

## Study of work attitudes in terms of the performance of health workers in Pampang Community Health Center, Makassar City

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### ABSTRACT

Optimal performance can be obtained if the employee is enthusiastic and enthusiastic in carrying out his work, and can achieve predetermined targets, quality work quality and in accordance with work standards. Improving the performance of employees is also inseparable from several factors related to the existing systems within the organization. The organizational system must be able to create a climate that can lead to the desire for achievement of all employees. This research was conducted in Pampang Health Center Makassar City in 2021. The type of research used is observational with a descriptive approach, namely to find out the description of the performance of health workers in Pampang Health Center Makassar City in 2021. The sample of this research was health workers with exhaustive sampling of 26 health workers. The results showed that there were health workers who had good motivation who stated good performance as much as 35.3%, Health workers who stated good self-control stated good performance as much as 57.1%, Health workers who stated good teamwork stated good performance good as much as 42.9%. The conclusion is that health workers play an important role in health services so that they are expected to be able to motivate themselves to improve performance in every process of health services.

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## 1. INTRODUCTION

The role of health workers in providing health services is very important, especially as health service implementing staff, so it is only natural that the performance of health workers as one of the determinants of success in health services needs to be improved as optimally as possible and supported by the presence of adequate health workers themselves.(1). The demand for higher quality health services is another side that is no less important. Democratization, openness, social and economic status encourage demand for more equitable and quality health services(2). In order to realize an optimal degree of public health, various efforts have been made, both directly related to community services or those related to the performance of health workers. Reliable health workers can think of innovative activities in the midst of the community in empowering life, especially in terms of health so that they can live productively and instill healthy values. One of the agencies that provide services is the puskesmas as the provider must use time, mind, knowledge, expertise, and skills in the framework of health services(3).

To support all health development efforts, it is necessary to have health workers who have a rational attitude and have a high spirit of dedication, are disciplined, creative, knowledgeable and skilled, virtuous and can uphold professional ethics. adequate quantity and quality(4). However, it is realized that there are still many obstacles faced by managers in efforts to improve the quality of services at puskesmas, including the need for human resources, equipment that is still limited both in terms of inefficient use and organizational and management patterns that are still not complied with by implementers. The number of new health workers in Indonesia is clearly still far from the planned target(5). As a result of the increasingly advanced science and technology in the health sector and the increasing educational status and social conditions of society, the value system in society has begun to tend to demand better health services, including the quality of health services at the Puskesmas. The

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number of existing health workers Pampang Community Health Center in Makassar City in 2021 as many as 26 people. Efforts to improve the performance of health workers at the Puskesmas are important and have become a demand because of various factors related to efforts to improve health. To achieve good performance, these efforts must be carried out in an integrated, multi-disciplinary manner and involve all relevant employees(1,6,7).

In this regard, so that the quality of health services can be realized which is stated at the level of perfection of quality health services, the performance of professional health workers is needed so that quality health services can be achieved. This study aims to describe work attitudes in terms of the performance of health workers in Pampang Health Center Makassar City in 2021.

## 2. METHOD

The type of research used in this research is observational analytic with a descriptive approach, namely to find out the description of work attitudes towards the performance of health workers in Pampang Health Center Makassar City in 2021. This research was conducted in Pampang Health Center Makassar City and will be carried out in April 2021. The population in this study are all health workers who work in Pampang Community Health Center, Makassar City. The sample in this study were all health workers who worked in Pampang Health Center Makassar City in 2021 taken a total sample of 26 health workers. Primary data collection was obtained by direct interviews with respondents and observations using a questionnaire. Data processing is carried out using a computerized system and a calculator and data presentation is carried out in the form of tables and narratives.

## 3. RESULTS AND DISCUSSION

Is the driving force within a person and determines how he behaves to achieve goals that will ultimately lead to one's work performance. Motivation can also be defined as a person's special readiness to carry out or continue a series of activities aimed at achieving several goals. A person's relationship with what is expected, namely the content of his work, achievement of his duties, rewards for achievements and improvements in his duties(8). Meanwhile, hygiene factors can cause employee dissatisfaction according to Herzberg if these hygiene factors are corrected according to Manullang, they have no effect on positive work attitudes but when compared or left unhealthy, employee dissatisfaction will arise. The results of this study indicated that of the 17 health workers who had good work motivation, there were 35.3% who stated that the performance of health workers was good, and of the 9 health workers who had less work motivation, there were 33.3% who stated that the performance of health workers was good. Motivation will only work perfectly if, among other things, the goals of the organization can be aligned with the goals of individuals and/or groups of people who are members of the organization.(9). Thus the first step that needs to be taken is to recognize the goals that are owned by individuals or a group of people and then strive to integrate them with organizational goals.(8).

To find out the goals that belong to individuals and or groups of people is not easy. As a guide it is stated that the goals that are owned have to do with the needs that exist in individuals and or society. Needs that arise as a result of interactions between one person and another in social life. By knowing the needs of someone who works in an organization, then good motivation, namely using these needs as inducements to cause stimulation and or encouragement in doing work(10).

The results of this study are in line with Umpung's 2020 research at Southeast Minahasa District Health Centers shows that only 47.0% stated that the motivation of health workers was good and the motivation of health workers was less by 52.9%(10). Everyone needs freedom to be creative and self-actualized. On the other hand, internal control is needed as a regulation of the drives and abilities possessed, both physically, psychologically, and behaviorally. Acting without thinking is a characteristic inherent in children. They act spontaneously. When they are sick they will cry anywhere, anytime, and under any circumstances. When happy, healthy children will run around, scribble, scream for joy, or do whatever they want.(11). Imagine if this kind of behavior is done by teenagers or adults. Of course it's quite strange. It would be very disturbing to find someone who is no longer a child acting as he pleases, allowing selfish impulses or desires to manifest themselves. The older a person is, it is expected that he will have more control over his own behavior. In other words, increasingly developing

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his ability to control himself. The results of this study indicate that of the 14 health workers who stated good self-control, 57.1% stated that the performance of health workers was good, and of the 12 health workers who stated that they lacked self-control, there were 8.3% who stated that the performance of health workers was good.

By developing the ability to control ourselves as well as possible, we will become effective individuals, so that we can consistently feel happy, free from guilt, live more constructively, can accept ourselves, and also be accepted by society. Internal and External Controls(12). As one gets older, one is expected to further develop the ability to control one's behavior. Where does the source of one's behavior control come from? The sources can be divided into two: factors within and outside a person's self. Behavioral control that originates from within is usually referred to as internal control, and that which originates from outside is called external control. In self-control (internal), individuals set their own behavior and performance standards; reward himself if he succeeds in achieving the goal; and punishes himself when he does not reach his goals. The Problem of Self-Control As explained above, well-developed self-control will provide many advantages for a person(13).

Therefore, one of the keys to business success is success in business cooperation. Collaboration in essence indicates an agreement between two or more people that is mutually beneficial, this cooperation with the term "partnership", which means "a business strategy carried out by two or more parties within a certain period of time to achieve mutual benefits with mutual principles." need and support each other. Cooperation as "two or more people to carry out joint activities carried out in an integrated manner directed at a specific target or goal and is an aspect that is the target of the business collaboration, usually is a benefit both financial and non-financial that is felt or received by both parties . certain period of time, shows that the cooperation is limited by time, meaning that there is an agreement between the two parties when the cooperation will end. In this case, of course after the desired goal or target has been achieved(14,15). Fulfillment of work standards is the process of producing an activity that runs perfectly, all work is carried out neatly, perfectly, can be applied and accurate. Indicators that can be used to assess compliance with work standards can be assessed from the quality of work by: always analyzing data, self-preparation at work, self-development initiatives, adherence to established work standards, neat, orderly, not avoiding feedback, satisfied with the planned can do and try to be the best(16).

#### 4. CONCLUSION

The findings of this study are that health workers who have good motivation, good self-control, and good teamwork indicate that the performance of health workers is good. in providing services to patients should exercise self-control and administer medication regularly as well as behave politely, kindly and friendly.

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