# Analysis of Factors Affecting the Performance of Midwives in Completing the E-Cohort

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**Abstract:**

Performance can be seen as a process or work result. Performance is the process of how work takes place to achieve work results. This study aimed to analyze factors affecting the performance of midwives in completing the e-cohort. This research uses descriptive research with a quantitative approach. This study used a research design with a cross-sectional study. Seventeen mothers, the sample studied was 17 respondents and was taken by total sampling. Data collection included coding, editing, and tabulating; then, data were analyzed manually and by computer with the chi-square test. Based on 17 respondents, it was obtained that the p=0.033 (significance level of 0.05), which can be interpreted as accepting, so that there is an influence of knowledge on the performance of midwives. The p=0.034 is acceptable, so adaptation and flexibility affect midwife performance. The value of p=0.071 is acceptable, so accountability affects the performance of midwives. At a p=0.451, it is acceptable that communication skills influence midwives' performance. Based on the cross-tabulation, nine respondents (52.9%) performed well in filling out the E-Cohort. The results obtained by x2 are greater than p, so it can be concluded that there are factors that most dominantly influence the performance of midwives in filling out the E-Cohort in the working area of the Leces Health Center, Leces District, Probolinggo Regency. The results of this study can provide information and input for the Leces Health Center that the incidence of abortion is still high, so it is suggested that the midwifery polyclinic, especially midwives, can improve public health programs such as counseling and early detection of at-risk pregnancies, can play a role in efforts to improve the quality of midwifery services by participating in the program.
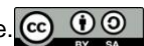
## INTRODUCTION

Wijono (2018) states that performance is the appearance of individual results, both quality and quantity, in an organization which is the appearance of individuals or groups. Performance can be seen as a process or work result. Performance is a process of how work takes place to achieve work results. However, the work results also show performance (Wibowo, 2017). Work behavior can be seen from a way of working that is enthusiastic, disciplined, responsible, carries out tasks according to set standards, has high motivation and ability to work, and is focused on achieving organizational goals. While work results are the final process of an activity carried out by members of the organization to achieve goals.

A person's performance in an organization can be done through performance appraisal to determine whether employees work according to their duties and responsibilities. Performance

appraisal is important for the management process to run effectively. Performance appraisal is a formal process carried out to evaluate the level of implementation of work or performance of an employee and provide feedback for suitability of performance levels (Wijono, 2018). Midwives' performance in providing pregnancy services must comply with maximum service standards (Insani et al., 2021). These midwifery services include detecting abnormal conditions in mothers and children and providing counseling and health education for individuals, families, and communities (Puspitasari, 2019).

Documentation is an authentic record in the application of professional management. Professional health workers are expected to be responsible for all their actions, so complete documentation is needed (Putri et al., 2021). Unprofessional documentation will create a conflict of interest. Conflict is one of the factors that affect the performance of health workers. Health worker conflict is very closely related to the role of leadership in creating a productive and conducive work environment (Dewi et al., 2022).

Mangkunegara (2017) argues that the components assessed in employee performance consist of the following: (1) Knowledge of work includes an understanding of duties and responsibilities at work, having knowledge in fields related to regulations, procedures and technical expertise, able to use information, materials, equipment and techniques appropriately and correctly, able to keep abreast of the latest regulations, procedures and techniques in nursing; (2) Adaptation and flexibility include adapting to all changes in the work environment, showing good work results even under work pressure, learning and mastering the latest information and procedures. This means that no matter how busy the nurse's work is, in carrying out nursing care, they must show good work results; (3) Reliability/responsibility includes attending regularly and on time, following instructions, working independently, completing tasks and fulfilling responsibilities according to the specified time limit; (4) the ability to communicate and interact includes being able to communicate clearly, always providing information to others, being able to interact effectively with other people from various types of work, maintaining a good and professional attitude in all relationships between individuals, being able to solve problems, receptive input from others. This study aimed to analyze factors affecting the performance of midwives in completing the e-cohort in Leces Health Center, Leces District, Probolinggo Regency.

## METHOD

This type of research uses descriptive research with a quantitative approach. Descriptive research according to Notoatmodjo (2012) and Hidayat (2017) is research conducted to describe or describe a phenomenon that occurs in society. The population is the performance of midwives in completing the E-Cohort in the working area of the Leces Health Center, Leces District, Probolinggo Regency.

The sample in this study was the performance of midwives in filling out the E-Cohort in the work area at the leces health center, Leces sub-district, Probolinggo Regency, as many as 17 respondents. It has been declared of ethical acceptance according to suggestion (Kurniawan, 2017).

## RESULT

### Respondents' Characteristics

Table 1. Midwives' Characteristics based on Age, Education, and Working Experience

| Variables | Frequency | Percentage |
|---|---|---|
| Age | | |
| 20-30 years | 9 | 52.9 |
| 21-40 years | 3 | 17.6 |
| 41-50 years | 5 | 29.4 |
| Education | | |
| Diploma 4 | 13 | 76.5 |
| Bachelor | 4 | 23.5 |
| Working experience | | |
| 1-10 years | 11 | 64.7 |
| 11-20 years | 3 | 17.6 |
| 21-30 years | 3 | 17.6 |

### Bivariate Analysis Results

Table 2. The Relationship between Knowledge, Adaptability and Flexibility, Accountability, Communication, and Performance of Midwife

| Variables | Performance of midwives | | | Total | p |
|---|---|---|---|---|---|
| | Good | Adequate | Poor | | |
| Knowledge | | | | | |
| Good | 3 (17,6%) | 0 (0%) | 0 (0%) | 3 (17.6%) | 0.033 |
| Enough | 2 (11.7%) | 8 (47%) | 0 (0%) | 10 (58.8%) | |
| Less | 1 (5.8%) | 2 (11.7%) | 1 (5.8%) | 4 (23.5%) | |
| Adaptability and Flexibility | | | | | |
| Able | 6 (35.2%) | 7 (41.1%) | 0 (0%) | 13 (76.4%) | 0.034 |
| Disable | 0 (0%) | 3 (17.6%) | 0 (0%) | 4 (23.5%) | |
| Accountability | | | | | |
| Able | 2 (11.7%) | 0 (0%) | 0 (0%) | 2 (11.7%) | 0.071 |
| Disable | 4 (23.5%) | 10 (58.8%) | 1 (5.8%) | 15 (88.2%) | |
| Communication skill | | | | | |
| Able | 6 (35.2%) | 8 (47%) | 1 (5.8%) | 15 (88.2%) | 0.451 |
| Disable | 0 (0%) | 2 (11.7%) | 0 (0%) | 2 (4.9%) | |

Table 3. Cross-Tabulation Analyzing the Dominant Factors on the Performance of Midwives

| Variables | Filling the E-Cohort | | Total | p |
|---|---|---|---|---|
| | Capable | Not Capable | | |
| Performance of midwives | | | | |
| Good | 4 (23.5%) | 9 (52.9%) | 13 (76.4%) | 0.033 |
| Adequate | 0 (0%) | 3 (17.6%) | 3 (17.6%) | |
| Poor | 1 (5.8%) | 0 (0%) | 1 (5.8%) | |

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## DISCUSSION

Out of 17 respondents, it shows that the p-value=0.033 with a significant level of 0.05 (p≤0.05) means that knowledge affects the performance of midwives. There is a relationship between the knowledge and the performance of midwives because the higher the knowledge possessed by midwives, the better their performance of midwives. Knowledge includes the understanding of duties and responsibilities at work, knowing fields related to regulations, procedures, and technical expertise, being able to use information (Kurniawan et al., 2016), materials, equipment, and techniques appropriately and correctly, and being able to keep up with the latest regulations, procedures, and techniques in nursing (Fitriyah et al., 2022). Performance is defined as the appearance of quality and quantity achieved by an employee in carrying out his duties according to his responsibilities (Mangkunegara, 2017). Knowledge is one of the factors that shape a person's behavior. Knowledge results from observing something useful and new (Novelia et al., 2021).

The 17 respondents showed a p-value=0.034 with a significant level of 0.05 (p≤0.05), meaning that adaptation and flexibility affect midwife performance. Adaptation and flexibility include adapting to all changes in the work environment, showing good work results even under work pressure, and learning and mastering the latest information and procedures, meaning that no matter how busy the nurse's work is in carrying out nursing care (Asmaningrum et al., 2021), one must show good work results. The researcher concludes that there is a relationship between adaptation and flexibility on the performance of midwives because adaptation and flexibility are very important in the world of work as the results of the research prove there is a significant influence on midwives at Leces health center adaptation to employees who are around well, adaptation here includes being able to adapt, being able to learn and mastering information despite a lot of work pressure.

It shows that the p-value=0.071 with a significant level of 0.05 (p≤0.05) means that accountability affects midwifery performance. Accountability includes attending regularly and on time, following instructions, working independently, completing assignments, and fulfilling responsibilities according to the specified time limit. Responsibility is said to be not good if the family planning program is entrusted by superiors if the achievement of the family planning program is not in accordance with the target, the midwife lacks responsibility for implementing the family planning program as planned, and the midwife lacks responsibility for implementing the family planning program. The researcher concluded that there was an effect of accountability on the performance of midwives because the data showed that the program carried out by the public health midwife was quite good, which meant that the midwife's responsibility for the program was large enough so that the performance of the midwife was very good.

The performance of midwives in filling out the E-Cohort who was unable and good was nine respondents (52.9%) while those who were good were 4 respondents (23.5%), the performance of midwives in filling out the E-Cohort quite unable as many as 3 respondents (17.6%), the performance of midwives in filling out the E-Cohort was lacking and able as many as 1 respondent (5.8%). Hafizurrachman (2014) argues that performance is the work performance achieved by a person or group of people in carrying out their duties to achieve organizational goals that have been set. Employee performance is an employee's work during a certain period compared to various possibilities, for example, standards, targets or targets or criteria that have been determined in advance and have been mutually agreed upon. Health workers are required to document every service provided to patients (Kharisma et al., 2022). Public health must document the care provided by recording and reporting in midwifery care. The system used is still digital,

especially the recording system in the E-Cohort register, which is made in the form of an application and is used to record the health of mothers and children.

## CONCLUSION

Knowledge, adaptation and flexibility, accountability, and communication skills affect the performance of midwives in filling out the E-Cohort in the working area of the Leces Health Center. Analyzing the dominant factors influencing the performance of midwives in filling out the E-Cohort shows that there are factors that are dominant in the performance of midwives in filling out the E-Cohort in the working area of the Leces Health Center.

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