Relationship between attitude, motivation, and workload with officers' performance of finding leprosy patients early

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Abstract

Background: Leprosy is not only a complex issue. This study aimed to identify the impacts of attitude, motivation, and workload on officer performance in finding leprosy patients early.
Methods: This research was a correlative study with cross-sectional approach. Total sampling was used as the sampling technique. The data were analyzed using frequency distribution and multiple linear regression test.
Results: The performance of primary healthcare leprosy officers in making early leprosy findings was not good (<20%) due to the weak of attitude about the implementation of leprosy findings (B: 0.206). In addition, because of the weak motivation of the officers responsible for the implementation of leprosy findings, the performance of early leprosy findings was not good ≥20% (B: 0.488). The officers's performance was not good <20% due to the low workload (B: 0.490).
Conclusion: Workload has the biggest impact compared to motivation and attitude.

Keywords: attitude, motivation, workload, performance, leprosy

INTRODUCTION

Countries in the world are currently focusing on efforts to eliminate leprosy. Leprosy is an obligate intracellular, chronic leprosy (*Mycobacterium leprae*) infectious disease. Leprosy spreads from peripheral nerves as the first affinity, the skin and upper respiratory tract mucosa, and then to other organs except the central nervous system (Rinaldi 2005). The problems from leprosy are more complex, not only in terms of medical aspects but also social, economic, cultural, and national security issues (Kementrian Kesehatan Republik Indonesia 2015). Leprosy is a social perception process, including labeling, stereotyping, isolation, inequality and the lack of status. For leprosy, health workers treat the disease based on current clinical signs. The disease is caused and influenced by the person's socio-cultural factors, and the condition is considered to be social stigma (Kaehler et al. 2015). According to World Health Organization (WHO) report in 2016 that received from 143 countries, the prevalence of leprosy was registered as 0.23 per 10.000 populations with 171.948 leprosy cases on treatment. During the year, 214.783 new cases (2.9 per 100.000 populations) were reported globally. A country can be classified as leprosy endemic country if the mean prevalence is found more than 1 case per 10.000 inhabitants (10 cases per 100.000 inhabitants) (Partogi, Dalimunthe, and Hazlianda 2018).

East Java is one of Indonesia's endemic leprosy regions. In 2010, one third of people with leprosy in Indonesia were in East Java or equivalent to 4,653 sufferers (14 percent suffered by children and permanent disability). Meanwhile until September 2011 found 4,142 new patients (Kewa, Kusnanto, and Dewi 2014). Indonesia succeeded in achieving the target of leprosy elimination in 2000, but in 2011 to 2015 a number of people who suffered grade 2 leprosy were found in Ponorogo Regency, Indonesia. The target proportion of grade 2 leprosy found was less than 5%, but Probolinggo, East Java, Indonesia had a percentage between 18% -21% (Kementrian Kesehatan Republik Indonesia 2015). The high level of disability level 2 in Ponorogo district showed the delay between the occurrence of the disease and the enforcement of the diagnosis (the delay of the patient seeking treatment or the delay of the officer in the patient's discovery). Some of that can affect performance include attitude and motivation (Riegel, Lee, and Dickson 2011).

Workload is one of the main factors affecting work performance. Analysis of workload is a method of determining the time, energy and money needed by the company team to conduct the activities, thus defining

and optimizing these services in terms of efficiency and the organization's actual human capital requirements in order to meet the priorities and objectives it wants to accomplish at the workplaces. This is, an evaluated workload guarantees that all workloads and unique roles for the employees are necessary for the number of employees (Ariani, Siregar, and Tugiman 2019). Workload is the burden of physical, mental, social activities received by someone that must be completed within a certain time, according to physical abilities, or limitations workers who receive the burden. If the workload is too large, stress will lead to lack of job motivation and performance decrease, but it can also affect service to patients and patient satisfaction so that employee performance is low (Setiawan and Wulandari 2016). Various factors affect low performance, i.e., independent variables, structure and pyschological variables, efficiency of health employees. Meanwhile, performance has affected individual features, organizational features, and working properties. Satisfaction, skills, knowledge, motivation, age and gender, education, ethnicity, socio-economic, and experience are the characteristics of individuals (Kaikatuy, Pasinringi, and Jafar 2018; Khan, 2018).

Attitude is a form of evaluation or reaction of one's feelings (Fishbein and Ajzen 2005). In previous research, tension and uncertainty of positions as causes of stress are well known. These elements are detected and influence the outcome and work of an attitude (Amiruddin et al. 2019). While motivation is a desire to do something (van den Hooff, Schouten, and Simonovski 2012). Workloads are likely to affect the performance of officers in the discovery of leprosy cases. The lack of awareness about leprosy and its social disability creates negative stigma in patients and even hesitates to seek the medication that inevitably may lead to vicious circles. (Eyanoer 2018). The purpose of study to identify the impacts of attitude, motivation and workload on officer performance in finding leprosy patients early.

MATERIALS AND METHODS

Research design, population, samples, and variables

This type of research was an observational descriptive study with cross sectional approach. The study was conducted from September 2016 to July 2017. The research analysis unit was the Community Health Centers in Ponorogo Regency, East Java, Indonesia. The data were obtained from the leprosy officers at each Community Health Center. The population of the study were 29 leprosy officers at the Community Health Centers in Ponorogo Regency who discovered and treated leprosy patients. Total sampling was applied in sampling techniques. The dependent variable was the performance of leprosy officers in

improving the early discovery of lepers. While the independent variables were the attitude, motivation, and workload of officers.

Instruments

The instrument in this study used a questionnaire that deveoped by researchers. The questionnaire was tested for validity and reliability with Cronbach alpha 0.971. The answer choices in the questionnaire varied with a Likert scale or closed answers (yes/no). Performance measurement was by interviewing officers and patients with a total score from result of the three performances indicators namely patient discovery, promotion and counseling, each carrying 50% of staff perception and 50% of patient perception. The attitude of the officer was measured by eight questions with a Likert score from strongly agree) to strongly disagree. Motivation measurement used seven questions with a minimum score of 0 and a maximum of 7 that determined the officer's willingness to make early leprosy findings. The officer's workload was assessed to determine the volume of work that became the officer's responsibility, consisting eight questions with a minimum score of 0 and a maximum of 12.

Research procedures and analysis

Data analysis was carried out in two ways, descriptive analysis for determining strategic issues and which variables that needed improvements. The analyzed variables were negative (bad and moderate categories) if ≥ 20% or positive (good) if < 80%. Correlation analysis was to determine the relationship between independent and dependent variables using ratio scales and tested using multiple linear regression techniques. This study has passed the ethical review with certificate number 68-KEPK from the Health Research Ethics Committee of the Faculty of Public Health, Universitas Airlangga, Indonesia.

RESULTS

The results of officer's attitude, motivation, and workload measurements and the officer's performance are shown in **Table 1**. Performance according to the patient and officer's perception included the patient finding, promotion or counseling about leprosy to the patients and their families. As many as 31% of the leprosy officers at the Health Centers in Ponorogo performed well in conducting early leprosy finding activities. The attitude of the officers showed that they were supportive unsupportive to the management of leprosy early discovery. As many as 96.6% of leprosy officers in Ponorogo had supportive attitude on early leprosy finding activities. Motivation showed the officer's willingness towards the leprosy early discovery. As many as 89.7% of leprosy officers in Ponorgo had high motivation in supporting the early leprosy finding activities. Based on **Table 1**, it showed that 55.2% of

Table 1. Category of Attitude, Motivation, Workloads, and Performance of Leprosy Officers in Public Healthcare Center in Ponorogo

Variables		n	%
Attitude			
a.	Unsupportive	0	0
b.	Weak Supportive	1	3.4
c.	Supportive	28	96.6
Total		29	100
Motivation			
a.	Weak	1	3.4
b.	Moderate	2	6.9
c.	High	26	89.7
Total		29	100
Workloads			
a.	Low	16	55.2
b.	Moderate	13	44.8
c.	Heavy	0	0
Total		29	100
Performance			
a.	Poor	2	6.9
b.	Moderate	18	62.1
c.	Good	9	31
Total		29	100

Table 2. Relationship between Attitude, Motivation, and Workload on the Performance of Leprosy Officer in Ponorogo

Variables		Performance						n	%	B
		Poor		Moderate		Good				
		n	%	n	%	n	%			
Attitude										
a.	Unsupportive	0	0	0	0	0	0	0	0	
b.	Weak Supportive	0	0	1	100	0	0	1	100	
c.	Supportive	2	7	17	61	9	32	28	100	0.192
Total		2	7	18	62	9	31	29	100	
Motivation										
a.	Weak	0	0	1	100	0	0	1	100	
b.	Moderate	2	100	0	0	0	0	2	100	
c.	High	0	0	17	65	9	35	26	100	0.331
Total		2	7	18	62	9	31	29	100	
Workloads										
a.	Low	2	13	13	81	1	6	16	100	
b.	Moderate	0	0	5	39	8	61	13	100	
c.	Heavy	0	0	0	0	0	0	0	0	0.430
Total		2	7	18	62	9	31	29	100	

leprosy officers had a light workload in carrying out their duties as Healthcare Centre employees.

Table 2 shows descriptive analysis between attitude and performance showing that the leprosy Primary Healthcare Centre officers in Ponorogo Regency who performed leprosy findings early is not good <20% because of the supportive attitude towards performance implementation. From the aspect of motivation, it is known that the performance of leprosy sufferers' early findings was not good ≥20% due to weak of motivation in doing their work. In the aspect of workload, it is known that the performance of early leprosy finding findings was not good <20% because the workload as a leprosy Primary Healthcare Centre officers was low. Correlation analysis using multiple linear regression test to analyze the relationship of attitude, motivation, and workload with the performance of officers together. Sequentially, the workload, motivation, and attitude had a strong and positive relationship with the performance of the leprosy Primary Healthcare Centre officers in Ponorogo District (B: 0.430, B: 0.331, and B: 0.192).

DISCUSSION

The attitude of the leprosy officers in Ponorogo was good and had a positive effect on performance (B: 0.192), showing the attitude of the health care leprosy officer to the leprosy P2 program related to its performance on early discovery of lepers. The leprosy officers supported the early discovery of leprosy patients. The supportive attitude is the driving factor for the officers to find the patients and performing counseling. However, not all officers with good attitude had good performance. That attitude is a form of evaluation or reaction of feelings. A person's attitude towards an object is supportive feeling (favorable) or unsupportive feeling (unfavorable) to the object (Fishbein and Ajzen 2005).

Although the attitude of the Health Center officers towards the active finding efforts of leprosy patients tended to be good and very good, their behavior was not supportive in performing the early finding, promotion or counseling about leprosy to the community and counseling to leprosy patients. The officer's attitude had met the cognitive component (officers believed that

finding the patients early is the right thing to do) and the affective component (the officer's emotional and subjective aspects towards the objective on early finding of the patients). However, they had not met the conative component (the officers did not perform well on early finding the patients, both in active findings, promotion, or counseling). This contradicted in previous study, which stated a positive attitude has a positive effect on performance (Timothy et al. 2011). The good attitude of the leprosy officers did not have a positive effect on the performance of early finding the leprosy patients. There was an influence of attitudes on nurse performance. The outpatient department will give patients with leprosy serious reactions priority treatment and prove that they recognize the reactions of leprosy and are optimistic for these patients (Abeje et al. 2016).

The motivation of the leprosy officer at the health centers in Ponorogo was good and had a positive effect on performance (B: 0.331), meaning that their motivation to carry out the leprosy program management affected their performance in finding the patients early. Motivation came from the officer's internal motivations such as the needs, willingness, satisfaction or self-actualization of the capabilities possessed by officers. Whereas the external motivations came from outside the officer, i.e. from the head of the Health Center, coworkers, or the presence or absence of reward and punishment. These external motivations affected the officer's willingness to perform their performance, but the effect was not dominant (Tan et al. 2016). This research is in line with previous study stating that simultaneous motivation is positively and significantly related to employee's performance. These factors affect performance motivation (Muchtar 2016). Motivation is a necessary condition for self-directed employees to achieve corporate objectives. Motivated employees at work would certainly be aware that they take charge of their work (Rino and Rafika 2017). Motivation has an essential impact on the efficiency of the employee. It indicates that the higher employee morale, the better efficiency will be (Cherian and Jacob 2013).

Even though the motivation of the leprosy officers was good, the proportion of grade 2 disabilities was still high or >5% during 2011-2015. This is in accordance to the theory, stating that a motivation is complex and individual and there are inhibiting factors of motivation, i.e., the officer's capability and willingness to perform their jobs (Mathis and Jackson 2010). Based on the results of interviews, it was known that the leprosy officer had the willingness to make early leprosy discovery but did not have the capability in terms of time due to their tasks they handled. Even though the leprosy officers had the willingness to find the patients early, they could not

do it optimally because, in some of the healthc entres, there was no support from the head of the health centre, from colleagues, neither the reward nor appreciation for the results of their performance. Motivation encourages health workers to follow training in leprosy cases (Abeje et al. 2016).

The workload of health center leprosy officers in Ponorogo Regency was light and had a positive effect on performance (B: 0.430), meaning that the workload of the leprosy officers affected their performance in early discovery of leprosy patients. The results showed that the large number of tasks that became their responsibility caused active implementation of finding the patient activities were rarely performed. Most patients were found passively, i.e., patients came by themselves to the health center or were referred by a dermatologist. Early discovery of leprosy patients could be done through active discovery by contact examinations, examination of school students, where all these activities require time, energy and budget. The activity required the leprosy officers to come the patient's residence, whose distance was sometimes far from the health center. These conditions eventually led them to rarely perform this program due to the burden of their duties besides being a leprosy officer. The officers' focus was distracted between the leprosy program and other programs and tasks that already became their responsibilities (Gibson et al. 2012).

This study examined the factors affecting the performance of the leprosy primary health care officer who found leprosy patients at an early stage to be able to reduce the proportion of leprosy disability on the 2nd level in a new case in Ponorogo District. The following factors were individual attendant factors, organizational factors of primary health care, health authority factors and patient factors. This study was limited just on the individual attendant factors (including attitude, motivation, and workload).

CONCLUSION

Workload has the biggest relationship compared to motivation and attitude to leprosy officer's performance. Workload has the biggest relationship to their performance. Therefore, periodical workload analysis needs to be implemented at the community healthcare center.

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