



---

---

## **Factors Affecting JKN Capitation Fund Manager Performance in Work Environment FKTP Merauke District Health Office**

Suardi<sup>a\*</sup>, A. L. Rantetampang<sup>b</sup>, Pongtiku Arry<sup>c</sup>

<sup>a</sup>Postgraduate Master Study Program, Faculty of Public Health, Cenderawasih University, Papua

<sup>b,c</sup>Chief Postgraduate Study Program, Faculty of Public Health, Cenderawasih University, Papua

### **Abstract**

Acceptance and use of capitation funds JKN by capitation fund manager at the health center every month must be reported to the Chief Medical Officer for tiered supervised by government auditors. The problems that occurred in Department of Health Merauke accountability reports were late and incomplete from JKN capitation fund manager at the health center. This study aimed to assess the factors that affect the performance of the fund manager in Puskesmas capitation JKN environment Merauke District Health Office. This observational cross-sectional study design, sample is the total population of the capitation fund manager JKN in 21 health centers were 63 people, namely the Head, Treasurer and Administrative Health Center. The data were obtained using a questionnaire and analyzed using chi square. Results indicated that there was no effect of motivation (p-value 0.094), incentives (p-value 1.000), supervision (p-value 0.772) on the performance of the capitation fund manager at the health center in the working environment Merauke District Health Office. No effect of workload (p-value 0.000), infrastructure (p-value 0.005), skills and abilities (p-value 0.001) on the performance of the capitation fund manager at the health center in the neighborhood of Merauke District Health Office.

---

\* Corresponding author.

In conclusion, workload, facilities and infrastructure, as well as the ability and skill of the fund manager capitation JKN dominant influence on the lack of performance JKN Capitation Fund Manager at the health center in the working environment DHO Merauke. Motivation JKN manager has a chance to lack of performance capitation fund manager at the health center in Merauke health office working environment.

**Keywords:** Performance; capitation fund manager; JKN.

## **1. Introduction**

Law Number 40 Year 2014 on National Social Security System (Navigation) is determined to overcome the problems in the health field. Law No. 40 of 2004 mandated that the compulsory social security to the entire population, including the National Health Insurance (JKN) through a Social Security Agency (BPJS). Organized by the National Health Insurance BPJS stipulated in Law No. 24 of 2011 on the Social Security Agency, which consists of BPJS BPJS Health and Employment. As a follow-up JKN organized by BPJS that its implementation has started since January 1 2014. Secara operational, implementation JKN stipulated in Government Regulation No. 101 of 2012 on the Recipient Contribution (PBI); Presidential Regulation No. 12 Year 2013 on Health Insurance; and Roadmap (Roadmap) JKN as outlined also in Presidential Decree No. 111 of 2013 on the Amendment of Presidential Regulation No. 12 Year 2013 on Health Insurance. Presidential Decree No. 32 of 2014 related to the management of the specially danakapitasi releasing capitation fund management of the system of financial management. The apparent that the government took the initiative to prepare health centers that have not BLUDs (Public Service Board) (hereinafter referred to as the First Level Health Facilities: FKTP) to be able to independently manage its management, apart from the mechanism of financial management and be able to manage its finances independently. Presidential Decree No. 32 In 2014, the Ministry of Health issued Regulation of the Minister of Health No. 19 of 2014 as the implementing regulations in the environmental management of Capitation funding agencies Ministry of Health. Pursuant to Article 6 Presidential Decree 32/14 and Regional Head (Bupati) appointed Treasurer JKN and on the basis of such appointment made JKN Treasurer's Account for Income and Expenditure of JKN funds [1-9].

PHC is then set as the Budget User Proxy prepare a Work Plan Budget (RKA) annual plan related to the income and expenditure of funds capitation, then report to the Department of Health, include activity reports JKN, reports realization capitation funds, a statement of the responsibility of the health centers and the cash book fund capitation. Health Department were used in budget preparation and after AnggaranPembangunan Heart Health Expenditure (Budget) approved the Financial Plan Budget (RKA) is transformed into the Budget Implementation Document (DPA) as signposts for FKTP in capitation fund spending. Problems that occur related to reports of use or utilization of capitation funds are reported to the Department of Health of 21 health centers in Merauke district, which receives and kapitasiselama is not running properly. According to Handoko and Hasibuan [10,11], which conducted an analysis of a number of variables that affect the behavior and performance of individuals. The first is the individual variables that are grouped in sub variable abilities and skills are the main factors that influence the behavior and performance of the individual, while the demographic variables have an indirect effect on the practices and performance of the individual. The second is a psychological variable, consisting of variable sub perception, attitude, personality, learning and motivation.

The third variable is the organization indirect effect on behavior and performance of the individual, the variables are grouped in sub variable resources, leadership, rewards, structure and design work.

In Sutarman study [12] on KeterlambatanPetugas In a report from the health center due to factors Into Health Department officials' understanding, Khoirudin in 2013; Khoir in 2012, which revealed that there was influence employee attitudes toward performance.

Research Tao [13], shows that the grace period long task of the health worker obtained an average of a group of officers who submit timely reports for 14 years, so that the workers who have an average duty of less than or equal to 14 years are at risk submit a report to Office was delayed by 3.91 times compared to the labor life of over 14 years of age. Further research Sutarman [12], that the workload of multiple or duplicate an effect on the performance of employees, where employees prioritize tasks and main function of the major and selanjutnya doing double duty who open the obligations.

In addition, Tao [13] revealed that the workplace environment improving health worker performance. Acceptance and use of capitation funds by the Treasurer Capitation Fund JKN on supervised community health centers in stages by the Chief Medical Officer and Head of Puskesmas.

In addition, do also functional supervision by the Government Internal Supervisory Apparatus (APIP) in accordance with applicable regulations.

The delay in reporting accountability and only in part Puskesmas who reported use of the capitation funds in Merauke District Health nas will have an impact on subsequent capitation grants according to the amount of funds as well as indications of misuse of funds were used.

In addition, research is still rare, thus making researchers are interested to know the performance danaKapitasi JKN manager at the health center in Merauke District Environmental Health Office. The aim of research to determine the factors that mempengaruhi keterlambatan accountability reporting capitation funds JKN di Merauke District Health nas.

## **2. Materials and Methods**

This study was an observational study with cross sectional study design. The study was a cross sectional study design study variables - variables included risk factors and variables - variables include the effect observed while at the same time.

This research was conducted in Merauke District Health Office at 21 health centers. Data collection is done since July to August 2016, with secondary and primary data gathering.

The data were obtained using a questionnaire and analyzed using chi square bivaial and multivariate analysis using binary logistic regression.

### 3. Results

#### 3.1 Characteristics of Respondents

**Table 1:** Respondents Distribusi Frekuensi Capitation Fund Management JKN in Environmental Health Center Merauke District Health Office

No	Variables	n	%
<b>1</b>	<b>Age</b>		
	20-30 year	23	36,5
	31-40 year	24	38,1
	> 40 year	16	25,4
<b>2</b>	<b>sex</b>		
	male	28	44,4
	Perempuan	35	55,6
<b>3</b>	<b>Female</b>		
	SHS	7	11,1
	D-I	10	15,9
	D-III	27	42,9
	S1	19	30,2
<b>4</b>	<b>Position</b>		
	Chief Health Centre	21	33,3
	Treasurer	21	33,3
	TU	21	33,3
<b>5</b>	<b>Working period as ASN</b>		
	< 5 years	12	19

6 – 10 years	33	52,4
> 10 years	18	28,6
<b>6 Working period as JKN Kapitation holder</b>		
< 1 year		
1 – 2 years	29	46
> 2 years	16	25,4
<b>Double tasks</b>	18	28,6
<b>7 Yes</b>		
No	63	100
	0	0
Number	63	100

Table 1 shows that the age of the respondent as Capitation Fund Manager of Environmental Health Center JKN in Merauke District Health Office mostly in the age 31-40 years as many as 24 people (38.1%), sex perempuan, as many as 35 people (55.6%), education D-III as many as 27 people (42.9%).

The respondents' tenure as ASN trebanyak 6-10 years as many as 33 people (52.4%) while the period of employment as a business with the highest JKN Capitation Fund working time <1 year as many as 29 people (46%) and all respondents concurrently basic tasks and as Capitation Fund manager JKN.

### 3.2 Independent and Dependent Variables

Table 2 shows that most respondents have a high motivation to work as many as 53 people (84.1%) and incentives granted under as many as 54 people (85.7%).

As for the supporting facilities and infrastructure in the management of JKN largely inadequate as many as 36 people (57.1%) and most have the ability and skills of good work as many as 33 people (52.4%), but does not vary much with the ability and skill as much less work 30 people (47.6%). Good performance of most of the respondents as many as 35 people (55.6%).

**Table 2:** Frequency Distribution of Respondents JKNdi Capitation Fund Manager of Environmental Health Center Merauke District Health Office

No	Variables	n	%
<b>1</b>	<b>Motivation</b>		
	Low	10	15,9
	High	53	84,1
<b>2</b>	<b>Insentive</b>		
	Suitable	9	14,3
	Not suitable	54	85,7
<b>3</b>	<b>Working load</b>		
	High	35	55,6
	Low	28	44,4
<b>4</b>	<b>Facilities</b>		
	Not enough	27	42,9
	Enough	36	57,1
<b>5</b>	<b>Supervision</b>		
	Less	16	25,4
	Good	47	74,6
<b>6</b>	<b>Ability and working skill</b>		
	Less		
	Good	30	47,6
<b>7</b>	<b>Performance</b>	33	52,4
	Less		

Good	28	44,4
	35	55,6
Number	63	100

### 3.3 Analysis Bivariat

#### a. Effect of Motivation on Performance Capitation Fund Management JKN

**Table 3:** Effect of Motivation on JKN Capitation Fund Manager Performance in the Work Environment Health Center Merauke District Health Office

No	Motivation	Performance of JKN Capitation Fund manager				n	%
		Kurang		Baik			
		n	%	n	%		
1	Low	7	70	3	30	10	100
2	High	21	39,6	32	60,4	53	100
Total		28	44,4	35	55,6	63	100
<i>p-value = 0,094; RP = 1,767; CI95% (1,046 – 2,985)</i>							

Table 3 shows that respondents who have low motivation of 10 people, there were 7 patients (70%) with less performance and 3 (30%) with good performance. The test results on the value of chi square statistic significance of 95% ( $\alpha = 0.05$ ) was obtained  $p\text{-value} = 0,094$  or  $p > \alpha (0.05)$ , with demikiantidak no motivation influence on the performance JKNdi PHC Capitation Fund Management District Health Office Work Environment Merauke.

When viewed from the  $RP = 1,767$ ;  $CI95\% (1.046 \text{ to } 2.985)$  which is interpreted that the low work motivation likely to have a poor performance 1,767 times greater than the motivation.

#### b. Influence on the Performance Incentive Fund Management Capitation JKN

Table 4 shows that of the nine respondents who incentives are not appropriate, there are 4 people (44.4%) underperforming and 5 people (55.6%) performed well. The test results on the value of chi square statistic significance of 95% ( $\alpha = 0.05$ ) was obtained  $p\text{-value} = 1,000$  or  $p > \alpha (0.05)$ , with demikiantidak no incentive effect on the performance JKNdi PHC Capitation Fund Management District Health Office Work Environment Merauke. When viewed from the  $RP = 1.000$ ;  $CI95\% (0.454 \text{ to } 2.201)$  were not significant incentive interpreted

against JKN Capitation Fund performance business.

**Table 4:** Effect on the Performance Incentive Fund Manager at Puskesmas capitation JKN Working Environment Merauke District Health Office

No	Insentive	Performance of JKN Capitation Fund manager				n	%
		Lessa		Good			
		n	%	n	%		
		1	Not suitable	4	44,4		
2	Suitable	24	44,4	30	55,6	54	100
Total		28	44,4	35	55,6	63	100

*p-value* = 1,000;RP = 1,000; CI95% (0,454 – 2,201)

**c. Influence on Performance Workload Capitation Fund Management JKN**

**Table 5:** Effect on Performance Workload JKN Capitation Fund Management in the Work Environment Health Center Merauke District Health Office

No	Work load	Performance of JKN Capitation Fund manager				n	%
		Less		Good			
		n	%	n	%		
		1	High	27	77,1		
2	Low	1	3,6	27	96,4	28	100
Total		28	44,4	35	55,6	63	100

*p-value* = 0,000;RP = 21,600; CI95% (3,126 – 149,272)

Table 5 shows that of the 35 respondents who have a high workload, there are 27 people (77.1%) underperforming and 8 (22.9%) performed well. The test results on the value of chi square statistic significance of 95% ( $\alpha = 0.05$ ) was obtained  $p\text{-value}0,000$  or  $p < \alpha$  (0.05), thus there is the effect of workload on the performance JKNdi PHC Capitation Fund Manager Environmental Health Office Work Merauke regency. When viewed from the  $RP = 21,600$ ;  $CI95\%$  (3.126 to 149.272) which is interpreted that the high workload likely to have a poor performance 21,600 times greater than the high workload.

**d. Infrastructures Influence on Performance Capitation Fund Management JKN**



**Table 6:** Effect of Infrastructures of the Capitation Fund Manager Performance JKN in the Work Environment Health Center Merauke District Health Office

No	Infrastructures	Performance of JKN Capitation Fund manager				n	%
		Kurang		Baik			
		n	%	n	%		
1	Not enough	18	66,7	9	33,3	27	100
2	enough	10	27,8	26	72,2	36	100
Total		28	44,4	35	55,6	63	100
<i>p-value = 0,005; RP = 2,400; CI95% (1,330 – 4,331)</i>							

Table 6 shows that of the 27 respondents stated that infrastructure is inadequate, there are 18 people (66.7%) have less performance and as many as 9 people (33.3%). The test results on the value of chi square statistic significance of 95% ( $\alpha = 0.05$ ) was obtained  $p\text{-value} 0,005$  or  $p < \alpha (0.05)$ , thus no influence on the performance of facilities and infrastructure JKNdi PHC Capitation Fund Management Department of Work Environment Merauke District Health. When viewed from the  $RP = 2,400$ ;  $CI95\%$  (1.330 to 4.331) which is interpreted that the infrastructure is inadequate likely to have a poor performance 2,400 times greater than the adequate facilities and infrastructure.

**e. Influence on Performance Supervision Capitation Fund Management JKN**

**Table 7:** Effect of Supervision of the Capitation Fund Manager Performance JKN in the Work Environment Health Center Merauke District Health Office

No	Supervision	Performance of JKN Capitation Fund manager				n	%
		Less		Good			
		n	%	n	%		
1	Less	8	50	8	50	16	100
2	Good	20	42,6	27	57,4	47	100
Total		28	44,4	35	55,6	63	100
<i>p-value = 0,772; RP = 1,175; CI95% (0,650 – 2,124)</i>							

Table 7 shows that of the 16 respondents who answered supervision less, there are eight people (50%) underperforming and 8 (50%) good performance. The test results on the value of chi square statistic significance of 95% ( $\alpha = 0.05$ ) was obtained  $p\text{-value} 0,772$  or  $p > \alpha (0.05)$ , with no effect supervise to the performance JKNdi PHC Capitation Fund Management District Health Office Work Environment Merauke. When viewed from the

RP = 1,175; CI95% (0.650 to 2.124) interpreted that supervision is not meaningful to performance.

**f. Abilities and Skills Influence on Performance Capitation Fund Management JKN**

**Table 8:** Effect on Performance Capabilities and Skills JKN Capitation Fund Management in the Work Environment Health Center Merauke District Health Office

No	Capabilities and Skills	Performance of JKN Capitation Fund manager				n	%
		Less		Good			
		n	%	n	%		
1	Less	20	66,7	10	33,3	30	100
2	Good	8	24,2	25	75,8	33	100
Total		28	44,4	35	55,6	63	100
<i>p-value</i> = 0,001;RP = 2,750; CI95% (1,430 – 5,289)							

Table 8 shows that of the 20 respondents who answered abilities and skills lacking, there are 20 people (66.7%) kinreja less and 10 people (33.3%) performed well. The test results on the value of chi square statistic significance of 95% = 0.05) was obtained p-value0,001 or  $p < \alpha$  ( $\alpha$  (0.05), thus no influence on the performance capabilities and skills JKNdi PHC Capitation Fund Management Department of Work Environment Merauke District Health. When viewed from the RP = 2,750; CI95% (1.430 to 5.289) which is interpreted that the abilities and skills that are less likely to have a poor performance 2,750 times greater than the ability and good skills.

**3.4 Multivariate Analysis**

To obtain the answer the factors which influence the performance of the fund manager capitation JKN, it is necessary to proceed on the bivariate and multivariate analysis. Bivariate modeling using binary logistic regression using enter method where masing - each independent variable was tested one by one on the dependent variable.

The table shows that the bivariate modeling the variables of motivation,

workload, facilities and infrastructure, and the ability and skills in the category p-value <0.25, so it goes into the model multivariatmenggunakan binary logistic regression using enter method where all independent variables that qualify p <0.25 tested one by one on the dependent variable. Mutltivariat analysis results obtained p-value <0.05 was motivation, workload, facilities and infrastructure, as well as the ability and skill.

**Table 9:** Analisis Bivariat Between Dependent and Independent Variables

No	Variabel	<i>p-value</i>	OR	95% CI	
				Lower	Upper
1	Motivasi	0,089	3,556	0,826	15,313
2	Insentif	1,000	1,00	0,242	4,138
3	Beban kerja	0,000	91,125	10,655	779,332
4	Infrastructure	0,003	5,200	1,761	15,353
5	Supervision	1,350	1,350	0,433	4,212
6	Capabilities and Skills	0,001	6,250	2,080	18,777

**Table 10:** Variables Multiple Logistic Regression Analysis

No	Variabel	B	<i>p-value</i>	OR	95% C. I. for Exp (B)	
					Lower	Upper
1	Motivation	3,541	0,018	34,494	1,839	647,125
2	Work load	6,857	0,003	950,628	9,967	90665,682
3	Infrastructure	3,672	0,011	39,319	2,327	664,328
4	Capabilities and Skills	2,923	0,025	18,594	1,447	238,923
	Constant	-25,049	0,000	0,000		

Table 10 shows motivation , workload, facilities and infrastructure, and the ability and keterampilanmemiliki a dominant influence on the performance of business Capitation Fund JKN in Merauke district health center.

#### **4. Discussion**

##### ***4.1 Effect of Motivation on Performance Capitation Fund Management JKN***

The result showed that there was no influence of motivation on performance JKNdi PHC Capitation Fund Management Work Environment Merauke District Health Office (p-value0,094), where respondents have less performance with low motivation of 7 people (70%) lower than the Highly motivated many as 21 people (39.6%). The results are consistent with research Sutarman [12] from the health center to the health department (Study of Semarang) that motivation does not affect the attendant delay in submission of the report. Highly motivated by the respondent due to that there are additional points or wages corresponding to a job as a fund manager capitation JKN (70%), motivated to make LPJ capitation because it gets extra points as a manager (67%), use your own potential as a fund manager capitation JKN (63%) and secure in performing work as JKN capitation fund managers (63%).

Motivation is encouragement yang timbul in a person either consciously or unconsciously untuk melakukan specific actions to achieve specific goals; yang dapat effort causes a person or group of people were moved untuk melakukan something because they want to achieve a certain goal ataumendapatkan satisfaction from the done thing [13-16]. According to Hamzah [17], the motivation of the commitment to the organization as a gesture in the work that is oriented towards loyalty, identification and engagement. Someone who has a commitment to a goal have the drive, intensity and persistence to work hard. Commitment creates a desire to achieve goals and overcome problems or obstructions. This proved to be statistically than the value obtained i RP prevalence ratio = 1.767; CI95% (1.046 to 2.985) which is interpreted that the low work motivation likely to have a poor performance 1,767 times greater than the motivation. The results are consistent with research conducted by Handayani [18] found no effect of motivation on the performance of health personnel. The researchers concluded that motivation is closely related to the performance of Fund Manager Capitation JKN in Puskesmas environment DHO Merauke, even though statistically did not show any effect significant, it is associated with factors - other factors such as the facilities and infrastructures that have Puskesmas inadequate thereby affecting JKN capitation fund manager's performance.

#### ***4.2 Effect on the Performance Incentive Fund Management Capitation JKN***

The result showed that there was no incentive effect on the performance JKNdi PHC Capitation Fund Management Work Environment Merauke District Health Office (p-value1,000), where respondents have less performance incentives are incompatible with as many as four people (44.4%) at with appropriate incentives as many as 24 people (44.4%). The results are consistent with research conducted Darmawan [19] concerning the incentive pelayanantenaga nurse in RSUDDr. H. Soewondo states do not link incentives to performance. Dessler states that the basic objective of this incentive remuneration untuk memotivasi emergence of a good performance by linking the achievement and reward [20]. No correlation with performance incentives JKN Capitation Fund Manager, resulting in the provision of incentives that have been set in accordance with Permenkes No. 21 2016 of incentives for workers or health workers in health centers, including the person in charge or the fund manager capitation JKN. Lack of regulation or a preset setting health ministry is sufficient and fair to JKN capitation fund managers.

#### ***4.3 Effect on Performance Workload Capitation Fund Management JKN***

The result showed that there was an incentive effect on the performance JKNdi PHC Capitation Fund Management Work Environment Merauke District Health Office (p-value0,000), where respondents have less performance with high workload as many as 27 people (77.1%) higher compared with a low work load as much as 1 (3.6%). Respondents as a responsible or JKN capitation fund manager at the health center has another position. Penaanggungjawab JKN capitation fund manager is the head of the health center, Treasurer and administration.

The results of this study are consistent conducted by Sutarman [12], that the workload of multiple or duplicate an effect on employee performance, where poengawai prioritize tasks and main function of the major and selanjutnya doing double duty is not an obligation. The workload is high perceived by respondents as pingleola JKN because the person in charge of the management of capitation funds JKN exceed the capabilities (64%), so that respondents sometimes too late to make the accountability report Capitation JKN because it must work the main tasks simultaneously at the health center (68%). It is this also expressed by respondents during recess also doing the main job (63%), so that at certain times I became very busy (64%) and can not enjoy the job done (61%) disebabkan goals for me to achieve in work (65%). Manuaba in Haryanti [21], which states kerjamerupakan load body's ability to accept the job. From the point of pandangergonomi each person receives workload should be appropriate and seimbangbaik against physical ability, cognitive ability and keterbatasanmanusia that receives the load. A labor has its own capabilities in hubungannyadengan workload. They may be more suited to the load kerjafisik, mental or social, but as the equation, they just mampumemikul load until a certain weight according to its capacity.

Double duty as JKN capitation fund manager at the health center are not included in the structural organization but additional work imposed by the Chief Health Center, treasurer and administration, thus affecting the performance of the capitation fund management JKN. It is proven statistically that the value ratio of prevalence found that a high workload likely to have a poor performance 21,600 times greater than the high workload.

#### ***4.4 Influence on Performance Infrastructures Capitation Fund Management JKN***

The result showed that there was the influence of the facilities and infrastructure to the performance of the fund manager in Puskesmas capitation JKN Working Environment Merauke District Health Office (p-value0,005), where respondents have less performance with inadequate facilities and infrastructure as many as 18 people (66.7 %) higher compared with adequate facilities and infrastructure as many as 10 people (27.8%). The results are consistent with research conducted by Putranti [22], that there is the influence of the availability of adequate facilities and infrastructure that support the officer's performance in the reporting of accountability. Moenir [23] argues that the means adalahsegala types of equipment, supplies and facilities yangberfungsi work as a primary or auxiliary tool in pelaksanaanpekerjaan and also in order of importance are sedangberhubungan with the organization of work. The definition clearly gave directions that saranadan infrastructure is a set of tools which is used in a process of both the tools tersebutadalah an auxiliary equipment as well as peralatanutama, who are working to realize tujuanyang be achieved.

Facilities and infrastructure are inadequate in Puskesmas Environmental Health Office Merauke Regency (72%)

due to facility and infrastructure is inadequate can mengakibatkan accountability report capitation JKN not be made if made too late, (67%) facility working facilities are not evenly distributed on all employees not can maximize the effectiveness of the implementation of tasks and the availability of adequate facilities and infrastructure can not support terselesainya work in a relatively short time (65%). Geographical conditions as well as inadequate facilities and infrastructure such as electricity, transportation with long distance with difficult terrain as well as the physical equipment such as computers and printing equipment leads to delays in reporting accountability are reported every month in Merauke District Health Office. This is evident from the value of the ratio of the prevalence of that infrastructure is inadequate likely to have a poor performance 2,400 times greater than the adequate facilities and infrastructure. This is consistent with the theory put forward in Ilyas Gibson [24] that the availability of facilities and infrastructure affect the performance of individuals.

#### ***4.5 Supervision Effect on Performance Capitation Fund Management JKN***

The result showed that there was no effect on the performance of supervision JKNdi PHC Capitation Fund Management Work Environment Merauke District Health Office (p-value0,772), the respondents have less performance with less supervision as many as eight people (50%) higher compared with supervision a good many as 20 people (42.6%).

Supervision is a process that refers unitkerja members to contribute positively for the purpose organisasitercapai. The ability of the supervisor (supervisor) to secara efektif employ personnel in order to achieve tujuandepartemen is critical to the success yangberasal supervisor of external control agencies will be less sensitifdalam assess the performance of subordinate and will evaluate more negative than the supervisor with an internal control [24]. The absence of supervision by the performance effect of capitation fund manager at the health center because there are some fund managers in the capitation JKN Merauke District Health Office to consult on JKN district manager when where there is only poorly understood.

#### ***4.6 Effect on the Performance Ability and Skills Capitation Fund Management JKN***

The result showed that there was an effect on the performance capabilities and skills JKNdi PHC Capitation Fund Management Work Environment Merauke District Health Office (p-value0,001), ie, respondents with less performance ability and less skill as many as 20 people (66.7%) more high compared with the capabilities and skills of both of 8 people (24.2%). Results of research conducted in line Sarworini [25] that there is a positive relationship antaravariabel ability of employees with employee performance variables. Workforce has the ability high, such as technical skills, social skills and konseptual ability will be able to do the office work with good, timely danmenghasilkan a satisfactory performance.

Ability and skill as a responsible manager of the capitation funds JKN of respondents that the respondents admitted that last Education does not correspond to the field of work as a business JKN Capitation Fund (47%) and was not able to carry out the work as a manager without the help of other managers (50%). Based on observations reported in addition to reporting delays of reporting the occurrence of the difference in capitation JKN use of budget funds. This suggests that the ability and skills of fund managers and others responsible

capitation JKN still lacking. Ability and skill can cause delays in reporting should be reported every month.

Translated as the skill of organizing an activity in relation to the object or situation that covers a whole range of sensory danmekanisme motion. A skill that is seen as the motion activity or a task will consist of a number of motion response and perceptions obtained through learning for a particular purpose. Lack of ability and skill as a responsible and capitation fund manager JKN of 63 respondents as many as 29 people (46%) with tenure as a business JKN Capitation Fund. This suggests that future managers working in fund management affect JKN capitation in PHC [26-29]. In Sutarman study [12] on keterlambatanpetugas in reporting from health caused Into Health Department officials' understanding of factors. Research Tao (2013), shows that the grace period long task of the health worker obtained an average of a group of officers who submit timely reports for 14 years, so that the workers who have an average duty of less than or equal to 14 years are at risk submit a report to Office was delayed by 3.91 times compared to the labor life of over 14 years. Old work as JKN Capitation Fund Manager at the health center Merauke District Health Office environment affects mastery terhadapperalatan used, the understanding of the reporting JKN capitation funds and their innovations in finishing work mendukungterselesaikannya certainly will not work in accordance with the terms specified. Sehinggaakan seen that the lower the ability of employees to inhibit kinerjaorganisasi that ultimately organizational goals can not be achieved to the fullest.

This is evident from the prevalence raiso value that the abilities and skills are less likely to have a poor performance 2,750 times greater than the ability and good skills. So this needs to be mendaptkan attention of Merauke District Health Department in order to provide training on the management of capitation funds JKN like officer with responsibility to him. Results of multivariate analysis on six independent variables, namely motivation, incentives, workload, facilities and infrastructure, supervision and abilities and work skills, the most dominant factor influencing the performance of the management of funds JKN in Puskesmas environment DHO Merauke is motivation, workload, means and infrastructure, and the ability and skill. If the motivation, workload, facilities and infrastructure, as well as the ability and skill of the lower will degrade the performance of 25.049 times the capitation fund manager performance JKN. Results of multivariate analysis showed that of the four variables are dominant, the workload has a higher impact than motivation, infrastructure, and the ability and skills to work. This is due to the double duty of the main tasks that as a responsibility, so that the fund manager JKN health centers do not focus on work. Asumsoi investigators that in execution manager or person in charge of capitation funds JKN will feel relieved if it can share the work with his colleagues of the work which it is responsible, but it will be heavy if it has been burdened with the responsibilities of work more than one activity (double duty) problems be faced that the work will increase the burden of assuming responsibility [30-32].

## **5. Conclusion**

Based on the results and the discussion can be summarized as follows:

1. There was no effect of motivation on the performance JKNdi PHC Capitation Fund Management Work Environment Merauke District Health Office (p-value0,094; RP = 1.767; CI95% = 1.046 to 2.985).

2. There is no incentive effect on the performance JKNdi PHC Capitation Fund Management Work Environment Merauke District Health Office (p-value1,000; RP = 1,000; CI95% = 0.454 to 2.201).
3. There is the effect of workload on the performance JKNdi PHC Capitation Fund Management Work Environment Merauke District Health Office (p-value 0,000; RP = 21,600; CI95% = 3.126 to 149.272).
4. There is an effect on the performance of facilities and infrastructure JKN Capitation Fund Management in the Work Environment Health Center Merauke District Health Office (p-value0,005; RP = 2.400; CI95% = 1.330 to 4.331).
5. There is no impact on the performance of supervision JKN Capitation Fund Management in the Work Environment Health Center Merauke District Health Office (p-value0,772; RP = 1,175; CI95% = 0.650 to 2.124).
6. There is an effect on the performance capabilities and skills JKNdi PHC Capitation Fund Management Work Environment Merauke District Health Office (p-value0,001; RP = 2,750; CI95% = 1.430 to 5.289).
7. Motivation, workload, facilities and infrastructure, and the ability and keterampilanmemiliki a dominant influence on the performance of business Capitation Fund JKN in Merauke district health center.

## **References**

- [1] Peraturan Presiden Nomor 32 Tahun 2014 tentang Pengelolaan dan Pemanfaatan Dana Kapitasi Jaminan Kesehatan Nasional pada Fasilitas Kesehatan Tingkat Pertama Milik Pemerintah Daerah
- [2] Peraturan Menteri Kesehatan Nomor 69 Tahun 2013 tentang Standar Tarif Pelayanan Kesehatan pada Fasilitas Kesehatan Tingkat Pertama dan Fasilitas Kesehatan Tingkat Lanjutan dalam Penyelenggaraan Program Jaminan Kesehatan
- [3] Peraturan Menteri Kesehatan Nomor 19 Tahun 2014 tentang Penggunaan Dana Kapitasi Jaminan Kesehatan Nasional Untuk Jasa Pelayanan Kesehatan dan Dukungan Biaya Operasional pada Fasilitas Kesehatan Tingkat Pertama Milik Pemerintah Daerah;
- [4] Peraturan Menteri Kesehatan Nomor 28 Tahun 2014 tentang Pedoman Pelaksanaan Program Jaminan Kesehatan Nasional
- [5] Peraturan Menteri Dalam Negeri Nomor 13 Tahun 2006 tentang Pedoman Pengelolaan Keuangan Daerah, sebagaimana telah dua kali diubah terakhir dengan Peraturan menteri Dalam Negeri Nomor 59 Tahun 2007
- [6] Peraturan Badan Penyelenggara Jaminan Sosial Kesehatan Nomor 1 Tahun 2014 tentang Penyelenggaraan Jaminan Kesehatan



- [7] Peraturan Badan Penyelenggara Jaminan Sosial Kesehatan Nomor 2 Tahun 2015 tentang Norma Penetapan Besaran Kapitasi dan Pembayaran Kapitasi Berbasis Pemenuhan Komitmen Pelayanan pada Fasilitas Kesehatan Tingkat Pertama.
- [8] BPJS (2014). Pedoman Penyelenggaraan Teknis BPJS. <http://www.bpjs.go.id>.
- [9] 2015. Siaran Pers. Lagi, BPJS Kesehatan Peroleh WTP di Tahun Ke-2. <http://www.bpjs.go.id>.
- [10] Handoko, (2010) Management Personalia dan Sumber Daya Manusia, ed. Kedua, Yogyakarta: BPFE.
- [11] Hasibuan S. P (2012) Manajemen Sumber Daya Manusia, ed. Kelima, Yogyakarta: BPFE,
- [12] Sutarman (2008). Faktor-Faktor Yang Berhubungan Dengan Keterlambatan Petugas Dalam Menyampaikan Laporan Klb Dari Puskesmas Ke Dinas Kesehatan (Studi Kota Semarang). <http://www.undip.co.id>. diakses 29 April 2016.
- [13] Tao F. L (2013). Faktor-Faktor Yang Berhubungan Dengan Kinerja Pegawai Kesehatan di Puskesmas Nangaroro Kabupaten Nagekeo Provinsi Nusa Tenggara Timur. <http://www.stikesmakassar.co.id>. diakses 20 April 2016.
- [14] Notoatmodjo S(2010). Ilmu Perilaku Kesehatan. Jakarta: Rineka Cipta.
- [15] (2011). Ilmu Kesehatan Masyarakat. Ilmu dan Seni. Jakarta; Rineka Cipta.
- [16] (2012). Metode Penelitian Kesehatan. Jakarta; Rineka Cipta.
- [17] Hamzah, H. (2008). Teori Motivasi dan Pengukurannya: Analisis di bidangpendidikan. Jakarta: BT Bumi Aksara
- [18] Handayani T (2012). Faktor – Faktor Yang Berhubungan Dengan Kinerja Petugas Mtbs (Manajemen Terpadu Balita Sakit) di Puskesmas Kabupaten Kulon Progo. <http://www.fkmui.co.id>.
- [19] Darmawan R. I (2008) Analisis Penetapan Insentif Pelayanan Tenaga Perawat DI RSUD Dr. H. Soewondo Kendal. <http://fkm.ui.co.id>. diakses 2 September 2016.
- [20] Dessler, G. , (2006) Manajemen Sumber Daya Manusia, Jilid 1,PT. Prenhallindo, Jakarta,
- [21] Haryanti S (2014). Hubungan Antara Beban Kerja Dengan Stres Kerja Perawat Di Instalasi Gawat Darurat RSUD Kabupaten Semarang. Jurnal STIKES RS. Baptis Volume 3,Edisi 1,Juli, 2010 29.
- [22] Putranti K. A (2013). Faktor-Faktor Penyebab Keterlambatan Pengiriman Laporan Kia Dari Puskesmas Ke Dinas Kesehatan Kota Surakarta. <http://www.umudsurakarta.co.id>. diakses 20 April 2016.

- [23] Moenir, H. A. S. (2012) *Manajemen Pelayanan Indonesia*, Bumi Aksara, Jakarta
- [24] Ilyas, Y (2001). *Kinerja Teori, Penilaian dan Penelitian*. Pusat Kajian Ekonormi Kesehatan Fakultas Kesehatan Masyarakat. Jakarta:Universitas Indonesia.
- [25] Sarworini F (2013) *Hubungan Kemampuan Dan Motivasi Terhadap Kinerja Pegawai Dinas Kependudukan, Tenaga Kerja Dan Transmigrasi Kabupaten Karanganyar*. [http://www. google. co. id](http://www.google.co.id). diakses 2 September 2016.
- [26] Machmud (2012). *Manajemen Sumber Daya Manusia*. Edisi ke-5. Yogyakarta : YKPN.
- [27] Artadi F. F (2015) *Pengaruh Kepuasan Kerja dan Beban Kerja Terhadap Kinerja Karyawan pada PT. Merapi Agung Lestari*. [http://www. uney. co. id](http://www.uney.co.id). diakses 2 September 2016.
- [28] ArikuntoS (2010). *Prosedur dan Pendekatan Penelitian*. Jakarta :Rineka Cipta
- [29] Azwar, A A. 2010. *Pengantar Aministrasi Kesehatan*. Edisi Ketiga. Jakarta : Bina Rupa Aksara Publisher
- [30] Djuhaeni, Heni. 2007. *Asuransi dan Managed Care: Modul Program PascasarjanaKesehatan Masyarakat Universitas Padjadjaran, Bandung*.
- [31] Faridah. (2009). Tesis. *Analisis Faktor-Faktor yang Berpengaruh Terhadap Motivasi Kerja Petugas Pelaksana Manajemen Terpadu Balita Sakit (MTBS) di Puskesmas kota Surabaya*. Diakses eprints. undip. ac. id/17297/pdf tanggal 02 April 2016.
- [32] Fera W(2011). *Faktor – faktor yang berhubungan dengan kinerja petugasmanajemen terpadu balita sakit (MTBS) dalam pelayanan MTBS dipuskesmas dinas kesehatan kota madiun tahun 2011*,[http://www. fkm. ui. co. id](http://www.fkm.ui.co.id). diakses 29 April 2016. Gibson. J. L (2003). *Organisasi Perilaku, Struktur, Proses*. Jilid 2,Erlangga, Jakarta.