

PKB Performance on Increasing Active Family Planning Participants during the Covid 19 Pandemic

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ABSTRACT

Family Planning Extension (PKB) performance in the field has not been optimal, there are many obstacles in carrying out tasks in the field, where the Covid 19 pandemic condition is difficult for field officers to go directly to the community, limitations to socializing and meeting the community directly as well as limitations in getting information through information technology, there are people lack of technology mastery and even information network problems and the limitations of PKB in using IT-based information technology. Active family planning participants in Riau Province have fluctuated in the last three years. The type of research is mixed methods (quantitative and qualitative), the sample obtained is 76 people (total sampling), 25 informants are opened. The research instruments were questionnaires and in-depth interviews. The data were analyzed using univariate and triangulated data. The results showed that the performance of PKB was improved from good competence (70.3%), high motivation (50%), good communication (78.4%), good work discipline (64.9%), good work quality (51.4%), good counseling (100%), good improvement (66.2%), good work design (59.5%), good superior leadership (54.1%), good reward system (75.7%), good stake holder support (98.6%), active family planning participants increased (56.8%). It is recommended to improve performance through increasing training/workshops both in quantity and quality, increasing the budget for activities, awarding certificates and prizes, adding PKB personnel with a 1:2 ratio, increasing monitoring and evaluation activities, as well as increasing PPKBD/Poktan coaching with meetings. direct or virtual, strengthen synergy with cross-sectors, and increase advocacy with relevant policy makers.

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1. Introduction

PKB has the duty, responsibility, and authority to carry out extension activities, services, mobilization and development of population programs, family planning and family development. The basic tasks and functions of PKB include ten work steps, namely the formal leader approach, data collection and mapping, informal leader approach, agreement formation, confirmation of agreement, information and motivation, modeling and formation of pioneer groups, family planning services, participant coaching, recording, reporting and evaluation (BKKBN, 2009). Performance is the ability of employees to complete their obligations according to the time and plan or as expected. Employee performance measurement can be carried out on real and measurable performance (Abdullah, 2014).

The role of PKB in the field in the era of the industrial revolution 4.0 using information technology requires PKB to be able to carry out counseling, advocacy and IEC tasks based on accurate data and information and develop rapidly in the implementation of reporting and recording. Optimization of PKB performance in carrying out its main tasks and functions to increase the number of active family planning participants needs to be improved. In fact, there are still some symptoms regarding the performance of the PKB that is not in accordance with the tasks given and the targets that have been set. In carrying out his duties, he is still influenced by the characteristics of the individual attached to him, so that work that should be completed on

time is requested first and then done.

The results of Pujiyanto's research (2017) concluded that the performance of PKB in Pematang Rejang Regency was both positively and significantly influenced by competence, work motivation, work environment and leadership style and other variables outside the research model.

In these three decades the birth rate in Indonesia has decreased significantly, where in the early 80s the total fertility rate was around 5.6 per woman, currently estimated to be lower than 2.6 children per woman of childbearing age (WUS). The decline in fertility in Indonesia has not provided ideal conditions to achieve a balanced population growth because the total birth rate is still higher than 2.1%. Demographically, the family planning program is still very much needed to create a balanced population.

2. Method

This type of research is mixed (mixed methods), the research was conducted in Kampar Regency and Dumai City. The time of the study was from July to October 2020. The sample of all PKB who served in the Kampar Regency area was 69 people and Dumai City 5 people with a total of 74 people (total sampling). There are 10 informants. The instruments used were questionnaires, and interview guides, recorded using a tape recorder or mobile phone. Data processing using a computer, through four stages, namely editing, coding, processing, and cleaning. The data collected were analyzed using a computerized program. Data were analyzed univariately

3. Results and Discussion

3.1 Characteristics Description

Respondents in this study amounted to 74 people, while the characteristics of the respondents can be seen in table 1 below:

Table 1
Characteristics of respondents

No	Characteristic	Frequency	Percentage
1	Gender		
	Man	33	44.6
	Woman	41	55.4
	Total	74	100.0
2	Age		
	31-35 YEAR	3	4.1
	36-40 YEAR	5	6.8
	41-45 YEAR	2	2.7
	46-50 YEAR	11	14.9
	51-55 YEAR	39	52.7
	56-60 YEAR	14	18.9
	Total	74	100.0
3	Education		
	Senior High School	26	35.1
	associate	8	10.8
	Bachelor degree	39	52.7
	master	1	1.4
	Total	74	100
4	Years of service		
	3-7 YEAR	2	2.7
	8-10 YEAR	7	9.5
	>15 YEAR	65	87.8
	Total	74	100

Based on the characteristics of the respondents shown in table 1, the majority of respondents were female 41 respondents (55.4) and male 33 respondents (44.6%), for the age of the most respondents ranged from 51-55 years as many as 39 people (52, 7%), The highest education level is S1 as many as 39 people (52.7%), then for the most working period > 15 years, namely 65 people (87.8%).

3.2 Univariate Analysis

PKB Performance on Increasing Active Family Planning Participants The results of measuring respondents' performance can be seen in table 2 below:

Table 2
Frequency distribution of pkb performance on increasing
Active family planning participants

No	Variable	Frequency	Percentage
1	Competence		
	Not good	22	29.7
	Good	52	70.3
	Total	74	100
2	Motivation		
	Low	37	50.0
	Tall	37	50.0
	Total	74	100.0
3	Communication		
	Not good	16	21.6
	Good	58	78.4
	Total	74	100.0
4	Work Discipline		
	Not good	26	35.1
	Good	48	64.9
	Total	74	100.0
5	Quality of Work		
	Not good	36	48.6
	Good	38	51.4
	Total	74	100.0
6	Counseling		
	Good	74	100.0
	Not good	0	0.0
	Total	74	100.0
7	Job Satisfaction		
	Not satisfied	25	33.8
	Satisfied	49	66.2
	Total	74	100.0
8	Work Disign		
	Not satisfied	25	33.8
	Satisfied	49	66.2
	Total	74	100.0
9	Boss Leadership		
	Not good	34	45.9
	Good	40	54.1
	Total	74	100.0
10	Reward System		
	Not good	18	24.3
	Good	56	75.7
	Total	74	100.0
11	Stake Holder support		
	Not good	1	1.4
	Good	73	98.6
	Total	74	100.0

Based on table 2 above, it is known that the majority of respondents' competencies are good, as many as 52 (70.3%), it is known that low motivation is 37 (50%), and high motivation is 37 (50%), it is known that the majority of good communication is as much as 58 (78.4%), it is known that the majority of respondents' work discipline is good, as many as 48 (64.9%), it is known that most of the respondents' work quality is good, namely 38 (51.4%), it is known that the counseling of all respondents is good 74 (100%), it is known that the majority of respondents are satisfied as many as 49 (66.2%), it is known that most of the respondents' work designs are good, namely 44 (59.5%), it is known that the highest number of good superiors is 40 (54.1%), it is known that the majority of good reward systems are 56 (75.7%), it is known that the majority of Stake Holder Support is good, as many as 73 (98.6%).

3.3 Discussion

a. Competence

The results of qualitative research through in-depth interviews of researchers with key informants and supported by key informants and additional information regarding competence obtained information in carrying out the main function as PKB have carried out 10 work steps of PKB. Activities started from planning staff meetings, operational mechanisms, approaches to formal figures to the existence of RR for recording reports and evaluations in their working areas. The tiered reporting form from the rural community institutions facilitates village family planning assistant and PKB with blanks containing reports on family planning, group groups and others verified by PKB to be reported to the Women's Empowerment and Family Planning Office and to the BKKBN in the form of an electronic application report. Evaluation is carried out every month by collecting PPKBD.

Competence is defined as personal aspects of a worker which makes it possible to achieve superior performance. These personal aspects includes the nature, motives, systems values, attitudes, knowledge and skills where competence will be directing behavior, while behavior will produce performance (Lasmahadi, 2002).

The results of Pujianto's research (2017) on the influence of competence, motivation, work environment and perceptions of leadership style on the performance of family planning instructors said that competence had a positive effect on PKB performance by 44.57%, increasing competence through education and training activities, support for work facilities and infrastructure. and the implementation of tasks in a democratic manner.

The results of Muslimah's research, 2016 show that the competency variables which include knowledge and skills simultaneously affect employee performance. Knowledge is the most dominant variable affecting employee performance. Meanwhile, from the coefficient of determination, knowledge and skills are able to contribute 65.7% to employee performance and 34.3%.

According to the researcher, the causes of poor competence are individual and non-individual factors. From the individual factors of respondents aged 46 years and over as many as 64 people (86.4%), this affects physical and mental abilities and social especially the digital era 4.0 as it is today, where at point 10 work steps require IT skills. Then the education level of 26 respondents (35.1%) is high school, this affects the respondent's ability to deal with formal leaders, informal leaders and people who have higher levels of education and knowledge. The number of non-standard PKB where for Kampar district the ratio is 1: 4, the standard is 1:2 but the distribution is uneven.

b. Motivation

Based on the results of in-depth interviews with the main informants, information was obtained that the work was in accordance with the interests and talents then the working atmosphere was comfortable, as an employee of the center of income was satisfying. Internal and external factors from informants become motivational boosters at work, leadership encouragement and support for infrastructure and support from OPD increase motivation at work. Obstacles in the field during the pandemic are not being able to gather people and provide services to the community.

According to Greenberg and Baroon in Wibowo (2014), "Motivation is a series of processes to arouse, direct and maintain human behavior towards achieving goals.

Pujianto's research (2017) says that work motivation affects the performance of PKB in his research entitled the influence of competence, motivation, work environment and perception of leadership style on the performance of family planning instructors.

In the opinion of the researcher, the motivation of respondents can be viewed from the point of view of the individual where the age of most of them is pre-elderly, non-graduate education, and working period > 15 years, this causes the need to develop and increase personal potential is low. It takes motivation from the leadership to continue to generate, direct and maintain behavior through knowledge refresh activities that support increasing competency test graduations for PKB functional positions, increasing budgets to support PKB in the field in an effort to mobilize PKBBD and fostering group and community groups, holding family gathering/ outbound that evokes enthusiasm and enlightenment to PKB.

c. Communication

The results of the study obtained information that both messages, ideas and ideas of informants to other parties could be understood by both parties, there were regular meetings before the pandemic. To speed up information to leaders, a communication forum was created through the Whatsaap group. Communication problems with vilage family planning assistant have different levels of understanding due to the influence of age, education level and knowledge. Family communication is carried out both with formal and informal figures as well as vilage family planning assistant. The current obstacle during the pandemic is that it is difficult to gather with the community and provide services.

According to Mulyana (2005), interpersonal communication is communication between people face-to-face that allows each participant to capture the reactions of others directly both verbally and non-verbally.

The results of Faidha's research (2020) on the influence of interpersonal communication on the performance of family planning instructors (PKB) at the BKKBN of Southeast Sulawesi province show that interpersonal communication relationships consisting of openness, empathy, support and a positive feeling are increased, increasing the performance of the instructor, on the contrary if there is poor communication. Bad results due to the establishment of a good relationship so that it will have an impact on work results that are not optimal.

According to the researcher's opinion, the difference between the level of understanding between PKB and village family planning assistant is due to ineffective interpersonal communication. Communication requires the ability of science and art. An extension worker must be able to communicate both directly and indirectly. Interpersonal communication is the most effective communication process, because the extension workers can continuously adjust to each other, openness, empathy, support and a positive sense of being more harmonious and understanding each other.

d. Work Discipline

The results of the work discipline research found that informants obeyed the applicable regulations both written and unwritten, attendance using manual and online methods and reported monthly, regular working hours from 08.00 - 16.00, level of compliance with both written and unwritten regulations. considered good, every Monday before the pandemic held a joint apple ceremony but the obstacles encountered were in terms of timing with partners that required adjustments and gathering people who were not on time.

According to Hasibuan (2009) work discipline is the willingness of employees to obey the rules and norms that apply within the company, both written and unwritten rules. Work discipline is a form of self-control and is also carried out regularly as an indicator of the seriousness of the employee's work.

The results of Hutanto's research (2014) on the analysis of the performance of family planning field extension officers (PLKB) at the family planning and prosperous family agency of Samarinda city showed that the work discipline of field extension workers at the Family Planning and Family Welfare Agency of Samarinda city still needed to be improved because field extension officers still often carried out violations such as being late for work, leaving the place for no apparent reason.

The researcher's opinion is that the constraints faced by PKB are in terms of timing with partners that require adjustments, which require coordination and a personal approach between PKB and partners, where partners consist of formal figures who have a high level of activity in their main affairs and tasks, as well as informal figures. as well as Puskesmas officers who have activities especially during this pandemic. Time discipline problems can cause late completion of work. For this reason, it is hoped that cooperation and reminding each other through an approach and communication to work partners.

e. Quality of Work

Based on the results of in-depth interviews, information on quality of work was obtained including accuracy, completeness and neatness following the terms of reference and neatness according to technical instructions in carrying out activities, to support the work quality of several PKB using the same clothes and attributes as district regulations, key informant information obtained that the quality of work was good because every activity, report and every data and documentation requested they continue to provide and advocate well so that the program works well.

Marcana in Rao (2013) states that work quality is a form of behavior or activities carried out in accordance with expectations and needs or goals that are achieved effectively and efficiently.

The results of Hutanto's research (2014) on the analysis of the performance of family planning field extension officers (PLKB) at the family planning and prosperous family agency in the city of Samarinda showed that the quality of work produced by the field extension officers at the Family Planning Board and the prosperous family in the city of Samarinda did not all produce the expected quality.

In the opinion of researchers, the quality of work based on the results of the research is PKB depending on the individual's ability. For this reason, collaboration, coordination and monitoring and evaluation of work results are needed, both regarding completeness, accuracy, accuracy, and appearance. Efforts made by several PKB people to adjust their appearance to the stakes holder are an effort to produce good or quality work output. There will be closeness and good partnership when they are in one group.

f. Counseling

Information from in-depth interviews providing information and counseling assistance to the community is carried out in stages, namely through village family planning assistant, rural community institutions cadres

who monitor activities, provide guidance related to contraceptives using contraceptives. props, but the obstacles in the community are reluctant to provide information on the use of contraceptives and there are those who think that family planning is contrary to religion, cultural customs, low levels of understanding, information on the level of use of family palanning is low due to trust and partner support. PKB's efforts to pick up the ball with cadres in the field to provide services to the community.

Counseling is a process of professional assistance between counselors and clients that aims to help individuals (clients) in solving problems so that individuals can adapt to their environment according to their potential or abilities (Asniti, 2014).

According to Yohana's research (2016) on the effect of providing family planning counseling by family planning field officers (PLKB) to mothers in the selection of long-term contraceptive methods (MKJP) in Belawan village, it shows that the description of the counseling material is good, the counseling media is good, the appropriate counseling method by PLKB is related using the MKJP method.

According to the researcher's opinion, there are obstacles in the community who are reluctant to provide information on the use of contraceptives and some think that family planning is contrary to religion, cultural customs, low levels of understanding, information on the level of use of KB MKJP is low due to trust and partner support. PKB must provide counseling both material, media, and good counseling methods must be planned as well as possible based on an analysis of existing problems by looking for the root of the problem and its causal factors, then an analysis is carried out to develop strategies that will be poured into the right materials, media and methods. Door to door counseling on client problems, behavior changes and solving client problems.

g. Job Satisfaction

Information from in-depth interviews with key informants about job satisfaction, informants are very satisfied organizationally and personally, key informants are the level of organizational satisfaction of the subdistrict for PKB is satisfied, it's just that there is a need for additional workers,

Job satisfaction is a general attitude towards a person's work that shows the difference between the number of awards received by workers and the amount they believe they should receive (Robbin, 2003).

Based on Balala's research (2014) on the analysis of the influence of work motivation and job satisfaction factors on the performance of family planning instructors (PKB) in East Flores district, job satisfaction affects the performance of PKB in East Flores district.

In the opinion of researchers about job satisfaction, of course, it can be seen from several aspects, including a person will be satisfied if the work done is in accordance with the expectations or targets set, this can be seen from the results of research where PKB whose targets are achieved will feel satisfied and will try to improve their work performance. Then someone will be satisfied when their work is appreciated or accepted by superiors or related parties, then someone will be satisfied when their work performance is given appreciation in the form of material or awards by superiors and related parties.

h. Work Design

Information obtained from in-depth interviews with key informants made an effective work plan to achieve the desired job objectives. stimulate work productively both weekly, monthly through meetings. The level cannot be separated from ideas from provinces and districts, then sub-districts and villages/kelurahan. the work design between PKB and PPKBD and sub PPKBD is not made in writing, sometimes the sub vilage family planning assistant does not record what programs are carried out until repeated or via telephone conveying information.

Bramantyo et al., 2015 explains that job design is the details of tasks and ways of carrying out tasks or activities which include who does the task, how the task is carried out, where the task is carried out and how the task is carried out. So that job design is a function of determining the activities of individuals or groups of employees within the organization. In other words, job design is a work system that can support the achievement of company goals effectively and efficiently.

Based on Pujoraharjo's (2015) research on the influence of competence and work design on employee performance (a case study in the dental and oral department of Dr. Muhammad Hoesin Hospital Palembang) shows that work design has a partial positive effect on employee performance in the dental and oral department of Dr. RSUP. Muhammad Hoesin Palembang.

According to the researcher, the work design must be made jointly by involving related parties through a meeting or deliberation, PKB should record all the inputs submitted and then analyze whether these inputs are in accordance with the expected goals. After being analyzed, it is reported to the leadership for approval and then distributed to related parties by attaching the minutes of the meeting. Decisions that have been determined are used as guidelines or references in carrying out main tasks and functions to partners and officers under their

coordination, and are equipped with technical instructions or SOPs. Likewise, decisions related to the main tasks and functions of PPKBD must be made in writing and complete with the Standart Operational Procedur.

i. Boss Leadership

According to information from in-depth interviews with infomen, activities were carried out with a tiered pattern model then gathered and coordinated with the head of the department to hold meetings and staff meetings were held every month. IMP in the field. There are two leaders in the Regency and in the BKKBN. Encouragement from BKKBN; from BKKBN usually monitoring and evaluation on health facilities for alkon, especially for family planning, which routinely does not exist from the leadership.

According to Siagian, the notion of leadership is the ability and skill of a person when serving as a leader in an organization to influence the behavior of other people, especially their subordinates to think and act in such a way that they can make a real contribution to the achievement of organizational goals. The leadership function consists of an instructive function, a consultative function, a participation function, a delegation function and a control function.

Based on the results of Pujianto's (2019) research on the influence of competence, motivation, work environment, perception, leadership style on the performance of family planning instructors, it shows that there is an influence between superior leadership style on PKB performance.

In the opinion of the researcher, the function of leadership is in addition to being responsible, but should be able to become a figure needed and liked by subordinates because of the attention, motivation and leadership style that is able to create a pleasant working atmosphere and obtain solutions to any existing problems. The dualism of leadership on PKB's performance should not be a barrier but mutual coordination based on the level of authority of each institution

j. Reward System

Information from in-depth interviews of the reward system given by OPD when participating in capacity building training such as when there was an event to get clothes, certificates and others, but there are some who do not give in the form of a certificate, according to a key informant the award system does not yet exist but will be planned such as rewards or award certificates.

According to Kreitner and Angelo (2003) an award is something that is given to someone because he has succeeded in doing something good. Humans do things because of the urge to get rewarded. An alternative to reward is the separation between extrinsic and intrinsic rewards. Money, material and social rewards qualify as extrinsic rewards because they come from the environment. While psychic rewards are intrinsic rewards because they are given by themselves. The important thing that distinguishes intrinsic and intrinsic rewards is culture and personal taste.

The results of Sudja's research (2013) on the influence of competence, self-leadership, reward system, work environment on commitment to the profession and professionalism of high school teachers in Bali show that the reward system has a significant effect on the professionalism of high school teachers in Bali.

In the opinion of researchers, it is necessary to budget for awards to PKB for their work achievements. This certainly adds enthusiasm and motivation to produce the best performance. BKKBN, Subdistrict, Kelurahan and Village must also continue to develop a culture of appreciation and increase the incentive budget for PPKBD as an extension of the duties and functions of PKB in the community, no less important is the existence of rewards for sustainable family planning participants so that it has an impact on awards to EFA who have contributed to the success of the program.

k. Stake Holder Support

For obstacles during this pandemic, villages cannot spend funds for consumption because there are budget cuts. PKB has an event, the sub-district head can participate and in our KB village there is a non-governmental fund, the sub-district head also contributes, for the community self-help fund we ask for community donations to run the program we made, so the example of the program is every Friday with the village community program KB shares that there are poor people, we support our love program once a month. Stakeholder support is support provided by a group of parties, individuals or organizations who come together for the same thing and are influenced by the results of a project. They have an interest in the success of the project, and can be inside or outside the organization sponsoring the project.

The results of Pujianto's research (2017) obtained information that in order for PKB to continue to receive support from stakeholders at the sub-district and village/kelurahan levels, they took advantage of the existing activity forums at the kelurahan/village level so that the coordination meeting continued as it should be.

In the opinion of the researcher, support from stakeholders must be obtained, because without the support of related parties it is difficult to achieve maximum results from a program due to a limited budget. PKB's good

advocacy ability plays a very important role in getting this support. The support provided is not only in the form of material but also moral, it is also very meaningful to motivate PKB in the field. In this Covid condition, PKB must be able to attract cooperation and support to other parties which are certainly needed for the implementation of activities such as other funds from regents/mayors, and midwives who provide services to the community.

4. Conclusion

The majority of good competence is 70.3%, the majority of respondents' motivation is low and high is the same, namely 50%, the majority of respondents' communication is good, namely 78.4%, the majority of respondents' work discipline is good, namely 64.9%, most of the respondents' work quality is good, namely 51, 4%, Counseling for all respondents was good 74 (100%), The majority of respondents were satisfied, namely 66.2%. Most of the respondents' work design was good, namely 59.5%, Most superior leadership was good, namely 54.1%, Majority of the reward system was good. that is as much as 75.7%. The majority of Stake Holder Support is good, namely 98.6%. Active family planning participants did not increase as much as 56.8%

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