

## Work Motivation of Health Workers in Providing Health Services during the COVID-19 Pandemic at the Anutoluwu Public Health Center, Petasiabarat District, North Morowali Regency

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### Abstract

*The addition and spread of Covid-19 cases globally is taking place quite quickly. The spread of Covid-19 also has an impact on various sectors, ranging from the economy, tourism, transportation, politics to public services, including health services at puskesmas. Data on patient visits at the Anutoluwu Health Center shows that there has been a decrease in patient visits since 2018. The purpose of this study is to find out the work motivation of health workers in providing health services during the Covid-19 pandemic at Anutoluwu Health Center, Petasia Barat District, North Morowali Regency. This type of research is descriptive research. The research variable is the work motivation of health workers in providing health services during the Covid-19 pandemic. The types of data are primary and secondary data. Data analysis is univariate analysis. The population in this study were all health workers at the Anutoluwu Health Center as many as 47 people. The sample is 47 people. The technique of determining the sample is the total population. The results showed that there were more respondents who had high work motivation in providing health services during the Covid-19 pandemic, which was 70.2% compared to those who had low work motivation, which was 29.8%. The conclusion of this study is that there are more health workers at the Anutoluwu Health Center, Petasia Barat District, North Morowali Regency who have high motivation in providing health services during the Covid-19 pandemic. It is recommended for Anutoluwu Health Center officers to stay enthusiastic and continue to increase their work motivation in providing health services during the Covid-19 pandemic, so that the image of the Puskesmas will remain good in the eyes of the community.*

### Keywords

Work motivation; health services; Covid-19



## I. Introduction

Corona Virus (Covid)-19 has been declared a world pandemic by the World Health Organization (WHO). Nationally through the Decree of the Head of the National Disaster Management Agency Number 9A of 2020 which was updated through Decree number 13A of 2020, the Status of Certain Emergency Disaster Disease Due to Covid in Indonesia has been established. The government issued Regulation Number 21 of 2020 concerning Large-

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Scale Social Restrictions (PSBB) in the Context of Accelerating the Handling of Covid-19, then updated with Presidential Decree Number 12 of 2020 concerning Stipulation of Non-Natural Disasters of the Spread of Covid-19 as a National Disaster (Ministry of Health RI, 2020).

Employee motivation in good organizational work will bring success that supports individual performance. For this reason, in order for employees to have a positive attitude towards the organization, good working conditions must be created and maintained. Realizing an organizational success is inseparable from challenges, both challenges to get employees to work together effectively and challenges to encourage employees so that they want to carry out work with enthusiasm and enthusiasm (Robbins and Judge, 2015). According to (Danim, 2013) that work motivation is very necessary in the world of work, because with high motivation, strength will emerge from within the individual to achieve certain goals or benefits in the work environment or in the field of life in general.

The addition and spread of Covid-19 cases globally took place quite quickly. On March 28 2020 the WHO risk assessment included it in the Very High category where at that time a total of 571,678 cases of infection had been reported with a total of 26,494 deaths. Confirmation cases of Covid-19 in Indonesia were first discovered on March 2 2020, these cases continued to increase until the 62nd day, namely May 3 2020, a total of 11,192 positive cases, 1,876 recovered cases and 845 deaths. This figure does indicate a high number of cases of the disease. However, when compared with the total population of Indonesia, which is more than 267 million people, the ratio of the number of people who are not infected is still higher. This means that in addition to handling cases infected with Covid-19, other health service efforts such as promotive and preventive need to remain a concern for health service workers (RI Ministry of Health, 2020). Sihombing (2020) state that Covid-19 pandemic caused everyone to behave beyond normal limits as usual. The outbreak of this virus has an impact especially on the economy of a nation and Globally (Ningrum, 2020). The problems posed by the Covid-19 pandemic which have become a global problem have the potential to trigger a new social order or reconstruction (Bara, 2021).

The spread of Covid-19 also has an impact on various sectors, ranging from the economy, tourism, transportation, politics to public services including health services at puskesmas. The Puskesmas is the front guard in breaking the chain of transmission of Corona Virus Disease (Covid)-19 because it is located in every sub-district and has a regional concept. In the conditions of the Covid-19 pandemic, puskesmas need to make various efforts to prevent and limit infection transmission. Breaking the chain of Covid-19 is currently a work priority for the health sector. However, the puskesmas cannot leave other services that are the function of the puskesmas, namely carrying out Community Health Efforts (UKM) and Individual Health Efforts (UKP). This has been stipulated in the Regulation of the Minister of Health (Permenkes) Number 43 of 2019 concerning Public Health Centers of the Indonesian Ministry of Health, (2020).

The results of research conducted by Nurbaeti and Hartika (2014) showed that the work motivation of civil servants at the Walenrang Health Center in Luwu Regency stated that they were good as many as 18 respondents (60.0%) while civil servants whose work motivation was lacking were 12 respondents (40.0%)

## II. Research Method

This type of research is descriptive research, namely research conducted on a set of objects that aims to see a picture of phenomena (including health) that occur in a certain population.

### III. Discussion

#### 3.1 Results

The results showed that of the 47 health workers at the Anutoluwu Health Center, Petasia Barat District, North Morowali Regency, more had high work motivation in providing health services during the Covid-19 pandemic, namely 70.2% compared to those who had low work motivation, namely 29.8 %.

**Table 1.** Distribution of Respondents Based on Work Motivation in Providing Health Services during the Covid-19 Pandemic at the Anutoluwu Health Center, Petasia Barat District, North Morowali Regency

No	Work motivation	Frequency	Percentage (%)
1	Motivation low	14	29,8
2	Motivation tall	33	70,2
	Total	47	100,0

Source Priery Data , 2021

Tabel 1 showed that out of the 47 respondents in this study, more had high work motivation in providing health services during the Covid-19 pandemic, namely 70.2% compared to those who had low work motivation, namely 29.8%.

#### 3.2 Discussion

This results section shows that the respondents who became health workers at the Anutoluwu Petasia Barat Health Center, North Morowali Regency, had more high work motivation in providing health services during the Covid-19 pandemic than those who were high in providing health services during the Covid-19 pandemic compared to those with low work motivation.

Based on the data, it shows that more respondents have high work motivation in providing health services during the Covid-19 pandemic because they want to gain valuable experience, expect that patients are satisfied with the service, sincerely want to help patients, so that patients are loyal to the puskesmas, so that respondents get additional incentives, and good cooperation between colleagues. Meanwhile, respondents who had low work motivation in providing health services during the Covid-19 pandemic were because health center staff were easily infected with diseases at work, there were many patients to serve, health facilities were incomplete and the head of the puskesmas was firm in leading.

According to the researchers' assumptions that respondents with high work motivation in providing health services during the Covid-19 pandemic, because respondents prioritized safety and healing, so that respondents received additional incentives, and good cooperation between colleagues. Meanwhile, respondents who had low work motivation in providing health services during the Covid-19 pandemic were because health center workers were easily infected with diseases at work, many patients had to be served, health facilities were incomplete and the head of the puskesmas was firm in leading. the high and low work motivation of respondents is also influenced by the leadership of the head of the puskesmas, if the head of the puskesmas is considered good at leading, then this can trigger an increase in the work motivation of the respondent, but if the opposite happens, then it can reduce the work motivation of the respondent. Efrat (2015) that in younger workers, their level of experience is still lacking when compared to older workers, this tends to affect their motivation to be less. Maulani (2015), the older a person is, the more mature they often have

high work motivation compared to younger ages. However, at a younger age, there are those who have high work motivation, this is triggered by the desire to produce good performance. good.

Efrat (2015) that the higher a person's education, the higher his work motivation. Education is often associated as a source of knowledge, someone who has good knowledge in completing their tasks, will be more motivated to work when compared to someone who has less knowledge. In line with the results of research conducted by Astiyana (2012) at Bank Mega Syariah Unit M2S-KCP Semarang that the level of education also influences employee motivation, where the higher the education attained by employees, the higher their motivation to work.

The results of this study are in line with the results of research conducted by Musdalifa (2016) at the Benggaulu Health Center, Dapurang District, North Mamuju Regency that there are more puskesmas officers with high motivation in improving excellent service, namely, 52.2% compared to low motivation, namely 47.8%. also, with the results of research conducted by Rusmitasari (2020) at the Yogyakarta City Health Center that the work motivation of workers during the Covid-19 pandemic was included in the high category of 155 people (53.6%). The majority of respondents had high work motivation even during the Covid-19 pandemic, where this motivation consisted of intrinsic and extrinsic motivation. Health workers who have harmonious relationships with co-workers, a comfortable work environment, and have leaders who can provide guidance and encouragement to work better will certainly work more optimally. Leaders here must be able to pay attention to work motivation impacting employee performance. If the performance of these employees increases, it will affect the achievement of the goals of the puskesmas.

Based on the data, it shows that more respondents have high work motivation in providing health services during the Covid-19 pandemic because they want to gain valuable experience, expect that patients are satisfied with the service, sincerely want to help patients, so that patients are loyal to the puskesmas, so that respondents get additional incentives, and good cooperation between colleagues. Meanwhile, respondents who had low work motivation in providing health services during the Covid-19 pandemic were because health center staff were easily infected with diseases at work, there were many patients to serve, health facilities were incomplete and the head of the puskesmas was firm in leading.

According to the researchers' assumption that respondents with high work motivation in providing health services during the Covid-19 pandemic were because respondents wanted to continue to provide the best and quality services to patients even during the Covid-19 pandemic, because respondents prioritized patient safety and recovery, and tried to patients remain satisfied with the services provided so that patients will be more loyal to the Anutoluwu Health Center. Meanwhile, respondents with low work motivation in providing health services during the Covid-19 pandemic were due to respondents who felt that health workers were at high risk of contracting diseases such as Covid-19 because they dealt directly with and handled patients, especially if the number of patient visits increased, of course. it will increase worry and alertness

Respondents, not to mention if the available health facilities are considered inadequate in handling the Covid-19 pandemic, then the respondent's motivation can decrease in providing services to patients when faced with such a situation. puskesmas, if the head of the puskesmas is considered good at leading, then this can trigger an increase in the work motivation of the respondent, but if the opposite happens, then it can reduce the work motivation of the respondent.

Respondents with undergraduate and nursing education levels have high work motivation because according to the assumption of the researchers that the higher the education attained by the respondents, the level of knowledge also increases, with the

knowledge possessed, the respondents will have a strong motivation to work. However, there are also respondents with undergraduate and nursing education levels but who have low work motivation. Meanwhile, respondents with education levels of D1 and D3 have high work motivation which can be influenced by their experience at work. There are also respondents with a D3 education level but have low work motivation, which can be attributed to the respondents' lack of knowledge, decreased work productivity, workload, and leadership factors.

Experience is also associated with the respondent's tenure, where generally the longer they work (> 3 years), the more experience and broader insight, so that this keeps respondents motivated to provide the best service even during the Covid-19 pandemic. However, there are also respondents with a long working period (> 3 years) who have low motivation to work. This can be triggered by various things, such as a work environment that is considered not conducive.

Leadership that is felt to be not good and workload is excessive, so that it can reduce work motivation even though they have a long working period and are quite experienced. Respondents with working period  $\leq 3$  years but have high work motivation, this can be because the respondent wants to prove that he is capable of producing good performance.

Explanation by Efrat (2015) that younger workers have less experience compared to older workers, this tends to affect their motivation to be less. According to Maulani (2015), the older a person is, the more mature he is in acting and responding to his work. So that a more mature age more often has high work motivation than a younger age.

#### IV. Conclusion

Based on the results of the research and discussion, the researchers drew the conclusion that there were more health workers at the Anutoluwu Health Center, Petasia Barat District, North Morowali Regency, who had high motivation in providing health services during the Covid-19 pandemic.

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