Factors Affecting the Performance of Health National Health Environmental Worker Services District of Mimika

Farida[1], Msen.Y[2], Rantetampang. A.L[3], Anwar Mallongi[4]

[1]Magister Program of Public Health, Faculty of Public Health, Cenderawasih University, Jayapura.
[2,3]Lecturer of Master Program in Public Health Faculty of Public Health, Cenderawasih University, Jayapura
[4]Environmental Health Department, Faculty of Public Health, Hasanuddin University, Makassar

Corresponding Author: Farida

_____

ABSTRACT

Background: The State guarantees the right to life for all citizens through the National Health Insurance program. In order to support the operational of health services, BPJS health disburses capitation funds to First Level Health Facilities no later than the 15th of each month. JKN funds received by the puskesmas should be able to improve the quality of health services to JKN participants. The fact shows that JKN officers receiving JKN funds do not report on JKN health services and fund management activities regularly and on time no later than the 10th of every month.
Objective: Knowing the Factors Affecting the Performance of JKN Officials in the Mimika Regency Health Office.
Method: Observational study design cross sectional sample number 51 respondents which is the total population using Chi Square test and Logistic Regression Test.
Results: Factors that affect officer performance are: motivation (p-value: 0,0002; CI95%: 1,54-6,64 :: 3,2051), incentive support (p-value: 0,0005; CI95%: 1.41-5.33 :: 2,747), work load (p-value: 0.0175; 95% CI: 1.07-3.44;: 1.293), infrastructure facilities (p-value: 0.0033; CI 95%: 1.23-4.23; 2.283), Supervision (p-value: 0,0078; 95% CI: 1.15-4.04;: 2,163), Ability (p-value: 0, 0509; CI95%: 1,00-3,28;: 1,816 The strongest influence is: motivation (p-value: 0,0000; 95% CI: 0.25-0.66; t: 4.55) if officers have motivation to produce performance : 90.93%.

Keywords: Performance, JKN Officer, Motivation.

1. INTRODUCTION

Health is a primary right for human beings, the right to adequate living for health and well-being and family is a human right and is recognized by all nations of the world, including Indonesia. Post-World War II some countries take initiatives to develop social security, including health insurance for all residents (Universal Health Coverage). In the 54th session of the year in Geneva, the World Health Assembly (WHA) outlines the need for the development of a health financing system that ensures community access to health care and provides them with protection against financial risks. The 58th WHA passed a resolution stating that health financing sustainable through Universal Health Coverage is organized through the mechanism of social health insurance. WHA also advises the WHO to encourage member states to evaluate the impact of changes in health financing systems on health care as they move towards Universal Health Coverage.

In Indonesia, the philosophy and the foundation of the Pancasila state especially the 5th principle also recognizes citizens' basic rights to health. In Law Number 36 of 2009 it is affirmed that everyone has the same right to gain access to health resources and to obtain safe, quality and affordable health services. Conversely, everyone also has an obligation to participate in the social health insurance program. Law No. 40 of 2004 on the National Social Security System (SJSN) mandates that compulsory social security for all residents including the

National Health Insurance (JKN) through a Social Security Administering Body (BPJS) stipulated in Law Number 24 Year 2011 regarding Social Security Administering Body, consisting of BPJS of Health and BPJS of Manpower. The Social Security Administering Board needs financial support for health service operations conducted by health facilities (Perpres, 2014). The mechanism for channeling health-care funds for First Level Health Facilities is conducted through Capitation and Non-Capitation mechanisms, while funding for advanced referral health facilities through the claim system. Based on Presidential Decree Number 32 year 2014, Head of Puskesmas assisted by treasurer and head of administration formal and material responsible for income and expenditure of capitation fund of JKN. Implementation of JKN has entered the fifth year, but there are still problems in the field. From the funding aspect, First Level Health Facilities receive capitation funds no later than the fifteenth of each month, but reports on the use or utilization of capitation funds and reports of JKN participants from 23 Puskesmas in Kabupaten Mimika who manages the capitation fund has not been running as it should. From 23 Puskesmas 2015 to 2017, it is not routinely reported no later than the 10th of the month related to the use of capitation funds and health services of the JKN program at Puskesmas. The capitation fund received by the Puskesmas in 2015 amounts to Rp. 9,535,831,000 with realization Rp 5,498,431,334 (57.66%), Year 2016 Puskesmas get capitation fund equal to Rp. 22,258,383,922 (Capitation 2016 and remaining funds of previous year) with realization of Rp. 16,352,891,830 (73.47%) and in 2017 Puskesmas receive Capitation fund of Rp. 22,211,479,533 with the realization of Rp. 19.313.084.969 (86.95%).

The increase in the percentage of realization annually is not comparable with the reporting compliance of the Puskesmas (Health Service Report of Mimika Regency 2017). The impacts or problems that will arise if the management of the JKN Health Center fund of the Puskesmas and the reports of visits not reported monthly on a regular, complete and timely basis have an impact on the assessment of the performance of local financial management where the Unqualified (unqualified) local financial management of 2015 and 2016 from BPK may change to WDP (reasonable with exceptions) or disclaimer. Impacts for the Mimika Regency Health Office will be the findings of the government auditor team. The impact for Puskesmas is the reduction of capitation funds. Gibson (2003) conducted an analysis of a number of variables that influence individual behavior and performance. First is the individual variables grouped in the sub-variables of ability and skill, age, education are the main factors affecting behavior and individual performance, while demographic variable has indirect effect on individual practice and performance. Second is the psychological variable, consisting of sub-variables of perception, attitude, personality, learning and motivation. The third variable is an organization that has an indirect effect on individual behavior and performance; the variables are grouped into sub-variables of resources, leadership, rewards, structure and job design, variable amount of capitation fund. Sutarman's research (2008), says that multiple or multiple workloads affect employee performance, where employees prefer the main tasks and main functions and subsequently perform double duties that are not obligatory. In addition, Tao (2013) discloses that the workplace environment improves the performance of health personnel. Based on the above description of the problem, the authors are interested in conducting a study entitled "Factors that affect the performance of National Health Insurance officers in the working area of Mimika Regency Health Office".

2. MATERIALS AND METHODS

This was an observational study with cross sectional study design. Cross-sectional study is a study design that studies the

variables including risk factors and variables including effects observed at the same time (Notoatmodjo, 2012). The scope of this research is: to know the influence of age factor, education level, motivation, incentive, workload, facilities and infrastructure, supervision, ability to performance of JKN Officer in Mimika Regency Health Office Papua Province: Timika Juskesmas Puskesmas Timika Jaya Puskesmas Mapurujaya, Puskesmas Kokonao, Puskesmas Wakia, Puskesmas Potimaiburu, Puskesmas Agimuga, Puskesmas Jita, Atuka Health Center, Puskesmas Kwamki Narama, Limau Asri Health Center, Jita Public Health Center, Jila Public Health Center, Alama Puskesmas, Hoeya Community Health Center, Tsinga Health Center, Aroanop Health Center, Jiliyale Health Center, Puskesmas Bintuka, Wania Health Center, Central Market Puskesmas, Manasari Puskesmas and Puskesmas Amar were conducted from 23 April until 21May 2018. The population in this study were all officers related to JKN Program in Mimika Regency Health Department as many as 5 people and 2 Officers (Head of Puskesmas and Treasurer) in 23 health centers ie sebanya k 46 people, bringing the total population to 51 people. Data used in this research are primary data and secondary data. Primary data was obtained through observation and interview using questionnaire while secondary data was obtained based on Puskesmas report in Mimika Regency Health Office.

In each independent variable there are 10 questions that are scored or scored, consisting of:

1. Strongly Agree: Score 4
2. Agree: Score 3
3. Disagree: Score 2
4. Strongly Disagree: Score 1

Variable age and educational level are given score while 6Enam) other independent variables are given score so that each respondent's answer is multiplied by value "1" thus the lowest value of each independent variable is "10" and the highest value value is "40". While the value or the dependent variable score is obtained from the total sum of all 6 (Six) indenpendent variables it will get the lowest dependent variable value is "60" and the highest value is "240". Data analysis in this research are: univariate, bivariate and multivariate data analysis. Bivariate analysis using Chi Square test. The significant correlation or influence on chi square test is shown with p <0,05 and if there is no significant correlation or influence marked with p> 0,05. While multivariate analysis using Logistic Regression Test is useful as a prediction model. Determination of variables that have a significant relationship based on the smallest p value (p <0.05) and strong relationship based on the value of RP. Variables with RP> 1 values are interpreted as factors that have a relationship in improving the performance of JKN officers, whereas variables with RP = 1 are interpreted as variables that have no relationship in increasing the performance risk of JKN officers and if the value of RP <1 is interpreted that the factor gives the effect of protection or reduce the performance risk of JKN management officers.

3. RESULTS
The results of univariate data tabulation are shown in table.1. the following;

Table 1. Univariate Analysis of dependent variable

Dependent Variabel	Frekuensi (n=51)	%
Performance		
Good	26	50.98
Less	25	40.02

Data Table 1. shows that from 51 respondents JKN management performance is less as much as 25 people (49.02%) while 26 people (50.98%) who have good performance. While univariate analysis for independent variable shown in table.2. the following;

Table.2. Univariate Analysis of Independent Variables

No	Independent Variabel	Frekuensi n=51	%
1.	Age a. < 37 year b. ≥ 37 year	26 25	50.98 49.02
2.	Education : a. Junior school b. Higher education	33 18	64.71 35.29
3.	Staff Motivation: a. Low b. High	25 26	49.02 50.92
4.	Insentive: a. Not Suitable b. Suitable	24 27	47.06 52.94
5.	Working load a. low b. high	24 27	47.06 52.94
6.	Facilities : a. not enough b. enough	24 27	47.06 52.94
7.	Supervision: a. less b. good	25 26	49.02 50.92
8.	Competency : a. less b. good	25 26	49.02 50.92

In table. 2. Univariate analysis showed that respondents aged with or greater than 37 years were only 26 people (50.98%) while respondents in the age group less than 37 years were 25 people (49.02).

In the variable motivation officer showed that almost no significant difference between officers with low work motivation and high work motivation. This can be proved by the officers with low work motivation as many as 25 people (49.02%) and high work motivation as many as 26 people (50.98%) Variable Infrastructure means that as many as 24 respondents (47.06%) stated that the facilities and infrastructure available is not adequate and as many as 27 people (52.94) or slightly more stated that the facilities and infrastructure have been adequate.

In supervision variables showed almost no difference in the statement of respondents who stated supervision performed by Mimika District Health Office is still lacking or supervision has been appropriate or good. A total of 25 respondents (49.02%) stated less and 26 respondents stated that supervision was appropriate or good (50.98%). On variable ability Officer showed that as many as 25 respondents or 49.02% have less know and 26 respondents (50.98%) have good ability. After performing univariate data analysis then bivariate data analysis is done with purpose to know relation or influence between dependent variable with independent variable as shown in table.3. below this;

Table.3. Results of Bivariate Analysis

No	Independen Variabel	Performance Less n=25	%	Good n=26	%	Number	%	Rp	*P Value*	95% CI
1.	Age a. < 37 year b. ≥ 37 year	11 14	44 53.85	14 12	56 46.15	25 26	100 100	1,22	0.482	0.69 – 2.15
2.	Education a.junior school b.higher education	14 11	42.42 61.11	19 7	57.58 38.89	33 18	100 100	0.6118	0.2021	0.28 - 1.32
3.	Staff Motivation: a. low b. high	19 6	76 23.08	6 20	24 76.92	25 26	100 100	3.2051	0.0002	1.54 – 6.64
4.	Insentive: a. not suitable b. suitable	18 7	75 25.93	6 20	25 74.07	24 27	100 100	2.747	0.0005	1.41 - 5.33
5.	Work load a. low b. high	16 9	66.67 33.33	8 18	33.33 66.67	24 27	100 100	1.293	0.0175	1.07 - 3.44
6.	Facilities : a. not enough b. enough	17 8	70.83 29.63	7 19	29.17 70.37	24 27	100 100	2.283	0.0033	1.23 - 4.23
7.	Supervision: a. less b. good	17 8	68 30.77	8 18	32 69.23	25 26	100 100	2.163	0.0078	1.15 - 4.04
8.	Competency : a. less b. good	16 9	64 34.62	9 17	36 65.38	25 26	100 100	1.816	0.0036	1.00 - 3.28

Table 3. Show that from 25 respondents aged less than 37 years, 11 (44%) had poor performance, 14 people (56%) had good performance, and from 26 respondents who were equal to or over 37 years old , 14 people (53,85%) have less performance and 12 people (46,15%) have good performance. statistically there is no significant influence between age and performance of JKN manager. No influence between these two variables is indicated by the value of p; 0.482 (95% CI: 0.69-2.15) or greater than p> 0.05 and Risk Prevalence (RP): 1.22.

The analysis of education level variables shows that of 33 respondents with secondary education, there are 14 people (42.42%) have less performance, 19 people (57,58%) have good performance, from 18 respondents with high education, 11 people (61,11 %) that have less performance and 7 people (38,89%) which have good performance. Analysis of variable of education level with performance show that there is no significant influence between education levels of respondent to performance of JKN manager. This is indicated by the value of p: 0.2021 (95% CI: 0.28-1.32) or greater than the significance value p> 0.05 and the Risk Prevalence (PR) value is: 0.6118. but since <1 will be included in multivariate analysis.

Analysis of motivational variables Indicates that of 25 respondents who have low motivation, there are 19 officers (76%) have less performance, 6 officers (24%) have good performance, and from 26 respondents who have high motivation, 6 officers (23,08%) have less performance and 20 officers (76,92%) have good performance. Influence of motivation to performance show there is very meaningful relationship between motivation with performance of officer of JKN which proved with p value; 0.0002 or p <0,05 with confidence level 95% CI: 1,54-6,64 and Risk Prevalence (RP): 3,2051.

Incentive factor analysis showed that from 24 respondents who said incentives were inappropriate, 18 people (75%) had poor performance, 6 people (25%) had good performance, and from 27 respondents who said incentives were appropriate, 7 people (25, 93%) had less performance and 20 people (74.07%) had good performance, incentive factors showed that there was a statistically significant relationship between incentives on the performance of JKN officers. This is evidenced by the value of p; 0.0005 or p <0.05 (95% CI: 1.41 - 5.33) and RP): 2.747.

Working variable analysis showed that from 24 respondents with low workload, 16 officers (66.67%) had less performance, 8 officers (33.33%) had good performance, and from 27 respondents with high workload, 9 Officers (33.33%) have less performance and 18 Officers (66.67%) have good performance Effect of workload on performance gives an idea that there is a statistically significant influence or relationship between the workload on the performance of officers as evidenced by the value p: 0,0175 or p <0,05 (95% CI: 1,07-3,44) and Risk Prevalence value (RP): 1,293. Analysis of variables of infrastructure provision It is shown that from 24 respondents who say infrastructure facilities are inadequate, there are 17 Officers (70,83%) have poor performance, 7 Officers (29,17%) have good performance, and from 27 respondents who say infrastructure facilities are adequate, 8 officers (29.63%) have less performance and 19 Officers (70,37%) have good performance. Influence of facilities and infrastructure to performance of manager of JKN Table 3 shows that there is a very statistically significant relationship between the availability of facilities and infrastructure with the performance of JKN officers. The significance between the two variables in the bivariate test is evidenced by the value of p: 0.0033 (95% CI: 1.23-4.23) or less than p <0.05 and has RP: 2.283.

Analysis of Supervision variables: It shows that from 25 respondents who say supervision is less, there are 17 Officers (68%) have less performance, 8 Officers

(32%) have good performance, and from 26 respondents who say less supervision, 8 Officers (30,77%) has less performance and 18 Officers (69.23%) who perform well. From the test proves there is correlation or influence between supervision activity with performance of officer of JKN which proved with significance level statistically p value: 0.0078 (95% CI: 1,15-4,04) or p value <0.05 and RP: 2,163.

Analysis of the variables of JKN officers showed that from 25 respondents with less ability, 16 officers (64%) had poor performance, 9 officers (36%) had good performance, and from 26 respondents with less ability 9 officers (34,62%) has less performance and 17 Officers (65,38%) who have good performance. The influence of the ability to prove that there is a statistically significant relationship or influence between the ability of officers and the performance of JKN managers. The effect between these two variables is evidenced by the value of p: 0.0359 (95% CI: 1.00-3.28) or p <0.05 with Risk Prevalence (RP): 1.816. After Bivariate analysis, then multivariate analysis is done using Logistic Regression test. In this test the independent variables with p value <0.05 are analyzed simultaneously. The variables are shown in table 4 the following;

Table.4. Selected Independent Variables

Independent Variables	RP	Value p	95% CI
Education level	0,6118	0,2021	0,28-1,32
Work Motivation	3,2051	0,0002	1,54-6,64
Incentives support	2,747	0,0005	1,41-5,33
Working load	1,293	0,0175	1,07-3,44
Facilities	2,283	0,0033	1,23-4,23
Supervision	2,163	0,0078	1,15-4,04
Competency	1,816	0,0036	1,00-3,28

Based on the selection of independent variables, then a multivariate analysis using logistic regression test with the initial results can be shown as follows:

Table 5. Initial Model of Logistic Regression Test

```
-------------------------------------------------------------------
  kinerja |    Coef.   Std. Err.     t    P>|t|    [95% Conf. Interval]
----------+--------------------------------------------------------
 edulevel | -.1588871  .1072706   -1.48   0.146   -.3750767   .0573026
  motivasi |  .3534143  .1225352    2.88   0.006    .1064608   .6003677
  insentif |  .2311612  .1264812    1.83   0.074   -.0237448   .4860673
   sarpras |  .1905691  .1151468    1.66   0.105   -.0414939   .4226321
 supervisi |  .1967135  .1182451    1.66   0.103   -.0415938   .4350208
 kemampuan |  .2266725  .1059566    2.14   0.038    .0131311   .4402139
     _cons | -.0534031  .1121204   -0.48   0.636   -.279367    .1725608
-------------------------------------------------------------------
```

Based on preliminary results of logistic regression test gives an illustration of the existence of two variables affecting the performance of JKN officers, namely: the motivation of officers with p value: 0.006 (95% CI: 0.12-0.61) t = 2.88 and officers p: 0.038 (95% CI: 0.01-0.44) t = 2.14. This logistic regression test is performed simultaneously and continuously by way of removing the variable having the highest p> 0.05 to obtain the final model determined by the value of p <0.05. The final model of this logistic regression test can be shown in Table 6 the following;

Table 6. Final Model of Logistic Regression Test

```
-----------------------------------------------------------------
Performance   Coef.    Std. Err.    t    P>|t|    [95% Conf. Interval]
-----------------------------------------------------------------
Motivation   .5368917  .1093045   4.91   0.000   .3171202   .7566632
Ability      .3830455  .1093045   3.50   0.001   .165274    .602817
Cons         .0408163  .0965351   0.42   0.674  -.1532806   .2349132
-----------------------------------------------------------------
```

Table 6 shows that the final fixed model that influences the performance of JKN manager is the motivation of officer: 0.000 (95% CI: 0.31-0.75) t = 4.91 and ability: 0.01 (95% CI: 0.16-0.60) t = 3.50. So it can be ascertained that the two variables are the most influential on the performance of JKN management officers. As known logistic regression function can be used for the model preview of the two variables that have the most powerful influence test prediction model with the formula below:

$$f(x) = \frac{1}{1 + e^{-(a+B1+B2+B3)}}$$

If know :
f (x): Performance probability
a: linear Constant
B: Coefficient or OR
1: constant value

Then the final calculation result of the model prediction can be shown as follows:

```
    All |        xb
---------+----------
         |  .960754
---------------------
    Key:  xb = Linear Prediction
```

Based on the calculation of the logistics function, it shows that if the manager of JKN has a high performance and received good supervision and regular it will result in the management of JKN achieving: 0.9607 or 96.07%.

4. DISCUSSION

Based on the results of data analysis shows that the high work motivation of officers will give effect to performance improvement 4.5 times higher. This picture shows that the results of data analysis are very appropriate with the theories of motivation. According Nursalam (2015) motivation is the ability to perform the task is a key element in assessing the performance of a person. However, the task cannot be completed properly without the support of a will and motivation. while according to Notoatmodjo (2010), motivation is the impulse that arises in a person either consciously or unconsciously to perform certain actions to achieve certain goals, business that can cause a person or a group of people to be moved to do something because want to achieve a certain goal or get satisfaction from the thing done.

Revenue beyond salary or incentives has an effect on the performance of JKN officers. According to Heidrachman and Husnandalam Nawai (2007) incentive pay is intended to provide different wages due to different job performance. Implementation of this incentive model to improve employee productivity. Dessler stated that the basic goal of incentive pay is to motivate good performance by linking achievement and reward (Dessler, 2006). There is a relation between workload and performance of manager of JKN give proof that hypothesis of research variable is accepted. In this variable is very interesting because of 27 people who have high workload

exactly 18 people or more among respondents who have good performance compared with the respondent with the burden work low / a little even as many as 24 people more or 16 people have less performance. According Manuaba (2000) in Haryanti (2014), which states workload is the body's ability to accept the job. From an ergonomic point of view any workload that a person receives must be well balanced and balanced both on the physical abilities, cognitive abilities and human limitations that accept the burden. A workforce has its own ability in relation to workload. They may be better suited to a physical, mental or social workload.

Based on the results of data analysis provide evidence that the hypothesis of this study is accepted where JKN officers who have adequate facilities and infrastructure have a good performance compared with officers with facilities and infrastructure less. This is in accordance with the opinion Moenir (2012) suggests that the means are all types of equipment, work equipment and facilities that serve as the main tool / assistant in the implementation of work and also in the framework of interests that are associated with the organization of work. The definition expressed by Moenir, clearly gives the direction that the suggestion and infrastructure is a set of tools used in a process of activity both the tool is auxiliary equipment and main equipment, both of which serve to realize the goal to be achieved. Sedangkan according to Gibson in Ilyas (2001) that the availability facilities and infrastructure affect the individual performance.

Hypothesis The influence between supervision activities on the performance of JKN officers is accepted which is shown by the manager of JKN with good performance gets more supervision from the District Health Office of Mimika than the officers who have little or less supervision so that have less performance. Supervision is the process that refers to member unit work to contribute positively to organizational goals achieved. The ability of supervisors to

effectively employ personnel to achieve departmental goals is critical to the success of supervisors from external control institutions will be less sensitive in assessing subordinate performance and will evaluate more negatively than supervisors with internal controls (Ilyas, 2002). Officers' ability factor is one factor that gives influence to the performance of JKN manager so that this research hypothesis is accepted and in accordance with Robbins opinion (2003), ability is an individual capacity to perform task in certain job. A person's abilities will participate in determining behavior and outcomes. ability or abilities is an inherent talent for a person to perform an activity physically or mentally that he gained from birth, learning and from experience (Soehardi, 2003).

5. CONCLUSION

The conclusions of this study are: there is no influence or relationship between age and education level on the performance of JKN managers in Mimika Regency. Factors affecting the performance of JKN managers in Mimika Regency are: work motivation, incentive to employees, double workload or work duplicate, the availability of facilities and infrastructure, supervision activities and the ability of JKN officers. Of the six factors that have an influence on the performance of JKN officers, the most powerful factors that influence the motivation factor and ability. If a JKN management officer has high work motivation and ability to work, the performance percentage can reach 96.07%.

REFERENCES

- Adisasmito W (2014). *Sistem Kesehatan.* Edisi Kedua. Jakarta: Rjagrafindo.
- Artadi F. F (2015) *Pengaruh Kepuasan Kerja dan Beban Kerja Terhadap Kinerja Karyawan pada PT. Merapi Agung Lestari.* http://www. uney. co. id. diakses 2 Maret 2018.
- Arikunto.S (2010).*Prosedur dan Pendekatan Penelitian.* Jakarta :Rineka Cipta
- Azwar, A A. (2013). *Pengantar Aministrasi Kesehatan.* Edisi Ketiga. Jakarta : Bina Rupa Aksara Publisher
- _____BPJS (2014). *Pedoman Penyelenggaraan Teknis BPJS.* http:///www. bpjs. go. id.
- Darmawan R. I (2008) *Analisis Penetapan Insentif Pelayanan Tenaga Perawat DI RSUD Dr. H. Soewondo Kendal.* http://fkm. ui. co. id. diakses 2 Maret 2018.
- Dessler, G., (2006) *Manajemen Sumber Daya Manusia,* Jilid 1,PT. Prenhallindo, Jakarta,
- Dina A, 2011. *Faktor – faktor yang berhubungan dengan kinerja bidan desa diKabupaten Bantul yogyakarta tahun 2011.*
- Djuhaeni, Heni. 2007. *Asuransi dan Managed Care: Modul Program PascasarjanaKesehatan Masyarakat Universitas Padjadjaran,* Bandung.
- Faridah.(2009). Tesis.*Analisis Faktor-Faktor yang Berpengaruh Terhadap Motivasi Kerja Petugas Pelaksana Manajemen Terpadu Balita Sakit (MTBS) di Puskesmas kota Surabaya.* Diakses eprints.undip. ac. id/17297/pdf tanggal 02 Maret 2018.
- Fera W(2011). *Faktor-faktor yang berhubungan dengan kinerja petugasmanajemen terpadu balita sakit (MTBS) dalam pelayanan MTBS dipuskesmas dinas kesehatan kota madiun tahun 2011,* http:///www. fkm. ui. co. id. diakses 29 Maret 2018.
- Gibson. J. L (2003). *Organisasi Perilaku, Struktur, Proses.* Jilid 2, Erlangga, Jakarta.
- Hafizurachman, H.M (2009). *Manajemen Pendidikan dan Kesehatan.* Jakarta: Sagung Seto.
- Hamzah, H. (2008). *Teori Motivasi dan Pengukurannya: Analisis di bidangpendidikan.* Jakarta: BT Bumi Aksara
- Handoko, (2010) *Management Personalia dan Sumber Daya Manusia,* ed. Kedua, Yogyakarta: BPFE.
- Handayani T (2012). *Faktor – Faktor Yang Berhubungan Dengan Kinerja Petugas Mtbs (Manajemen Terpadu Balita Sakit) di Puskesmas Kabupaten Kulon Progo.* http://www. fkmui.co. id.
- Haryanti S (2014). *Hubungan Antara Beban Kerja Dengan Stres Kerja Perawat Di Instalasi Gawat Darurat RSUD Kabupaten*

Semarang.Jurnal STIKES RS. Baptis Volume 3, Edisi 1, Juli, 2010 29.

- Hasibuan Malayu S. P (2012). *Manajemen Sumber Daya Manusia (Edisi Revisi).* Jakarta : Bumi Aksara.
- Hasibuan S. P (2012) Manajemen Sumber Daya Manusia, ed. Kelima, Yogyakarta: BPFE,
- Ilyas, Y (2001). *Kinerja Teori, Penilaian dan Penelitian. Pusat Kajian Ekonorni Kesehatan Fakultas Kesehatan Masyarakat.* Jakarta:Universitas Indonesia.
- Iska, Hartita. (2010). *Faktor – faktor yang berhubungan dengan kinerja bidandesa di kabupaten bogor tahun 2010.* Skripsi Sarjana FKM UI Depok.
- _____Kemenkes RI (2013).*Bahan PaparanJaminan Kesehatan Nasional Dalam Sistem Jaminan Sosial.* http:www. kemenkesri. go. id. diakses 29 Maret 2018.
- _____Kemenkes RI (2014).*Pemanfaatan Dana Kapitasi Untuk Peningkatan Kinerja Puskesmas.* http://www. kemenkesri. go. id. diakses 29 Maret 2018.
- _____Kemenkes RI (2016).*Penggunaan Dana Kapitasi Jaminan Kesehatan Nasional Untuk Jasa Pelayanan dan Dukungan Biaya Operasional Pada Fasilitas Kesehatan Tingkat Pertama Milik Pemerintah Daerah.* http:www. kemenkesri. go. id. diakses 19 Februari 2017.
- Khoirudin A (2013). *Faktor – Faktor Yang Mempengaruhi Kinerja Tenaga Kesehatan Dalam Upaya Peningkatan Penemuan Suspek Tuberkulosis Paru* (Studi Balai Pengobatan Puskesmas Kabupaten Kediri).
- Machmud (2012). *Manajemen Sumber Daya Manusia.* Edisi ke-5. Yogyakarta: YKPN.
- Mangkunegara, P.A.A (2009). *Manajemen Sumber Daya Manusia Perusahaan.* Bandung : Rosdakarya.
- Melianingrum K (2014) *Pengaruh Kemampuan Dan Motivasi Kerja Terhadap Kinerja Karyawan Biro Produksi PT Kertas Padalarang Universitas PendidikanIndonesaia.* http://www. repository. upi. Edu
- Moekijat (2010) *Manajemen Sumber Daya Manusia.*Bandung: Mandar Maju
- Moenir, H. A. S. (2012) Manajemen Pelayanan Indonesia, Bumi Aksara, Jakarta
- MuninjayaA, (2011). *Manajemen Mutu Pelayanan Kesehatan*, Jakarta : EGC

- Muttaqin A (2014). *Pengaruh latar belakang pendidikan, masa kerja dan motivasi kerja terhadap kinerja pegawai pada pt. Indocitra jaya samudra negara-bali tahun 2013.* Vol: 4 No: 1 Tahun: 2014.http://www. upg. co. id.
- Mutia M (2014). *Pengukuran Beban Kerja Fisiologis Dan Psikologis Pada Operator Pemetikan Teh Dan Operator Produksi Teh Hijau Di Pt Mitra Kerinc*i.ISSN 2088-4842.P :503-517
- Nawawi, H (2007) *Instrumen Penelitian Bidang Sosial.* Yogyakarta: Andi Offset
- Notoatmodjo S (2010). *Ilmu Perilaku Kesehatan.* Jakarta: Rineka Cipta.
- Nursalam (2015)*Manajemen keperawatan aplikasi dalam praktek keperawatan professiona*l. Salemba Medika, Jakarta.
- _____Peraturan Badan Penyelenggara Jaminan Sosial Kesehatan Nomor 1 Tahun 2014 tentang Penyelenggaraan Jaminan Kesehatan
- Prawoto.E. (2007).*Pengaruh Rotasi dan Iklim Kerja Dengan Kinerja Perawat Pelaksana di Ruang Rawat Inap RSUD Koja.* Tesis Program Pasca Sarjana FIK UI.
- Prayoto (2014). *Teori, Sikap & Perilaku dalam Kesehatan dilengkapi contoh kuesioner.* Nuha Medika, Yogyakarta.
- Putranti K. A (2013). *Faktor-Faktor Penyebab Keterlambatan Pengiriman Laporan Kia Dari Puskesmas Ke Dinas Kesehatan Kota Surakarta.* http://www. umudsurakarat. co. id. diakses 20 Maret 2018.
- Putri H(2014). *Paham Jaminan Kesehatan Nasional.* Jakarta: Komunitas Pejaten Mediatama.
- Rahmawati P (2012) Analisis Kinerja Pegawai KantorDinas Kesehatan Kabupaten BintanProvinsi Kepulauan Riau. http://fkm. ui. co. id. diakses 2 Maret 2018.
- Riyanto A. A (2009). *Penerapan Analisis Multivariat Dalam Penelitian Kesehatan.* Bandung : Niftra Medika Press.
- Robbins, S, P, (2006). *Perilaku Organisasi.* Edisi kesepuluh, Jakarta: Gramedia,
- Sarworini F (2013) *Hubungan Kemampuan Dan Motivasi Terhadap Kinerja Pegawai Dinas Kependudukan, Tenaga Kerja Dan Transmigrasi Kabupaten Karanganyar.* http://www. google. co. id. diakses 2 Maret 2018.

- Siagian S P(2006) *Manajemen abad 21*. Jakarta:Bumi Aksara
- _____ (2012). *Manajemen Sumber Daya Manusia*. Jakarta; PT. Bumi Akasara.
- Simamora Henry (2007) *Manajemen Pemasaran Internasional, Jilid II Edisi 2* Jakarta : PT Rineka Cipta.
- Sugiyono (2013). *Metode Penelitian Administrasi*. Bandung: Bina Pustaka.
- Supriadi Dedi(2013) *Studi tentang Kenerja Pegawai Puskesmas Kecamatan Sesayap Hilir Kabupaten Tana Tidung.* http://www. Ejournal.pin.or.id. diakses 25 April 2018.
- Sutarman (2008). *Faktor-Faktor Yang Berhubungan Dengan Keterlambatan Petugas Dalam Menyampaikan Laporan Klb Dari Puskesmas Ke Dinas Kesehatan (Studi KotaSemarang)*. http://www. undip. co. id. diakses 29 Maret 2018.
- Tao F. L (2013). *Faktor-Faktor Yang Berhubungan Dengan Kinerja Pegawai Kesehatan di Puskesmas Nangaroro Kabupaten Nagekeo Provinsi Nusa Tenggara Timur*. http://www. stikesmakassar. co. id. diakses 20 Maret 2018.
- Verawati M. L (2013). *Faktor – Faktor yang Berhubungan dengan Kelengkapan dan Ketepatan Waktu Pelaksanaan Penyelidikan Epidemiologi Demam Berdarah Dengue di Kota Semarang Tahun 2013*. http://www. udinese. co. id. diakses 10 Maret 2018.
- Yulk Gary (2005)*Kepemimpinan Dalam Organisasi*, edisi kelima, Penerbit PT. Indeks, Jakarta

******