

SUMMARY

The Influence of Role Stress, Personality Types and Burnout on Midwives' Performance in the Achievement of Post Natal Care Program in Surabaya

Role stress, personality types, and burnout are factors that can affect the midwives in doing their jobs. All those things can be a problem for the organization of midwives' workplace if resulting in decreased performance of the midwives. Therefore, it's necessary to know the influence of role stress, personality types, and burnout on midwives' performance so that we can eventually prevent midwives' performance degradation by minimizing the factors that cause it.

The problem in this study was the coverage of post natal care program in Surabaya which declined since 2011-2013 with an average decrease of 2,92% every year and could not reach the target with an average of 92,99% (target 95%). This statement shows that the post natal care program had not been maximum yet. This could be caused by factors such as role stress, personality types, and burnout. The purpose of this study was to analyze the influence of role stress, personality types, and burnout on midwives' performance in the achievement of post natal care program in Surabaya.

This was an analytic research with observational approach and cross-sectional design. This study was conducted in April-May 2015. Data collection was done using questionnaires and observations. The population in this study was the midwives at the eight public health centers in Surabaya with the service of basic emergency obstetric and neonatal. The total samples of this study were 45 midwives. The method for sample selection was accidental sampling.

The results of this study showed that most of the midwives were 20-30 years old. Their education level was dominated by diploma midwifery. The majority of midwives were married. More than 50% of midwives were contract workers with most of working period were <5 years and 5-<10 years. More than 50% of midwives did not experience with role stress but as much as 6,7% of midwives had heavy role stress. Most of the midwives had the tendency of agreeableness personality type and small number of midwives had the tendency of conscientiousness personality type. Almost all midwives underwent light burnout and only 6,7% did not experience burnout. Most of the midwives had mid-level performance and the rest had good and bad performance of the same magnitude.

The results also showed that burnout was not influenced by demographic characteristics (age, educational level, marital status), role stress, and personality types while the performance was influenced by the role stress (heavy role stress with $p=0,014$ $\beta=-0,340$) and personality types (conscientiousness type with $p=0,010$ $\beta=0,356$). It was known that the performance was more influenced by personality types than role stress.

Based on those results, public health centers should hold new employees recruitment which is appropriate with the fields that are needed in order not to get lack of employees which can have an impact on administering tasks that are not

appropriate with employees' competencies. In addition to that, provide training to employees in public health centers which is appropriate with the tasks that they carry out, so the role stress will not happen to them. Public health centers should hold personality test on midwives recruitment and selection process that prioritized to the midwives who like to work hard, have high self-discipline, reliable, conscientious, and diligent (midwives with the tendency of conscientiousness personality type). For the next researchers who will do research with the same topic, they can develop more complex variables that have not been examined in this study such as social support, job satisfaction, and organizational commitment. In addition to that, it can be considered to use a larger number of populations.