

ANALYSIS OF FACTORS INFLUENCING THE PERFORMANCE OF MIDWIVES IN PROVIDING SERVICES

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Abstract

Midwifery services are services performed during pre-pregnancy, pregnancy, labor, and post-labor. The implementation of this service is related to midwife performance. Performance is the ability to complete a task or job. Midwife performance is influenced by internal and external factors, for example, education, knowledge, skills, length of service, motivation, attitude, and rewards provided. This study aims to analyze factors influencing midwife performance in providing midwifery services. This study uses the literature review method by searching journals from Google Scholar and Prota Garuda involving 8 national journals published in the last 5 years. The results of this study showed that factors influencing the performance of midwives are training, level of education, knowledge, and skills/abilities. In conclusion, the most significant factors in the performance of a midwife are the level of knowledge and skill/ability. To improve the performance of midwives in providing services, it is important to increase their knowledge and skills/abilities through education and training.

Keywords: Influencing Factors; Midwife Performance; Midwifery Services

INTRODUCTION

Midwives play an important role in providing midwifery services to women throughout the life cycle (Triana, 2021). In providing midwifery services, midwives are expected to be able to show good performance in accordance with their roles and functions. They provide services ranging from pre-conception, pregnancy, childbirth, post-partum, neonate, toddlers, preschoolers, family planning, and reproductive health. The service covers detecting abnormal conditions in both mothers and babies, and providing counseling and health education to individuals, families, and society (Batbual, 2019).

As health workers, midwives have independent authority in providing care for pregnant women but they need to have standard professional skills. The ability of midwives in carrying out maternity care is not only limited to providing physical care, but also psycho, social, and spiritual care (Nasir et al., 2017). Midwives are the spearhead of health services so they are required to be able and skilled in providing health services in accordance with established service standards. The role of responsive midwives are expected to reduce maternal and infant mortality rate in Indonesia (Pemundhi et al., 2018). The government involves midwives in the maternal mortality rate reduction program as midwives are considered qualified health workers who are directly involved with women (Triana, 2021).

Midwives provide health services to improve the health of mothers and children. As health service providers, midwives need to fulfill the expected competencies in accordance with the required knowledge and skills (Nasir, 2017).

The performance of midwives can be influenced by both internal and external factors. The internal factor covers education, training, attitudes, long-time work motivation, knowledge, and skills. Meanwhile, the external factor includes the completeness of facilities, environmental acceptance, structure, and rewards or services. Therefore, midwives are involved in government programs to reduce maternal mortality rate (MMR) and infant mortality rate (IMR) (Triana, 2021). The challenges in reducing MMR and IMR are the health workers who deal with maternal health problems, especially midwives, who are available in various regions of Indonesia, but their ability is still not sufficient (Farida, 2019).

The factor mainly influences the performance of midwives in order to achieve good work results are having good skills and abilities, fulfilling job satisfaction, strong motivation, and adequate rewards/compensation (Megawati, 2018). In work management system, some influencing factors are environmental influences and issues related to work management systems (Insani et al., 2021).

The service provided by midwives is less optimal due to the low performance of midwives which is influenced by ability and experience, level of education, and workload. Indeed, midwives can get bored with administrative tasks which can affect the lack of fulfillment of services provided (Lasut & Donsu, 2019).

METHOD

This study used the literature review method with the database of Google Scholar and Portal Garuda. The review method used a systematic approach to perform data analysis in a simplified approach. This literature review aims to analyze the factors influencing the performance of midwives in providing services. The keywords used for searching the literature are "Factors Influencing", "Performance of Midwives", and "Midwifery Services". In searching for articles, the researcher used the relevant Indonesian language. The inclusion criteria in this article search were the publication time in the last five years (2017 - 2021) with the subject of midwifery performance in midwifery services. The exclusion criteria in the search for articles were based on research variables, variables may not be compared with other variables. Searches were carried out according to keywords and obtained 30 articles. Then, the articles were filtered based on inclusion and exclusion criteria and obtained 8 articles for review. The articles were then grouped based on inclusion criteria and exclusion criteria, namely: IC1 = journals published in Indonesian, IC2 = articles published in 2017-2021, IC3 = quantitative research type, IC4 = non-duplicate articles published in Google Scholar and Portal Garuda. For IC5, the researcher selected articles based on the suitability of the titles, and abstracts with the aim of systematic review, namely the factors influencing the performance of midwives in providing services.

Based on the review of the articles found, the most used type of study is the quantitative approach with a cross-sectional method. The literature search strategy can be seen in Figure 1.

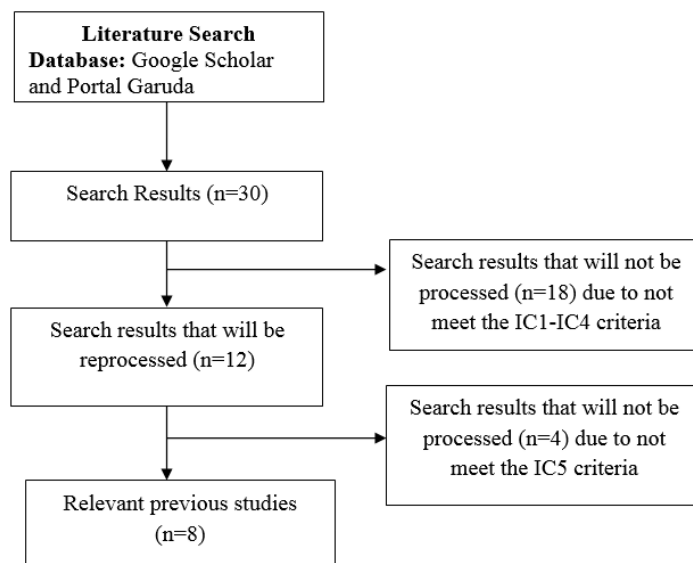


Figure 1: Literature Search Process

RESULTS

The author explores the articles in the journal database based on the predetermined criteria and keywords, namely "Influencing Factors", "Midwife Performance" and "Midwifery Services."

Author	Title	Method	Sampling technique	Sample	Data analysis	Results
Ani Triana (2021)	Dominant Factors in the Performance of Midwives in Providing Sustainable Midwifery Services at Pmb.	Quantitative method with a cross-sectional design	Total Sampling	30 midwives who have PMB in Pekanbaru City	Chi-square test and Multiple Logistic Regression test	There is an influence between training and the performance of midwives. Besides, education, attitude, motivation, length of service, knowledge and skills do not influence the performance of midwives.
Mariam Nasir, Haeruddin, Reza Aril Ahri (2017)	Factors Influencing the Performance of Village Midwives in Improving Antenatal Care Services at Puskesmas Halmahera Tengah	Analytic survey with a cross-sectional design	Total Sampling	61 village/puskesmas midwives in Halmahera Tengah District	Statistical tests of logistic regression and association size	The results show that work period and attitude do not have a relationship with the performance of midwives. There is a relationship between abilities/skills, motivation and rewards with the performance of midwives.

Naluri Widyani ngsih Syamsie di, Marta Irene Kartasur ya, Sri Achadi Nugrahe ni (2018)	Factors Influencing the Performance of Midwives in Kangaroo Care for Mothers with LBW Babies	Quantitati ve method with a cross-sectional method	clustered random sampling	80 midwives working in Puskesmas Mampu Salin Banyumas District	Spearman rank correlation and logistic regression	That the performance of midwives in Kangaroo Mother Care is still lacking in terms of SOP implementation, knowledge level, and patient motivation
Dian Mayasar i, Hardism an, Desmiw ati (2019)	Analysis of Determinant Factors of Midwife Performance in Implementing Normal Childbirth Care in Merangin District in 2019	Cross-sectional design	simple random sampling	183 midwives in Merangin District	Bivariate analysis using the Chi-square test and multivaria te analysis using Multiple Logistic Regressio n	There is a relationship between the level of knowledge and experience with the performance of midwives. There is no relationship between attitudes, perceptions of awards, experience, and perceptions of equipment and training with the performance of midwives in the implementation of care in normal delivery in Merangin District.
Feilan Carolina Lasud, Amelia Donsu (2019)	Relationship between midwives' knowledge and performance in the application of the antenatal care 10 standard	Quantitati ve method with a cross-sectional design	Total sampling	32 midwives in Puskesmas Popayato Timur and Popayato Induk of Pohuwato District, Gorontalo	Univariate and bivariate data analysis using the Chi-square test	There is a relationship between knowledge and the performance of midwives in implementing the ANC 10T service standard at Puskesmas Popayato Timur and Popayato Induk, Pohuwato District, Gorontalo
Bringiw atty Batbual (2019)	The Influence of Individual Factors on the Performance of Midwives in Midwifery Services for Pregnant Women Puskesmas in Kupang District	Quantitati ve method with a cross-sectional design	simple random sampling	220 midwives in Puskesmas in Kupang District	frequency table and PLS (Partial Least Square)	Individual factors (age, education level, length of work) have a positive effect on the performance of midwives.
Trianita Eka Pamund hi, Ayun Sriatmi, Sutopo Patria Jati	Factors Associated with the Performance of Midwives in Postpartum Services in Salatiga City	Descriptiv e analytical method with a cross-sectional	Simple random sampling	66 midwives who at least have D3 diploma in Salatiga District	Kolmogor ov Smirnov test and the Chi-square test	The results of the assessment of job design are good. Meanwhile, the facilities, supervision, knowledge, attitudes, leadership and motivation show less good results.

(2018)						
Megawati (2018)	Analysis of Factors Associated with Village Midwife Performance in Providing Health Services for Pregnant Women in Gowa District	Quantitative method with a cross-sectional design	Simple random sampling	Midwives who have served for more than a year in each sub-district in Gowa District	Chi-square test and logistic regression test	There is a relationship between skills, experience, rewards, and experience with the performance of village midwives in Gowa District.

DISCUSSION

The results of this study are presented by a synthesis matrix. The synthesis matrix is a table/diagram for grouping and classifying different arguments from some articles and combining different elements in order to obtain an impression/conclusion of the whole article in general (Irawan Afrianto, S.T., 2019).

1. Performance of Midwives

A total of 7 articles provide an assessment that midwives have good performance in providing midwifery services. Around 87.5% of the articles that have been reviewed showed that the performance of midwives in providing midwifery services was good.

Mangkunegara (2001) defines performance as a result of work in terms of quality and quantity that has been achieved by someone in carrying out their duties in accordance with their responsibilities.

2. Training

One of the two articles discussed the relationship between training and the performance of midwives in providing midwifery services, while the other two articles stated that there was no relationship between training and the performance of midwives in providing midwifery services.

A study by Bringiwatty Batbual in Kupang in 2018 reveals that the more training a midwife attends, the better the performance of midwives can be. Skilled midwives must be equipped with technical and non-technical training to maintain their professionalism and the quality of midwifery services to patients. Midwives who are open to the latest information in midwifery services will increase their self-confidence so that they are encouraged to increase their performance.

3. Education

One of the two articles discussed the relationship between education and the performance of midwives in providing midwifery services, while another article stated that there was no relationship between education and the performance of midwives in providing services. This article reveals that the higher the education level of a midwife, the better the midwife's performance.

A previous study by Lumbanraja (2016) in Bringiwatty Batbual (2018) examines the effect of

midwifery education level, length of service, and training on the quality of counseling, information, and education in antenatal care. It reveals that midwives with D3 Midwifery education level can conduct higher quality Communication, Information and Education services than those with D1 Midwifery education level.

4. Knowledge

Two of the five articles discussed the relationship between knowledge and the performance of midwives in providing midwifery services, while the other 3 articles show that there was no relationship between education and the performance of midwives in providing services.

Knowledge is an individual factor that can shape one's actions and it is obtained through personal experience that occurs repeatedly including in the teaching process. A person's behavior can change if the changes are based on knowledge, awareness, and a positive attitude (Mayasari et al., 2019).

5. Skills and abilities

Two of the three articles discussed the significant relationship between skills and abilities and the performance of midwives in providing midwifery services, while the other two articles stated that there was no relationship between skills and abilities and the performance of midwives in providing midwifery services.

One of the articles reveals that midwives who have good skills and abilities can produce good performance, but if the abilities and skills are not good, the performance is also not good (Megawati, 2018).

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6. Attitudes

A total of 5 articles discussed the relationship between attitude and the performance of midwives and showed that the performance of midwives did not influence attitude.

A previous study by Dian Mayasari (2019) showed that attitudes are not always related to performance because the performance of a midwife is not only influenced by dominant factors but also by interrelated multi-factors. Human attitudes are formed through social processes that occur during life by obtaining information and experience.

CONCLUSION AND RECOMMENDATION

The results of this study showed that midwives have good performance in providing midwifery services. Factors influencing the performance of midwives in providing midwifery services cover training, level of education, knowledge, and skills/abilities. The most significant factor influencing the performance of a midwife is the level of knowledge and skill/ability.

As the performance of midwives is determined by training, level of education, knowledge, and

skills/abilities, midwives need to improve their performance in providing midwifery services by increasing their knowledge and skills/abilities through education and training for better-handling patients.

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