

Original Article

Evaluation of Planning and Preparation Stages on Health Functional Position Competency Test in Banyumas Regency 2020

Bonisa Nursari Meilani¹, Arih Diyaning Intiasari², Yuditha Nindya Kartika Rizqi²

¹.Banyumas District Health Office, Central Java

². Public Health Departement, Faculty of Health Sciences, Jenderal Soedirman University

Corresponding author : Bonisa Nursari Meilani, Email: bonisanursarimeilani@gmail.com

ABSTRACT

Background: On 2020, Health Functional Position Competency Test in Banyumas Regency has been rescheduled repeatedly and just happened in November. This makes difficulty on health workers promotion process, because the health workers who will increase their functional position level don't have competency certificate yet. This study aims to evaluate planning and preparation stages on Health Functional Position Competency Test in Banyumas Regency 2020.

Methods: This study is a qualitative research with case study design and located in Banyumas Regency with the number of informants as many as 9 people. The informant consists of main informant and supporting informant. Data analysis used content analysis with thematic network approach.

Results: Evaluation of planning and preparation stages on Health Functional Position Competency Test explained that the available resources are not fully ready for doing implementation process. The available of human resources don't have a good understanding about technical process in planning and preparation stages. This happened because the guidelines that have been used not explain clearly about technical implementation of Health Functional Position Competency Test. So, it is needed to create SOP and increase socialization activity, so the availability of human resources like organizer team, examiner team and health workers from UPTD/Hospital understand detail information about technical implementation of Health Functional Position Competency Test.

Conclusion: In 2020, rescheduling of Health Functional Position Competency Test happened because the turnover of some employees occurred and it's not supported by the availability of SOP as a technical guideline. In addition,

COVID-19 pandemic also affected the situation due to limited face to face activity.

Key words: Competency test, Evaluation, Planning, Health workers

INTRODUCTION

Health human resources are at the forefront of the field's preventative, promotive, curative, and rehabilitative health services. The knowledge, skills, and motivation of people responsible for the health care system are critical to the delivery of health services (Putri 2017). According to the findings of Faller et al. (2018), the problem of incompetent health professionals should be effectively handled by monitoring and assessment of their knowledge and performance practice. This is due to the incompetence of health professionals, which, in addition to injuring patients, can also have a significant influence on the workers' health and safety.

The Functional Position Competency Test for Health Professionals is one method used by the Banyumas District Health Office to monitor and evaluate the competency of health workers. Functional Position Competency Tests for Health Workers, according to Permenkes No. 18 of 2017 concerning Guidelines for the Implementation of Health Functional Position Competency Tests, are a process carried out by the examiner team to measure the knowledge, skills, and work attitudes of health functional officials in order to meet the requirements for promotion to a higher-level position. According to preliminary study, the Banyumas District Health Office, through the Health Human Resources

and Information System Section, has conducted the Functional Position Competency Test for Health Workers on a regular basis since 2018.

The Functional Position Competency Test for Health Workers was frequently postponed in 2020, and it was finally held in November. This has impeded level progress since the functional officials who will be promoted to the level between April and October 2020 have not yet earned a competency certificate, which is one of the conditions for level advancement. The occurrence of recurrent rescheduling in 2020 needs an evaluation of the planning and preparation phases of the Functional Position Competency Test for Health Workers in Banyumas Regency to identify the obstacles that emerge, causing the execution of activities to be postponed. According to Astin Lukum (2015) and Tayibnapis (2013), in their research, the assessment of activities with a countenance system can explain the beginning to the end of the activity, allowing conclusions to be taken about the activity's execution. Furthermore, through the evaluation, it is possible to identify difficulties that develop during the activity process.

METHODS

This research uses a qualitative research methodology and a case study research design to allow researchers to investigate in depth the planning and preparation stages of the Functional Position Competency Test for Health Workers in Banyumas Regency in 2020. The study was conducted in the Banyumas Regency area in October-November 2020. Purposive sampling was used for the research subjects, with a total of 9 informants, including the Banyumas District Health Office (2 persons), the Examiner Team (2 people), the Head of UPTD Administration (1 person), Hospital Personnel Staff (1 person), and prospective participants Competency Test (3 people). Content analysis utilizing a theme network technique was utilized to analyze the data. This research has been approved by the Health Research Ethics Commission, Faculty of Health Sciences, Jenderal Soedirman University with an ethical approval number 206/EC/KEPK/X/2020.

RESULTS AND DISCUSSION

Based on the results of in-depth interviews with informants, it shows that the evaluation of the planning and preparation stages of the Functional Position Competency Test for Health Workers in Banyumas Regency in 2020 is as follows:

a. **The guidelines used do not explain the technical implementation of the Health Functional Position Competency Test in detail, so it is necessary to make a Standard Operating Procedure**

The Banyumas District Health Office using Health Ministry Regulation Number 18 of 2017 and the Circular Letter of the Ministry of Health of the Republic of Indonesia No. HK.02.02/HI/777/2017 as a guideline for the implementation of the Functional Position Competency Test for Health Workers. In 2020 there was a change of employees who handled the Functional Position Competency Test for Health Workers. The existing Health Ministry Regulation and Circular Letters only explain the flow of activities and do not explain the technical implementation. So that when there is a change of employees, new employees have difficulty in knowing and understanding the technical implementation of the Functional Position Competency Test for Health Workers. This is in accordance with the following statement:

"..... but sometimes the process in the Department because it's a new thing right at the confused just reading Health Ministry Regulation and Circular right on confused. Moreover, the Health Ministry Regulation and Circulars do not explain in detail about the technical details of UKOM, just the flow" (U2).

The results of this study are in line with the research of Subiantoro et al. (2018) which states that the cause of the problem of increasing the career path of health workers at An-Nisa Hospital, Tangerang City is the absence of clear guidelines regarding the career advancement system. Therefore, in the Functional Position Competency Test for Health Workers in Banyumas Regency, it is necessary to make SOPs to regulate in detail the technical implementation of activities. Thus, even though there is a change of employees, the new employees will not find it difficult to know and understand the technical implementation of the Functional Position Competency Test for Health Workers.

b. **The available human resources do not fully understand the technicalities of administering the Functional Position Competency Test for Health Workers**

. The implementation team is dominated by new employees who are in the adaptation stage, so they need help and guidance from the old employees through the delegation of authority. However, the delegation of authority related to information regarding the Functional Position Competency Test for Health Workers given by the old employee to the new

employee has not been comprehensive due to time constraints. This incomplete information creates confusion when completing work. This is in accordance with the following statement:

"Delegation of authority is constrained time. Because each has worked in different environments so difficult to meet, and each right has a definite job responsibility which are manifold not only UKOM. Most of the communication is via online, but if it is via online the information obtained is also very few" (U1).

The results of this study are in line with the research of Jufri et al. (2020) which states that new employees at the Pasuruan City Health Service lack guidance from superiors and employees who are more understanding, so the new employee feels confused in completing the work. In addition to the implementation team, human resources that are also used in the implementation of the Functional Position Competency Test for Health Workers are the testing team. In 2020, there are still institutional differences between examiners and nurse test participants. Whereas puskesmas nurses and hospital nurses have several different characteristics in dealing with patients. Differences in characteristics in treating patients have the potential to make the examiner not understand the activities of the test participants in detail and specifically. This is in accordance with the following statement:

"So, it's really the same associate examiner for example if A or B when they should be tested the hospital employe but they actually tested the PHC empoloyes. If it is mixed later, it means that skilled health center even a will be able toit later test hospital people. Though the way I deal with patients I believe is very different. The descriptions of dealing with patients are also different between hospital people and PHC people." (P3).

The results of this study are in line with Starc (2018) research which states that nurses who work in *secondary health care* have patient characteristics that are more difficult when compared to nurses who work in *primary health care*. This is because the patient's condition is more serious and the number of patients is also higher in *secondary health care* compared to *primary health care*. The more serious condition of the patient and the higher number of patients make nurses who work in *secondary health care* have more complex responsibilities with longer working hours so that the potential for exposure to infection is also greater.

Based on the things that have been mentioned above, it can be concluded that the available human resources do not fully understand the technical implementation of the Functional Position Competency Test for Health Workers.

This is because the majority of the organizing team are new employees so they are still in the process of adaptation. The transfer of information related to the Functional Position Competency Test for Health Workers between old employees and new employees is also not comprehensive so that the information obtained is not optimal. In addition, there are still institutional misalignments between examiners and test participants that have the potential to make the examiners not understand the activities of test participants in detail and specifically.

c. Constraints in the planning stage occur because of the lack of optimal communication between the human resources involved.

During the planning stage, several obstacles were found. The first obstacle is *miscommunication* between the Banyumas District Health Office and health service agencies so that some health workers who register for the Functional Position Competency Test for Health Workers do not meet the requirements as test participants. *The miscommunication* occurred because the Banyumas District Health Office did not provide information to the Head of TU Puskesmas and Hospital Personnel regarding the requirements to register as a test participant. This is in accordance with the following statement:

"The requirements for UKOM has not given so right di-list who want to register loads the list so, example is a nurse who had entered from nurses for example, he should not it be the participate UKOM So many people join, why is it? because there is no information that has ever been heard" (P3).

The results of this study are in line with the research of Syaroh et al. (2020) which states that communication that is less than optimal within the North Sumatra Provincial Health Office results in not optimal information obtained by the recipient of the information. In addition to *missed* communication, the second obstacle found was the change of employees, causing vacancies. This situation has been exacerbated by the COVID-19 pandemic. Changes in human resources and changes in the environmental situation make communication between the human resources involved difficult to do. As a result, the implementation of the Functional Position Competency Test for Health Workers continues to be *rescheduled*. This is in accordance with the following statement:

"In 2020, in January 2020, I was still at SDMKS, I made two plans, namely in July and November. July's increase in rank in October, November for the increase in rank in April, right preferment there twice. Well, but in March I was

transferred by chance I was when hit by a pandemic. Finally, there was no replacement at that time” (P1).

“...who have an official mutation account so that yesterday there was an account change that should have been set. Meanwhile, those yesterday for UKOM on the 20th of Pre-UKOM. (U2).

The results of this study are in line with the research of Pujiastutik & Suwaji (2020) which states that the occurrence of changes in human resources in the Pasuruan District Health Office makes it quite difficult for employees who work for the organization to carry out existing work programs. This is because the working atmosphere in the organization has changed so that employees who work need adjustments.

Based on the descriptions above, it can be concluded that the constraints in the planning stage occur because of the less than optimal communication between the human resources involved. Communication that is less than optimal is proven by the ignorance of health service agencies regarding the registration requirements for UKOM participants. In addition, the implementation schedule has also been postponed several times due to changes in employee conditions and environmental conditions which make direct communication difficult.

d. Constraints in the preparation stage occurred because the human resources involved did not understand the technical implementation of the preparation stage.

During the preparation stage, several obstacles were found. The first obstacle is the flow of socialization activities that are not understood so that activities become less than optimal. As a result, some participants were still confused and had no idea regarding the implementation of the Functional Position Competency Test for Health Workers. This is in accordance with the following statement:

“picture “real about UKOM described in more depth and also practiced at the time of the Pre-UKOM, for fitting only a rough idea of socialization zooming its course so less ...still confused. If the Pre-UKOM is not carried out and only relies on zoom socialization, they will not know what preparations must be made regarding the portfolio and oral test” (P2).

Research conducted by Hartina et al. (2018) stated that socialization activities that did not go well were an obstacle that caused some participants to lack understanding and lack of exposure to information related to the concept of competency testing. In addition to socialization, the second obstacle is that the e-UKOM account is blocked so that *input* data must wait for the account to be restored. When the

account can be used, the Banyumas District Health Office appoints additional personnel to help *input* data on the account e-UKOM. Based on the existing guidelines, participants should do their *own input*, but because not all participants are responsive to technology, they are finally collected. The results of this study are in line with the research conducted by Odendaal et al. (2020) which states that the challenges commonly found in the use of technology in the health sector are health workers who are not accustomed to using technology.

Based on the descriptions above, it can be concluded that the obstacles in the preparation stage occurred because the human resources involved did not understand the technical implementation. As a result, the socialization activities carried out have not been maximized. In addition, a blocked account e-UKOM makes the delivery of recommendation application files take a long time.

CONCLUSION

Evaluation of the planning and preparation stages of the Functional Position Competency Test for Health Workers in 2020 shows that the guidelines used have not explained the technical implementation of the Health Functional Position Competency Test in detail. The guidelines that are not yet detailed are exacerbated by the availability of human resources, which are dominated by new employees. As a result, existing human resources do not fully understand the technical implementation of the Functional Position Competency Test for Health Workers.

At the planning stage, less than optimal communication between the human resources involved created obstacles in the form of ignorance of health service agencies regarding the requirements for registration of UKOM participants. In addition, the changing conditions of employees and the environmental situation have made the schedule for the implementation of activities postponed several times. Meanwhile, at the preparation stage, the human resources involved did not understand the technical implementation. As a result, the socialization activities carried out have not been maximized. In addition, account e-a blocked UKOM makes the delivery of recommendation application files take a long time

RECOMMENDATION

Banyumas District Health Office advised to make an SOP that contains the technical implementation of the Functional Position Competency Test for Health Workers in detail from beginning to end. To minimize rescheduling, it is also necessary to make a plan for timeline a clear Functional

Position Competency Test for Health Workers. In addition, increasing socialization by adding materials that include notification of requirements for registering UKOM, technical descriptions of UKOM implementation, to tutorials on how to use accounts e-UKOM are needed so that test participants have a clear picture of activities.

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