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Impact of Psychological Empowerment on Performance of the Program of P2TB Officers at Puskesmas in Working Area of Sampang Regency

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ABSTRACT

Background: Tuberculosis (TB) is a problem of public health which is remained an important trend in the world. The suspect discovery of TB (case detection rate) and treatment success (success rate) is one indicator of the success of the P2TB programs performance nationally. Psychological empowerment is including important aspects that must be owned by health workers to support the attainment of good performance.

Materials and Methods: This type of research was observational with cross-sectional approach. Technique of collecting data was an interview which is using questionnaire guide. Data were tested using statistical tests. Population is P2TB program's officer at Puskesmas of Sampang Regency around 21 Puskesmas.

Result: The results have showed that psychological empowerment program of P2TB at Puskesmas was in high criterion around 55%. Based on a statistical test that had been done on psychological empowerment to P2TB programs, performance has a significant influence with $P = 0.00$.

Conclusion: P2TB program's officer at Puskesmas can fulfill the task very well with the support of psychological empowerment which is felt by them.

Key words: Psychological empowerment, Success rate, Tuberculosis

INTRODUCTION

Tuberculosis (TB) is a public health problem that is still an important trend in the world. Based on the estimation, there were about 9.5 million new TB cases, and about 0.5 million people Worldwide were died because of TB attack. Since 1992, the World Health Organization had been pointed TB as a very important and serious health problem worldwide (global emergency).¹⁻⁵ Indonesia is a high-burden country and the second after India as a contributor to TB. In Indonesia, there are more than 1800 cases that had been diagnosed, and 1200 of them had been received treatment. It is important to improve the supervision and evaluation of the working procedures of TB control in Puskesmas due to the rapid development of TB cases in Indonesia.⁶⁻¹⁰

Suspected or screening activities for suspected TB in the social community are a very important role to achieve national

standards which is related to the successful performance of P2TB programs in Puskesmas. And also, the successful of TB treatment to be one of the important concerns for health workers who are in every Puskesmas and Health Department as the parent of the activities undertaken by Puskesmas. As both of them are to be an indicator of the success assessment of the performance that performed by P2TB program implementer who is always on the benchmark for the following years activities.

The need for positive awareness and perceptions is related to the psychological empowerment that required by the implementer's officer can be assisted in carry out their duties and responsibilities. Good support from each Puskesmas is related to the activities that are carried out by the TB program implementer in achieving the targets that had been determined as their own motivation to work with as possible. A good perception of this support will affect the psychological empowerment felt by program implementers.¹¹⁻¹⁶

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Literature Review

Empowerment is an activity to build, develop, and improving power through cooperation, sharing, and working together.¹ Empowerment begins in a business field.^{9,14} Psychological empowerment has a focus on the mindset or perception of individual empowerment. The interaction between variation of individuals characteristic and the work environment is the first step of the psychological empowerment process. Some components that form psychological empowerment according to Spreitzer¹³ include meaning, self-determination, competence, and impact. These four components are contribute to make the perception of a person's psychological empowerment to be good.

Meaning is a component that focuses on an individual's judgment of the idealism of each perception that they possess. Self-determination is a individual confident level to believe that they have autonomy over the way to accomplish their tasks and responsibilities.

Competence (skill), this component is a person's perception of the skills and abilities that they possessed. Impact is a condition that occurs due to the influence which is performed by a person.^{5,13}

Performance is a record of the results which is obtained from jobs function or activities over a period of time (Bernardin and Russel, 1993). Performance is as a result of work in quality and quantity that achieved by employees in performing their duties in accordance with the responsibilities that had been given before.⁸ In addition to environmental factors, there are several other factors that can be affected the performance.⁶

1. Individual characteristics
Individual characteristics are included skills, knowledge, motivation, norms, values, personality, age and gender, education level, ethnicity, socioeconomic circumstances, and experience of past circumstances.
2. Organizational characteristic
The organizational characteristics are related to the existing conditions in the work environment which are consists of reward system, selection and training, organizational structure, vision and mission of the organization, and leadership.
3. Work characteristics
Characteristics of work are some things related to individuals' job that is included jobs description, jobs design, and works schedule.

The baseline for carrying out P2TB program activities is based on indicators of P2TB programs performance which is accordance on established national standards which are consisting of case detection rate (CDR), case notification rate (CNR), and success rate (SR) achievements. The following are an explanation of the P2TB programs performance indicators according to Nasional:¹⁰

1. CDR
Represent that the percentage of comparison of new patients with smear-positive pulmonary TB with the number of patients who are smear-positive TB lung which is estimated occurs in the Regency.
2. CNR
It is a number that shows the total number of TB patients which had been found and recorded among 100,000 inhabitants in a particular area.

3. SR

It is a number indicating the percentage of new patients with traumatic brain injury which is confirmed by bacteriologically completing treatment (both cured and complete treatment) among newly pulmonary TB patients which has confirmed before several factors that can influence to achieve of this activity come from various angle including health's officer, organization (health office and public health center), a cross sector and also patient who is suspected TB, and their family. The performance of the P2TB program is not only monitoring from the achievements of CDR, CNR, and SR but also the processes which are carried out by each program implementer in accordance with their respective duties and responsibilities. Some activities which are undertaken in the process of achieving P2TB program performances indicator include promotional activities on TB, surveillance the discovery of patient who is suspected in the field, diagnosis, recording, and reporting. A series of activities in the implementation process of the P2TB program can help to achieve good performance.

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MATERIALS AND METHODS

This type of research is a research that used observational approach with cross-sectional research design and without giving treatment to the object of research. The populations of this research are the executing officer of P2TB Puskesmas program in Sampang Regency with sampling technique that is using simple random sampling technique and then get some samples which are P2TB program implementer that located in 20 health center consist of doctor, P2TB program's officer, laboratory officers, and surveillance officers. When the study of the proposal to data collection began in March - April 2016.

The measuring instrument is used to measure the psychological empowerment component that used psychological empowerment scale which consists of 12 items of questions which is representing 4 aspects in it using a Likert scale. However, the measurement of activities in the process of implementing the P2TB programs is using a questionnaire based on accordance with some activities which is conducted by officers in location. The result of this research is measured with statistical test using linear test with ($P < 0.05$).

RESULT

Psychological empowerment is consisting of four dimensions: there are meaning, self-determination, competency, and impact. The results showed that each dimension of psychological empowerment of P2TB program's officer at Puskesmas mostly has a high level around 55%. For more, details could be seen in Table 1. As for the performance (process), P2TB program shows that a small part is in good enough category around 40%. This explanation could be seen in detail in Table 2.

The result of the analysis of the effect of between two variables obtained information that both have $P = 0.000$ ($P < 0.05$), it means that there is a significant influence between psychological empowerment to P2TB programs performance. This indicates a good psychological empowerment which is owned by P2TB program's officer is likely to produce good performance too. This explanation is determined in Table 3.

Table 1: Distribution of psychological empowerment category of P2TB officers at Puskesmas in Sampang Regency

Psychological empowerment category	Total n (%)
Low	6 (3000)
Intermediate	2 (1000)
High	11 (5500)
Very high	1 (500)
Total	20 (1000)

Table 2: Distribution of performance (process) category of P2TB officers at Puskesmas in Sampang Regency

Performance category	Total n (%)
Less	6 (30.00)
Intermediate	8 (40.00)
Good	6 (30.00)
Total	20 (100.0)

Table 3: The impact of psychological empowerment to performance of program P2TB officers at Puskesmas in Sampang Regency

Variable		Significant (P)	β
Independent	Dependent		
Psychological Empowerment	Performance	0.000	0.951

DISCUSSION

Psychological empowerment is a unity of several elements of empowerment that related with perceptions which is owned by each individual against himself to finish their job. There is a linkage between each dimension that builds the psychological empowerment of each individual and the high level of psychological empowerment which is felt by them, then the satisfaction of work that has been done to be better as well. Perceptions of the extent to which a person finds a job which is perceived significance to their personally.¹¹ Ability and skill enough to do a good job because the suitability of owned work with the competence will be arise desire for self-determination which is can be used as an intrinsic motivation of a person on the completion of work.¹⁶ And also, it will has a positive impact on the satisfaction of the work which has done.¹⁴

The results of the research have shown in detail that each dimension of psychological empowerment is in a high level. Meanwhile, all P2TB program implementer at Puskesmas have a high perception level related to psychological empowerment as well. The highest level of psychological empowerment perceived by employees in work will help to achieve good performance.

Psychological empowerment provides benefit to every employee.⁴ Responsibility and good job completion that also enable employees to achieve good performance in their work through the perceived psychological empowerment.⁷ The explanation has accordance with the results of research that indicates a significant influence between psychological empowerments on performance. As the highest level of

psychological empowerment that is perceived by employees will improve good performance. Psychological empowerment has an impact on the effectiveness of the performance of private bank employees.³ Positive perceptions of psychological empowerment that is perceived by each employee will affect satisfaction of job, so the result is better in performance.¹²

CONCLUSION

Psychological empowerment of P2TB program's officer at Puskesmas in Sampang Regency is at a high level. Perceptions of the internal motivation of each officer can help complete the task well. The higher the psychological empowerment level, it will make the better the performance.

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