Factors Affecting the Performance of Employees at Health Department in Nduga Regency, Papua

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Abstract

Development in the field of human resources not only aims to improve the quality of Indonesian human resources, but Also Aimed to improve the quality of government employees. Human resource development geared toward improving the quality of the state apparatus as construction administrator who has the attitude and behavior of the core devotion, honesty, responsibility, disciplined and motivated, so as to provide excellent service and the best to the people. The success and failure of development cannot be separated from the role played. Employees of Nduga District Health Office were duties as Civil Servants and public service. The variables were observed in this study namely education, motivation, leadership style, work environment, and infrastructure towards the employee performance. 42 people as the total sample were Involved. Partially only education variable has a significant influence on employee performance, whereas other variables such as education, leadership style, work environment, and infrastructure not significantly affect employee performance. Simultaneously variables studied have a weak influence, and no significant effect on employee performance. Suggestions need to add other variables in order to improve the models.

Keywords: education; motivation; leadership style; work environment; infrastructure; performance.

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1. Introduction

Nduga regency is one of the new districts carved out of the parent regency Jayawijaya by Act No. 6 of 2008 and decree No. 1 of 2008. With the new paradigm servants should be in the public interest and shall comply with all laws and regulations that apply and carrying out official duties that believed with devotion, awareness and responsibility. However, there are still obstacles to realizing the quality of Civil Servants. In the real phenomenon is also found employees in the Health Office of Nduga District working just to earn a living to support the family, working as a formality with activities morning assembly, attendance, then defaulters without regard to the duties and responsibilities, without any guilt to the people who have giving salaries, which are required only for their rights alone, work with lazy, corrupt business hours than necessary, there's also the employees who fill their work time to sit around, chatting, calling family or friends, smoke or permit out of the office to matters which have no connection whatsoever to the job duties. However, we must see that there is a tendency, an employee who acts as mentioned above is not solely the fault of employees only, there is the possibility for parties where he worked less attention to the conditions which allow the growth of the values of self-employment on existing employees.

Based on this fact, there was a question as to whether there are other alternatives that can open the way to improve the performance of government officials? One alternative answer to that question is through the change of behavior of government employees as the most important element of the organization in carrying out job duties. Development in the field of human resources not only aims to improve the quality of Indonesian human resources, but also aimed to improve the quality of government employees. Human resource development geared toward improving the quality of the state apparatus as construction administrator who has the attitude and behavior of the core devotion, honesty, responsibility, disciplined and motivated, so as to provide excellent service and the best to the people. Our government bureaucracy is still not stable, any occurrence of succession changes the structure of government, many problems in the past that still must be addressed and solutions sought solution. The quality of public services has been no significant and fundamental change. In the public service in government agencies, there's also a weakness, so it cannot meet the quality expected by the public. It is characterized by many public complaints, service to the poor is still not performing well. The problems of the increasing complexity in line with the changing conditions of the world, mainly due to decentralization, democratization, globalization and the information technology revolution, this condition if left unchecked can lead to unfavorable image of the government apparatus. Nevertheless there are efforts being made to improve the quality of public services.

The increasing intelligence of the government apparatus also causes increased sensitivity of government officials on the quality of services provided by the government apparatus. Where these conditions requires officers to be more professional, who has the competence and high performance so as to achieve organizational goals. With the rapid growth in all sectors is also causing a change in the value system in the government apparatus, so that the importance of human resource development to personnel and the public in developing a task. Implementation of Autonomous Regions in the framework of decentralization is a complex and continuous work.

Where in the early stages of decentralization carried out various types of transfer of authority from the central government to various institutions, especially the sub-national government institutions. After the transfer of authority followed by the transfer of financing, documents and facilities. Once they are passed, it does not mean the work has been completed, it appears a series of new challenges related to the ability and the institutions that received the transfer of authority to manage them properly. Governmental organizations as service providers to the public institutions has been less attention to the public, on the other hand, people who receive services are also not critical to the quality and quantity of services provided by government organizations, this kind of practice it is time to change, especially when the Law Number 23 Year 2014 on Regional Government. In other words, local autonomy required to run the new management in accordance with the dynamics of the problems faced, human resource management becomes a very important factor for the successful implementation of regional autonomy in Indonesia.

One of the development goals of government officials is to improve the performance of the apparatus for the creation of the State apparatus clean and respectable, with the appreciation of the importance of education, motivation, and leadership that will encourage the State apparatus to be submissive and obedient to all the rules and norms of leadership. The role not only about the direction of a strong organization in which problems and solutions are well known, but the role of leadership to take part in a context of change, in constant change and erratic [1]. It requires an approach that is not only about the "implementation" predetermined policy but legislation governing [2] in reference [1]. Innovation cannot be determined in advance and therefore the role of leadership is to provide a framework to observe, maintain, share, describe and implement. Direction of health development towards Healthy Indonesia 2018 is the implementation of quality health services, fair and equitable to give special attention to the poor, children and the elderly are neglected in both urban and rural. Priority should also be given to remote areas, new settlements, border areas and islands of the largest and regional pockets of poor families. District Health Office Nduga Papua Province is one of the organizations engaged in health. In performing its duties, the District Health Office Nduga Papua province strives to provide maximum service to the community.

Table1: Morbidity data from Health Department Nduga from 2010-2014.

No	Diseases	Year /Number				
		2010	2011	2012	2013	2014
1	ISPA	4,733	4,823	4,845	4,911	5,021
2	Diare	3,056	3,332	3,451	3,573	3,823
3	Helminthiasis	2,047	2,220	2,325	2,419	2,810
4	Malaria Klinis	1,109	1,229	1,345	1,352	1,553
5	Skabies	623	673	666	672	681
6	Peny. Karena Jamur	275	333	345	362	371
7	Varicella	3	5	7	9	11
8	Filariasis	19	23	26	33	46
9	Disentri	257	234	245	264	277
10	Gonorhoe	2	4	6	8	11
11	HIV/AIDS	1	3	5	9	12

The data obtained are still limited but morbidity is high enough. Improved performance of employees is a step that must be considered in order to achieve maximum performance of employees.

On his way the performance of employees at the Department of Health nduga regency of Papua Province has been running well, but has not reached its full potential. The performance of employees is the highest goal to be achieved within an organization's performance in order to create an effective and efficient organization. In accordance with the observations of the authors at the time of the preliminary study, still commonly found irregularities in the implementation of the tasks that the presence of the programs and activities that cannot be run by the Health Service Nduga, as well as public complaints against health care are not optimal from the cutting edge of health officials that the medical and other health workers.

During the 24 working days the authors trace the performance of the employees from the lowest employee janitors, janitor room, executive staff, and the heads of the field, the answer I have found is the words "so already". What is the meaning of this word is still a mystery to me, the meaning of words when there is tendentious the authors explore other interests that have entered into the realm of bureaucracy. As sons of the soil, not willing nice to see that such a condition is left alone. Many people feel health care is still far from complete, officials are supposed to serve the public, it comes to the office just waiting for payday, incentives, and a ration of rice. This is not in accordance with the report submitted, which the report said all programs and activities have been performing well, the absorption of the budget, the actual budget, the target has been exceeded.

It is necessary to study carefully, what causes employee performance like this, if the education and training they are lacking, motivation given less, the leadership style that does not fit, work environment is not conducive, or means and insufficient work facilities that led to low employee performance, or whether there may be other factors. In the previous research studies there are differences where there is empirical evidence that research results are significant and not significant for example: Education Influence on Performance [3, 4] Motivation to performance [5,6] Leadership Style to Performance [6, 7, 8] Environment for Performance [5, 6]; Infrastructure for Performance [9]. The research results are inconsistent the variables studied, the authors raised as a matter of research.

2. Materials and Methods

According to reference [10], the choice of study or research that is most appropriate, whether explorative study (explorative research) or conclusive (conclusive research), is a matter that is subjective depending on the nature of the situation, and also how the decision-makers and the researchers understand about the research situation. The approach used in this study is a qualitative descriptive approach with a cross section approach to determine the factors that influence employee performance Nduga regency Health Agency of Papua Province. To get a true picture of the performance of employees, this research conducted at the District Health Office Nduga Papua province, this study was conducted for 3 (three) months as of the beginning of June 2015 to early August 2015.

While essentially a survey to take a place at the District Health Office Nduga Papua Province. This study aimed to analyze the factors that influence employee performance, then the object of this research is the employee at the Department of Health Nduga regency of Papua Province.

2.1 Population and samples

Research from reference [11], the population is a generalization which consists of object or subject that has a certain amount and characteristics determined by researchers to learn and then be deduced. Thus the population in this study is the overall employee (census methods) that existed at the District Health Office Nduga Papua province, as many as 42 people.

A sample is a set of parts and units of the population (the majority population data). Further sampling in this research guided by the views expressed by authors in reference [12], when the subject is less than 100 people are better taken everything. Thus all the sampled population study (saturated sample). The sample in this study all employees of the Health Service of Nduga regency Papua Province were 42 employees.

2.2 Research variable

In this research, there are two variables, namely 1) the variable performance of employees as a variable Y (the dependent variable), and 2) the education variable employee (X1) motivation (X2), leadership style X3), work environment (X4) and infrastructure (X5) as a variable X (independent variable).

3. Results and Discussion

Instrument each variable research is said to be valid and reliable, if the validity and reliability tests on the instruments is positive and close to 1 (one). Testing the validity and reliability of the data described below.

3.1 Validity Test

Instrument used to measure the independent variable (X) suspected that have an influence on the dependent variable (Y) or the performance of Employee Health Office nduga regency of Papua Province is the Education (X1), motivation (X2), leadership style (X3), Working Environment (X4), and Infrastructure (X5). Assuming other variables are constant. In testing whether the grains were valid questions in the questionnaire, then the validity of the test is quite readable correlation score of each item with the total score for example X1.1 item correlation with the total score obtained for 0453 with a significance of 0.003. Then correlation X1.2 with a total score of 0.601 with 0.000 significance and so on. For convenience in determining whether an item is valid or not then be seen in the value of its significance, if the significance value <0.05 then the item is valid, but if the significance> 0.05 then the item is invalid. Of all items tested questions on the X1, X2, X3.X4, X5 and Y indicate significance <0.05 means valid.

3.2 Reliability Test

In this study conducted an analysis to test the reliability (test of reliability) using the method of internal consistency (have now, 2000) because this model requires only one test only, and the problems that arise as a result of the testing. repeatedly can be avoided. The technique used for testing the reliability is Cronbach Alpha techniques to generate alpha reliability correlation.

Table 2: The question list of the Alpha Cronbach

Question list	Alpha Cronbach
Education (X1)	0,706
Motivation (X2)	0,861
Leadership style (X3)	0,822
Work environment (X4)	0,731
Facilities / infrastructure (X5)	0,645
Employee performance (Y)	0,835

3.3 Assumptions Classical Test

To analyze the variables and how strong the relationship is variable, used multiple regression analysis model used in this study. To test this hypothesis it is necessary to test some of the assumptions underlying it.

a. Residual Normality Test

Residual normality test with graphical method, namely by looking at the data on the source penybaran diagonal in the graph Normal PP Plot of regression residuals stardarized. As a basis for decision-making, if the dots spread around the line and follow the diagonal line, then the value of the residual normal.
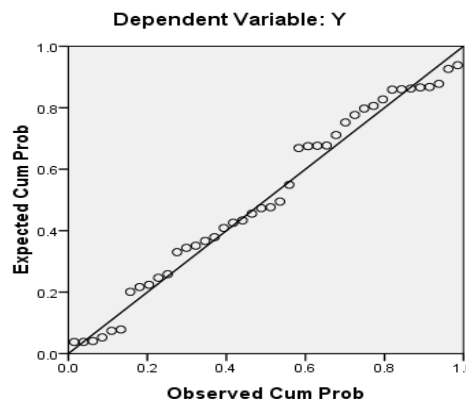

Figure 1: Normal PP Plot of regression standardized residual

In this study demonstrated that the dots spread around the line and follow the line diagnonal, then the residual value is normally distributed.

b. Multi Co-linearity Test

Multi co-linearity means between independent variables included in the regression model has a linear relationship perfect or near-perfect (or even a high correlation coefficient 1). A good regression model should not occur perfect or near perfect correlation in between independent variables.

Consequences of the multi collinearity are the correlation coefficient is not certain and the error becomes very large. There are several methods of multi-collinearity test, namely:

a. By comparing the individual determination coefficient ($r2$) with simultaneous determination ($R2$).
b. By looking at the value of tolerance and the inflation factor (VIF) in the regression model. If the VIF value of less than 10 and more than 0.1 Tolerance then declared not happen multikolinearitas [13,14].

In this study demonstrated the value of tolerance and the inflation factor (VIF).

Table 3: The value of tolerance and the inflation factor (VIF).

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.	Co-linearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	20.519	9.042		2.269	.029		
	X1	.494	.229	.383	2.157	.038	.758	1.320
	X2	-.054	.186	-.048	-.290	.773	.873	1.146
	X3	.028	.234	.019	.118	.907	.902	1.109
	X4	-.181	.210	-.171	-.862	.394	.605	1.652
	X5	-.085	.237	-.065	-.357	.723	.723	1.383

a. Dependent Variable: Y

From the output above it can be seen that the value of Tolerance to five variables more than 0.10 (the lowest value and highest 0.605 0.902) and VIF less than 10 in this range of 1,109 to 1,652.Maka can be concluded that there is no multicollinearity among the independent variables.

c. Heteroscedasticity test

Heteroscedasticity test is used to determine whether there is inequality of value due to the residual deviation amount of value a free variable. Or the difference in variance with the increasing value of the rise in the value of the free variable. This procedure is done with test Scatter Plot. Testing homogenan residual variance is based on the hypothesis. Heteroscedasticity test results can be seen in the following figure 2:

From the test results are obtained that spreads scatter plot diagram display and does not form a specific pattern then there is no heteroscedasticity, so it can be concluded that the remnant has a variety of homogeneous (constant) or in other words there are no symptoms heteroskedastisitas. With the fulfillment of the entire classical regression assumptions above, it can be said multiple linear regression model used in this study is feasible or appropriate. So it can be taken in interpretation of the results of multiple regression analysis that has been done.
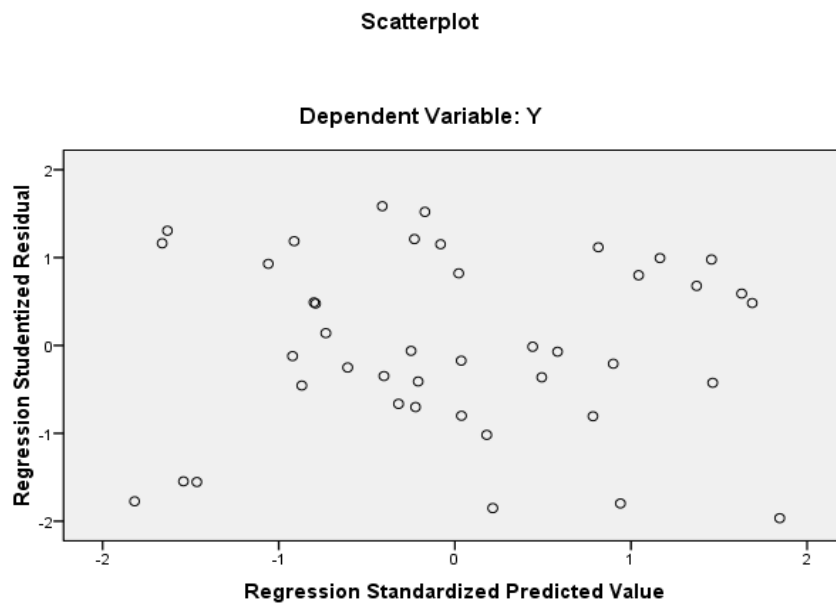
Scatterplot

Dependent Variable: Y

Figure 2: Heteroscedasticity test results

d. Autocorrelation Test

Autocorrelation is the correlation among observation members organized according to time or place. Regression models were either should not happen autocorrelation. Test method using test Durbin Watson (DW test). Decision-making on the Durbin Watson test as follows;

• DU <DW <4-DU hence Ho accepted meaning, does not occur autocorrelation.

• DW <DL or DW> 4-DL then Ho is rejected, it means there autocorrelation

• DL <DW <DU or 4-DU <DW <4-DL means that there is no certainty or definitive conclusions.

Table 4: Autocorrelation test among the observation members

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.375[a]	.141	.021	3.250	1.788

a. Predictors: (Constant), X5, X1, X3, X2, X4

b. Dependent Variable: Y

DW value of output obtained 1,788. For dL and dU value can be seen in the table on significance DW 0.05 with n (amount of data) = 42 and k (the number of independent variables) = 5, then the DL is the value obtained: DU is 1,230 and 1,786. Because the value of DW is between DU <DW <4-DU (1.786 <1.788 <2.214), meaning that not happen aoutokorelasi.

4. Multiple Regression Analysis

This analysis is used to calculate the effect of the independent variable, namely Education (X1), motivation (X2), leadership style (X3), Work environment (X4), and Infrastructure (X5) on the dependent variable, namely Employee Performance Health Office. Nduga Papua (Y)

a. Regression equations

The regression equation used to determine the relationship between the independent variables with the dependent variable. By using SPSS for Windows ver. 16:00 regression model obtained for the coefficient of determination as follows:

Table 5: Model unstandardized Coefficients Standardized Coefficients T Sig. Collinearity Statistics

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	20.519	9.042		2.269	.029		
	X1	.494	.229	.383	2.157	.038	.758	1.320
	X2	-.054	.186	-.048	-.290	.773	.873	1.146
	X3	.028	.234	.019	.118	.907	.902	1.109
	X4	-.181	.210	-.171	-.862	.394	.605	1.652
	X5	-.085	.237	-.065	-.357	.723	.723	1.383

a. Dependent Variable: Y

Equation after the results of the statistical analysis are:

Y = a + b1x1 + b2X2 + ...e

Y = 20.519 + 0.494 X1 - 0,054 X2 + 0,028X3 - 0,181X4 X5 + -0.085 €

5. Hypothesis Test

Hypothesis testing is an important part in the study, after the data is collected and processed. Its main purpose is to answer the hypotheses made by researchers.

a. Hypothesis I (F test / Test Simultaneously)

F testing or testing of the model is used to determine whether the results of the regression analysis, significant or not, in other words the exact model of suspected / appropriate or not. If the results are significant, so Ho accepted and Ha rejected, whereas if the results are not significant, then Ha Ho accepted and rejected. The hypothesis can be written:

Ho accepted if F count> F table

Ha accepted if F arithmetic <F table

Table 6: Model Sum of Squares df Mean Square F Sig

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	62.252	5	12.450	1.179	.339^a
	Residual	380.248	36	10.562		
	Total	442.500	41			

a. Predictors: (Constant), X5, X1, X3, X2, X4

b. Dependent Variable: Y

Based on the table, the value F count 1,179 to 0,339 significant While F table (α = 0.05; regression db = 5; db residual = 36) is equal to 2,634. Because f $_{count}$ > f $_{table}$ namely 1.179> 2.634 or sig F > 0.05 then the regression analysis model is not significant. This means that Ho is rejected and Ha accepted. It can be concluded that the dependent variable (performance District Health Bureau staff Nduga) affected insignificantly by the independent variable consisted of Education (X1), motivation (X2), leadership style (X3), Working Environment (X4) and Infrastructure (X5).

b. Hypothesis II (t test / Test Partial)

T test is used to determine whether each independent variable partially has a significant influence on variable bound. Can also be said if t $_{count}$ > t $_{table}$ then the result is a significant and meaningful Ho accepted and Ha rejected. Whereas if t $_{count}$ > t $_{table}$ then the results are not significant and meaningful Ha Ho accepted and rejected. Results of the t test can be seen in the following table:

Table 7: Model unstandardized Coefficients Standardized Coefficients T Sig. Collinearity Statistics

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1 (Constant)	20.519	9.042		2.269	.029		
X1	.494	.229	.383	2.157	.038	.758	1.320
X2	-.054	.186	-.048	-.290	.773	.873	1.146
X3	.028	.234	.019	.118	.907	.902	1.109
X4	-.181	.210	-.171	-.862	.394	.605	1.652
X5	-.085	.237	-.065	-.357	.723	.723	1.383

6. Discussion

Based on the research that has been described above, then the discussion is as follows: 1) t $_{count}$ is significant to determine the effect of variables X1, X2, X3, X4 and X5 to Y secar partial, whether significant effect or not. To know the results of significant or not, the numbers t be compared with t table.

- In the table above can be briefly influence X1 (education) to Y (performance) of: 2.157 and 0.038 Sig or <0.05 means that a significant and positive effect.

- X2 (motivation) to Y (performance) of: - .290 and .773 Sig or> 0.05 means no effect / negative and insignificant.

- X3 (leadership style) to Y (performance) of: 0,118 and Sig 0.907 or> 0.05 means to influence weak / positive and not significant.

- X4 (work environment) to Y (Performance) amounted to - 0.862 and 0.394 Sig means no effect / negative and insignificant.

- X5 (infrastructure) to Y (performance) of - 0.357 and 0.723 Sig means no effect / negative and insignificant.

The performance of employees will be increased each additional Education (X1). So if education has increased 1 time, then the performance of the Employee Health Department nduga regency will increase 0,383 (38.3%) assuming other variables held constant (ceteris paribus). Thus the employee education can affect employee performance DHO Nduga significantly. To the need for increased education for all employees, whether formal or non-formal education in the form of a course or training in their respective duties. If we look from the respondents taken as a whole / census, the educational background of employees is generally high school (40%) so that the improvement of education must take precedence. Performance will decrease each additional employee motivation (X2). So if the motivation to increase 1 time, then the Employee's performance in the District Health Office Nduga not rise as other variables when upgraded.

Where the motivation enhanced when one can degrade the performance of employees amounted to 0,048 (4.8%), assuming other variables held constant (ceteris paribus). Thus the motivation can provide influence on employee performance DHO Nduga are not real. Motivation less significant effect on employee performance, however, can be covered with an adequate increase in the education of all employees.

The performance of employees will be increased each additional leadership style (X3). So if the leadership style applied to increase 1 time, then the performance of the Employee Health Department nduga regency will be increased by 0,019 (1.9%), assuming other variables held constant (ceteris paribus) .With so weak leadership style to give effect to the increased performance Nduga District Health Bureau staff. Therefore the need for a change in leadership style to provide training to officials to follow the leadership or leadership education in order to improve the overall performance of employees.

The performance of employees will be increased each additional Working Environment (X4). So if the work environment are applied to increase 1 time, then the performance of employees will decrease by 0.171 (17.1%) assuming other variables held constant (ceteris paribus) .With such a work environment gives no influence to the employee performance improvement district health offices Nduga, this proves that the need for improvement of the working environment so that employees can work more optimally.

The intended work environment is comfortable and safe atmosphere, the absence of interference from the outside while working as well as communication between superiors and subordinates, as well as communication among employees who need to be built to foster a sense of solidarity among employees.

Employee performance will decline any additions Infrastructure (X5). So if Infrastructure increased 1 time, then the performance of employees will decrease by 0.065 (6.5%), assuming other variables held constant (ceteris paribus). Thus means working paper does not give effect to the District Health Office employee performance Nduga district significantly.

7. Conclusion

Based on the results of the discussion in the previous chapter, the writer can draw conclusions on the outcome of this study as follows:

1. Education has a strong and dominant influence on employee performance in the Health Office of Nduga District.
2. Motivation, Work Environment, Infrastructure no effect on employee performance in the Health Office of Nduga District.
3. The style of leadership has a positive influence on the weak and not significant to the performance of employees in the Health Office of Nduga District.
4. Simultaneously variables of education, motivation, leadership style, work environment and means prasaranan have a positive influence weak and not significant to employee performance improvement of the Health Office of Nduga District.

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