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## The Effect of Motivation and Health Officer’s Performance on The Service Quality in Handling Stunting at Pabuaran Public Health Center Pabuaran Sub-District Sukabumi Regency

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**Abstract:** This research aims to determine the effect of motivation and health service officer’s performance on the service quality in handling stunting at the Pabuarann Public Health Center, Pabuaran sub-district, Sukabumi Regency. The sample in this study amounted to 130 people. The data collection technique uses a questionnaire. The data analysis technique uses multiple regression analysis on SPSS version 22. The results of hypothesis testing show that work motivation has a significant positive effect on the service quality in handling stunting; Officer performance has a significant positive effect on service quality. Simultaneously, work motivation and officer performance have a significant effect on the service quality in handling stunting with a variance proportion of 0.626 or around 62.6%. This means that 62.6% of the variation in service quality variables is related to the independent variables in this research, while the remaining 37.4% of the variation in service quality is related to other variables outside this research. Through this research, it can be seen that to achieve excellent service quality, strategies can be implemented to increase work motivation and officer performance.

**Keywords:** Service Quality, Work Discipline, Officer Performance, Stunting

### INTRODUCTION

The condition of a child's short stature (stunting) is often said to be a hereditary factor from both parents, so many people just accept it without doing anything to prevent it. In fact, genetic factors are the determinants of health that have the least influence when compared to behavioral, environmental factors (social, economic, cultural, political), and health services. In other words, stunting is a problem that can be prevented. Stunting is caused by multi-dimensional factors and is not only caused by poor nutrition experienced by pregnant women and toddlers. Things that must be considered in handling stunting, namely improving diet, parenting patterns, as well as improving sanitation and access to clean water. So the role of community health centers with programs to handle stunting cases is really needed.

In accordance with Minister of Health Regulation (Permenkes) Number 43 of 2019, Puskesmas is a health service facility that organizes first-level Community Health Efforts

(UKM) and Individual Health Efforts (UKP). The nutrition program is one part of the National Strategy (Stranas) for Accelerating Stunting Prevention carried out by the Community Health Center. Apart from that, various efforts to prevent stunting have been carried out by the Community Health Center, such as counseling on exclusive breastfeeding, giving complementary foods for breast milk (MPASI), weighing and measuring babies, examining pregnant women, giving blood supplement tablets (TTD), and giving supplementary food (PMT) in pregnant women suffering from special diseases. The stunting prevention and reduction program needs to be implemented optimally by the Community Health Center, so that the stunting rate can decrease significantly. The quality of this service has an impact on increasing the number of patients or toddlers with stunting. The following is a table of the number of toddlers with stunting at the Pabuaran Community Health Center, Pabuaran District in 2023:

**Table 1. Number of Toddlers with Stunting  
Puskesmas Pabuaran, Pabuaran District, Sukabumi Regency Year 2023**

No	Desa	Jumlah Balita Stunting											
		Jan	Feb	Mar	Apr	Mei	Jun	Jul	Ags	Sep	Okt	Nop	Des
1.	Sukajaya	17	68	67	63	63	61	59	58	55	55	50	47
2.	Ciwalat	19	65	60	64	62	62	63	60	61	59	60	59
3.	Pabuaran	48	65	70	70	68	57	55	63	55	84	76	90
4.	Cibadak	53	86	84	77	82	75	70	69	71	70	67	70
5.	Sirnasari	38	144	128	128	125	118	113	150	152	135	122	118
6.	Bantarsari	26	158	149	145	145	111	91	124	104	126	104	117
7.	Lembursawah	11	64	49	47	59	44	40	47	34	46	30	28
<b>JUMLAH</b>		<b>212</b>	<b>650</b>	<b>607</b>	<b>594</b>	<b>604</b>	<b>528</b>	<b>491</b>	<b>571</b>	<b>532</b>	<b>575</b>	<b>509</b>	<b>529</b>
<b>%</b>		<b>6.23</b>	<b>16.77</b>	<b>17.44</b>	<b>16.95</b>	<b>15.41</b>	<b>14.71</b>	<b>13.89</b>	<b>14.58</b>	<b>15.40</b>	<b>14.75</b>	<b>14.80</b>	<b>15.60</b>

Source: Puskesmas Kecamatan Pabuaran, 2023

Based on the data in the table above, it can be seen that in the working area of the Pabuaran Health Center, Pabuaran District, there is still an increase in children under five with stunting of 529 toddlers or 15.60% as of December 2023 (onsite and sweeping results). Therefore, to protect children's motor, social, and cognitive skills, optimal quality of stunting handling services is very important.

Research related to the quality of stunting handling services is important to do. The reason for choosing the topic of work motivation, performance and service quality for handling stunting at the Pabuaran Health Center, Pabuaran District, Sukabumi Regency is that service quality variables are familiar in the administrative field, but in previous studies service quality variables were carried out at puskesmas Central Timor Regency (Oktaviana et al, 2021), Tangerang City (Ningrum et al, 2021), while this research was conducted at the Pabuaran Health Center, Pabuaran District, Sukabumi Regency with the consideration of data on the number of stunting toddlers in the Pabuaran Puskesmas work area which is still high, which is the reason for researchers to conduct research on the quality of stunting handling services at the Pabuaran Health Center. This is where the strategic role of this research is, to find out and analyze the quality of stunting handling services at the Pabuaran Health Center, Pabuaran District, Sukabumi Regency. The results of this study can be used as a reference in formulating stunting handling program policies so that there are no negative impacts from prolonged stunting.

Based on the above phenomenon, it is necessary to conduct a study on the quality of stunting handling services at the Pabuaran Health Center related to the performance and work motivation of Puskesmas Officers. The author is interested in researching further related to the quality of stunting handling with the theme **"The Effect Of Motivation And Health Officer's Performance On The Service Quality In Handling Stunting At Pabuaran Public Health Center Pabuaran Sub-District Sukabumi Regency"**

## RESEARCH METHODS

Research methods are the study of the methods used to investigate problems that require solving. Research methodology guides and directs the implementation of research so that the results are in accordance with reality. Research methodology is the science of research methods. Methodology is intended as basic principles, not just as "methods" or ways to conduct research. Methodology in the sense of basic principles is a logical and systematic study of the research process. Research methods are basically a scientific way to obtain data with specific purposes and uses, in this study then to support this research process quantitative research methods are used. The quantitative approach is considered to be able to answer the problems to be raised in this study.

## DISCUSSION

This study used research samples that were serving officers and cadres of stunting handling services and all puskesmas community related to stunting handling. Data collection was carried out by distributing questionnaires to serving officers and cadres of stunting handling services by meeting directly in each place and using a google form by sending links to officers who match the sample criteria in this study.

The total sample obtained from the distribution of questionnaires was obtained as many as 130 people. Furthermore, raw data is entered and processed using SPSS 22.0, resulting in a frequency table containing respondent profiles, descriptive statistical results, instrument testing and research hypothesis tests.

### **The Effect of Work Motivation (X1) on the Quality of Stunting Handling Services (Y)**

The hypotheses tested are:

H0-1 : There is no effect of work motivation on the quality of stunting handling services

H1-1: There is an influence of work motivation on the quality of stunting handling services

The results of the data analysis concluded that the price regression coefficient = 0.254. Calculated price = 2.315. This number is greater for  $(\alpha = 0.05) = 1.96$ . This fact reveals that  $t_{count} = 2.315 > t_{table} = 1.96$  which means H0-1 is rejected and H1-1 is accepted. That is, this regression coefficient is significant. The direction of influence of work motivation (X1) on service quality (Y) is positive. The findings can be interpreted that work motivation (X1) has a significant positive influence on service quality where the higher the work motivation, the higher the service quality.

### **The Effect of Officer Performance (X2) on the Quality of Stunting Handling Services (Y)**

The hypotheses tested are:

H0-2 : There is no effect of officer performance on the quality of stunting handling

services  
H1-2 : There is an influence on officer performance on the quality of stunting handling services

The results of the data analysis concluded that the price regression coefficient = 0.556. Calculated price = 5.102. This number is greater for  $(\alpha = 0.05) = 1.96$ . This fact reveals that  $t_{count} = 5.102 > t_{table} = 1.96$  which means H0-2 is rejected and H1-2 is accepted. That is, this regression coefficient is significant. The direction of the effect of officer performance (X2) on

service quality (Y) is positive. The findings can be interpreted that the performance of officers (X2) has a significant positive influence on the quality of stunting handling services (Y). In other words, the higher the performance of officers, the higher the quality of stunting handling services.

### **The Effect of Work Motivation (X1) and Officer Performance (X2) together on the Quality of Stunting Handling Services (Y)**

H0-3: There is no effect of work motivation and officer performance together on the quality of stunting handling services

H1-3: There is an influence of work motivation and officer performance together on the quality of stunting handling services

Based on the results of data analysis, the price  $R^2 = 0.626$ ,  $F_{\text{calculate}} = 106.212$ ;  $p\text{-value} = 0.000 < 0.05$  means that H0-3 is rejected. Thus, the magnitude of the influence of work motivation (X1) and officer performance (X2) together on the quality of stunting handling services (Y) is 0.626 or 62.6%.

Based on the results of data analysis that has been carried out previously, research findings can be described as follows:

### **The Effect of Work Motivation on the Quality of Services for Handling Stunting**

In this study, it was found that there was a significant positive influence of work motivation (X1) on the quality of stunting handling services (Y). The effect of X1 on Y is confirmed by the results of testing the hypothesis proposed in this study, namely work motivation (X1) has a positive influence on the quality of stunting handling services (Y).

The results of the first hypothesis test show that work motivation (X1) has an insignificant negative relationship with the quality of stunting handling services (Y) as evidenced by statistical test results. The magnitude of the contribution of work motivation variables The quality of stunting handling services is statistically indicated by the value of R square change = 0.549 or 54.9%. This value shows that approximately 54.9% of the variation in the quality of stunting handling services is influenced by work motivation.

Work motivation is a psychological process that generates and directs behavior to the achievement of goals. Saleh (2022) stated that motivation has an important role in increasing the productivity of officers' work, because work motivation encourages or causes someone to do an action or activity. So that if an officer is motivated, he will always have a high enthusiasm for work which will later affect the quality of optimal stunting handling services.

With the acceptance of the H1 hypothesis, it proves the theory of motivation proposed by David McClelland which states that an employee has potential energy reserves that can be released or developed it all depends on the motivation that drives the employee and is supported by the situation and opportunities available. Motivation that leads to potential energy reserves is centered on three forms of needs, namely the need for achievement, which is a need that encourages employees to excel if the targets to be achieved are real and have opportunities to be obtained and tend to cause employee creativity, the need for power, namely a person's desire to be able to influence and control over others, and the need of affiliation is the need for good social relationships.

This is in line with research by Mulasari & Suratman (2021) which states that work motivation has a significant positive relationship with the quality of public services. This research shows that work motivation has a positive and significant effect on improving the quality of stunting handling services at the Pabuaran Health Center, so to improve the quality of services, it is necessary to pay attention to work motivation Officers by providing encouragement in the form of appreciation to all employees so that they can be more active, innovative, and creative again at work and by increasing work motivation in each officer, it is

hoped that officers have awareness and a sense of responsibility for their work so that they can be kept away from actions that deviate from work rules.

### **The Effect of Officer Performance on the Quality of Stunting Handling Services**

In this study, it was found that there was a significant positive influence of officer performance (X2) with the quality of stunting handling services (Y). The effect of X2 on Y is confirmed by the results of hypothesis testing proposed in this study, namely that there is a significant positive influence of officer performance (X2) on the quality of stunting handling services (Y).

The results of the second hypothesis test show that officer performance (X2) has a significant positive influence on the quality of stunting handling services (Y) as evidenced by statistical test results. The amount of variable contribution of officer performance to the quality of stunting handling services is statistically indicated by the value of  $r^2$  change = 0.077 or 7.7%. This value shows that approximately 7.7% of the variation in the quality of stunting handling services is influenced by the performance of officers.

With the acceptance of the H2 hypothesis, it proves the theory put forward by Dessler (2015) that performance is the willingness of a person or group of people to carry out activities and perfect them in accordance with their responsibilities with expected results. Saleh (2022) also revealed that a good organization is always supported by good work quality from its employees, so that organizational effectiveness can be seen from the effectiveness of employees' work (Saleh, 2022). Measuring the quality of public organization services in carrying out their work can be done by looking at how government employees work in carrying out their duties and responsibilities. Because with performance, it will be known the level of achievement of the results that have been achieved, or how far the implementation of tasks has been carried out. Thus, the performance of health workers reflects how the puskesmas can achieve its goals optimally. The quality of services provided by puskesmas officers will greatly affect the community's perspective on the success of a government organization in managing its human resources.

In addition, Parasuraman (in Sinollah, 2019) also revealed that in addition to being influenced by materials and facilities, service quality is also influenced by the personal performance of officers or employees. The achievement of the goals of an organization cannot be separated from the human resources owned by the organization. This is also supported by Kasmir (2017) that intensive employee involvement in service delivery can affect service quality. Employees who are in charge of providing services to the community are the spearhead in achieving good service quality. Service that can be said to be good then the main role is how the work, attitude and behavior of these employees in providing services to the community or service users.

Through this research, it can be seen that the performance of officers is one of the determining factors for service quality, especially at the Pabuaran Health Center, Pabuaran District, Sukabumi Regency. Officer performance is a process carried out in achieving work results or work achievements achieved by someone through work or responsibilities that have been assigned to him in accordance with the ability and expertise possessed in achieving a predetermined goal. The quality of service is perceived as good and satisfactory if the provision of services to the community is in accordance with what is expected. Based on the discussion above and according to the results of the study, it is proven that the performance of officers affects the quality of stunting handling services at the Pabuaran Health Center, Pabuaran District, Sukabumi Regency.

## The Effect of Work Motivation and Officer Performance on the Quality of Stunting Handling Services

In this study, it was found that there was a significant positive influence between work motivation (X1) and officer performance (X2) on the quality of stunting handling services (Y). The effect of X1 and X2 on Y is confirmed by the results of testing the hypothesis proposed in this study, namely there is a significant positive influence from work motivation (X1) and officer performance (X2) to the quality of stunting handling services (Y). The results of the third hypothesis test show that work motivation (X1) and officer performance (X2) have a significant positive influence on the quality of stunting handling services (Y) as evidenced by statistical test results obtained values  $R^2 = 0.626$ ,  $F_{\text{calculate}} = 106.212$ ;  $p\text{-value} = 0.000 < 0.05$  means that  $H_0-3$  is rejected. The magnitude of the influence of work motivation (X1) and officer performance (X2) together on quality stunting handling services (Y) amounted to 0.626 or 62.6%. This means that work motivation and officer performance have a significant influence on the quality of stunting handling services.

With the acceptance of the H3 hypothesis, the results of this study are in line with those stated by Hasibuan & Handayani, (2017) in their research which states that motivation arises from a sense of need for oneself and the encouragement of individual desires directed at the goal of obtaining satisfaction, therefore motivation is often interpreted as a driving factor for one's behavior. If someone has high motivation then he will do the job to the maximum and vice versa, if someone does not have motivation to work then there will be no new things he can do to achieve the company's targets. This motivation is important, Because with motivation, it can be expected that every individual employee is willing to work hard and enthusiastic to achieve high work productivity so that excellent service quality can be provided.

Meanwhile, the performance of officers who are professional in carrying out public services will affect whether or not the quality of services provided by the Pabuaran Health Center, Pabuaran District, Sukabumi Regency. This is in accordance with the theory of Dessler (2015) which suggests that performance is the willingness of a person or group of people to carry out activities and perfect them in accordance with their responsibilities with expected results. From this theory, it can be concluded that good service quality will be produced if the officer's performance goes well. The quality of service is good and can be said to be successful if the service provided to customers gets recognition from the parties served. Recognition of excellent public services is assessed by service users.

Through this research, it can be seen that to realize excellent service quality, it can be seen from the work motivation and performance of puskesmas officers. So that in improving the quality of stunting handling services to the community, it is necessary strategies whereby work motivation and adequate service personnel performance are improved. The better the work motivation and employee performance provided to the community, the better the quality of service felt by the community.

## CONCLUSION

The conclusions of this research hypothesis testing are as follows:

1. Hypothesis 1 (H1) is accepted, meaning that there is a significant influence of work motivation on the quality of stunting handling services at the Pabuaran Health Center. The results of the data analysis concluded that the price regression coefficient = 0.254. Calculated price = 2.315. Number This is greater for  $(\alpha = 0.05) = 1.96$ . This fact reveals that  $t_{\text{count}} = 2.315 > t_{\text{table}} = 1.96$ . The findings can be interpreted that work motivation (X1) has a significant positive influence on service quality where the higher the work motivation, the higher the service quality.
2. Hypothesis 2 (H2) is accepted, meaning that there is a significant influence of officer performance on the quality of stunting handling services at the Puskesmas Pabuaran. The

results of the data analysis concluded that the price regression coefficient = 0.556. Calculated price = 5.102. This number is greater for ( $\alpha = 0.05$ ) = 1.96. This fact reveals that  $t_{count} = 5.102 > t_{table} = 1.96$ . The findings can be interpreted that the performance of officers (X2) has a significant positive influence on the quality of stunting handling services (Y). In other words, the higher the performance of officers, the higher the quality of stunting handling services.

- Hypothesis 3 (H3) is accepted, meaning that there is a significant influence of work motivation and officer performance together on the quality of stunting handling services. Based on the results of data analysis, the price  $R^2 = 0.626$ ,  $F_{calculate} = 106.212$ ;  $p\text{-value} = 0.000 < 0.05$ . Thus, the magnitude of the influence of work motivation (X1) and officer performance (X2) together on the quality of stunting handling services (Y) is 0.626 or 62.6%.

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