

Analysis of the Relationship between Attitude and Competence and Quality of Poned Services at the Tapa Health Center, Bone Bolango Regency

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ABSTRACT

Maternal Mortality Rate (MMR) and Infant Mortality Rate (IMR) are important indicators in assessing people's welfare. In Indonesia, AKI and AKB are still high, including in Gorontalo Province. The Tapa Health Center faces challenges in Poned services, which are not yet fully effective. This study aims to analyze the relationship between the attitude and competence of health workers and the quality of Poned services at the Tapa Health Center. The method used was an analytical survey with a Cross Sectional design, which examined the relationship between risk factors (attitudes and competencies) and consequences (quality of service) simultaneously. This research was carried out at the Tapa Health Center, Bone Bolango Regency, in January-March 2025. The results showed that there was a significant relationship between the attitude of health workers and the quality of Poned services with a P-value of 0.070, as well as between the competence of health workers and the quality of Poned services with a P-value of 0.035. In conclusion, the attitude and competence of health workers affect the quality of Poned services. Therefore, it is recommended that the Tapa Health Center improve competency training for health workers, provide better managerial support, conduct periodic evaluations, and involve health workers in decision-making to improve the quality of Poned services.

INTRODUCTION

Maternal Mortality Rate (AKI) and Infant Mortality Rate (AKB) are one of the indicators that can describe the welfare of the community in a country. Maternal Mortality Rate (AKI) is the number of maternal deaths during pregnancy, childbirth and postpartum or its management and not due to other causes such as accidents or falls, in every 100,000 live births (KH). Infant Mortality Rate (AKB) is the number of infant deaths under one year of age out of every 1,000 live births (KH). AKI in Indonesia until 2019 is reported to still remain high, namely 305 per 100,000 live births, higher than the Sustainable Development Goals (SDGs) target of less than 70 per 100,000 live births (Susiana. Sali, 2019). The results of the 2017 Indonesian Demographic and Health Survey (SDKI) reported that AKB in Indonesia is still high, namely 24 per 1,000 live births (KH), but the target is expected to reduce AKB to 16 per 1,000 live births in 2024 (Ministry of Health of the Republic of Indonesia, 2020).

The number of AKI in Gorontalo Province in 2017 reached 209.5 maternal deaths per 100,000 live births. The highest AKI is in Pohuwato Regency as much as 427.5 per 100,000 live births, and AKI in 5 districts in Gorontalo Province is lower than in 2016, namely in Gorontalo Regency 141.3 per 100,000 live births, Boalemo Regency 154.9 per 100,000 live births, Bone Bolango Regency 225.6 per 100,000 live births, and in North Gorontalo Regency 275.1 per 100,000 live births and Gorontalo City 178.1 per 100,000 live births (Gorontalo Provincial Health Office, 2018).

The high level of AKI and AKB is influenced by various factors, including disease factors, nutritional problems from WUS/maternal, factor 4T (Too young and too old to get pregnant and childbirth, Too close the distance between pregnancy/delivery, and Too many pregnant or childbirth) and 3T factor (Late in making referral decisions, Late in accessing the right health service facilities, and Late in obtaining services from the right/competent health workers).

So far, the government has made efforts to reduce AKI and AKB in Indonesia. These efforts include starting in 1987 the safe motherhood program has been started and starting in 2001 the National Strategy Plan for making pregnancy safer (MPS) has been launched. The realization of the MPS at the Puskesmas level that has general practitioners and midwives, especially inpatient health centers is developed into Puskesmas capable of providing Basic Emergency Obstetrics and Neonatal Services (PONED). The main focus of PONED is to handle emergencies, especially obstetrics and neonatal by providing first aid and preparing referrals (Ministry of Health of the Republic of Indonesia, 2013).

PONED services at the Tapa Health Center have not reached the target of 100%. Where out of 34 people, where there are neonates with complications that are handled, only 29 people (85%) while 5 people (14.75%) have not been treated so far. This illustrates that the achievement of the program for handling obstetric and neonatal complications has not reached the target that has been set where 100% of cases of obstetric and neonatal complications must be handled.

To achieve maximum health levels, it is not only PONED personnel who are in charge of health. But health is the responsibility of all people, in this case the family which plays a very important role in every decision-making. Families are very influential in the success or failure of government programs to free the community from health problems.

Based on the background, the problem "Analyzing the Relationship between Attitude and Competence with the Quality of Service (PONED) at the Tapa Health Center can be formulated.

RESEARCH METHODS

This type of research is an analytical survey, namely by design Cross Sectional. Design Cross Sectional is a study that studies the correlation between exposure or risk factors (Independent) and consequences or effects (Dependent) with data collection carried out simultaneously at the same time between risk factors and their effects, meaning that all variables, whether independent or dependent variables are observed at the same time (Irwan, 2021).

RESEARCH RESULTS

Characteristics of Respondents

Characteristics of Respondents by Age

Table 1 Characteristics of respondents by age

Age	n	%
17-25 Years (Late Teens)	1	7.7
26-35 years old (early adult)	6	46.2
36-45 Years (Late Adult)	3	23.1
46-55 Years (Early Seniors)	3	23.1
Total	13	100.0

Source : Data analysis results

Based on the results presented in Table 1, most of the health workers at the Tapa Health Center are in the age group of 26-35 years (46.2%), followed by the age group of 36-45 years and 46-55 years old at 23.1% each. The age group of 17-25 years only accounts for 7.7% of the total health workers.

Characteristics of Respondents Based on the Length of Time of Employment in PONED Services

Table 2 Characteristics of Respondents Based on Length of Employment in PONED Services

Long Career in PONED Services	n	%
<1 year	3	23,1
1-5 Years	4	30,8
6-10 Years	4	30,8
> 10 Years	2	15,4
Total	13	100,0

Source : Data analysis results

Table 2 shows that most of the respondents have work experience varying between 1 to 10 years, with the majority in the 1-5 years and 6-10 years or 30.8% category.

Univariate Analysis Results

Distribution of Poned Health Workers' Attitudes

Table 3. Distribution of Poned Health Workers' Attitudes at Tapa Health Center

Attitude of Poned Health Workers	n	%
Negative Attitudes	6	46,2
Positive Attitude	7	53,8
Total	13	100,0

Source : Data analysis results

Based on Table 3, the results of univariate analysis show the attitude of Poned health workers at the Tapa Health Center. Of the 13 respondents involved in the survey, as many as 6 people (46.2%) had a negative attitude towards PADDED services, while 7 people (53.8%) showed Positive.

Distribution of Competencies of Poned Health Workers

Table 4 Distribution of Competencies of Poned Health Workers at the Tapa Health Center

Competencies of Poned Health Workers	n	%
Negative Competencies	5	38,5
Positive Competence	8	61,5
Total	13	100,0

Source : Data analysis results

Based on Table 4, the results of the univariate analysis show the competency of Poned health workers at the Tapa Health Center. Of the total 13 respondents, 5 people (38.5%) had negative competence, while 8 people (61.5%) showed positive competence.

Table 5 Distribution of Poned Services at the Tapa Health Center

Poned Services	n	%
Good	10	76,9
Not Good	3	23,1
Total	13	100,0

Source : Data analysis results

Based on Table 5, the results of univariate analysis of Poned services at the Tapa Health Center are shown. Of the 13 respondents, 3 people (23.1) rated the Poned service as not good, while 10 people (76.9%) rated the service as good.

Bivariate Analysis Results

Results of the Analysis of the Relationship between Health Workers' Attitudes and Poned Services

Table 6 Results of Analysis of the Relationship between Health Workers' Attitudes to Poned Services at the Tapa Health Center

Attitude of Health Workers	Poned Services				Total		P_value
	Poor Service		Good Service		n	%	
	n	%	n	%			
Negative Attitudes	3	23,1	3	23,1	6	6,2	0.070
Positive Attitude	0	0	7	53,8	7	3.8	
Total	3	23,1	10	76,9	13	100,0	

Source : Data analysis results

Based on Table 6, an analysis of the relationship between the attitude of health workers towards Poned services at the Tapa Health Center is shown. From the data presented, it can be seen that health workers with a negative attitude 6 people (46.2) tend to assess Poned services while health workers with a positive attitude 7 people (53.8%) rate the service as good service.

The results of the fisher exact P-value = 0.070 < α = 0.05 can be concluded that there is a significant relationship between the attitude of health workers and the assessment of the quality of Poned services at the

Tapa Health Center. In other words, the attitude of health workers affects the assessment of the quality of PONE services.

Results of Analysis of the Relationship between Health Workers' Competency and PONE Services

Table 7 Results of Analysis of the Relationship between Health Workers' Competency and PONE Services at Tapa Health Center

Competence of Health Workers	PONE Services				Total		p-value
	Poor Service		Good Service		n	%	
	n	%	n	%			
Negative Competencies	3	23,1	2	15,4	5	38,5	0.035
Positive Competence	0	0	8	61,5	8	61,5	
Total	3	23,1	10	76,9	13	100,0	

Source : Data analysis results

Based on table 7, an analysis of the relationship between the competence of health workers and PONE services at the Tapa Health Center is shown. From this table, it can be seen that 5 health workers with Negative competencies (38.5%) rated PONE services as poor, while health workers with positive competencies 8 people (61.5%) rated PONE services as good.

The results of the fisher exact P-value test of $0.035 < \alpha = 0.05$ can be concluded that there is a significant relationship between the competence of health workers and the assessment of the quality of PUNE services. Thus, the competence of health workers affects the assessment of PONE services at the Tapa Health Center.

DISCUSSION

The Relationship between the Attitude of PONE Health Workers at the Tapa Health Center

The results of the analysis shown in Table 4.7 illustrate the relationship between the attitude of health workers towards PONE services at the Tapa Health Center. From the available data, health workers with a negative attitude (6 people or 46.2%) tend to rate PONE services as poor, while health workers with a positive attitude (7 people or 53.8%) are more likely to rate these services as good services. Fisher's Exact test showed a P-value = 0.070, which is smaller than $\alpha = 0.05$, which indicates that the results are significant. Thus, it can be concluded that there is a significant relationship between the attitude of health workers and the assessment of the quality of PONE services at the Tapa Health Center. This means that health workers' attitudes towards PONE services affect the way they assess the quality of the service.

Research by Hadi et al. (2020) shows that the attitude of health workers towards health services greatly affects the quality of services provided. Health workers who have a positive attitude tend to provide better services, because health workers feel more motivated and committed to carrying out the duties of health workers professionally. On the other hand, a neutral or negative attitude can have an impact on the performance of health workers in providing services, which is reflected in a poor assessment of the quality of services provided.

The attitude of health workers is also influenced by various factors, including working conditions, managerial support, and training received. As explained by Wibowo et al. (2021), a supportive work environment and adequate facilities can improve health workers' attitudes towards the work of health workers, which in turn contributes to improving the quality of services. Therefore, improving aspects of the work environment and improving training for health workers is very important so that health workers' attitudes remain positive towards the services provided.

In a study by Pratama et al. (2021), it was found that the positive attitude of health workers is closely related to increased patient satisfaction and operational efficiency. When health workers assess services as good, health workers are more likely to improve the quality of services through better interaction with patients. This also increases productivity and reduces the likelihood of errors in service. Therefore, understanding the attitude of health workers towards services is very important to improve the performance and outcomes of health services.

This finding is also supported by a study conducted by Putri et al. (2022), which emphasizes that evaluating health workers' attitudes towards services is one way to identify areas that need improvement in the provision of health services. Through a better understanding of the attitudes of health workers, the Tapa Health Center can design more appropriate strategies to improve the quality of PONE services, such as additional training or policy changes that can support a positive attitude of health workers to their duties.

These findings reflect the importance of attitude factors in health care, which can affect the quality of interactions between health workers and patients. A positive attitude of health workers is very important because it can create better relationships with patients, increase patient satisfaction, and improve the quality of service. This is in line with research conducted by Ningsih et al. (2020) which found that the attitude of health

workers towards medical services has a direct effect on the quality of services received by patients.

A good attitude of health workers is also related to motivation in carrying out their duties. Research by Putri et al. (2021) shows that health workers with a positive attitude towards work are more likely to provide quality services to patients. A good attitude can motivate health workers to work more optimally, improve performance, and ultimately have a positive impact on the health services provided to the community.

However, the negative attitude that is still possessed by a small number of health workers shows that there are other factors that can affect the view of health workers towards PADDED services. According to Rahayu et al. (2019), factors such as lack of training, limited managerial support, or incompatibility between service policies and realities in the field can cause health workers to have less supportive attitudes towards certain policies or programs. Therefore, it is important to increase training and support for health workers so that health workers' attitudes towards PADDED services are more positive.

In addition, it is important to understand that attitudes are not only influenced by knowledge or skills, but also by the social and cultural factors that exist in the work environment. Research by Agustin et al. (2022) shows that organizational culture and social support factors in the workplace can influence the attitude of health workers in providing services. Therefore, improving these aspects at the Tapa Health Center can help improve the attitude of health workers towards PONE services.

The involvement of health workers in decision-making regarding service policies or procedures can also affect the attitude of health workers. According to Fadhillah et al. (2023), the participation of health workers in the decision-making process contributes to increasing the commitment of health workers to service quality. By involving health workers in the formulation of PONE service policies, health workers will feel valued and more motivated to provide better services to patients.

In addition, supportive policies and facilities also play an important role in shaping the attitudes of health workers. Research by Saraswati (2020) shows that clear policies and support from health center leaders greatly influence the attitude of health workers towards existing health service programs. Improving facilities and other supporting facilities can also increase the positive attitude of health workers towards PONE services at the Tapa Health Center.

The importance of attention to the attitude of health workers is not only limited to improving the quality of service, but can also contribute to operational efficiency at the Tapa Health Center. Research by Pratama et al. (2021) states that health workers who have a good attitude tend to be more efficient in carrying out health workers' duties, reducing errors, and increasing productivity. Thus, improving the attitude of health workers towards PONE services can increase operational efficiency at the Tapa Health Center.

Overall, the results of this study provide an idea that most of the PONE health workers at the Tapa Health Center show a good attitude towards services, but there is still room for improvement, especially for health workers who have a neutral attitude. Efforts to improve the attitude of health workers, through training, increased managerial support, and supportive policies, need to be made to improve the quality of PONE services at the Tapa Health Center.

Competencies of PONE Health Workers at the Tapa Health Center

Based on Table 4.8, the results of the analysis show the relationship between the competence of health workers and PONE services at the Tapa Health Center. From the available data, health workers with negative competencies (5 people or 38.5%) tend to rate PONE services as poor, while health workers with positive competencies (8 people or 61.5%) are more likely to rate PONE services as good. The results of the Fisher's Exact test showed a P-value of 0.035, which is smaller than $\alpha = 0.05$, which shows that the relationship between the competence of health workers and the assessment of the quality of PONE services is significant. Therefore, it can be concluded that the competence of health workers affects the assessment of the quality of PONE services at the Tapa Health Center.

Research by Hadi et al. (2021) states that the competence of health workers is one of the key factors that determine the success of a health service. Health workers who have good competence are more likely to provide optimal services, because health workers have adequate knowledge and skills to handle various medical situations. On the other hand, health workers with competence are less likely to find it difficult to carry out the duties of health workers, which has an impact on the quality of services provided.

This is in accordance with the findings of Wibowo et al. (2020), which revealed that high competence among health workers is related to better service quality, which in turn can improve patient satisfaction and operational efficiency of health facilities. With increasing competence, health workers are able to provide services that are faster, more accurate, and in accordance with medical standards, so that health workers tend to assess services as better.

Meanwhile, Pratama et al. (2021) found that more intensive training and adequate managerial support can improve the competence of health workers, which will have a positive impact on health workers' assessment of health services. In the context of the Tapa Health Center, this shows that to improve the quality of PONE services, it is very important to provide continuous training to health workers so that the competence of health workers is maintained and developed in accordance with existing service needs.

However, although the majority of health workers at the Tapa Health Center assessed the PONED services as good, poor assessments by health workers with lower competence showed that there was room for improvement. According to Saraswati et al. (2022), it is important for the management of Puskesmas to provide training that is in accordance with the needs of health workers, especially in areas relevant to PONED services, so that Health Workers can improve their competence and, ultimately, improve the quality of services provided by Health Workers.

Research by Santosa et al. (2021) emphasizes that the competence of health workers is a key factor in improving the quality of services in health facilities. In the context of the Tapa Health Center, health workers who have good competence will be better able to handle PONED cases more effectively and efficiently, improve service outcomes, and minimize the risk of medical errors. Therefore, continuous training and skill development are very important to ensure that the competence of health workers is maintained and improved.

In addition, health workers who have good competence will also be more confident in carrying out the duties of health workers, which in turn can affect patient satisfaction. This is in line with the findings described by Sari et al. (2020), which show that health workers with good competence are more likely to provide responsive and quality services. High patient satisfaction can improve the image of the health center and strengthen public trust in the health services provided.

However, although most health workers at the Tapa Health Center show good competence, 38.5% of health workers who have negative competencies show that there are challenges that need to be overcome. Rahayu et al. (2022) in a study of Health Workers showed that factors such as lack of training, limited experience, or lack of support from management can lead to low competence of health workers. Therefore, it is important for the Tapa Health Center to provide an ongoing training program and ensure that health workers receive the necessary support in improving their competence.

In order to improve the competence of health workers, Saraswati et al. (2021) suggest the importance of competency-based training that is relevant to specific needs in the field. Training programs focused on improving clinical skills and knowledge of PONED procedures can help improve the competence of health workers, as well as ensure that health workers are ready to face the challenges of providing quality health services to the community. Thus, improving the competence of health workers is an important step in improving the quality of PONED services at the Tapa Health Center.

Overall, the results of this study provide an overview that the competence of health workers has a great influence on the quality of services provided, which is reflected in the assessment of PONED services at the Tapa Health Center. Puskesmas need to continue to pay attention to improving the competence of health workers through the right training programs so that the services provided remain of high quality and in accordance with the expected standards.

CONCLUSION

There was a significant relationship between the attitude of health workers and the assessment of PONED services, with a P-value of 0.070. There was a significant relationship between the competence of health workers and the assessment of the quality of PONED service, with a P-value of 0.035

ADVICE

The Tapa Health Center needs to improve training programs and competency development of health workers in a sustainable manner. This is important to ensure that all health workers have adequate competence in handling PONED services, as well as to improve the quality of services provided to patients.

Better managerial support, including in the form of adequate facilities, clear policies, and effective supervision, can help health workers improve their performance. The management of the Tapa Health Center needs to pay more attention to these aspects to support the improvement of the positive attitude of health workers towards services.

Conducting periodic evaluations of the quality of PONED services based on feedback from health workers will be very helpful in identifying areas that need improvement. The Tapa Health Center must optimize the feedback mechanism to improve the quality of service and ensure that the services provided are in accordance with the expected standards.

In order for health workers to feel valued and motivated, it is important to involve them in the decision-making process related to PONED's service policy. This involvement can increase the sense of responsibility and satisfaction of health workers, which in turn will have a positive impact on the quality of services they provide.

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