

Factors Related to Health Worker Performance: Systematic Review

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Abstract

Health human resources have a major impact in increasing the competitiveness of health services. The performance of health workers is a consequence of the needs and demands of society to obtain high quality health services. This research aims to determine the factors related to the performance of health workers. This type of research is a systematic review which is carried out by collecting and accumulating research related to factors related to the performance of health workers. The keywords used for literature searches; "performance of health workers" and "performance of health workers". The literature sources used in the research come from online databases, namely Google Scholar and PubMed, and Elsevier. The results of this research are factors related to the performance of health workers consisting of education, training, work motivation, leadership, salary satisfaction, and work stress

Introduction

Indonesia is one of the countries that has joined the ASEAN Economic Community (AEC). Indonesia has get ready to upgrade source Power man in field health to be able to compete in global trade. Health Human Resources are the spearhead of health services in field this, both in terms of promotion, prevention, treatment And rehabilitation. Resources man health have impact big in improve the competitiveness of health services. The performance of health workers is a form of consequence of the needs and demands of the community to obtain high quality health services. Through the performance of health workers, professionalism and direct contribution are demonstrated to improve health services, which have an impact on the workplace, which ultimately affects the welfare and quality of life of the community (Putri, 2017).

Resource man health have impact big in improve the competitiveness of health services. The performance of health workers is a form of consequence of the needs and demands of the community to obtain high quality health services. Through the performance of health workers, it shows professionalism and direct contribution to improve health services, which has an impact on the workplace, which ultimately affects the welfare and quality of life of the community. (Feri & Fithriana, 2019). Performance is the result of efforts made by employees towards certain job functions and activities during a certain period. Performance is a description of the level of effort made in carrying out programs and activities to achieve organizational goals. To achieve high performance , individual abilities must be appropriate to their role in the organization. (Fausan, 2021)

Mathis and Jackson Performance employee is the level of a picture of success that an employee has in carrying out his duties and responsibilities. Performance in its context refers to what an employee has done and what the employee has not done. A person's performance can affect his role in an organization. (Suparyanto dan Rosad, 2020). Health service performance is carried out so that health services become more efficient and more effective and can be reached by all levels of society. The competence of health workers is something that must be considered and has good planning. Because the competence of health workers will be directly related to the satisfaction of the community. The progress of the organization really needs the role of competence from health resources in dealing with every innovation or change that exists.(Effendy et al., 2019)

Robert L. Mathis & John H. Jackson (2011), factors that influence how individuals work are: individual ability to do the job which includes talent, interest and personality; level of effort devoted including motivation, work ethic, attendance, and task design; organizational support including training and development, equipment and technology, performance standards, management and coworkers. Based on the explanation above, the researcher would like to present a review of literature studies related to factors related to health worker performance. This study aims to determine the factors related to health worker performance. The results of this study are expected to be information for all parties.

When each individual works well and productively, the organization will also achieve the goals and objectives that have been set more efficiently and effectively. Conversely, if the performance of individuals in the organization is less than optimal, this will have a negative impact on the overall work results of the organization. Reform requires public sector employees to be able to adapt and work better in order to provide quality services to the community. In addition, the demand for better management at the regional level, both in terms of planning, management, and evaluation, further emphasizes the importance of the role of employees in realizing organizational goals. Of

course, there are various factors that can affect employee performance, both external and internal. (Zulkiflie, 2018).

Method

This type of research is a systematic review conducted by collecting and accumulating research related to factors related to the performance of health workers. The keywords used for literature search are; "performance of health workers". The sources of literature used in the study came from online databases, namely Google Scholar and PubMed, and Elsevier. To determine the literature search, researchers limited it to inclusion and exclusion criteria. The inclusion criteria consist of (i) Scientific articles in English and Indonesian, (ii) Scientific articles can be accessed, (iii) Articles display Full Text, (iv) Discussion of scientific articles on factors that influence performance. While the exclusion criteria are (i) Scientific articles do not provide Full Text, (ii) Articles do not discuss the performance of health workers

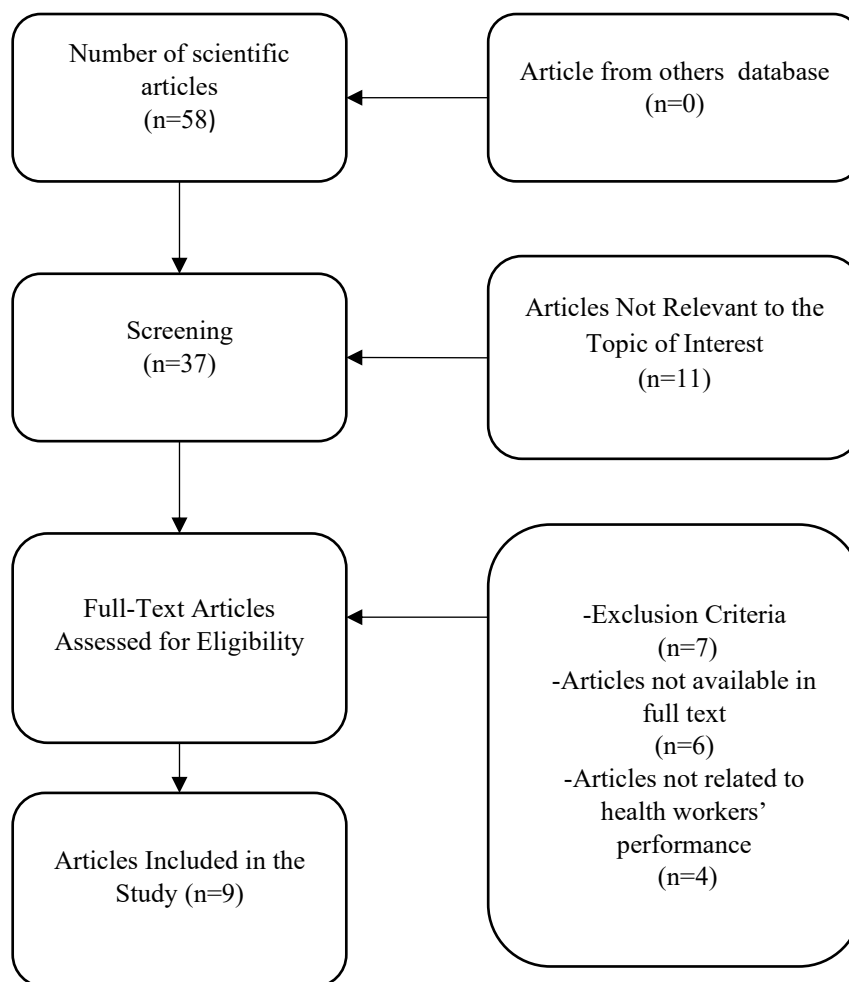


Figure 1. PRISMA Flow Chart

Based on the flow diagram, it is explained that this study used 9 scientific articles, with 6 articles being English articles and 3 articles being Indonesian articles. The next stage is the data extraction stage, namely the results of the article data are presented in the form of a table which includes the research title, author, publication journal and article review results.

Results and Discussion

1. Result

No.	Research Title	Writer	Journal	Research result
1.	Affecting Factors on the Performance of Community Health Workers in Iran's Rural Areas: A Review Article	(Salehi Zalani et al., 2016)	Iran Public Journal Health,	Factors influencing CHW performance are divided into four main categories, 10 subthemes and 35 contexts. tent. Increasing the level of public awareness, disease patterns, demographic structure and lifestyle also play a role in the four priorities, each based on its importance.
2.	Factors associated with work performance and mental health of healthcare workers during pandemics: a systematic review and meta-analysis	(Nowrouzi-Kia et al., 2022)	Journal of Public Health	The study identified nine factors associated with health workers' work performance and mental health, including experiencing feelings of depression, anxiety, inadequate support, experiencing work stress, decreased productivity, lack of preparedness at work, financial problems related to changes in income and daily life. life, fear of infection and fatigue/exhaustion
3.	Factors influencing the performance of community health volunteers working within urban informal settlements in low- and middle-income countries: a qualitative meta-synthesis review	(Ogotu et al., 2021)	Human Resources for Health	Key program-level factors reported to improve CHV performance in urban informal settlements in developing and emerging countries include financial and non-financial incentives, training, availability of supplies and resources, linkages to health systems, family support, and supportive supervision. At a broad contextual level. These factors interact to shape CHV performance and impact the implementation of CHV programs in urban informal settlements.
4.	Factors influencing home health care providers' performance of oral health care for older people: A qualitative study	(Henni et al., 2023)	International Journal of Older People Nursing	The analysis resulted in two themes with predisposing factors (pro-HHCPs, professional responsibilities, attitudes of older people), five themes with supporting factors (knowledge and skills, older people/caregivers' trust, time available, equipment available and collaboration with general dental health services (PDS)), and two themes with reinforcing factors (routines and focus of OHC in the workplace) that influenced the provision of OHC. These factors were categorized into individual, organizational and collaboration factors.
5.	Motivation as a factor influencing nurse performance in Regional General Hospitals: A factors analysis	(Ni Putu Ika Novita Gunawan, 2019)	Enfermeria Clinic	This study shows that factors related to nurse performance are work motivation, nurse perception of the implementation of team methods, length of service and education level ($p < 0.05$)

6.	Factors Related to the Performance of Health Workers at the Kenangan Percut Sei Tuan Health Center, Deli Serdang Regency	(Harefa et al., 2021)	Journal Of Healthcare Technology And Medicine	The results of the study showed that there was a relationship between ability (<i>p value</i> = 0.000) and the performance of health workers at the Kenangan Percut Sei Tuan Health Center, Deli Serdang Regency, there was a relationship between work motivation (<i>p value</i> = 0.000) and the performance of health workers at the Kenangan Percut Sei Tuan Health Center, Deli Serdang Regency and there was a relationship between leadership (<i>p value</i> = 0.000) and the performance of health workers at the Kenangan Percut Sei Tuan Health Center, Deli Serdang Regency.
7	Factors Related to Power Performance Health Inpatient Treatment at Batusangkar Regional Hospital	(Sri Handayani, Princess Fan, 2018)	Endurance Journal	The research results showed that 57.8% of nurses had poor performance, 56.3% of doctors have poor performance, 64.4% of nurses have an average age of average 26-35 years 64.4%, 56.2% of doctors have an average age of 36-45 years, 64.4% of nurses have poor leadership, 50.0% of doctors have poor leadership.
8.	Factors Related to Performance of Pulmonary TB Program Officers Against New Cases Found In Lampung Regency South	(Husein & Sormin, 2016)	Nursing Journal	With the Multiple Regression Logistic Test there are 3 related variables significant, namely training, length of service and marital status. The most dominant variables related with the performance of pulmonary tuberculosis program officers is training (P-value 0.012 with OR 11.474)
9	Factors influencing the performance of health workers in the management of seriously sick children at a Kenyan tertiary hospital - participatory action Research	(Irimu et al., 2014)	BMC Health Services Research	Educational interventions, often seen as a 'quick fix' to improve services in low-income countries, may be necessary but are unlikely to be sufficient to deliver better services. We propose that an understanding of the organizational issues that influence individual health professional behavior should guide and inform the implementation of best practices.

2. Discussion Education

Much of the research on implementing best practices focuses on educational models for changing individual health professional behavior . educational interventions, which are often seen as improvements quickly to improve services in low-income areas, may be necessary but it doesn't seem to be enough to really provide better service . (Irimu et al., 2014). The number of officers who have good knowledge in this case shows that in addition to the individual abilities brought by each officer, it can also be a success of health service management in organizing training and this can improve the knowledge and performance of officers. However, in this study, there was no significant relationship between knowledge and officer performance. (Husein & Sormin, 2016). Health workers with better education have a greater chance of working well, this is because nurses who have better education and skills will increase their self-confidence in carrying out their performance, which has an impact on patient care becoming more effective. (Ni Putu Ika

Novita Gunawan, 2019). Health workers who consider their knowledge limited or very fundamental, find it difficult to do the job.(Henni et al., 2023)

Training

Training and development are important because they are both ways which is used by the organization to maintain, safeguard, preserve public employees in the organization and at the same time improve the skills of the employees ` (Husein & Sormin, 2016). To improve employee competence and work ability, several strategic steps are needed that are planned and sustainable. The organization needs to provide employees with the widest possible opportunity to participate in education and training programs that are specific and relevant to their responsibilities and job functions, in order to support continuous professional development. With the creation of.(Wantrimin Yulianti Tuanane et al., 2024)

Work motivation

According to the researcher's assumption, there is a relationship between work motivation and the performance of health workers . Good work motivation also has good performance. This is because high motivation in health workers will foster enthusiasm to improve and achieve good performance. Health workers who have high motivation will be able to strengthen themselves to face problems faced in working and always encourage themselves to be better than previously a. (Harefa et al., 2021). motivation as the need for achievement, the need for influence, and the need for affiliation. The need for achievement can encourage individuals to carry out their duties well; This is because nurses with high need for achievement are oriented towards the successful completion of tasks with careful calculation.(Ni Putu Ika Novita Gunawan, 2019)

Leadership

Leadership function that plays a less important role in carrying out its duties and functions as a leader, namely less his attention and lack of encouragement leadership motivation in efforts improve the performance of its employees causing the system to be rarely carried out supervision and control of performance employees. (Sri Handayani, Puteri Fannya, 2018). Leadership requires conceptual and interpersonal skills in addition to technical and managerial abilities.

According to theories such as trait theory, the qualities and traits that distinguish a leader from a non-leader determine how effective a leader is. Understanding the different types of leadership, such as authoritarian, democratic, laissez-faire, transformational, and transactional, provides insight into how different types of leadership can affect group dynamics and success. To direct, organize, motivate, and build relationships within an organization, leaders are essential. The success of an organization is greatly influenced by leadership tasks, including in education, where the head of the administrative department must have strong leadership skills (Mulyani et al., 2025). The ability to understand team needs, build positive relationships, and provide clear strategic direction are key to success in creating a work environment conducive to the delivery of high-quality health services. In addition, a leader must be able to act quickly and decisively in critical situations, considering that the health and safety of patients are in the hands of the team they lead (Dewi et al., 2020)

Job satisfaction

Officers are highly dependent on financial incentives to sustain their livelihood. Therefore, they are often dissatisfied if they are not provided with financial incentives and prefer activities that generate personal income, because officers have to think about household needs. (Henni et al., 2023; Ogutu et al., 2021).

Job satisfaction describes the extent to which a person likes (satisfied) or dislikes (dissatisfied) various aspects of his/her job . (Spector, 2022) Job satisfaction is an attitude that is often associated with employee productivity and well-being (Allebdı & Ibrahim, 2020). Low levels of job satisfaction can cause stress, both psychologically and socially, on workers. Conversely, high job satisfaction has a positive impact on employees' mental health and social relationships (Yilmaz & Karakuş, 2023). Employee job satisfaction in a health facility is also considered as one of the most important parameters in measuring the quality of health services provided (Halawani et al., 2021). The extent to which employees feel satisfied describes their overall assessment of the various dimensions of their work and this affects their behavior at work, which in turn will affect organizational function (Karaferis et al., 2022) and patient satisfaction.(Yilmaz & Karakuş, 2023)

Work stress

Promoting the mental health of healthcare workers is a priority for organizations (e.g. employers) and governments. Work performance should be promoted through strategies which emphasizes prevention and identifies risk factors for work performance and mental health. Organizations should implement structures and practices in the work environment that in line with work performance. (Nowrouzi-Kia et al., 2022). High work stress and psychological pressure due to increasing expectations of authority and society. (Kinyoki et al., 2021; Salehi Zalani et al., 2016).

Conclusion

The performance of health workers is influenced by various factors, including education level, training received, work motivation, leadership style of superiors, level of job satisfaction, and work stress experienced. Therefore, as a suggestion to improve the performance of health workers, it is important for health service institutions such as health centers or hospitals to continuously provide relevant training, encourage increased education levels, create a supportive and motivating work environment, implement a participatory and supportive leadership style, increase job satisfaction through adequate work rewards and facilities, and make efforts to reduce work stress levels, for example through workload management and providing psychological support. By considering these factors holistically, it is hoped that the performance of health workers can be optimally improved, which will ultimately have a positive impact on the quality of health services to the community.

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