



Analysis of Factors Associated with the Performance of HIV/AIDS Program Managers at the East Kutai District Health Service

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<p>Track Record Article</p> <p>Accepted : 19 September 2024 Revised : 27 November 2024 Published : 31 December 2024</p> <p>How to cite : Oktora, R., Adrianto, R., Wisnuwardani, R. W., & Wati, R. (2024). Analysis of Factors Associated with the Performance of HIV/AIDS Program Managers at the East Kutai District Health Service. <i>Contagion : Scientific Periodical of Public Health and Coastal Health</i>, 6(2), 1474–1486.</p>	<p style="text-align: center;">Abstract</p> <p><i>It turns out that the East Kutai District Health Service has not been able to increase the SPM HIV/AIDS performance achievement to 100% in East Kutai District. This is proven by the SPM achievement still being at 98% in 2022 and 92% in 2023. Many factors are related to the performance of program managers, including the availability of infrastructure, motivation, opportunities and health services. This research aims to determine factors related to the performance of HIV/AIDS program managers at the East Kutai District Health Service. This research method is quantitative with a total sample of 50 people, data analysis uses statistical correlation analysis using the che square test. The research results show that the relationship between infrastructure and the performance of HIV/AIDS program managers with a sig value of 0.000 means sig <math>\alpha (0.05)</math>. The relationship between motivation and the performance of HIV/AIDS program managers with a sig value of 0.010 means sig <math>\alpha (0.05)</math>. The relationship between opportunities and the performance of HIV/AIDS program managers with a sig value of 0.000 means sig <math>\alpha (0.05)</math>, and the relationship between health services and the performance of HIV/AIDS program managers with a sig value of 0.001 means sig <math>\alpha (0.05)</math>. This research concludes that there is a significant relationship between the availability of infrastructure, motivation, opportunities and health services and the performance of HIV/AIDS program managers at the East Kutai District Health Service. This requires efforts to increase the speed and accuracy of the distribution of infrastructure, provide space for team member creativity, provide incentives and rewards to employees, open up opportunities for team member career advancement and bring services closer to the community with easy and affordable services, especially for HIV/AIDS patients.</i></p> <p>Keywords: <i>Performance, HIV/AIDS Program</i></p>
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INTRODUCTION

The number of new HIV infections in Indonesia continues to decline. The Ministry of Health's 2020 estimate of 543.100 people living with HIV is lower than the 2016 estimate (Kemenkes, 2022). This challenge encourages the government to achieve HIV/AIDS elimination by 2030 through the Global Sustainable Development Goals (SDGs) commitment and the achievement of Universal Health Coverage (UHC). Response strategies include Three Zeros, Fast Track, STOP (Suluh, Test, Obati, Pantau), and Minimum Service Standards, which require sufficient health financing support (Kemenkes RI, 2020).

According to UNAIDS (2023), Global HIV and AIDS infections reached 36.7 million cases, with Africa having the highest infection rate of 26.9 million cases and Asia at 5.3 million cases. Indonesia, as the fastest-spreading country in Asia, is still far from the global target of 95-95-95 in HIV control. By December 2022, Indonesia will reach 81% for detection, 41% for

ARV treatment, and 19% for viral suppression. of 941.973 HIV tests in 2022, 10.525 HIV cases were identified, with 8.784 people (83.4%) on ARV treatment. The Government of Indonesia has increased funding allocations for HIV/AIDS to support prevention and control of the disease (Kemenkes RI, 2020).

Data from the East Kalimantan Provincial Health Office East Kutai District is one of the districts that have had HIV program achievements that have increased every year in terms of both financing and program performance. However, the performance of this program has not reached 100% by the targets set nationally through Permenkes No. 4 of 2019. Health Services for People at Risk of HIV Infection receive 100% health services as seen from HIV AIDS Information System data (Public Health Office of East Kalimantan Province, 2024).

East Kutai, District HIV program manager performance data, can be divided into two performance achievements. First, the performance of HIV Program Managers at the District Level as Planners and Implementers Monitoring and evaluating the performance of District HIV Program Managers can be measured by the 2017 - 2023 work plan with the target of increasing the number of VCT services (voluntary counselling and testing) voluntary HIV counselling and testing in 2017 as many as 5 Puskesmas 1 Hospital and up to 2023 VCT services as many as 21 Puskesmas 1 Government hospitals 4 Private hospitals. This means there are 26 VCT services in East Kutai recorded in SIHA 2.1 Meanwhile, until 2023 HIV treatment support care services are 9 Puskesmas 1 Government Hospital 3 Private Hospitals. There are 13 HIV treatment support care services in East Kutai, according to SIHA 2.1 data that have been officially activated by the Ministry of Health of the Republic of Indonesia (Public Health Office of East Kalimantan Province, 2024).

Meanwhile, in terms of performance achievement of Minimum Service Standards in the field of Health, the HIV program manager in East Kutai Regency is in 2022 at 98% with the achievement of patients caught in the initiation test of health workers at 40.15% of the target number of 18,200 HIV / AIDS patients. While the performance achievement of the Minimum Service Standards for HIV program managers in 2023 was 92%, with the achievement of patients caught in the initiation test of health workers totalling 44.39% of the target of 16,360 HIV/AIDS patients (Bidang P2P Dinkes Kabupaten Kutai Timur, 2023).

Motivation is essential in improving performance, especially in the health sector. High motivation can drive quality services and the achievement of organizational goals. Research Fadli (2020), shows that opportunities in organizational structure positively affect performance, with an increase in performance of about 0.442 units if opportunities are better. Muhaimin et al., (2022), In addition, working conditions, interest in work, and supervision also

affect team member performance, so the leadership of the Health Office needs to pay attention to work facilities and supervision to improve team member motivation and performance. Research by Pajarini et al., (2023); Widodo et al. (2022) found that infrastructure facilities positively affect team member performance. Service and compensation contribute significantly to team member performance, with a contribution of 84.10%.

The performance of program managers is illustrated by the number of program achievements achieved during the financing period per year. This can also be illustrated if the right amount of financing continues to increase and can increase the number of achievements in the performance of program managers in providing health services according to standards. The East Kutai District Health Office in this case, has not been able to improve the performance achievements of the 100% HIV Minimum Service Standard in East Kutai Regency, as evidenced in the achievement of SPM still being at 98% in 2022 and 92% in 2023 (Public Health Office of East Kalimantan Province, 2024).

The infrastructure factor has a significant effect on the performance of HIV/AIDS program managers. The availability of facilities, examination equipment, and medicines must be adequate and affordable. Delays in the provision of facilities and medicines can affect the performance of program managers. Facilities and infrastructure partially affect team member performance if the infrastructure is fulfilled, the performance of program managers will be good (Widodo et al., 2022).

In addition to infrastructure, motivation and career development opportunities are essential. HIV/AIDS program management officers often have additional responsibilities due to the limited number of officers and lack of special honoraria. Motivation and career development opportunities can improve performance. Fadli (2020) found that motivation and opportunity significantly positively affected team member performance at the Nanga Pinoh Regional General Hospital, Malawi Regency, indicating the importance of these two factors for the performance of HIV/AIDS program managers. Based on this situation, researchers are interested in finding out what factors affect the performance of HIV/AIDS program managers in the East Kutai Regency.

METHODS

This study is a quantitative study with a non-experimental type of research and a cross-sectional approach. This study was conducted from January to May 2024 at the Health Office of East Kutai Regency, East Kalimantan Province. The target population in this study were all HIV/AIDS program managers in East Kutai Regency consisting of the person in charge of the

HIV/AIDS program at the health centre and infrastructure facilities of 42 people, the person in charge of the HIV/AIDS program at the East Kutai District Health Office and the manager of infrastructure facilities as many as 4 people. Hospital HIV/AIDS managers are 4 people. So the total population is 50 people.

The sampling technique in this study was total sampling. The sample of this study was all HIV/AIDS program managers in East Kutai Regency, a total of 50 people. A questionnaire was used for data collection techniques in this study.

Analysis of research data using Univariate analysis in the form of descriptive distribution and frequency. Bivariate analysis with chi-square test statistics. Multivariate analysis with multiple logistic regression tests where the aim is to find the effect of these variables on an object simultaneously. This study has received approval from the Health Research Ethics Commission of the Faculty of Medicine, Mulawarman University, Samarinda, with Number 63/KEPK-FK/III/2024.

RESULTS

The distribution and frequency of factors associated with the performance of HIV/AIDS program managers at the East Kutai District Health Office can be seen in Table 1. Below :

Table 1. Distribution and Frequency of Factors Associated with the Performance of HIV/AIDS Program Managers at the East Kutai District Health Office

Variable	N	%
Staff Performance		
Not Good	9	18
Good	41	82
Infrastructure		
Not Suitable	8	16
Suitable	42	84
Motivation		
Low	8	16
High	42	84
Opportunity		
Low	5	10
High	45	90
Health Care		
Not Suitable	9	18
Suitable	41	82
Total	50	100

* Source: Primary Data, 2024

Of the 50 respondents in the performance assessment, 82% had good performance, and 18% had poor performance. Based on infrastructure, 84% of respondents stated that the facilities met their needs, while 16% stated that they did not. Regarding work motivation, 84% of respondents had high motivation and 16% had low. 88% of respondents stated that

development opportunities were high, while 12% stated that opportunities were low. Regarding health services, 82% rated the services as appropriate, while 18% stated that they were not appropriate.

Table 2. Factors Associated with the Performance of HIV/AIDS Program Managers at the East Kutai District Health Office

Variable	Performance of Program Managers HIV/AIDS		Total	Sig.
	Not Good	Good		
Infrastructure				
Not Suitable	5	4	9	0,000
Suitable	3	38	41	
Total	8	42	50	
Motivation				
Low	4	5	9	0,010
High	4	37	41	
Total	8	42	50	
Opportunity				
Low	4	5	9	0,000
High	1	40	41	
Total	5	45	50	
Health Care				
Not Suitable	5	4	9	0,000
Suitable	4	37	41	
Total	9	41	50	

* Source: Primary Data, 2024

The results showed that out of 50 respondents, 9 people (18%) stated that the infrastructure was unsuitable. Of them, 5 people (10%) had poor performance, while 4 people (8%) had good performance. In contrast, 41 people (82%) said the infrastructure was suitable. Of them, 38 people (76%) had good performance, and only 3 people (6%) had poor performance. The statistical results of the Chi-Square test showed a highly significant relationship between infrastructure and the performance of health services at the HIV/AIDS program manager of the East Kutai District Health Office with a sig value of 0.000.

Of the 50 respondents, 9 people (18%) had low motivation. Of them, 4 people (8%) had poor performance, and 5 people (10%) had good performance. A total of 41 people (82%) had high motivation, of which 37 people (74%) showed good performance, and 4 people (8%) had poor performance. The statistical results of the Chi-Square test showed a highly significant relationship between motivation and health service performance in HIV/AIDS program managers at the East Kutai District Health Office with a sig value of 0.010.

A total of 9 people (18%) stated that they had low opportunities, with 4 people (8%) of them having poor performance and 5 people (10%) having good performance. In contrast, 41 people (82%) said they had good opportunities. Of those, 40 people (80%) had good

performance, and only 1 person (2%) had poor performance. The statistical results of the Chi-Square test showed a highly significant relationship between opportunities and health service performance in HIV/AIDS program managers at the East Kutai District Health Office with a sig value of 0.000.

Out of 50 respondents, 9 people (18%) stated that health services were inappropriate. Of them, 5 people (10%) had poor performance, and 4 people (8%) had good performance. A total of 41 people (82%) rated health services as appropriate, with 37 people (74%) having reasonable performance, and 4 people (8%) having poor performance. The statistical results of the Chi-Square test showed a highly significant relationship between health services and health service performance in the HIV/AIDS program manager of the East Kutai District Health Office with a sig value of 0.000.

Table 3. Factors Affecting the Performance of HIV/AIDS Program Managers at the East Kutai District Health Office

Variable	B	Sig.	Exp(B)
Infrastructure	2.271	0,065	9.687
Motivation	-.058	.965	0.944
Opportunity	2.075	.204	7.964
Health Care	2.389	.042	10.901

* *Source: Primary Data, 2024*

Based on Table 3. The results showed that the most dominant variable affecting the incidence of HIV/AIDS Program Manager Performance at the East Kutai District Health Office was health services with an OR of 10.901, meaning that officers working with inadequate health services were 10.901 times more likely to have poor performance than officers working in available and adequate health service units. B value = Natural Logarithm of 10.901 = 2.389. Because the value of B is positive, health services positively influence the performance of HIV/AIDS program managers in the East Kutai District Health Office.

DISCUSSION

Relationship between infrastructure and performance of HIV/AIDS program managers

Infrastructure facilities play an essential role in implementing activities to support a job. Facilities needed by HIV/AIDS program managers are tools or objects that are directly used in the process of completing the tasks and work of HIV/AIDS program managers, namely consumable health equipment, medicines and reagents for laboratory tests for HIV/AIDS sufferers. Meanwhile, a health facility needs infrastructure for permanent or fixed activities, such as buildings, rooms, halls, and so on. Furthermore, for office employees, facilities and infrastructure must support the work process carried out by employees in the office. Facilities

and infrastructure must be of good quality and suit the needs of employees. With the appropriate quality, employees will not feel confused in doing their work, employees will be maximized in doing what they are doing because all facilities are very supportive. In addition, the infrastructure made must also be by the conditions and fields of work.

The study results showed a significant relationship between infrastructure and the performance of HIV/AIDS program managers at the East Kutai District Health Office. Until 2023, the HIV treatment support care service facilities are 9 health centers 1 government hospital 3 private hospitals. There are 13 HIV treatment support care services in East Kutai according to HIV/AIDS Information System 2.1 data that has been officially activated by the Ministry of Health of the Republic of Indonesia. Adequate facilities and infrastructure support health workers in providing the best service and bringing services closer to the community to improve the performance of HIV / AIDS program managers in the East Kutai District Health Office work area.

This is in line with the research by Pajarini et al. (2023), who analyzed that the infrastructure factor is another factor that can also affect the performance of health workers by his research that Infrastructure Facilities have a positive and significant effect on the performance of UPT Puskesmas Selindung employees. This is also in line with research Widodo et al., (2022), which states that the management of facilities and infrastructure affects employee performance. Likewise the results of research Suartini et al., (2020), show that there is a significant relationship between facilities and infrastructure with minimum service standards in the emergency room installation.

Relationship between work motivation and performance of HIV/AIDS program managers

Team member work motivation is one aspect that is important to consider in managing an organization's human resources so that in the implementation of, the organization can achieve the goals and objectives that have been set efficiently and effectively (Ferllianto & Saputra, 2023). High work motivation will encourage high work performance and contribute greatly to achieving organizational goals (Daniyanti et al., 2018).

Employees who have motivation are expected not to neglect the duties/obligations that have been entrusted by the workplace organization, to be able to maintain and improve team member work motivation in an agency is not an easy job in its implementation, considering that team member problems have complex problems related to human desires with many factors that influence each other both internally and externally. The study results show a

significant relationship between motivation and the performance of HIV/AIDS program managers at the East Kutai District Health Office.

Work motivation affects or encourages a person to carry out a job determined to achieve goals. Some things that affect the work motivation of health workers include incentives, working conditions, relationships with coworkers and tenure (Abbas, 2023). Motivation is a psychological process that raises, directs, and maintains voluntary actions shown in behavior to meet needs and achieve certain goals to work more efficiently, effectively and productively (Setiawan, 2021).

Statistical tests illustrate that there is a relationship between motivation and the performance of HIV/AIDS program managers with employment status mostly (86%) as State Civil Apparatus which includes Civil Servants and Employees with Work Agreements which are permanent employees which of course can affect the performance of these employees, with the achievements they have with the encouragement of salaries and incentives as well as various rewards received with adequate amounts so that their performance is by what they expect to advance their careers where they work. To improve organizational performance, intervention on motivation is critical (Muhaimin et al., 2022).

Motivation has a significant relationship with the performance of HIV/AIDS program managers because motivation provides a good work drive to establish stronger ties with the agency where they work and ultimately improve the quality and quantity of work more optimally. Motivation creates enthusiasm and passion for work so that work productivity increases. Recognition or appreciation is a fundamental right of a person in the work environment, making it very important in the life of every health worker. With fair treatment from coworkers and superiors, both in terms of ethics, performance and achievements that he does, there will be great potential for a health worker to work better (Zumiati et al., 2023).

Motivation can create enthusiasm or encourage someone's passion to work hard by arousing, directing and behaving at work and putting out the level of effort to provide the most significant possible contribution to the organization's success in achieving its goals. Motivation to work is essential for the high and low productivity of the organization. With work motivation from employees to work together for the organisation's benefit, the goals that have been set will be achieved. On the other hand, if employees are highly motivated, this will guarantee the organization's success in achieving its goals.

Relationship between Opportunity and Performance of HIV/AIDS Program Managers

Opportunity is an opportunity for the officer to provide service to others. To improve performance, opportunities are also needed that can be achieved in the organizational structure to achieve maximum program performance. Based on the results of the study show that there is a significant relationship between opportunities and the performance of HIV/AIDS program managers at the East Kutai District Health Office.

The results of this study are in line with the research. Fadli (2020) states that if the opportunity is better, then performance will increase by 0.442 units, assuming other variables remain constant. The value of the opportunity factor is positive, so if the opportunity is better, it will cause increased performance and vice versa. Muhaimin et al. (2022), in their research, stated that working conditions, interest in work and supervision have a relationship with employee performance. The Head of the Health Service should pay attention to the comfort of working conditions that can support performance.

The opportunities the East Kutai District Health Office provides are provided through various ways to improve team member performance. This can be done through coaching, speed in responding to team member complaints, financing program activities and the participation of the Health Office in implementing activities in its work area. This can, of course, trigger team member performance because employees feel they have a good opportunity to prove the seriousness of the services provided to the public. Employees are part of the elements determining the company's success in achieving its goals. Organizations or agencies that are managed professionally understand that if employees can be empowered optimally, the performance they produce will also be optimal. The results of research on human resource development have been widely conducted. The aim is that the results of the research that has been carried out can be used as a reference or parameter to create quality human resource development.

There are various reasons employees often leave or quit their jobs, one of which is the lack of opportunities for advancement. Employee career advancement opportunities are usually related to the opportunities to grow and develop through career planning, coaching and development, including training and career development programs facilitated by the organization. Career development requires full support from management, and the career development system should reflect the organisation's culture (Leonardi et al., 2021).

Research data shows that HIV/AIDS program managers with an employment status of (86%) as State Civil Apparatus, which includes Civil Servants and Employees with Work Agreements who are permanent employees, which of course is an opportunity for the agency

that there is no reason for the employee to leave work or quit their job, the task of management in the agency is to support career development through various coaching programs and career ladder systems in a government organization. can affect the performance of the team members.

Relationship between Health Services and Performance of HIV/AIDS Program Managers

Good health services are undoubtedly inseparable from the performance of health workers as employees or officers in a health organization institution. Health services can be described by the ability of health facilities to recognize community needs and prepare service agendas and priorities by developing health service programs according to the needs and aspirations of the community.

Employees tasked with providing services to the community are the spearhead in achieving good service quality. For services that can be said to be good, the main role is in these employees' work methods, attitudes, and behaviour in providing services to the community or users of service services.

The results of the study show that there is a significant relationship between health services and the performance of HIV/AIDS program managers at the East Kutai District Health Office. Through this study, it can be seen that health services are one of the determining factors in assessing the performance of HIV/AIDS program managers in the East Kutai District Health Office Work area. The quality of service is perceived as good and satisfactory if the provision of services to the community is by what is expected. The performance of program managers is described by the number of program achievements achieved during the financing period per year. This can also be described if the amount of appropriate and continuously increasing funding can increase the number of achievements in the performance of program managers in providing health services according to standards. In this case, the East Kutai District Health Office has not been able to increase the achievement of the minimum HIV service standard performance of 100% in East Kutai District (Perencanaan Dinkes Kab. Kutim, 2023). This is proven by the achievement of minimum service standards which are still at 98% in 2022 and 92% in 2023.

The low level of public service that has occurred recently is one of the spotlights directed at the government in providing services to the community. This can be seen from the many complaints and grievances from the community, both directly and through the mass media, such as Complicated procedures, long processing times, and unresponsive officers. Non-transparent requirements. This creates a bad image of the government. For example, the

level of ease of service, especially for the lower middle class, is still very low, and the government is not considered to have brought services closer to the community.

To overcome these problems, the HIV/AIDS program in East Kutai Regency has made maximum efforts to bring services closer to the community and make them more affordable. Until 2023, 9 Community Health Centers, 1 Government Hospital, and 3 Private Hospitals will provide HIV treatment support services. There are 13 HIV patients under Surveillance Services in East Kutai according to data from the HIV/AIDS Information System 2.1, which has been officially activated by the Ministry of Health of the Republic of Indonesia. Meanwhile, the achievement of the Minimum Service Standard performance for HIV program managers in 2023 was 92%, with the achievement of patients caught in the health worker initiation test of 44.39% of the target of 16,360 HIV/AIDS patients (Bidang P2P Dinkes Kab Kutai Timur, 2023)

Service quality is described as a statement of attitude, the relationship resulting from comparing expectations with performance. So, the level of satisfaction is a function of the difference between perceived performance and expectations, if the perceived performance is below expectations, then consumers feel dissatisfied, while if the perceived performance is by expectations or even exceeds, then consumers will feel satisfied and if the perceived performance exceeds expectations then consumers will feel very satisfied.

The most influential variables on the performance of HIV/AIDS program managers

The study results showed that health services have the most decisive influence in achieving optimal program manager performance. The performance of program managers can be improved by providing health service facilities that bring them closer to services that the community can reach. The availability of affordable and closer Patients Under Supervision to the community can motivate, making health workers more enthusiastic to serve the community, especially HIV/AIDS sufferers in their area.

The performance of health workers is a consequence of the demands of society for excellent service or high-quality service. Through the performance, health workers it is expected to be able to show their professional contribution in real terms in improving the quality of health services, which has an impact on health services in general in the organization where they work, and the final impact leads to the quality of life and welfare of the community. By relying on a person's abilities and skills, including workload, resources and work environment, a person's motivation dramatically influences their performance; this motivation can be influenced by the level and type of a person's needs (Lasso, 2023).

Health services aim to ensure that the needs of each individual or community in dealing with existing health-related problems can be met so that the community's needs and demand for health increase and improve the performance of health workers (Riyadi, 2018). Health services still need to be more optimal because there are many shortcomings related to adequate facilities and infrastructure in health facilities such as community health centres (Nopiani, 2019).

Health services are obtained from health facilities accessible to the general public. One of the health service facilities is a community health centre, which is a first-level health facility. According to the Regulation of the Minister of Health Number 43 of 2019, a community health centre is a health service facility that carries out public health and individual health efforts at the first level with a primary focus on promotion and prevention activities in its working area. Improving the quality of community health centres in terms of adequate facilities, infrastructure, and access can create a high level of public health (Ministry of Health, Republic of Indonesia, 2019). There is a relationship between the adequacy of facilities and infrastructure and patient satisfaction at community health centres. (Pamungkas et al., 2020).

CONCLUSION

Based on the study results, it was concluded that there was a significant relationship between the performance of HIV/AIDS program managers at the East Kutai District Health Office and the availability of facilities and infrastructure, work motivation, career opportunities, and health services. Health services showed the most vital relationship factor to performance (OR 10.901). To improve performance, it is recommended that the East Kutai District Health Office improve the distribution of facilities and infrastructure, provide incentives and awards to increase motivation, open career opportunities, and provide closer and non-discriminatory services for HIV/AIDS patients.

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