

The Influence of Individual Characteristics and Work Experience on Family Planning Services (KB) through the Competence of Midwives at Public Health Centers

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Abstract

This research was conducted at two CHC in Bulukumpa District, Bulukumba Regency, from June to August 2019. The study used a survey design and quantitative approach. The population was a midwife who served family planning in the work area of the CHC in Bulukumpa district. The sample was determined by total sampling, namely a complete sample of 91 respondents, using a multiple linear regression test. The results showed that: 1) Individual characteristics had a positive and significant impact on midwives' competence at the Public Health Center in Bulukumpa District, Bulukumba Regency 2). Work Experience has a positive and significant effect on Midwives' Competence at Public Health Centers in Bulukumpa District, Bulukumba Regency 3). The competence of midwives positively and significantly impacts family planning services at CHC in Bulukumpa District, Bulukumba Regency 4). Individual characteristics have a significant positive effect on family planning services at CHC in Bulukumpa district, Bulukumba Regency. 5) Work experience has a significant positive impact on family planning services at CHC in Bulukumpa district, Bulukumba Regency 6). The influence of individual characteristics on family planning services through midwife competencies has a negative and insignificant effect. 7). The result of work experience on KB services through midwife competencies has a negative and negligible effect

Keywords:

Individual Characteristics, Work Experience, Competence of Midwives, Family Planning Services

1. Introduction

Indonesia is one of the countries that has agreed to the International Conference's outcome on population and development in Cairo. Indonesia is also committed to health development and family planning (KB) as in the ICPD program. The sustainable development objectives include a global family planning partnership, namely Family

Planning. Through the 2020 FP meeting, it is hoped that it can increase the commitment of various countries and the private sector that can contribute globally and develop policies and strategies to reduce barriers to family planning services, easy access to contraceptives for at least 120 million women by 2020. Family planning services are also in line with Law No. 40 of 2004 concerning the National Social Security System. One article state that health services include health education, family planning services, immunization, outpatient and outpatient care, emergencies, and other medical treatments. This is strengthened by the existence of the National Population and Family Planning Agency (BKKBN) regulation No. 185 of 2014 concerning Guidelines for the Implementation of Family Planning Services as stipulated in the National Health Insurance. The data shows that the level of contraceptive use and family planning that is not fulfilled at both the district/city level is very varied. It indicates disparities in implementing family planning programs in the regions that cause community groups not to receive their rights. However, social, economic, and cultural factors also affect access to family planning services. In strengthening and achieving family planning goals, family planning services as support is essential in planning, implementation to monitoring, and evaluation. A challenge in family planning services, namely affordability, availability, and service quality, is not optimal. This is also supported by the quality and characteristics of the individual family planning service providers. Limited knowledge and ability to provide counseling is not optimal, so that in providing family planning services still dominates short-term family planning users. The definition of a family planning officer is a midwife who works not only to help with childbirth but also to reduce the birth rate of babies with the assistance of contraceptives provided by the BKKBN to achieve health status in their working area.

According to the Head of Community Health Development (BINKESMAS), Bulukumba regency Health Office, the current condition shows that family planning is starting to increase (Hasyim, et.al. 2019). However, the use of short-term contraceptives is still dominant. Other problems that affect the implementation of family planning by health workers in Bulukumba Regency are individual characteristics and officers' experience in providing counseling to prospective acceptors to determine the method chosen is hampered. The public's belief in the myths surrounding family planning and the lack of support from their families is also one reason why PUS does not use contraception. The results of Family Planning Services in Bulukumpa District be follows:

Table 1. Results of KB Services in Bulukumpa district

Description	2016	2017	Year 2018
PUS Objectives	7.189	7.259	7.322
Target Achievement	5.391	5.444	5.491
Service Results	3.791	4.159	4.223
Gap	1600	1.285	1.268

Table 1 above shows that family planning services have increased in achievement from 2016 to 2018 from 7322 of PUS for three consecutive years. In 2016, as many as 3791 PUS, 2017 as 4159 PUS, and in 2018 as many as 4223. However, PUS has not yet reached the expected target of 75% of the total number of EFAs in the Bulukumpa district.

Table 2. KB Service Results Per Indicator and Per Contraceptive
 At CHC in Bulukumpa district

Description	Years		
	2016	2017	2018
Active KB Participants	3791	4159	4223
New KB Participants	402	544	556
KB Post Copy	211	212	242
Cases of Side Effects	15	10	11
Failure	19	8	14
Complications	0	0	0
Drop Out	200	103	115
PUS 4 KB	70	131	183
Alcon AKDR	32	50	59
Alcon Implant	61	144	244
MOW	13	13	15
Alcon STK/PIL/K	3685	3952	3905

Table 2 shows an increase in new family planning participants, but there are still many failures and dropouts in family planning and the use of contraceptives. There is an increase in the interest of PUS using family planning but still dominantly uses short-term contraception. One of the causes is the limited knowledge and ability, and competence of officers. Besides, the public's belief in the myths about family planning and support from families is still lacking.

Related research conducted by Windiana et al. with the title of her research is "Utilization of KB-MKJP by Fertile Age Couples of Poor Community Groups in Tumbalan District, Semarang City." In his study, it was found that the results of KB-MKJP services were only 28.7%, most of the respondents did not use KB-MKJP because they were afraid of installing KB-MKJP. They were fearful of side effects and still wanted to add children. This is supported by the level of education and knowledge of officers in providing counseling to prospective acceptors. According to (Abdullah Adri, 2017), the individual's characteristics include biographical features, personality, attitudes, and perceptions that can affect employee performance. Every human being has individual characteristics that vary from one another. Personal characteristics affect employee performance improvement. According to what was stated by (Gibson & James 2010) that unique characteristics are skills and abilities, demographics, and backgrounds. The classification of demographics includes race and sex. Employee behavior determines results, producing positive long-term performance and performance and development. Performance results are from the impact that someone achieves in his work given to him based on initiative, skill, seriousness, experience, and time (Hasibuan, 2011).

2. Literature Review

According to (Dalimunthe 2002), a person's characteristics are unique characteristics that show a person's differences in ability, the initiative in facing work to completion, finding solutions, and adjusting to changes in the environment that affect them. The characteristics of a person include certain aspects with the criteria of everyone. Therefore, they can be distinguished. Quoted from the research results (Iskandar, 2017), individual characteristics have a significant positive effect on employee performance at the Regional Inspectorate of Central Sulawesi Province. Based on this, the following hypothesis is formulated:

According to Manulang (S. Robbins, 2015), work experience is a learning process to increase knowledge and skills in specific fields because employees are involved in the work. The work experience of a midwife shows the type of work done and provides an opportunity for her to do a better job. The more experience a midwife has, the more skilled they are in carrying out the assigned tasks and their mindset and attitude in acting in achieving the goals that have been set. Competence is the ability to work by integrating knowledge, skills, abilities, and personality values based on experience and learning to implement professional, effective, and efficient tasks. The relationship of work experience to competence is relevant to the results of a quote from research (Mahendra, 2014) which states that work experience is very influential on career development. Also (Ajeng Citra Dewi, 2016), her research results show a relationship between work experience and audit quality. From this study, the researchers built a hypothesis, namely:

(Arief Subyantoro, 2009) states that everyone has different needs, goals, views, and abilities. These differences carried over in the world of work, leading to satisfaction or not, even though working in the same place. Quoting the research (Sapto Supriyanto, Djabir Hamzah, 2012) entitled "The Influence of Individual Characteristics and Organizational Characteristics on Work Motivation and Employee Performance in the Department of Engineering technical development and support PT. Vale Indonesia Tbk" shows that individual characteristics have a significant positive effect on motivation. Likewise, organizational aspects have a positive impact on performance.

According to (Zainullah & Amin et al., 2012), work routines and existing experiences are followed by the increasing frequency of doing work and experience at work. According to some experts, a high level of practice makes employees more professional or proficient at work. The knowledge of KB officers in providing family planning services are the main asset in this service. The more experienced, the easier it is to overcome the problems they face. That the more skilled the midwife's work quality in providing family planning services is excellent, this is greatly influenced by the experience of midwives who provide KB services, which can improve family planning services. In line with the research conducted by (Harcahyani & Grestiyani, 2010) on the influence of the quality of work services to lead to client satisfaction, family planning services can be increased. Suggests that in all individuals, there are several characteristics of essential competencies. A midwife who has good individual and organizational competence will influence family planning services in her work area. The influence of competence on services is relevant to the research results (Sutrisno, 2017). The study results show that there is a relationship between competence and the role of nurses in nursing. Citing research conducted by (Fahlevi & Iqbal, 2017) suggests that competence affects family planning services.

Individual characteristics are one of the critical success factors in providing family planning services. Officers with good traits will make it easier to do their work so that the service produced is optimal and has a perfect effect on service results. Based on individual factors, it can be concluded that behavior is influenced by the individual himself and by the environment. Everyone is different. Furthermore, differences are considered personal characteristics related to the ability to understand communication processes. Everyone has features such as abilities, skills, self-confidence, expectations, and experiences, significantly affecting the services' success. KB services provided are also supported by the competence of a midwife in delivering services.

According to (S. Robbins 2015), work experience is knowledge, skills possessed and controlled by an employee, and an impact on behavior or activities that have been carried out. The work experience shows the types of activities she has done and provides an excellent opportunity for her to do a good job. The more experienced a person is, the more skilled he is in carrying out the job, and the more perfect his competence will be so that it can affect the achievement of family planning services in his area. Research by (Purwanto 2018) states that employee competence positively and significantly affects performance. Meanwhile, quoted from a study (Indrawati, 2018), with the title "the influence of work experience, motivation on performance through nurses' emotional intelligence at Labuang Baji Makassar Hospital, " there is a significant positive work experience on arrangement.

3. Methods

The research approach used is quantitative (quantitative research), which is used in answering problems through careful measurement techniques of variables to produce regenerable conclusions. This research was conducted from June to August 2019. The research locations were all family planning service facilities in Bulukumpa District, Bulukumpa Regency, consisting of 2 Community Health Centre (CHC), 10 Supporting CHC, and 12 Village Health Post.

Measurements using a Likert scale are given the numbers 1 - 5, number 1 = strongly disagree, and 5 = strongly agree. Individual characteristics are inherited or hereditary traits, whether related to biological or social-psychological factors. Personality, what behavior a person (individual) does and thinks about and feels, results from a combination of biological factors as natural elements and environmental influences. The indicators used to refer to (P. S. Robbins, Coutler, & Mary, 2016) and (Winardi J, 2004), namely: 1) Age; 2) Work; 3) Economic Status; 4) Socio-culture, and 5) Environment; Work Experience is the knowledge and skills that a person has mastered after doing a job for a certain period. The indicators used to refer to (Gomes & Cardoso, 2002), namely: Length of Service Period, and the level of knowledge and skills possessed (Mastery of work, and Type of work); Competence is the ability to carry out activities based on skills/knowledge and is supported by a good work attitude according to the job's demands. The indicator refers to (Thoha & Miftah, 2008), namely: 1) Knowledge; 2) Skills (Skill); and 3) Attitude; Family planning services regulate birth, distance, and ideal age of delivery through promotion, protection, and assistance according to reproductive rights to create a quality family. The indicators refer to (Ministry of Health RI, 2014), namely: 1) new family planning participants; 2) active family planning participants; 3) Postpartum Family Planning; 4) In case of failure of the method; and 5) Drop-Out Cases.

4. Results

Before processing the data, the validity and reliability were tested. The validity test of the significance is 0.05, and the 2-tailed test compares the count and r-table values. The r-count value comes from the Cronbach Alpha column Correlated Item – Total Correlation. The number of respondents is 91, so that the r table value is obtained through the product-moment-Pearson r table at $\alpha = 5\%$ so that r table = 0.207. The test is considered satisfactory if the r-count value ≥ 0.207 . Based on the questionnaire data processing, it is known that each item has a valid value. Then, it continued with the reliability test for each variable's items using the alpha coefficient, which is considered reliable if the Cronbach Alpha is > 0.6 .

Table 3. Reliability Test

Variable	Cronbach's Alpha	Cut-of-Point (0,6)	Description
Individual Characteristics (X1)	0,794	0,60	Reliable
Work Experience (X2)	0,817	0,60	Reliable
Midwife Competency (Y)	0,840	0,60	Reliable
KB Service (Z)	0,817	0,60	Reliable

Source: Data processing, 2019.

Path Analysis; The influence of Individual Characteristics and work experience on kb services through midwife competence in CHC in Bulukumpa district Bulukumpa Regency, analyzed using path analysis. Refers to the following regression results:

Table 4. The model I regression output

Coefficients						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig
		B	Std. Error	Beta		
1	(Constant)	.758	.862		.880	.381
	Individual Characteristics (X1)	.277	.069	.342	4.003	.000
	Work Experience (X2)	.463	.070	.561	6.570	.000

1.1 Dependent Variable: Midwife Competency (Y)
 Source: Primary Data Processed, 2019.

Based on the analysis output of model 1 path in the table "coefficients" variable significant value namely: $X1 = 0.000 < \alpha = 0.05$; and $X2 = 0.000 < \alpha = 0.05$. Indicates that analysis Model I (variables X1 and X2 on variable Y) has a significant positive influence.

Table 5. Output Coefficient of Determination

Model Summary				
Model	R	R-Square	Adjusted R Square	Std. An error of the Estimate
1	.847 ^a	.718	.711	1.374

Nilai R-Square of 0.718 showed the contribution of X1, X2 at Y of 71.8%, and the remaining 28.2% contribution of unexamined variables.

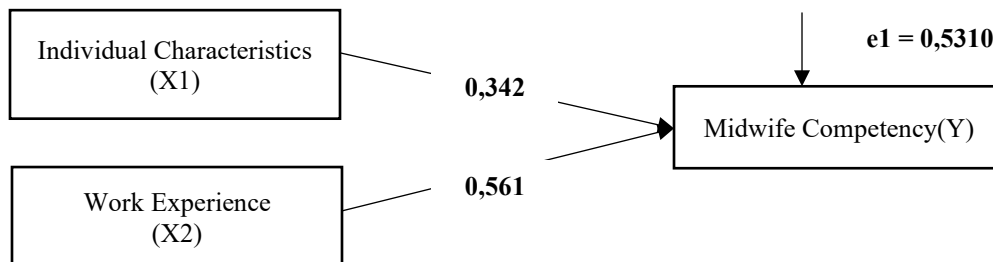


Figure 1. Path Analysis

Refers to the following regression outputs:

Table 6. The model I regression output

Coefficients						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig
		B	Std. Error	Beta		
1	(Constant)	2.474	1.602		1.545	.126
	Individual Characteristics (X1)	.308	.139	.239	2.217	.029
	Work Experience (X2)	.396	.159	.301	2.486	.015
	Midwife Competency (Y)	.499	.197	.314	2.530	.013

Source: Data processing, 2019.

Hasil regression analysis of model II in the table "coefficients" shows the significant value of variables namely $X1 = 0.029 < \alpha = 0.05$, $X2 = 0.015 < \alpha = 0.05$ and $Y = 0.013 < \alpha = 0.05$. It concluded that in the Model II Path Analysis (variables $X1$, $X2$, Y to Z) had a significant positive influence.

Table 7. Output Coefficient of Determination

Model Summary				
Model	R	R-Square	Adjusted R Square	Std. An error of the Estimate
1	.789 ^a	.622	.609	2.544

Source: Data processing, 2019.

R-Square of 0.622 showed the contribution of $X1$, $X2$, Y on Z by 62.2%, while 37.8% of other variable donations were not tested.

5. Discussion

The effect of individual characteristics on midwives' competence at the health center in Bulukumpa district, Bulukumpa regency, is positive and significant between the unique feature's variable on midwives' competence at the health center in Bulukumpa district, Bulukumpa regency; This study's results are in line with research (Iskandar, 2017) that individual characteristics have a positive and significant effect on the performance of the Central Sulawesi Province Regional Inspectorate employees.

The effect of work experience on midwives' competence at the health center in Bulukumpa district, Bulukumpa regency, is positive and significant between work experience and the competence of midwives at the health center in Bulukumpa district, Bulukumpa regency; These results are in line with research conducted by (Dewi 2016), which shows that work experience positively and significantly affects employee performance. Work experience is needed for employees to work or carry out a job in a health center institution. Because with a lot of experience, a person's ability, and skills in doing work will be more maximal and efficient without having to doubt and the more perfect the mindset and attitude in acting to achieve the goals set. The researcher's opinion is in line with Trijoko's statement in (S. Robbins, 2015) that work experience includes skills and knowledge that individuals master after doing work for a specific time. The more work experiences a person has, the more skilled he is in carrying out the assigned task, and the mindset and attitude are more mature in achieving the goals that have been set. Work experience is a learning process to increase knowledge and skills in specific fields in a job. Work experience shows the type of work that has been done and provides an excellent opportunity for him to do a better job. Several researchers have previously conducted studies whose findings are in line. According to (Priansa 2017), work experience is a combination of all obtained through repeated relationships with other natural objects, conditions, ideas, and senses.

The Influence of Midwife Competence on Family Planning Services at CHC in Bulukumpa district, Bulukumpa regency is positive and significant between midwives' competence on family planning services at CHC in Bulukumpa district, Bulukumpa regency; This shows that officers' good and inadequate family planning services are influenced by the level of ability and skill (competence) possessed by a midwife in carrying out work to achieve predetermined goals. This study supports the results (Fahlevi & Iqbal, 2017) that competence has a positive and significant impact on employee performance. Ability and skills at work are essential for achieving efficient and maximum service from an employee working in an agency or company. In this study, it can be explained that good competence, which is measured based on indicators of knowledge, skills, and attitudes, is needed in providing a service. Although only 18 midwives had competency certificates (28.1%), in terms of work experience, most midwives had 6-10 years of work, so this greatly affected the family planning services provided.

The Influence of Individual Characteristics on Family Planning Services at CHC in Bulukumpa district, Bulukumpa regency is positive and significant between individual characteristics on family planning services at CHC Bulukumpa district, Bulukumpa regency; These results are in line with the results of research conducted by (Amir 2016) that the better the person's character, the better the performance. Efforts to improve the quality of family planning services are carried out with a three-point approach, one point of view by improving training, skills, knowledge, apprenticeship which is carried out through cooperation with education centers, training / professional organizations. In connection with this, midwives' education will affect the family planning services available at the CHC in Bulukumpa district, Bulukumpa regency.

The Influence of Work Experience on Family Planning Services at CHC in Bulukumpa district, Bulukumba regency is positive and significant for family planning services at CHC in Bulukumpa district, Bulukumba regency. Several previous researchers have also conducted research, including (Indrawati, 2018) whose findings show the results of multiple linear regression tests with a confidence level of $\alpha = 0.05$. The results of work experience research have a positive and significant effect on employee performance. The quality of family planning services that are efficient and maximum can be seen from the midwives who have a lot of work experience because sufficient work experience can create the attitudes, abilities, and skills of a person in providing professional services. According to (Zainullah & Amin et al., 2012), the more someone does the job, the more experience is gained, as opinion shows that a high level of routine makes employees more skilled/skilled. The knowledge of family planning (KB) officers in providing family planning services are the main asset in this service. The more experienced, the easier it is to find solutions. This means that the skills, quality of work, and creativity of midwives in implementing family planning services are strongly influenced by the experience of midwives who provide family planning (KB) services, which can increase the achievement of family planning services.

The Influence of Individual Characteristics on Family Planning Services through Midwife Competence at Public Health Centers in Bulukumpa district, Bulukumba regency is negative and insignificant. The respondents' low perception also occurred in the descriptive results of the midwife's competency variable on the second indicator, which stated the skills that officers had were by their work at the CHC in Bulukumpa district, Bulukumba regency. This is also due to the high cultural influence in the family requiring an employee to apply limited skills. This opinion is not in line with the results of previous research conducted by (Ajeng Citra Dewi, 2016) that core competencies are very influential in improving performance. Increasing competence through formal and non-formal education, mastery of technology and information, social media, technical knowledge, monitoring evaluation, effective counseling can improve clients' services besides competency development supported by government policies. The higher the employee's ability to do the job, the better their attitude towards the job, and their interest in the employee's position will increase.

The Influence of Work Experience on Family Planning Services through Midwife Competence at CHC in Bulukumpa district, Bulukumba regency is negative and insignificant. The study results contradict research (Ajeng Citra Dewi, 2016), which shows a significant positive effect between work experience and audit quality. Meanwhile, according to Trijoko's opinion in (S. Robbins, 2015), work experience is a skill/knowledge that individuals master after working for a specific time. The work experience possessed by an employee at the CHC in Bulukumpa district, Bulukumba regency should have a very influential role in providing family planning services to the community or homemakers who need these services excellently efficiently. A person with total work experience will be more competent, efficient, and maximal in providing services to patients or the community. According to Spencer & Spencer (Moeheriono, 2010), competence as a person's fundamental ability related to the effectiveness of work performance or the basic skills possessed can have a casual or causal effect with criteria that serve as guidelines and are effective or perform well in the company.

6. Conclusion

From the study results, it can be concluded: Individual characteristics have a positive and significant effect on the competence of midwives at health centres in Bulukumpa district, Bulukumba regency; Work experience has a positive and significant impact on midwives' competence at health centres in Bulukumpa District, Bulukumba Regency; Individual characteristics positively and significantly affect family planning services at public health centres in Bulukumpa District, Bulukumba Regency; Work experience altogether and significantly affects family planning services at CHC in Bulukumpa District, Bulukumba Regency; The competence of midwives has a significant positive effect on family planning services at the CHC in Bulukumpa district, Bulukumba regency; Individual characteristics of family planning services through midwives' competence at health centres in Bulukumpa District, Bulukumba Regency, have a negative and insignificant effect.; Work experience with family planning services through midwives' competence at health centres in Bulukumpa District, Bulukumba Regency. Negative and negligible impact.

This research recommends that training be given to developing the abilities and interests, and motivation of employees in completing work. It is better if employees are grouped with an emphasis on individual characteristics. CHC need to schedule activities to increase staff capacity (capacity building) and for future researchers to add other independent variables that affect family planning services beyond the variables studied.

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