Notoatmojo, 2010).

A person's level of understanding will be determined by the high level of education when compared to people with low levels of education. Someone who has a higher education will easily get information and adapt (Suparmi et al, 2018). This research shows that the majority of informants' education is D3 Nurse, namely 16 informants (66.7%). With a higher education level (D3), the MTBS officers will easily understand any news they receive regarding the management of MTBS. The level of higher education affects the delivery of health services, including the MTBS program. In addition, the higher the education level of health workers, they will have broad insight and will implement healthy living behaviours (Notoatmodjo, 2010). The level of formal education provides a positive point in obtaining the latest things. Changes in attitudes, behaviour and motivation of MTBS officers in filling out the MTBS form will be influenced by a high level of education (Radiyahanti, 2016).

Study of Working Period with Obedience of MTBS Officers in Filling in the MTBS Form

The success of the MTBS implementation will be judged by the obedience of the MTBS officers in filling out the MTBS form according to the MTBS guidelines. Therefore, officers must be obedient in conducting assessments, determining classifications and determining actions or therapies, so that the handling of sick toddlers is carried out completely in each section (Suparmi et al, 2018). The length of work will determine the work of the MTBS officers. A person's actions, perspectives and experiences will be determined from the period of work, so that with a long working period, MTBS officers can improve quality MTBS services (Radiyahanti, 2016). A person's skills or experience can affect that person's level of understanding. Increased knowledge and skills of a person are influenced by years of work. (Notoatmodjo, 2010). This research found that $p\text{-value} = 0.800 > 0.05$, which means that there is no significant correlation between years of service and the obedience of MTBS officers in filling out the MTBS form in Kupang City, and the correlation coefficient of 0.052 means that years of service have a very weak relationship with the obedience of officers in carrying out their duties. filling out the MTBS form. This research is following the research conducted by Silviana et al, (2015) which states that the length of service does not affect the creativity results of seniors when compared to juniors.

The results of this research are not in line with the results of Radiyahanti's (2016) research, namely there is a significant correlation between length of work and the capacity of MTBS

officers in filling out the MTBS form at the Puskesmas. In addition, this research is different from research conducted by Arifah (2016) in that there is a significant correlation between the length of work of MTBS officers and the implementation of MTBS at the Banjarnegara District Community Health Centres.

Study of Motivation with the Compliance of MTBS Officers in Filling in the MTBS Form

According to Terry, 1996 Purwati et al, (2016), motivation or enthusiasm is an internal drive that appears to do or not do certain activities or things. Gibson et al (1996) in Purwanti (2010) suggest that a person's ability or performance will be influenced by 3 variables, namely the person, the mental form of motivation, and an agency. Motivation arises internally, so people who have good motivation must have good performance also at work (Purwati et al, 2016). Gibson et.al (1996) in Silviana (2015) suggests that someone who shows low ability or performance is caused by having low work motivation.

This research illustrates that $p\text{-value} = 0.000 < 0.05$ which means that there is a significant correlation between work motivation with the obedience of MTBS officers in filling out the MTBS form in Kupang City, the correlation coefficient of 0.768 means that tenure has a very strong correlation with the obedience of officers in filling out forms. MTBS. The correlation coefficient value is positive, meaning that the increase in work motivation of the MTBS officers will increase the obedience of the MTBS officers in filling out the MTBS form. Some of the research that supports this research is Radiyanti (2016), which means that there is a significant correlation between the motivation or encouragement of MTBS officers with the completeness of the MTBS form. Research conducted by Purwanti (2010) suggests that there is a significant impact on motivation with the performance of MTBS officers where informants who have high morale show good work skills as much as 3.8 times better than informants who have low motivation. This research is also supported by research that shows that there is a significant correlation between motivation with the implementation of MTBS (Purwati et al, 2015).

Another supporting research is that there is an impact between motivation on the workability of MTBS Implementing officers (Purwanti, 2010). The results of the study are supported by the concept that encouragement is a work action carried out by a person to fulfil his needs, which is related to work results. Therefore, in improving the quality of MTBS implementation, high work motivation is needed from MTBS officers, because someone can work well in an institution if that person has high work motivation. The performance of the MTBS officer will be good if he has good work motivation, especially obedience in filling out the MTBS form based on the MTBS standard. The research results that support this research are that there is a significant impact on work motivation on the implementation of MTBS (Hastuti, 2010). Conflicting research is that there is no significant correlation on the motivation of officers in working with the implementation of MTBS (Arifah, 2016).

CONCLUSION

Distribution of informants: the majority of informants have the aged 25-35 years, the majority of informants' education is D3 Nurse, and there is no significant correlation between years of service and obedience to filling out the MTBS form by MTBS officers at the Kupang City Community Health Centres, there is a significant correlation between work motivation and obedience in filling out the MTBS form by the MTBS officer at the Kupang City Community Health Centres.

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