

# CHAPTER I

## INTRODUCTION

### 1.1 Research Background

The role of health professionals in a country is important to maintain health care society. Job of health workers can be found in clinics, hospitals, and public health centers in Indonesia. The needs of health worker significantly increase in-line with the demand of the society towards improving quality of health. Health worker job demand is also increase due to COVID 19 pandemic situation.

Since the COVID 19 hit Indonesia in March 2020, the number of COVID 19 positive case is reach the number of 2.256.852 per 6 July 2021 (CNN Indonesia). The case of COVID 19 in Indonesia including the case in the level of Province, in West Sumatra itself the number of COVID 19 by 3 July 2021 have reached the number of 52.691 Positive Case and it is an accumulates from every Districts and City in West Sumatera Province.

One of the Districts that have been affected by COVID 19 in West Sumatera is Kabupaten Lima Puluh Kota, Kabupaten Lima Puluh Kota consists of thirteen subdistrict and twenty two Public Health Center, see Table 1.1:

**Table 1.1**

List of Public Health Center in Kabupaten Lima Puluh Kota

No	Public Health Center	Distric	Health Worker
1	Koto Baru Simalanggang	Payakumbuh	47
2	Batu Hampar	Akabiluru	28
3	Piladang	Akabiluru	27
4	Mungo	Luak	45
5	Halaban	Lareh Sago Halaban	31

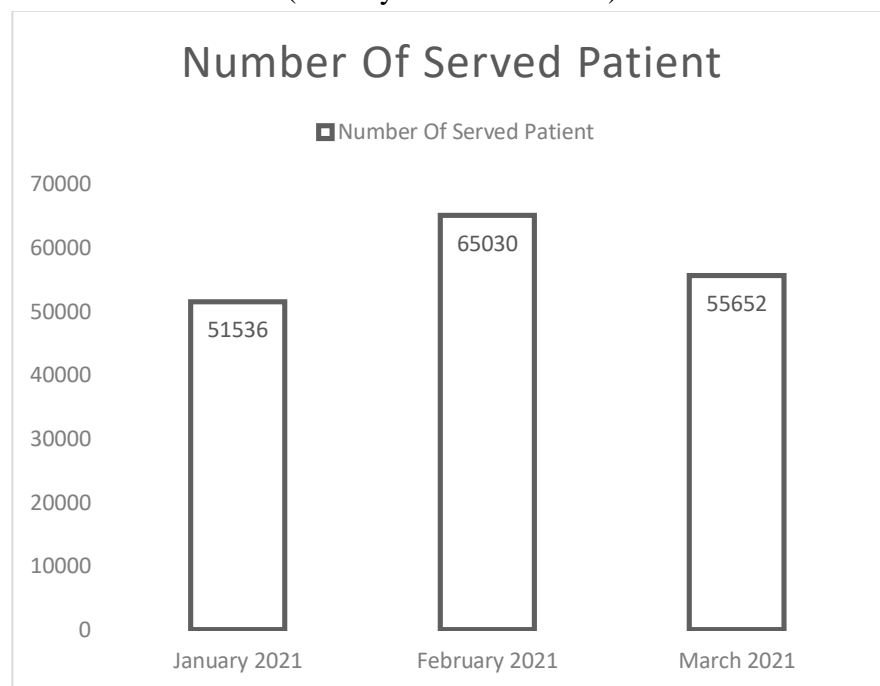
No	Public Health Center	District	Health Worker
6	Pakan Rabaa	Lareh Sago Halaban	35
7	Situjuah	Situjuah Limo Nagari	41
8	Taram	Harau	35
9	Tanjung Pati	Harau	54
10	Dangung-Dangung	Guguak	52
11	Padang Kandis	Guguak	21
12	Mungka	Mungka	37
13	Suliki	Suliki	24
14	Mahat	Bukit Barisan	20
15	Baruh Gunung	Bukit Barisan	11
16	Banja Laweh	Bukit Barisan	22
17	Koto Tinggi	Gunuang Omeh	23
18	Muaro Paiti	Kapur IX	34
19	Sialang	Kapur IX	23
20	Pangkalan	Pangkalan	32
21	Rimbo Data	Pangkalan	11
22	Gunuang Malintang	Pangkalan	15
<b>Total of Health Worker</b>			<b>668</b>

There are twenty two Public Health Center located in Kabupaten Lima Puluh Kota, with total number of 688 health workers from twenty two Public Health Center, they work for thirteen districts, majority of them employed for Public Health Center Tanjung Pati in district Harau.

The health workers from all of the Public Health Center in Kabupaten Lima Puluh Kota during normal situation might serve the patient in the range of 25 until 75 patient every day or in the range of 13.750 until 41.250 patient every month. However, during COVID 19 Pandemic Situation the number of patient that have to

be served is raising than the normal situation. According to data from Dinas Kesehatan Kabupaten Lima Puluh Kota, Number of patients visited Public Health Center in Kabupaten Lima Puluh Kota is significantly increase for the period of January 2021 until March 2021, See Figure 1.1.

**Figure 1.1**  
Number of Patients Visited Public Health Center  
(January to March 20201)

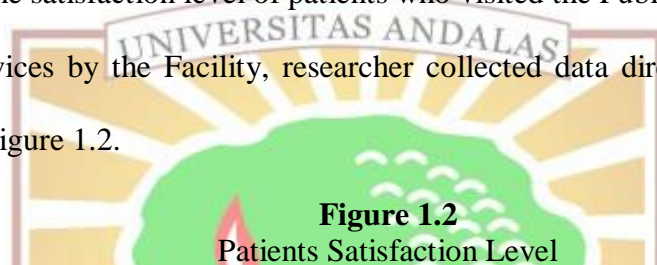


The number of served patient in January 2021 is 51.536 Patient, in February 2021 is 65.030 Patient, and in March 2021 the number of served patient is 55.652 Patient. The number of served patient is included patients with status inpatient and outpatient. The health workers responsible to serve the numbers of patient with various diagnoses of diseases or illness under risk of disease transmission. The situation could affect level of stress health worker with their job.

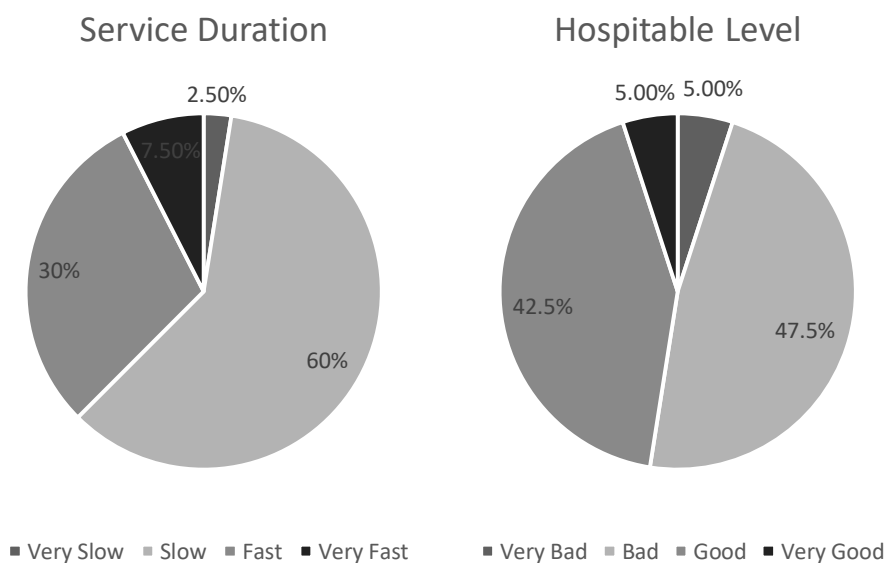
Health sector service for Public Health Center Facility cannot be held online or virtually like in the educational sector, and other sectors. Increasing number of

patients from day to day demands jobs for health worker also to be increase. That condition will be affecting the job stress level and the work life balance of the health worker which in turn affects their job performance.

Public Health Center Facility is one of the sector that related to provide service to the community, therefore the service that obtained by the community can be a benchmark for how to level of an employee's job performance. Therefore, to find out how the satisfaction level of patients who visited the Public Health Center about the Services by the Facility, researcher collected data directly from forty patients. See Figure 1.2.



**Figure 1.2**  
Patients Satisfaction Level



From the Figure 1.2 we can get the information about the satisfaction level of the patient that visited the Public Health Center in Kabupaten Lima Puluh Kota. From a total of forty patient that randomly selected, there is two indicators that shown the service duration and hospitable in Public Health Center. Sixty percent's patients have experienced slow service duration, and forty seven point five

percent's patients have experienced bad hospitable level on their visit to Public Health Center in Kabupaten Lima Puluh Kota. This situation caused by the exhaustion that triggered the stressor of the health workers that impacted their performance at the work place. If the situation is constantly continued in the future it will impact the satisfaction of the patient which is a core of the service that served by the institution.

According to Hawkins, et al (2018) the job performance described as a complex construct, because it has a strong relationship with the other variables that affect it. They found that there is consequences for the quality of the employee job performance, understanding the predictors of successful and unsuccessful job performance is particularly important within the employee. They also found that there is some variables that is effecting the performance of the employee, such as health and job stress. They found that the variables is particularly relevant affecting the performance of the job performance, the job stress that have been found on the research object it's come from many factors, like the job task, job pressure, the work environment, and other factors.

Job stress can be a negative or positive effect towards the persons, It could bring positive effect to the persons when The stress can motivate people to learn the best way to overcome and managing stressful situations (McClain, 2017), when they handle it in the right way. Job stress could give negative effect on employee job performance when the level of the stress was not controllable.

In the context of health care industry, job stress might affect workers due to unbalance between career and family. The health workers still have the

responsibility outside of their job as the health workers. There is still some responsibility that they have to fulfill, that also taking times to working on such as family responsibility, and other responsibility outside of the work responsibility. The work time of an employee could be around six to eight hours in a work day, the rest of the day that is the time that the employee spend on the other responsibilities. If the work life balance is fulfilled It will reduce level of the job stress consequently job performance will be increase.

The research by Rumiana, et al (2020) define that every individuals have to choose a life they have reason to value, the value that each individual can choose could be family, health, employment, education, leisure and the other. The concept actually can be really complex, to be specific the concept could be reflected the various things that a person may value being or doing. Those valuable thing should be managed really well as the work life balance should be apply well in the life of human being.

The job stress and work life balance will affect the job performance of the health workers. The job performance must be led to the positive progress and the increasing of the performance of the employee. The right number of job stress and well managed work life balance will give a positive progress and increasing the performance of the employee. Otherwise, the un-manageable job stress level and un-well managed work life balance, will later decreasing the performance of the employee.

Understanding factors influencing job performance of health workers seem to important in order to improve their performance. The current research is aimed

to investigate the impact of job stress on health worker job performance with work life balance as the mediating variable. Therefore, researcher have an intention to conduct research with the title: **“Impact of Job Stress on Job Performance of Health Worker with Work Life Balance as Mediating Variable”**.



## 1.2 Research Questions

On the basis of the research background, researcher proposes the following research question:

1. How does job stress effect on job performance of health worker at Public Health Center in Kabupaten Lima Puluh Kota?
2. How does work life balance effect on job performance of health worker at Public Health Center in Kabupaten Lima Puluh Kota?
3. How does job stress effect on work life balance of health worker at Public Health Center in Kabupaten Lima Puluh Kota?
4. How does job stress effect on job performance of health worker at Public Health Center in Kabupaten Lima Puluh Kota as it mediated by work life balance?

## 1.3 Objectives of the Research

The current research formulates the following objectives of the research:

1. To exam impact of job stress on job performance of health worker in Public Health Center at Kabupaten Lima Puluh Kota.
2. To exam impact of work life balance on job performance of health worker in Public Health Center at Kabupaten Lima Puluh Kota.
3. To exam impact of job stress on work life balance of health worker in Public Health Center at Kabupaten Lima Puluh Kota.



4. To exam impact of job stress on job performance of health worker in Public Health Center at Kabupaten Lima Puluh Kota as it mediated by work life balance.

#### **1.4 Contributions of the Research**

This research is expected to contribute in context of practical and theoretical contributions. In the context of practical contribution, the result of this research is expected to understand how to improve job performance for health workers in Public Health Center. In the context of theoretical contributions, the results of this research is expected to strengthen theory related to factors determining job performance in organization

#### **1.5 The Scope of Research**

In doing this research the researcher limits the research field, the field of the research will be doing on the health worker in one of the district in West Sumatra Province in Indonesia. The scope of research will be focused on job stress, work life balance, and job performance. And the data collecting process will be doing in The Health Center in one of district in West Sumatra Province in Indonesia.

#### **1.6 Structure of Writing**

The thesis that researcher is writing, is consist of a several chapters that is been arranged together as a writing systematics that is:

**1. CHAPTER I : INTRODUCTION**

In this chapter we will discuss about research background, formulation of problem, research purposes, benefits of research, the scope of research, and writing system.

**2. CHAPTER II : LITERATURE REVIEW**

In this chapter we will discuss about theoretical basis, review of previous research, and research model and hypothesis development.

**3. CHAPTER III : RESEARCH METHOD**

In this chapter we will discuss about research design, population and sample, sampling technique, data resource, and data collection method.

**4. CHAPTER IV : RESULT AND DISCUSSION**

In this chapter we will discuss about the result of the interview with the respondent which in this cases is the health worker, and the analysis of the research result.

**5. CHAPTER V : CONCLUSION**

In this chapter we will discuss about the conclusions of this research, the implication of the result, the limit of the research, and the suggestion for the research.

