

Analysis Of Factors Related To The Performance Of Employees At The Siulak Deras And Simpang Tutup Community Health Center, Gunung Kerinci District, Kerinci Regency

Elvan Tripolta¹, Ermi Girsang², Dewi Riastawaty³

^{1,2}Master of Public Health (MKM) Study Program/Universitas Prima Indonesia, Medan

³Master of Public Health, Universitas Adiwangsa Jambi, Jambi, Indonesia

*E-mail: riastawatydewi@gmail.com

ABSTRACT

The aim of the research is to analyze factors related to the performance of employees at the Siulak Deras and Simpang Clos Health Centers, Gunung Kerinci District, Kerinci Regency. The research technique used is the Chi-Square analysis test, with an analytical method with a Cross-Sectional Study design. The research population was employees of the Siulak Deras and Simpang Kunci health centers. The sampling technique used total sampling, namely all employees who worked at the Siulak Deras and Simpang Kunci health centers were 125 employees.

The research showed that the performance of the Siulak Deras and Simpang Kunci Health Centers was good. Variables that have a relationship with employee performance are work quality, work quantity, and timeliness as evidenced by the results of each statistical test with a significance level of p-value = 0.000 ($P < 0.05$). Accompanied by the effectiveness variable with a p-value = 0.002, independence has a p-value = 0.023, and workload has a p-value = 0.004. It is recommended that employees to maintain their work enthusiasm, especially in carrying out their duties responsibly, namely by completing their tasks from start to finish.

Keywords: *Performance, Work Quality and Quantity, Timeliness, Effectiveness, Independence, Workload*

INTRODUCTION

Health service facilities called Puskesmas (Community Health Centers) are places to organize public health efforts, both promotive, preventive, curative, and rehabilitative, carried out by the local government and the community in their working area. Puskesmas is an organizational unit that operates in the scope of the health service sector which is at the forefront has the aim of being a center for developing health services, which carries out guidance and health services to the community in a comprehensive and integrated manner that has been determined independently in determining health service activities but does not include financing aspects (PERMENKES RI, 2019).

The Community Health Center as an organizational unit in first-level health services in providing integrated and comprehensive services to the community is required to provide excellent services, therefore the performance of health workers is important to maintain and improve health development (Handoko, 2017)

Health human resources or health workers are the main drivers in the life of an organization, especially a health center because in any case, the position of HR is the determinant of the success of a health center. Measurement of success is known by looking at how the health center can take advantage of existing opportunities and overcome external threats by utilizing its human resources. Human resource performance also plays a role as a determinant of the organization's success in achieving its goals. (Ramadhanu, 2018). Employee performance is the result of employee achievement in completing certain tasks based on expertise and perseverance. Performance is a work achievement related to the program goals of an organization, contributing to the economy, and consumer decisions (Astuti, 2018).

In a study, it was said that placing someone according to their competence and expertise

with the job will improve the quality of their work and the thing that might affect employee performance is the workload (Gustiawati, 2020). Workload is a set or a number of activities or tasks that must be completed by an organisational unit (Irawati & Carrollina (2017). Another thing that might affect performance is the quality of work. Work quality is the level at which the process or result of completing an activity is close to perfect. In addition to quality, the quantity of work can also be related to employee performance. Quantity is the production produced can also be shown in currency units, number of units, or number of activity cycles completed (Rosmaini, 2019).

In addition, independence is important, because it may also be related to employee performance. Independence is the attitude of an employee who works independently and carries out his work functions without demanding himself to ask for help from others (Astuti, 2018).

Based on the description above, the researcher is interested in researching "Analysis of Factors Related to the Performance of Employees at the Siulak Deras and Simpang Tutup Health Centers, Gunung Kerinci District, Kerinci Regency".

LITERATURE REVIEW

Definition of Community Health Center

Regulation of the Minister of Health of the Republic of Indonesia Number 75 of 2014 concerning Community Health Centers (Puskesmas) is a health service facility that organizes public health efforts and first-level individual health efforts, with a greater emphasis on promotive and preventive efforts, to achieve the highest level of public health in its working area.

Definition of performance

Performance is the result obtained in a profit or non-profit institution that may seen in a certain period. Implementing activities/policies to achieve the vision and mission as well as goals and targets is a picture of performance achievement. The organization's strategic plan for carrying out tasks is the responsibility of employees (Muhammad Busro in Ristiani, 2019).

Performance related factors

According to (Robbins in Irvansyah, 2018), performance is said to be good if employees fulfill the following requirements:

- a. Quality of work. The degree to which the desired activity results approach perfection in the sense of conforming to some ideal way of performing the activity, or meeting the expected goals of an activity. Quality of work is measured by employee perceptions of the quality of work produced and the perfection of the task regarding employee skills and abilities.
- b. Quantity refers to the total amount produced, expressed in terms of the number of units produced or the number of activity periods realized. Quantity is measured by the employee's perception of the number of activities assigned and their results. Punctuality, completed at the beginning of time, but still paying attention to the output and making good use of free time for activities. Punctuality is assessed from employee perception of an activity completed from the beginning of time to the result.
- c. Effectiveness, maximizing the use of organizational resources such as manpower, money, technology, and raw materials, means that the results of each program can be optimal and according to expectations. increase the results of each unit in the use of resources. Effectiveness is assessed from the use of time and facilities in carrying out tasks, and the effectiveness of completing tasks assigned by the office.
- d. Independence is the degree to which employees can perform work without seeking assistance or guidance from others. Independence is measured by employee perceptions of performing their work functions by their responsibilities by minimizing seeking assistance from others.

METHODS

The method is an analytical study with a cross-sectional design to determine the analysis of factors related to the performance of employees at the Siulak Deras and Simpang Tutup Health Centers, Gunung Kerinci District, Kerinci Regency. The sample in this study was all employees at the Siulak Deras and Simpang Tutup Health Centers, Gunung Kerinci District, Kerinci Regency with a sampling technique using total sampling. The number of each sample at the Siulak Deras Health Center was 64 people and the Simpang Tutup Health Center was 61 respondents, so the total sample was 125. Data collection used a questionnaire by filling out the questionnaire. The study was conducted at the Siulak Deras and Simpang Tutup Health Centers, Gunung Kerinci District, Kerinci Regency. Data analysis was carried out using Multivariate analysis, which aims to explain or describe the characteristics of each research variable by producing a frequency distribution and percentage of each variable.

RESULTS

Table 1. Relationship between variables

No	Variables	Employee Performance						p-value
		Not good		Good		N	%	
		N	%	N	%			
I	Quality of Work							0,000
1.	Not good	6	60.0	4	40.0	10	100	
2.	Good	4	3.5	111	96.5	115	100	
II	Quantity of Work							0,000
1.	Not good	5	71.4	2	28.6	7	100	
2.	Good	5	4.2	113	95.8	118	100	
III	Punctuality							0,000
1.	Not good	7	53.8	6	46.2	13	100	
2.	Good	3	2.7	109	97.3	112	100	
IV	Effectiveness							0.002
1.	Not good	4	36.4	7	63.3	11	100	
2.	Good	6	5.3	108	94.7	114	100	
V	Independence							0.023
1.	Not good	3	33.3	6	66.7	9	100	
2.	Good	7	6.0	109	94.0	116	100	
VI	Workload							0.004
1.	Not good	4	33.3	8	66.7	12	100	
2.	Good	6	5.3	107	94.7	40	100	
	Amount	10	8.0	115	92.0	125	100	

All variables, quality of work, quantity of work, punctuality, effectiveness, independence, and workload in Table 1 show a significant relationship to employee performance because all variables show a $p\text{-value} < 5$.

Table 2. Bivariate Selection Results of Independent Variables with Dependent Variables

Independent Variable	Sig (P-value)	Information
Quality of Work	0,000	Candidate
Quantity of Work	0,000	Candidate
Punctuality	0,000	Candidate
Effectiveness	0.002	Candidate
Independence	0.023	Candidate
Workload	0.004	Candidate

a. Model 1

Table 3. Analysis of the Relationship between Independent Variables and Dependent Variables Based on Test Regression Multivariate Logistics (Method Enter)

Independent Variable	Sig (P-value)
Quality of Work	1,000
Quantity of Work	0.002
Punctuality	0,000
Effectiveness	0.645
Independence	0,000
Workload	0.883

b. Model 2

Table 4. Analysis of the Relationship between Independent Variables and Dependent Variables Based on Test Regression Multivariate Logistics (Method Enter)

Independent Variable	Sig (P-value)
Quantity of Work	0,000
Punctuality	0,000
Effectiveness	0.644
Independence	0,000
Workload	0.882

c. Model 3

Table 5. Analysis of the Relationship between Independent Variables and Dependent Variables Based on Test Regression Multivariate Logistics (Method Enter)

Independent Variable	Sig (P-value)
Quantity of Work	0,000
Punctuality	0,000
Effectiveness	0.342
Independence	0,000

d. Model 4

Table 6. Analysis of the Relationship between Independent Variables and Dependent Variables Based on Test Regression Multivariate Logistics (Method Enter)

Independent Variable	Sig (P-value)
Quantity of Work	0,000
Punctuality	0,000
Independence	0,000

DISCUSSION

The relationship between work quality and employee performance

The research showed the analysis to see the relationship between work quality and employee performance using the Chi-square statistical test obtained a value of $p = 0.000$ or ($p = 0.000$ or ($p < 0.05$). This means that H_0 is rejected and H_a is accepted. It is concluded that work quality has a relationship with employee performance.

Quality of work, according to (Aristi, 2021) is the employee's perception of quality in carrying out work with full precision, skill, accuracy, and neatness in relation to work results. Another opinion was put forward by (Dessler in Aristi, 2021) that quality of work commonly called quality of work life is the fulfillment of employee desires when working in an organization.

Work quality refers to the quality of human resources, and human resources refer to knowledge which is the ability of employees to develop a way of thinking and have broad scientific insight, skills (Skill) is the ability to master all certain fields, and abilities (Ability) which is the ability to carry out tasks with the right use of time, carried out effectively, carefully and using methods that are easy to understand by other employees who have responsibility and authority for the work that is their obligation. Human resources are assets that are a strength for work quality. With high employee work quality, programs and plans to achieve the goals, vision, and mission of the agency/organization can be realized optimally. (Aristi, 2021).

Good work quality can minimize errors in work and can improve employee performance. This will certainly affect the productivity and effectiveness of achieving the goals of the organization, conversely, if the quality of employee work is poor, the level of errors in work will increase. This certainly greatly affects employee performance. (Ruky in Hendrianto & Sahetapy, 2021). Quality of Work is related to considerations of accuracy, precision, neatness, and completeness when handling existing work. (Hayati, 2019).

According to Rucky in Hendrianto & Sahetapy (2021), qualified employees can minimize work errors and improve employee performance. Meanwhile, 37 respondents whose work quality showed not qualified because most of them also had poor performance, namely 28 (75.7%), but there were 9 (24.3%) respondents who were not qualified but had good performance, this was because employees already understood the field they were working in so that they were able to overcome problems that arose while working. The opinion of (Aristi, 2021) is that work quality is ability, skills, and knowledge while (Anwar Mangkunegara Prabu in Akbar, 2018) argues that what makes work results achieved is ability which includes knowledge and skills.

Relationship between work quantity and employee performance

The analysis of the relationship between work quantity and employee performance using the Chi-square statistical test obtained a value of $p = 0.000$ or ($p = 0.000$ or $p < 0.05$). This means that H_0 is rejected and H_a is accepted. It is concluded that work quality has a relationship with employee performance.

The quantity or volume (content) of work the employee can do in a certain period is called the quantity of work. The quantity of work, from another perspective, is the amount of work completed by an employee during a certain period. According to Sinomora, the number of positions is the output of employees completing a series of comparisons of existing standards or those set by the agency (Hayati, 2019).

The workload is related to the amount of work, namely several activities or task demands that must be carried out by an organizational unit or position holder within a certain period of time that requires physical and mental effort (Robbins in Paramitadewi, 2017). As a result, the quantity of work is the same as the workload, namely the amount of workload that an employee can do in a certain amount of time (Hayati, 2019).

Good work quantity is one of the indicators of work productivity. The more the amount or quantity of work an employee can produce, the more productive they are. The quantity of work must be accompanied by the quality of work (Ichsan et al., 2020).

Relationship between punctuality and employee performance

The analysis to determine the relationship between punctuality and employee performance using the Chi-square statistical test obtained a value of $p = 0.000$ or ($p = 0.000$ or ($p < 0.05$). This means that H_0 is rejected and H_a is accepted. It is concluded that work quality has a relationship with employee performance.

Work discipline is the understanding and desire of workers to follow all standards and social norms that apply in an agency (Nurjaya et al., 2021). Punctuality, proper use of office equipment, high responsibility, and compliance with workplace norms are all used to measure work discipline. According to "Human Resource Management Theory" punctuality is the ability of employees to work toward goals within a certain period. Punctuality is also described as an employee's achievement in completing tasks within a specified time frame. Punctuality is, in fact, related to discipline. Punctuality also indicates that an employee is disciplined in his work. More disciplined employees are more punctual, and vice versa. Every company must set a time that workers can use as a reference to complete their work so that it is always completed on time and work productivity is achieved according to the goals (Ichsan et al., 2020).

This study was supported by the research from Selfanita (2021) using a qualitative descriptive research method. The researcher concluded that employee punctuality has fulfilled the aspect of punctuality at work, and showed the amount of work achieved on time so that efficiency and utility can be implemented by company goals.

Further research in line with this research was conducted by (Nurjaya et al., 2021) that the work discipline variable has a significant effect on the performance of employees of the Kebumen I Health Center. The results of other research in line have been conducted by (Y. Ahmad et al., 2019) that work discipline has a positive and significant effect on the performance of employees of PT. Mitra Niaga Sejati Jaya Langkat.

Then it was reinforced again by research conducted by (Nurjaya et al., 2021) that the results of the analysis were related and significant, obtaining a value of 0.638. This means that work discipline has a strong relationship with an influence contribution of 40.7%. Hypothesis testing obtained a calculated t value $> t$ table or ($6.311 > 2.002$). Thus, it is proposed that there is a significant influence between work discipline and employee performance.

Relationship between Effectiveness and Employee Performance

The analysis to determine the relationship between effectiveness and employee performance using the Chi-square statistical test obtained a value of $p = 0.000$ or ($p = 0.002$ or ($p < 0.05$). This means that H_0 is rejected and H_a is accepted. It is concluded that work quality has a relationship with employee performance.

According to (Ridhotullah and Jauhar in Rembulan & Darmawati, 2021) work effectiveness is the method by which the employees work correctly and precisely so that the targets agreed upon in organizational management can be realized optimally. Another opinion by Silalahi in Rembulan and Darmawati (2021) argues that effectiveness is the way and the ability of employees to choose the right targets to achieve these goals. Therefore, effectiveness refers to the goals that have been achieved, based on the goals set and the results are as expected.

Work effectiveness is the intelligence and strength in choosing, utilizing, and using various appropriate facilities and infrastructure to facilitate the completion of work. Work effectiveness is the process of what has been achieved by choosing the right plans and goals. (Handoko in Rembulan & Darmawati, 2021). Work effectiveness also includes work that can be completed on time while maintaining quality and quantity according to objectives. Work effectiveness ensures the output is handled optimally and effectively according to goals and objectives (Rembulan & Darmawati, 2021).

According to T. Hani Handoko in Anggraeni & Yuniarsih (2017), effectiveness is the ability to choose the right goals or tools to achieve the goals that have been set. In other words, a competent manager can choose the work to be done or the best technique (means) to achieve goals. This study is in line with the research (Syam, 2020) which found that effectiveness affected the work results of employees at the East Banggae District Office which got a sig of 0.001. According to further research studies, employee work effectiveness

significantly impacts the performance of PT Perkebunan Nusantara III (Persero), with a contribution of 80.28 percent (Ananda et al., 2019). Nelson (2020) said that effectiveness has a 95.9% influence on performance.

The relationship between independence and employee performance

The analysis to determine the relationship between the independence factor and employee performance using the Chi-square statistical test obtained a value of $p = 0.000$ or ($p = 0.023$ or ($p < 0.05$). This means that H_0 is rejected and H_a is accepted. It is concluded that work quality has a relationship with employee performance.

According to the big Indonesian dictionary, independence is defined as a thing or condition of a person who can stand alone or not depend on others. Independence comes from the root word "self" which means it cannot be separated from the development of an individual. Self is the core of personality and is the central point that aligns and coordinates all aspects of personality (Oktaviana in Diwanti et al., 2020).

In other words, independence is the readiness and ability of an individual to stand alone, which is characterized by the courage to make decisions and take the initiative to try to solve problems without asking for help from others, to try and direct behavior toward perfection (Diwanti et al., 2020).

Independence on dependability concerns consideration of the employee's ability to work and carry out tasks independently with minimal assistance from others (Hayati, 2019). Independence is the level at which an employee can carry out his work functions without interference from other parties, good independence will bring benefits to employees, namely being able to be responsible for themselves and the work they are entrusted with, being able to solve problems independently without the help of others and having the initiative to find their way to complete work so that employees who have good independence can help other employees to complete work (Putri et al., 2020).

The results of this study support the research conducted by (Hernawati, 2018) which shows that independence affects employee performance at the Samarinda Seberang District Office. The results of other studies have been conducted by (Diwanti et al., 2020) the independence variable makes the largest contribution of 4.689 to the performance of the Nasyiatul Asyiyah charity business entity (BUANA). These results confirm that independence was a significant factor in BUANA's performance.

Another study that supports this study has been conducted by (Juliandari et al., 2020) Based on the results of the Path Analysis statistical test, it shows that work independence and organizational climate have a positive effect on employee performance at Lilin Lovina Beach Hotel. The impact of work independence and work climate on employee performance is 93.70%, and the other variables on employee performance are 6.30%. Other variables that affect employee performance are compensation, leadership, work discipline, workability, motivation, and working conditions.

Relationship between workload and employee performance

The analysis to determine the relationship between workload and employee performance using the Chi-square statistical test obtained a value of $p = 0.000$ or ($p = 0.004$ or $p < 0.05$). This means that H_0 is rejected and H_a is accepted. It is concluded that work quality has a relationship with employee performance.

According to Permendagri No. 12/2008, workload is the amount of work that must be carried out by a position/organizational unit and is the result of the multiplication of work volume and time norms. Every worker can work healthily without harming themselves or others, for this reason, it is necessary to harmonize workload, work capacity, and work environment to obtain optimal work productivity. (Trianda, (2021).

A high workload can cause employee performance to decline. This is because the more requests to carry out tasks, the lower the performance. This will cause employee performance to decline due to weakened endurance and feelings of stress. (Trianda, (2021) The theory that disagrees with this study is (Irawati & Carrollina, 2017) that the workload must be by the ability and sufficient time so that employees do not feel pressured or burdened, this will certainly make employees able to create better work results, but if the

workload is good but the results are less than satisfactory, this can be triggered by age factors, health conditions, body size and so on.

Related theories are put forward (Irawati & Carrollina, 2017) that excessive workload will result in negative impacts, namely it will cause fatigue of physical mental, and emotional reactions such as headaches, digestive disorders, and irritability. Too little workload where work occurs due to reduced movement will cause boredom. Boredom at work or too little workload results in a lack of attention to work which can lead to decreased performance.

Research that does not support the result, conducted by (Nuraini, 2020) that the t-test result is $-0.919 < 1.69726$ with a significance level of $0.366 > 0.05$ means that the workload variable does not have a significant effect on the performance of Kebumen I Health Center employees. The results of another study that does not support this study were conducted by (Rana et al., 2020) on health workers at the Paniki Bawah Health Center, Manado City using a questionnaire showing that the majority of health workers are in the low workload category and have poor performance with a total of 22 respondents (55%). Based on the results, and analysis using the chi-square test of workload with health worker performance, there is no relationship between workload and health worker performance with a p-value = 0.739.

In contrast to the research conducted by (Phalis et al., 2020) Workload affects employee performance at the Pantoloan Health Center. This is evidenced by the R Square value obtained from the results of the regression analysis test of 0.60 (60%), it can be concluded that the higher the incentive given, the better the employee performance at the Pantoloan Health Center. Incentives have a positive effect on employee performance at the Pantoloan Health Center. Before the moderating variable, the workload effect on employee performance was 0.60 (60%). After the moderating variable was added, it increased to 0.95 (95%), which means that it can be concluded that incentives strengthen the effect of workload on employee performance at the Pantoloan Health Center. In accepting the workload, a large incentive is needed so that the incentive can balance the workload received by employees and employee performance will increase.

CONCLUSION

1. The performance of employees was included in the good category, amounting to 115 respondents (92%).
2. Based on the research results, it was found that the quality of work was mostly included in the good category with a total of 115 respondents (92%), the quantity of work was mostly included in the good category with a total of 118 respondents (94.4%), punctuality was mostly included in the good category with a total of 112 respondents (89.6%), effectiveness was mostly included in the good category with a total of 114 respondents (91.2%), independence was mostly included in the good category with a total of 115 respondents (92.8%), and workload was mostly included in the good category with a total of 113 respondents (90.4%).
3. There was a relationship between work quality and employee performance with the Chi-square statistical test obtaining a value of $p = 0.000$ or ($p = 0, 000$ or ($p < 0.05$)).
4. There was a relationship between work quantity and employee performance with the Chi-square statistical test obtaining a value of $p = 0.000$ or ($p = 0, 000$ or ($p < 0.05$)).
5. There was a relationship between punctuality and employee performance with the Chi-square statistical test obtaining a value of $p = 0.000$ or ($p = 0.000$ or ($p < 0.05$)).
6. There was a relationship between effectiveness and employee performance with the Chi-square statistical test obtaining a value of $p = 0.000$ or ($p = 0.002$ or ($p < 0.05$)).
7. There was a relationship between independence and employee performance with the Chi-square statistical test obtaining a value of $p = 0.000$ or ($p = 0.023$ or ($p < 0.05$)).
8. There was a relationship between workload and employee performance with the Chi-square statistical test obtaining a value of $p = 0.000$ or ($p = 0.004$ or ($p < 0.05$)).

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It is recommended that employees to maintain their work spirit, especially in carrying out their duties responsibly, namely by completing their tasks from start to finish. It is

recommended for employees to retain the completion of tasks according to what has been planned by the health center, then it is also recommended for employees to pay more attention and try to complete tasks faster than the time, this can be achieved if employees continue to learn and work harder so that the time to complete tasks is used as effectively and efficiently as possible.

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