
THE ROLE OF INFRASTRUCTURE AVAILABILITY ON EMPLOYEE PERFORMANCE AT THE POASIA HEALTH CENTER IN KENDARI CITY

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ABSTRACT

The availability of infrastructure is one of the important factors in supporting the implementation of employee duties and functions in health care facilities. Adequate infrastructure can increase the effectiveness, efficiency, and work productivity of employees so that it has an impact on improving the quality of health services to the community. This study aims to determine the role of infrastructure availability on employee performance at the Poasia Health Center in Kendari City.

This type of research is a quantitative research with a cross sectional study approach. The population as well as the sample in this study is all employees of the Poasia Health Center in Kendari City as many as 145 people with a total sampling technique. The research instrument used a questionnaire. Data analysis was carried out univariate and bivariate using the Chi-Square test with a confidence level of 95% ($\alpha = 0.05$).

The results of the study showed that there was a significant relationship between the availability of infrastructure and employee performance at the Poasia Health Center in Kendari City with a p-value of <0.05 . Adequate infrastructure is able to support the smooth implementation of tasks, increase work productivity, and improve the quality of services to the community.

The conclusion of this study is that the availability of infrastructure has a significant role in employee performance. Therefore, improving work facilities and infrastructure needs to be a concern in an effort to improve the quality of health services at the Poasia Health Center in Kendari City.

KEYWORDS: Infrastructure, Facilities and Infrastructure, Employee Performance, Health Centers, Health Services.

1. INTRODUCTION

Background and Motivation

Primary health services such as health centers have an important role in improving the degree of public health. To achieve this goal, service efficiency is a very crucial aspect, especially in terms of timeliness, accuracy of actions, and accuracy of health data recording. Good efficiency will support improving service quality, minimizing patient waiting time, and supporting the decision-making process by health workers. The *World Health Organization* (2022) states that primary care facilities need to adopt an effective system in order to be able to respond to the needs of the community quickly and accurately. In addition, research shows that the use of ICT in healthcare facilities can increase work efficiency by up to 30–40% because it minimizes manual recording and duplication of tasks (Zhang *et al.*, 2021).

Puskesmas is a first-level health service facility that has a strategic role in the implementation of public health efforts and individual health services. The success of the implementation of health services is not only determined by the quality of human resources, but also influenced by the availability of adequate infrastructure.

Puskesmas as a first-level health service facility has an important role in providing services to the community. In carrying out these duties, Puskesmas officers are required to work quickly, precisely, and accurately. However, before the implementation of health information technology, most of the service and administrative processes were still carried out manually, such as recording patient data, managing medical records, and reporting health activities. Manual recording takes a long time, risks errors and duplication of data, and often causes delays in reporting. In addition, searching for patient data and health program data takes a long time because it still uses physical archives, thus reducing the time of direct service to patients (Aripa Lusyana 2020).

BLUDUPTD Poasia Health Center in Kendari City is one of the health centers that has implemented various health information systems such as SIMPUS (E-Puskesmas), RME, and online registration. This health center has 154 health workers consisting of medical and non-medical personnel. Although the application of technology has taken place, the results of the initial survey on November 28, 2025 show that there are obstacles such as inadequate infrastructure,

data mismatches, and errors in input, system disruptions due to the internet network. These obstacles have the potential to reduce the work efficiency of health workers in providing services to the community.

Infrastructure is all facilities and infrastructure used to support employee work activities in providing services to the community. Infrastructure includes buildings, service rooms, medical equipment, computers, internet networks, health information systems, communication tools, and other supporting facilities. The availability of adequate infrastructure can increase the effectiveness and efficiency of work so that health services can run optimally.

According to the World Health Organization (WHO) in 2023, adequate health infrastructure is one of the main components in strengthening the health system. Health facilities with good facilities and infrastructure tend to have higher productivity of health workers than facilities with limited infrastructure.

The Ministry of Health of the Republic of Indonesia also emphasized that the provision of facilities and infrastructure that meet standards is an important factor in supporting the achievement of health service quality indicators. Inadequate infrastructure can hinder the implementation of employee duties, slow down services, and reduce the quality of service to the community.

The Poasia Health Center is one of the health centers that serves the community in the Kendari City area. Based on initial observations, there are still several obstacles related to the availability of work facilities, the use of information technology, and the condition of service facilities that can affect the performance of employees in carrying out their duties.

Employee performance is the result of work achieved by a person in carrying out the tasks and responsibilities given in accordance with the standards that have been set. Good employee performance is needed to realize quality health services. Therefore, it is necessary to conduct research on the role of infrastructure availability on employee performance at the Poasia Health Center in Kendari City.

RESEARCH OBJECTIVES

Based on the background description, the objectives of this research are

- a. Knowing the overview of the availability of infrastructure at the Poasia Health Center in Kendari City.

- b. Knowing the overview of employee performance at the Poasia Health Center in Kendari City.
- c. Analyzing the role of infrastructure availability on employee performance at the Poasia Health Center in Kendari City.

Contributions

This research makes several contributions, namely:

1. Theoretical Contribution

Adds scientific studies on the relationship between infrastructure availability and employee performance in health care facilities.

2. Practical Contribution

It is an evaluation material for the Poasia Health Center in improving the quality of service facilities and infrastructure.

3. Policy Contribution

is an input for the Kendari City Health Office in making decisions related to the development of health infrastructure.

4. Academic Contribution

Becomes a reference for further research on health service management and employee performance.

2. Related Work

Research on employee performance shows that work facilities are one of the factors that affect work productivity. According to Sedarmayanti (2020), an adequate work environment and facilities can increase employee motivation and performance in carrying out their duties.

Research by Rahman and Yusuf (2024) shows that the availability of facilities and infrastructure is significantly related to employee performance in public service agencies. Employees who work with complete facilities have higher productivity than employees who work with limited facilities.

Another study by Hidayat et al. (2023) found that the quality of health infrastructure affects the effectiveness of services and the performance of health workers at health centers.

However, research that specifically examines the role of infrastructure availability on employee performance in the Poasia Health Center in Kendari City is still very limited, so this research is important.

3. METHODOLOGY

Types of Research

The type of research is quantitative research with an observational analytical research method and uses a *cross sectional* design that explains the dynamics of correlation between independent and dependent variables at the same time (Sugiyono, 2020). Quantitative research is one of the research approaches that uses data in the form of numbers to answer research questions. This approach emphasizes objective measurements, standardized data collection, and the use of statistical analysis to test hypotheses or explain a phenomenon (Waruwu *et al.*, 2025)

Population and research sample

The population in this study is all employees who work at the Poasia Health Center in Kendari City as many as 145 people. Because the population is relatively affordable, the sampling technique uses Total Sampling, where all members of the population are made as research respondents as many as 145 people.

The research instrument used a questionnaire consisting of: Infrastructure Availability Variables:

- 1) Workspace availability
 - 2) Availability of work tools
 - 3) Availability of information technology
 - 4) Condition of facilities and infrastructure
 - 5) Availability of service support facilities
- Employee Performance Variables:
- 1) Quality of work
 - 2) Working quantity
 - 3) Punctuality
 - 4) Work effectiveness
 - 5) Job responsibilities

Data analysis was carried out through:

- 1) Univariate analysis
- 2) Bivariate analysis using the Chi-Square Test
- 3) Significance level $\alpha=0.05$

4. RESULTS AND DISCUSSION

Result

1. Respondent Characteristics

Table 1. Distribution of Respondents by Gender

Gender	n	%
Male	15	10.3
Female	130	89.7
Total	145	100

Table 2. Distribution of Respondents by Age.

Age	n	%
20-30 Years	36	24.8
31-40 Years	55	37.9
>41 Years	54	37.3
Total	145	100

2. Univariate Analysis

Table 3. Infrastructure Availability.

Infrastructure Availability	n	%
Good	96	66.2
Less good	49	33.8
Total	145	100

Table 4. Distribution of Employee Performance.

Employee Performance	n	%
Fair	104	71.7
Unfair	41	28.3
Total	145	100

3. Bivariate Analysis

Table 5. The Relationship between Infrastructure Availability and Employee Performance.

Infrastructure Availability	Good performance	Poor performance	Total	p-value
Good	82	14	96	0.000
Less good	22	27	49	
Total	104	41	145	

DISCUSSION

The results of the study showed that there was a significant relationship between the availability of infrastructure and employee performance at the Poasia Health Center in Kendari City. Employees who work with good infrastructure support tend to have higher performance than employees who work with inadequate facilities.

The availability of good infrastructure is able to support the implementation of tasks effectively and efficiently. Complete infrastructure can speed up the work process, facilitate coordination between employees, reduce operational obstacles, and improve the quality of services provided to the community.

The availability of infrastructure is one of the important factors in supporting the effectiveness and efficiency of service implementation in health facilities. Adequate infrastructure can support the smooth work process, accelerate task completion, and assist health workers in providing optimal services to the community. In the context of health services in health centers, the availability of infrastructure does not only include physical facilities and infrastructure, but also works support facilities such as service rooms, medical equipment, information technology networks, and adequate administrative facilities. Therefore, the availability of infrastructure is an important aspect that can affect the level of efficiency of employee performance in carrying out their duties and responsibilities (Putri *et al.*, 2026)

The availability of infrastructure in this study includes the completeness of work facilities and infrastructure, the availability of service facilities, the comfort of the work environment, and the support of other supporting facilities that can help employees in carrying out their work effectively and efficiently. Good infrastructure allows employees to work faster, more precisely, and more organized, so that they can increase work productivity.

According to the theory of Human Resource Management, work facilities are a supporting factor that plays an important role in increasing employee productivity. A work environment supported by adequate facilities and infrastructure will create work comfort so that employees can work optimally.

The results of this study are in line with the research of Rahman and Yusuf (2024) who found that work facilities have a significant effect on employee performance. Research by Hidayat *et al.* (2023) also shows that the quality of health infrastructure is related to the effectiveness of services and the productivity of health workers.

The results of this study are in line with the theory of resource and organizational management which states that the availability of infrastructure is one of the important factors that affect the effectiveness of employee work and the success of the organization in achieving service goals. Adequate infrastructure can support the smooth work process, improve employee work

comfort, and help organizations improve productivity and service quality more efficiently (Putri *et al.*, 2024).

This finding is also supported by previous research conducted by Putri *et al.*, (2025) which stated that the availability of facilities and infrastructure in 68 health service facilities affects the service efficiency and work productivity of health workers. The study explained that complete work facilities, information technology support, and adequate infrastructure can help speed up the service process, improve employee work comfort, and support the effectiveness of health services at health centers. In addition, the results of this study are also in line with the research of Tasbihah and Yunengsih (2024) which stated that the application of electronic medical records and the support of technological infrastructure have an influence on the work effectiveness of medical record officers in hospitals. The research explains that the availability of work tools, integrated systems, and information technology support can help reduce the workload of officers, speed up the data processing process, and improve the efficiency of health services in hospitals. The results of this study reinforce the findings of previous research that the availability of infrastructure is an important factor in improving employee work efficiency, work productivity, and the quality of health services.

5. CONCLUSION AND FUTURE WORK

Conclusion

Based on the results of the research on the relationship between integrated care and service equity to outpatient satisfaction at the Wua-Wua Health Center, Kendari City, it can be concluded that:

1. Most employees assessed that the availability of infrastructure at the Poasia Health Center in Kendari City was in the good category.
2. Most employees have a good level of performance.
3. There is a significant relationship between the availability of infrastructure and employee performance at the Poasia Health Center in Kendari City.
4. Adequate infrastructure is able to increase the effectiveness, efficiency, and work productivity of employees in providing health services.

Future Work

Further research is recommended for:

1. Add other variables such as work motivation, leadership, job satisfaction, and work environment.

2. Conducting research in several health centers so that the results of the research can be generalized more widely.
3. Using mixed methods to obtain a deeper picture of the factors that affect employee performance.

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