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The Relationship of Family Support, Internal Motivation and Incentives with The Performance of Posyandu Cadres in Karawaci District, Tangerang City

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Abstract

The aim of this research is to determine the relationship between family support, internal motivation and incentives on the performance of posyandu cadres in Karawaci District, Tangerang City. The research design used is correlational analytics with a quantitative approach. This research was conducted at Posyandu in the Karawaci District, Tangerang City, which was carried out from March to May 2022. The population in this research was all Posyandu cadres in the Karawaci District, Tangerang City in 2022, namely 60 people. The number of samples in this research was 60. This result concluded that most respondents had good performance, namely 71.67%, family support was 78.33%. There is a relationship between family support and the performance of Posyandu cadres. Most respondents had internal motivation as much as 53.33%. There is a relationship between internal motivation and the performance of Posyandu cadres. Most respondents have received incentives, namely 70.00%. There is a relationship between incentives and the performance of Posyandu cadres.

Keyword: Family Support; Internal Motivation; Incentives; Performance; Posyandu Cadres

Introduction

Posyandu is one form of Community Based Health Efforts (CBHE) which is held together with the community in obtaining basic health services. Posyandu activities consist of maternal and child health services, family planning, immunization, nutrition, prevention, and prevention of diarrhea. One of the benefits of Posyandu for the community is that the growth of children

under five is monitored so that it improves the health status of the community (Kemenkes RI, 2011). Early detection of nutritional cases can be done by weighing toddlers. This is intended if the child's weight does not rise, recovery and prevention efforts can be made immediately, so as not to become malnourished. Handling according to the management of nutritional cases will reduce the risk of death so that mortality

due to malnutrition can be suppressed (Kemenkes RI, 2018).

Health service programs ranging from Promotive, preventive, curative and rehabilitative efforts are very important. crucial indicators that can determine the quality of good health services are (Guan dkk., 2020): swift and prompt response of health workers, good expertise of health workers, friendly attitude towards patients, and good performance (Garg S dkk., 2020). Poor performance is characterized by judgmental attitudes, less reliable skills, and is synonymous with low motivation.

Health care in Indonesia relies heavily on the primary sector which plays an important role in promotional and preventive efforts (Wang dkk., 2020). These efforts require community participation and materialize in the participation of the community as health cadres (J. Chen dkk., 2020). Previous research states that high cadre motivation is based on a sense of responsibility, awareness, and also prestige or appreciation from the community who consider that a cadre is someone who is trusted to have knowledge about health that is equivalent to health professionals (Garg dkk., 2020). However, statistically recorded in Indonesia active cadres are 69.2% and still have a high dropout rate of around 30.8% (Ashina dkk., 2021). This means that half of the active cadres have the potential not to continue their performance.

Posyandu cadres are members who come from the community in the area and are willing, able and dedicated to organizing Posyandu activities. Posyandu cadres as organizers are required to meet the criteria for becoming members, which include members of the local community, can read and write Latin letters, have interests and are willing to become cadres. Technically, the task of cadres related to nutrition is to collect data on

toddlers, carry out weighing and record them in the Card Towards Health, provide additional food, distribute vitamin A, and conduct nutritional counselling and visits to the homes of breastfeeding mothers and mothers who have toddlers. Cadres are expected to play an active role and be able to become drivers, motivators and community extension workers. They are also expected to bridge between health care workers and the public and help communities identify and address their health needs. Cadres are also likely to provide information to authorized health officials who may not be able to reach the immediate community and be able to encourage health officials in the health system to understand and respond to the needs of the community (Mediani. HS, 2020).

Their performances are evaluated through the responsibility of each individual or working group to achieve organizational goals under existing rules or norms. The theory states that physical and non-physical factors influence work performance (Notoatmojo, 2010). ACHIEVE is used to evaluate cadres' performances which stand for ability, capacity, help, incentive, environment, validity, and evaluation.

The existing Posyandu is still not at its best. Most of them only carry out weighing and recording, but other functions such as health promotion, counselling, and various preventive activities have not been implemented optimally. A very crucial factor for the optimization of Posyandu activities is the role of cadres and their guidance. If cadres are not active, the performance of Posyandu will also be not optimal. The part of cadres dramatically affects the success rate of the Posyandu program, especially in monitoring child growth and development and maternal health (Nurhidayah I, 2019).

The implementation of Posyandu is carried out by cadres who are community members who are selected, willing, able and have time to carry out Posyandu activities. The local government is currently trying to implement this regulation under their respective capabilities. Cadres must be able to bridge between health workers/experts and the public and help communities identify and address their own health needs. Cadres are also expected to provide information to authorized health officials who may not be able to reach the immediate community and be able to encourage health officials in the health system to understand and respond to the needs of the community. Cadres can help mobilize community resources, advocate for communities and build local capabilities (Mediani. HS, 2020).

The aim of this research is to determine the relationship between family support, internal motivation and incentives on the performance of posyandu cadres in Karawaci District, Tangerang City.

Method

The research design used is correlational analytics with a quantitative approach. This research was conducted at Posyandu in the Karawaci District, Tangerang City, which was carried out from March to May 2022. The population in this research was all Posyandu cadres in the Karawaci District, Tangerang City in 2022, namely 60 people. The sampling technique in this research uses Total Sampling, namely a sampling technique by taking the entire population as a research sample. The number of samples in this research was 60 Posyandu cadres in the Karawaci District, Tangerang City. To reduce bias in sampling, sampling criteria are used Inclusion Criteria and Exclusion Criteria. The inclusion criteria

for respondents are: (1) Posyandu cadres for toddlers, (2) Willing to be a respondent and (3) Can read and write, and Exclusion criteria are criteria for research subjects who cannot be used as samples because they do not meet the requirements as research samples due to various reasons. The exclusion criteria in this study were not present during the research.

Result

1. Univariate Analysis

1.1. Posyandu Cadre Performance

Table 1 Distribution of Posyandu Cadre Performance in the Karawaci District, Tangerang City in 2022

Cadre Performance	Frequency	Percentage (%)
Good Performance	43	71.67%
Poor Performance	17	28.33%
Total	60	100.00%

The results of calculating the performance distribution of 60 posyandu cadres showed that more than half of the respondents, namely 43 respondents (71.67%) had good performance and 17 respondents (28.33%) had poor performance.

1.2. Family support regarding the performance of posyandu cadres

Table 2 Distribution of family support regarding the performance of posyandu cadres in the Karawaci District, Tangerang City in 2022

Family support	Frequency	Percentage (%)
Support	47	78.33%
Does not support	13	21.67%
Total	60	100.00%

The results of calculating the distribution of family support regarding the performance of posyandu cadres prove that there were 47 respondents (78.33%) and only 13 respondents (21.67%) whose families did not support the performance of posyandu cadres.

1.3. Internal Cadre Motivation in Posyandu Cadre Performance

Table 3 Distribution of cadres' internal motivation in the performance of posyandu cadres in the Karawaci District, Tangerang City, 2022

Internal Motivation	Frequency	Percentage (%)
Support	32	53.33%
Does not support	28	46.67%
Total	60	100.00%

The results of calculating the distribution of cadre internal motivation in the performance of posyandu cadres show that 32 respondents (53.33%) support it and 28 respondents (46.67%) do not support it.

1.4. Wages/incentives received by cadres while serving as posyandu cadres

2.1. The Relationship between Family Support and the Performance of Posyandu Cadres

Table 5 The Relationship between Family Support and the Performance of Posyandu Cadres in the Karawaci District, Tangerang City in 2022

Variable		Cadre Performance		Correlation Coefficient	Nilai p
		Good	Bad		
Family Support	Support	43	4	0,642	0,000
	Does not support	0	13		
Total		43	17		

In table 5, it can be seen that all 43 respondents who performed well had family support. A total of 4 respondents had family support but had poor performance. The number of respondents who had family support was 47 respondents (78.33%). The results of the analysis of the relationship between Family Support and Posyandu Cadre Performance obtained a p-value of 0.000

Table 4 Distribution of wages/incentives received by cadres while serving as posyandu cadres in the Karawaci District, Tangerang City, 2022

Wages/Incentives	Frequency	Percentage (%)
There is	42	70.00%
There isn't any	18	30.00%
Total	60	100.00%

The results of calculating the distribution of wages/incentives received by cadres while they were posyandu cadres showed that 42 respondents (70.00%) had wages/incentives and 18 respondents (30.00%) did not or did not receive wages/incentives.

2. Bivariate Analysis

2.2. The Relationship between Internal Motivation and Posyandu Cadres Performance

Table 6 Relationship between Internal Motivation and the Performance of Posyandu Cadres in the Karawaci District, Tangerang City in 2022

Variable		Cadre Performance		Correlation Coefficient	Nilai p
		Good	Bad		
Internal Motivation	Support	32	0	0,558	0,000
	Does not support	11	17		
Total		43	17		

In table 6 it can be seen that 43 respondents had good performance, 32 (74.42%) of whom were supported by internal motivation. Meanwhile, 11 respondents (25.58%) had good performance even though they did not have internal motivation. The results of the analysis of the relationship between internal motivation and Posyandu Cadre Performance obtained a p-value of 0.000

(< $\alpha = 0.5$), so it can be said that there is a relationship between internal motivation and Posyandu Cadre Performance. The direction of the relationship is positive (0.558) with a strong relationship category.

2.3. The Relationship between Wages/Incentives and the Performance of Posyandu Cadres

Table 7 Relationship between Wages/Incentives and the Performance of Posyandu Cadres in the Karawaci District, Tangerang City in 2022

Variable		Cadre Performance		Correlation Coefficient	Nilai p
		Good	Bad		
Incentive	There is	42	0	0,693	0,000
	There isn't any	1	17		
Total		43	17		

Table 7 shows that 43 respondents had good performance, 42 (97.67%) of which were related to incentives. Meanwhile, only 1 respondent (2.33%) had good performance even without incentives. The results of the analysis of the relationship between incentives and Posyandu Cadre Performance obtained a p-value of 0.000 (< $\alpha = 0.5$), so it can be said that there is a relationship between incentives and Posyandu Cadre Performance. The direction of the relationship is positive (0.693) with a strong relationship category.

Discussion

1. Relationship between family support and the performance of Posyandu cadres

The research results showed that all 43 respondents who performed well had family support. A total of 4 respondents had family support but had poor performance. The number of respondents who had family support was 47 respondents (78.33%). The results of the analysis of the relationship between Family Support and Posyandu Cadre

Performance obtained a p-value of 0.000 (< $\alpha = 0.5$), so it can be said that there is a relationship between Family Support and Posyandu Cadre Performance. The direction of the relationship is positive (0.642) with a strong relationship category. Whether a cadre's performance is good or bad depends on whether there is support from the family or not, the better the support the family gives to the cadre in helping the cadre.

The results of this research are in line with the concept that the way to increase the effectiveness of the existence or potential source of support from the family is a research priority. Families tend to be involved in decision making or the therapeutic process in every sick family. This process allows a patient to make decisions and events that are involved in interactions between a number of people, including family, friends and professionals who help provide health services.

The results of this study are in line with previous research which states that Family support can also be realized in the form of advice or just information that can help someone to be more active or more motivated to carry out an activity

(Agustina, 2017). Family support consists of verbal and nonverbal information or advice, real help or assistance through social familiarity or obtained through the presence of a supportive person. This is emotionally beneficial or has an effect on the recipient's behavior. Additionally, the recipient feels cared for, appreciated, or loved. Some elderly people who are not actively participating in elderly posyandu activities may experience obstacles due to illness, work or not knowing the importance of posyandu activities. A weak physical condition will make a person feel less free and ultimately hinder the activeness of the elderly (Sainturi, 2017). This study is in line with previous research which states that family support for the elderly in Ngempon Village, Bergas District, Semarang Regency, mostly in the unfavorable category, which is 41 elderly people (55.4%) and good 33 elderly people (44.6%) (Asti Wijayanti, 2017).

The family is the main place where individuals learn values, norms, and a place to develop interpersonal relationships with the environment as a system, the family is a supra system, and individuals (family members) are a sub system of society. One of the functions of the family is the affective function, namely mutual care, love, warmth, mutual acceptance, mutual support between family members. system, and individuals (family members) constitute a subsystem of society.

2. The Relationship between Internal Motivation and Posyandu Cadre Performance

The research results showed that 43 respondents had good performance, 32 (74.42%) of whom were supported by internal motivation. Meanwhile, 11 respondents (25.58%) had good performance even though they did not

have internal motivation. The results of the analysis of the relationship between internal motivation and Posyandu Cadre Performance obtained a p-value of 0.000 ($< \alpha = 0.5$), so it can be said that there is a relationship between internal motivation and Posyandu Cadre Performance. The direction of the relationship is positive (0.558) with a strong relationship category.

The motivation that arises is inseparable from the role and support of the cadre's immediate environment (Yustikasari dkk., 2021), namely the family, or the cadre's external environment such as support from fellow cadre members and local health workers (Turner dkk., 2019). Research related to the source of cadre motivation in the Tanzania region found that high motivation can be generated through the support of the closest family. The results of this research are in line with previous research, concluding that the work motivation of toddler posyandu cadres is mostly poor (Shah et al., 2019), and there is a relationship between work motivation and cadre performance.

Motivation is very important because with this motivation it is hoped that each individual employee will work hard and enthusiastically to achieve high productivity. This motivation can only be given to those who are able to do the work, for people who are unable, there is no need to be motivated or it is useless. Motivating is very difficult because it is difficult for leaders to know the needs and desires that subordinates need from the results of their work.

3. The Relationship between Incentives and Posyandu Cadre Performance

The research results showed that 43 respondents had good performance, 42 (97.67%) of which were related to incentives. Meanwhile, only 1 respondent

(2.33%) had good performance even without incentives. The results of the analysis of the relationship between incentives and Posyandu Cadre Performance obtained a p-value of 0.000 ($< \alpha = 0.5$), so it can be said that there is a relationship between incentives and Posyandu Cadre Performance. The direction of the relationship is positive (0.693) with a strong relationship category.

This research is not in line with previous research which stated that, there is no type of incentive, either monetary (in the form of money) or non-monetary (not money), which is able to guarantee increased motivation in cadres, because this is greatly influenced by various factors (Bhattacharyya et al. al, 2001).

This research is also not in line with previous research which stated that there was no significant relationship between providing basic necessities ($p=0.954$), THR ($p=0.493$), sub-district visits ($p=0.544$), visits by RT heads ($p=0.1$), visits pimpus ($p=0.365$) and recreation ($p=0.239$) with cadre performance (Ratih w, 2013). This is indeed different from Widagdo's research which concluded that there was a significant relationship between leadership and cadre attitudes and the presence of cadres at posyandu (Widagdo, 2006).

The latest guidelines from the World Health Organization see the need to pay cadres as an effort to sustain long-term programs. Health workers, including cadres who provide essential health services, must receive adequate wages and/or other commensurate incentives. Incentives in the form of money have disadvantages, which can result in jealousy and hostility, if not all CHWs (Community Health Workers) or other communities who work are paid, thus damaging their commitment and their relationship with the community (Bhattacharyya et al, 2001).

Based on the research results above, it is important for posyandu managers and supervisors, both at sub-district, sub-district and city government levels, to consider providing and managing cash incentives to cadres, so that the provision of incentives can be right on target and the desired goals can be achieved.

Conclusion

Most respondents had good performance, namely 71.67%, family support was 78.33%. There is a relationship between family support and the performance of Posyandu cadres. Most respondents had internal motivation as much as 53.33%. There is a relationship between internal motivation and the performance of Posyandu cadres. Most respondents have received incentives, namely 70.00%. There is a relationship between incentives and the performance of Posyandu cadres.

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