

# Influence of Team Work on Employee Performance in Community Health Center of Pancoran Mas Depok West Java in 2019

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## Abstract

Nowadays organizations that use teams to compete become a trend. Working with teams is more effective and efficient than working individually because tasks are more quickly collected, distributed and more focused. The team facilitates employee participation in decisions. So the team is an effective means for management to democratize the organization and increase employee motivation. However, working with a team is not always effective because some staff prefer to work individually. The purpose of the study was to determine the effect of teamwork with the effectiveness of employee performance. This research method is a descriptive survey, which is a research design conducted using a questionnaire and direct interviews with interview guidelines. The number of samples was 30 people from a total of 75 employees. The results of the relationship between teamwork and team effectiveness show a strong relationship ( $r = 0.624$ ) and have a positive pattern which means that the more effective teamwork, the more effective the team. The coefficient value with a determination of 0.389 means, the regression line equation that we can explain 38.9% of variations in team effectiveness or the obtained line equation is good enough to explain the team effectiveness variable. Statistical test results found that there was a significant relationship between teamwork and team effectiveness. The results of the statistical tests show that there is a significant relationship between teamwork and the effectiveness of Community Health Center staff ( $p = 0,0005$ ). The conclusion of teamwork has a positive and significant effect on work effectiveness for the Pancoran Mas Community Health Center staff can be seen from the positive linear equation. After conducting the research it turned out that teamwork was quite positive and significant effect on the effectiveness of work on the Pancoran Mas Community Health Center staff this can be seen from the coefficient of determination ( $R^2$ ) of 38.9%. This value indicates the variable X, namely teamwork is able to explain the variable Y for work effectiveness by 38.9%. While the remaining 61.1% is caused by other factors not examined by this study.

**Keywords:** Team Work, Effectiveness, Community Health Centers.

## Introduction

Decades ago, when companies introduced teams into their production processes, it made news because no one else was doing it. Today, it's just the opposite. The organization doesn't use teams has become newsworthy. Teams are everywhere. Today teams are the current popularity. Community Health Centers is as organizations have restructured themselves to compete more effectively and efficiently, they have turned to teams as a better way to use employee talents. Teams are more flexible and responsive to changing events than traditional departments or other forms of permanent groupings. They can quickly assemble, deploy, refocus, and disband. But don't overlook the motivational properties of teams. Teams facilitate employee participation in operating decisions. So another explanation for their popularity is that they are an effective means for management to democratize organizations and increase employee motivation. The

fact that organizations have turned to teams doesn't necessarily mean they're always effective. Decision makers, as humans, can be swayed by fads and herd mentality.

Community Health Center is a health care facility first has an important role in the system national health, especially the subsystem of efforts health. Community Health Center is a health service facility that organizes efforts public health and level individual health efforts first, by prioritizing promotive and preventive efforts, to achieve the highest degree of public health in his work area. In organizing public health efforts first and first level individual health efforts implemented in an integrated and sustainable.

The first level public health efforts as intended include essential and public health efforts community health development efforts. Essential public health efforts include health promotion services, environmental health services, maternal, child and



family planning health services, nutrition services and disease prevention and control services. Essential public health efforts are organized for support the achievement of minimum district / city service standards health. Public health development efforts are public health efforts whose activities require efforts that are innovative in nature and / or extensification and intensification of services, adjusted with priority health problems, specificity of the work area and potential available resources.

First-level individual health efforts are carried out in the form of ambulatory care, emergency care, one-day care, home care and / or hospitalization based on consideration of health care needs. First-level individual health efforts are carried out according to standard procedures operational and service standards. To be able to carry out public health efforts and individual health efforts requires good management of public health centers. Good management if there is effective employee performance. The effectiveness of employee performance will be better if there is teamwork.

Community health centers have very complex tasks and will always be highlighted by the community at any time. If the performance is poor, the public will preach it through print media and the internet. Of course this creates a bad image for individuals, Community Health Centers and Local Government. The image of a good Community Health Center will be created from the good performance of employees. However, complex work cannot be carried out by individuals, so there needs to be teamwork. Teamwork will produce better performance than individual work.

The Pancoran Mas Community Health Center is part of the Depok area located in Pancoran Mas Village, Pancoran Mas District, Depok City Administration, West Java. Based on data from BPS City of Depok in 2018 the population in Depok and Pancoran Mas is 133,879 people. Increased by 3.2% of the population in 2017 which amounted to 129,523 inhabitants. At present the Pancoran Mas Community Health Center always receives a lot of referrals from other regions, even though the number of people in the Pancoran Mas region who visit also is large.

Therefore, the researcher is interested to know the effect of teamwork with the effectiveness of employee performance.

## Materials and Methods

This research is a descriptive survey, which is a research design that was carried out using a questionnaire or questionnaire and direct interviews with respondents (Sutanto,2018). This study will describe information about teamwork at the community health center based on the opinions of the respondents for further processing into data. The place of research is at the Pancoran Mas Community Health Center, Depok City. When the study was conducted in December 2019. The population was employees in the Pancoran Mas Community Health Center in Depok City, with a total sample of 30 people from a total of 75 employees. Data were collected using a questionnaire method, namely by making a list of regular and systematic questions to get information from the research sample. Data were analyzed using SPSS application with univariate, bivariate and multivariate analysis.

Measurement of each variable in the study is to use a Likert Scale. Likert scale is used to measure the attitudes, opinions, and perceptions of a person or group of people about social can be statements or questions (Sutanto,2018).

## Results

### Descriptive Analysis

Descriptive analysis in this study aims to interpret the results of research in the form of respondent characteristics and descriptive variables. The research respondents were 30 employees of the Pancoran Mas Community Health Center. The following can be seen the characteristics of respondents in terms of gender, age, status and latest education obtained from a questionnaire that has been distributed to 30 respondents (employees). The results of the questionnaire showed the characteristics of respondents as shown in the following table :

**Table 1.** Distribution of Respondents in Community Health Center of Pancoran Mas Depok City in 2019.

Characteristics of Respondents	Amount of Respondents	Percentage (%)
Gender:		
Male	6	20%
Female	24	80%
Total	30	100%
Age:		
< 30 years	11	36,7%
31-40 years	13	43,3%
>40 years	6	20%
Total	30	100%
Education:		
Senior High School	13	43,3%
College	17	56,7%
Total	30	100%
Employment Status:		
Civil Government	5	16,7
Non Civil Government	25	83,3%
Total	30	100%

The table above shows that the majority of respondents were female 24 people (80%) and male 6 people (20%). The age distribution is almost evenly distributed for each age group of less than 30 years with 11 people (36.7%), 31-40 years for 13 people (43.3%) and more than 40 years for 6 (20%). The distribution of education levels was also almost evenly distributed among each group, namely 13 senior high schools (43.3%) and 17 tertiary institutions (56.7%). While the distribution of status is dominated by non-civil government as many as 25

people (83.3%) and the remaining civil government as many as 5 people (16.7%).

### Respondents Response To Research Variables.

The results of primary data processing which is descriptive from research based on the statements contained in the questionnaire can be explained in the following table:

**Table 2.** Distribution of Respondents Answer Value to the Teamwork Variable Questions.

Question	SD		D		NA		A		SA		Total	
	F	%	F	%	F	%	F	%	F	%	F	%
Work is completed with responsibilities that are carried out jointly	0	0%	0	0%	0	0%	24	80%	6	20%	30	100%
The team contributes to each other both energy and mind	0	0%	0	0%	1	3,3%	23	76,7%	6	20%	30	100%
Team mobilize His ability to the maximum in completing work	0	0%	0	0%	0	0%	24	80%	6	20%	30	100%
The team works with honesty and mutual trust with other team members	0	0%	0	0%	0	0%	14	46,7%	16	53,3%	30	100%
Leader give an assignment to the team, that Tim trusted able complete job well done	0	0%	0	0%	3	10%	15	50%	12	40%	30	100%
Team has integrity or behave in fact at work	0	0%	0	0%	3	10%	15	50%	12	40%	30	100%
That assignment was given have dependency with that assignment another for done together	0	0%	0	0%	1	3,3%	22	73,3%	7	23,4%	30	100%
The work of the team is not an outcome work in a way individual but compactness results together	0	0%	0	0%	1	3,3%	24	80%	5	16,7%	30	100%
The team has a high commitment to achieving team goals	0	0%	0	0%	0	0%	14	46,7%	16	53,3%	30	100%

Information:

Strongly Disagree :SD



Disagree : D  
 Not Agree : NA  
 Agree : A  
 Strongly Agree : SA

Based on the table above it can be concluded that:

a. Cooperation Indicator

- 1 In the statement " Work is completed with responsibilities that are carried out jointly " 24 people (80%) answered agree and 6 people (20%) answered strongly agree.
- 2 In the statement " The team contributes to each other both energy and mind " 23 people (76,7%) answered agree and 6 people (20%) answered strongly agree and 1 person answered not agree (3,3%)
- 3 In the statement " Team mobilize his ability to the maximum in completing work" 24 people (80%) answered agree and 6 people (20%) answered strongly agree.

b. Trust Indicator

- 1 In the statement " The team works with honesty and mutual trust with other team members." 16 people (53,3%) answered strongly agree and 14 people (46,7%) answered agree.

- 2 In the statement " The team has integrity or is true at work " 15 people (50%) answered agree and 12 people (40%) answered strongly agree and 3 people (10%) answered not agree.

- 3 In the statement " Assigned job having a dependency with other tasks to be done together" 15 people (50%) answered agree and 12 people (40%) answered strongly agree and 3 people answered (10%) answered not agree

c. Compactness Indicator:

- 1 In the statement " That assignment was given have dependency with that assignment another for done together "22 people (73,3%) answered agreed, 7 people (23,4%) answered strongly agree and 1 people (3,3%) answered not agree
- 2 In the statement " The work of the team is not an outcome work in a way individual but compactness results together " 24 people (80%) answered agree, 5 people (16,7%) answered strongly agree and 1 (3,3%) people answered not agree
- 3 In the statement " The team has a high commitment to achieving team goals " 14 people (46,7%) answered agree and 16 people (53,3%) answered strongly agree.

**Table 3.** Distribution of Respondents Answer Value To Questions Effectively Employee Performance Variable.

Question	SD		D		NA		A		SA		Total	
	F	%	F	%	F	%	F	%	F	%	F	%
Workload according to your ability	0	0%	0	0%	0	0%	23	76,7%	7	23,3%	30	100%
The intensity of the work weight reduces morale work	0	0%	0	0%	0	0%	19	63,3%	11	36,7%	30	100%
Complete work carefully	0	0%	0	0%	4	13,3%	15	50%	11	36,7%	30	100%
The job do it neatly	0	0%	0	0%	4	13,3%	15	50%	11	36,7%	30	100%
Always working on work on time	0	0%	0	0%	0	0%	25	83,3%	5	17,7%	30	100%
Able to complete work before the deadline determined	0	0%	0	0%	4	13,3%	18	60%	8	26,7%	30	100%
Always satisfied with the results of that work finish	0	0%	0	0%	4	13,3%	16	53,3%	10	33,4%	30	100%
Feel satisfied because results / salary according to work that you have finish	0	0%	0	0%	7	23,3%	15	50%	8	26,7%	30	100%
Time and results of work you are in accordance with given target	0	0%	0	0%	0	0%	14	46,7%	16	53,3%	30	100%
The leader evaluates the results work with good every day	0	0%	0	0%	4	13,3%	15	50%	11	36,7%	30	100%

Information:

Strongly Disagree :SD  
 Disagree : D  
 Not Agree : NA  
 Agree : A  
 Strongly Agree : SA

Based on the table above it can be concluded that:

a. Work quantity indicator:

- 1 In the statement " workload according to your ability " there are 23 people (76,7%)



answered agree and 7 people (23,3%) answered strongly agree.

- 2 There is a statement " The intensity of the work weight reduces morale work"19 people (63,3%) answered agree and 11 people (36,7%) answered strongly agree.

b. Quality of Work Indicators

- 1 In the statement " complete work carefully " 15 people (50%) answered agree, 11 people (36,7%) answered strongly agree and 4 people (13,3%) answered not agree.
- 2 There is a statement " The job do it neatly" 15 people (50%) answered agree, 11 people (36,7%) answered strongly agree and 4 people (13,3%) answered not agree.

c. Timeliness Indicator

- 1 In the statement " always working on work on time" 25 people (83,3%) answered agree and 5 people (17,7%) answered strongly agree.
- 2 In the statement " able to complete work before the deadline determined" 18 people (60%) answered agreed, 8 people (26,7%) answered strongly agree and 4 people (13,3%) answered no agree.

d. Job Satisfaction Indicator:

- 1 In the statement " always satisfied with the results of that work finish" 16 people (53,3%) answered agree,10 people (33,4%) answered strongly agree and 4 people (13,3%) answered not agree.
- 2 In the statement " feel satisfied because results / salary according to work that you have" 15 people (50%) answered agreed and 8 people (26,7%) answered strongly agree and only 7 people (23,3%) answered not agree.

e. Indicators of Achievement of Goals:

- 1 In the statement " Time and results of work you are in accordance with given target " 14 people (46,7%) answered agreed and 16 people answered (53,3%) answer strongly agree.
- 2 In the statement " The leader evaluates the results work wit good every day " 15 people (50%) answered agree, 11 people (36,7%) answered strongly agree and 4 people (13,3%) answered not agree.

**Table 3.** Correlation Analysis and Regression of teamwork with effectiveness.

Variable	r	R2	line equation	P value
Teamwork	0,624	0,389	Effectiveness=14,398 + 0,724 (teamwork)	0,0005

The relationship between teamwork and team effectiveness shows a strong relationship ( $r=0.624$ ) and has a positive pattern meaning that the more effective teamwork the more effective the team. The coefficient value with a determination of 0.389 means, the regression line equation that we get can explain 38.9% of the variation in team effectiveness or the obtained line equation is good enough to explain the team effectiveness variable. Statistical test results found that there is a significant relationship between teamwork and team effectiveness. Statistical test results show that there is a significant relationship between teamwork and the effectiveness of Community Health Center staff ( $p = 0,0005$ )

From the obtained line equation we can predict the effectiveness variable with the teamwork variable.

$$Y=a+bX$$

$$\text{Effectiveness}=14,398 + 0,724 (\text{teamwork})$$

Based on these equations can be described as follows:

- a. This constant (a) = 14,398 means that the teamwork variable considered constant then the effectiveness of work (Y) of 14,398.
- b. Coefficient X = 0.724 variable teamwork on work effectiveness employees with a regression coefficient of 0.724. This means that every time there is an increase in the teamwork variable by 1 unit, then employee effectiveness will increase by 0.724

**Discussion**

Teamwork done by a team is more effective than collaborative work individual. According to West (2002) "Has a lot of research to prove that work the same as a group leads to better efficiency and effectiveness. This is very different from the work carried out by individuals "



This study aims to determine the effect of teamwork on the effectiveness of the work of employees at the Pancoran Mas Community Health Center. This research was conducted using descriptive analysis method and statistical method. In the descriptive analysis method obtained information from respondents through the distribution of questionnaires containing characteristics respondents consisting of gender, age, education and status of employment. The statistical method of data processing is done with the help SPSS 20 program.

Based on the distribution of the value of respondents' answers to the teamwork variable with the indicators of cooperation many employees choose a statement of work complemented by responsibilities carried out together and the team exerts its ability to maximally complete the work. This is in line with research that reveals that the positive relationship between cohesiveness and team performance is stronger in face-to-face teams (William, *et.al*, 2010).

For indicators of trust many employees choose the statement the team works with honesty and mutual trust with other team members. This is according to Sefhabhan research, a good team player should have trust and it takes away the effectiveness of team (Sefhabhan, 2016). While the compactness indicator many employees choose the statement of the team has a high commitment to achieve team goals.

Based on the distribution of respondents' answers to the question of effective employee performance variables with indicators of the quantity of work, employees prefer the statement of workload according to your ability and the intensity of the workload reduces morale. For indicators of the quality of work employees prefer the full statement of work carefully and the work is done neatly. For indicators of timeliness, employees prefer statements that always work on time. Job satisfaction indicator refers to a statement that is always satisfied with the results of the completion of the job. For indicators of achieving the goals, employees prefer a statement of time and results of your work in accordance with the targets given.

The relationship between teamwork and team effectiveness shows a strong relationship and has a positive pattern meaning that the more effective teamwork the more effective the team. Statistical test results found that there is a significant relationship between teamwork and team effectiveness.

## Conclusion

Based on the results of the analysis and evaluation of the effect of teamwork on the effectiveness of the work of the Pancoran Mas Community Health Center staff, the researchers draw conclusions from the research conducted as follows:

1. Teamwork has positives and significant effect on work effectiveness for Pancoran Mas Health Centre staff can be seen from a linear equation positive.
2. After conducting research it turns out that teamwork is quite influential positively and significantly to the effectiveness of work at the Pancoran Mas Community Health Center staff, this can be seen from the value determinant coefficient ( $R^2$ ) which is 38.9%. The value shows variable X, namely teamwork is able to explain the variable Y for work effectiveness by 38.9%. While the remaining 61.1% caused by other factors not examined by this study.

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## Author Contribution and Competing Interest

The author assures that there is no conflict of interests in the activities and preparation of this report.

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