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RESEARCH ARTICLE

LEADERSHIP BEHAVIOR OF HEALTH WORKERS IN PROVIDING HEALTH SERVICES THROUGH HOMECARE ONLINE "WWW.EXCELLENTCARE.ID" DURING THE COVID-19 PANDEMIC

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Abstract

The Covid-19 pandemic demands changes in health services that focus on social restrictions. The use of digital technology is key in efforts to combat the Covid-19 virus through online homecare. Health workers play an important role as leaders in supporting the optimal implementation of online homecare. The leadership of health workers is identified through the behaviors shown during homecare services to patients. The purpose of this study is to analyze the leadership behavior of health workers in providing health services through the online homecare "www.excellentcare.id" during the Covid-19 pandemic. This type of research is quantitative with a descriptive survey method. The population in this study were all online homecare health workers "www.excellentcare.id.com" with a sampling technique in the form of a total sampling of 43 health workers. The results showed that most of the health workers with adults, most of the health workers were female, most of the health workers with a nurse professional education level and almost all health workers had good leadership behavior. Based on the results of this study, it is hoped that health workers will demonstrate and continuously improve leadership behavior through education and training in order to show exemplary, inspire patients to be able to face challenges, cooperate among health workers and provide support for patients and families.

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Introduction:-

The Covid-19 pandemic demands changes in health services that focus on social restrictions. According to Hua & Shaw (2020), the use of digital technology is key in efforts to fight the Covid-19 virus. This encourages health workers to maintain and improve public health through online health services.

The development of online health services is in accordance with the circumstances of the community. The study of Schilgen, Nienhaus, & Mösko (2020), the global conditions of the covid-19 pandemic stimulated the awareness of health workers for the development of new and innovative technology-based health services in the future such as online homecare.

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Online homecare services encourage health workers to play a role in setting up health services with the right competence. Therefore, health workers must have the knowledge, skills, and abilities needed to lead the delivery of online homecare services effectively (Warren & O'Connor, 2000). Health workers play an important role as leaders in supporting homecare practices (Makaroff, Storch, Pauly, & Newton, 2014).

The leadership of health workers is identified through the behaviors shown during homecare services to patients. According to Gatti, Ghislieri, & Cortese (2017), analyzing the leadership behavior of health workers into a potential resource used to assess performance in improving welfare. Health workers with leadership behaviors focus on promoting standards of excellence in homecare services, increasing public trust, and ensuring patient safety (Norman, 2015). Health workers must have leadership behaviors to improve quality, safety, access and value in the homecare service system so that health workers can partner effectively in transforming patient care (Galuska, 2014).

The leadership behavior of health workers has a positive impact on work productivity (Bagheri & Akbari, 2018). Health workers with leadership behaviors increase self-confidence and show more ability than their peers (Laut, Wiknik, Lacroix, Bunting, & Pettorini-D'amico, 2018). Health workers who have leadership abilities can make decisions, handle conflicts, become supporters and control work (Palm, Ullström, Sandahl, & Bergman, 2015).

The low leadership behavior of health workers causes several problems in homecare health services. In a study by Kleinman (2004), high turnover of health personnel in hospitals is associated with low leadership behavior. According to Abraham (2011), health workers need to be aware of their own leadership behavior in order to turn into professionals.

Based on a preliminary study on six health workers who work in the home service "www.excellentcare.id" in Kutacane-Indonesia, it was found that there had been no specific observations regarding the leadership behavior of these health workers and the online homecare service inventor said that health workers had never received leadership training. The absence of specific research on the leadership behavior of health workers made the author interested in conducting a survey on the leadership behavior of health workers in providing health services through the online homecare "www.excellentcare.id" during the Covid-19 pandemic.

Methods:-

This research is a descriptive survey research type.

The population in this study were all health workers who contributed to the online homecare "www.excellentcare.id.com" with a sampling technique in the form of a total sampling, totaling 43 health workers.

The health personnel leadership behavior questionnaire used in this study is a questionnaire developed by Kousez & Posner, (2003) known as the Leadership Practice Inventory (LPI).

Univariate data analysis was carried out on the variables of nurse leadership behavior and respondent characteristics.

Results:-

Based on research conducted on 43 health workers on online homecare services, the following results were obtained:

Table 1:- Distribution of Health Personnel Characteristics in Online Homecare Services.

No.	Characteristics of respondents	Frequency	Percentage (%)
1.	Usia		
	a. Youth	16	27.2
	b. Adult	27	62.8
2.	Gender		
	a. Male	12	27.9
	b. Female	31	72.1
3.	Education		
	a. Vocational	17	39.5
	b. Pofesi Ners	26	60.5

Table 1 shows the characteristics of the respondents that most of the health workers are adults, most of the health workers are female, most of the health workers are with a nurse professional education level.

Table 2:- Distribution of Health Worker Leadership Behavior in Services Homecare Online.

No.	Variable	Frequency	Percentage (%)
	Leadership behavior		
	a. Good	38	88.4
	b. Less	5	11.6
	Sub Variable		
1.	Model the way		
	a. Good	28	65.1
	b. Less	15	34.9
2.	Inspire a shared vision		
	a. Good	29	67.4
	b. Less	14	32.6
3.	Challenge the process		
	a. Good	39	90.7
	b. Less	4	9.3
4.	Enable others to act		
	a. Good	40	93.0
	b. Less	3	7.0
5.	Encourage the heart		
	a. Good	38	88.4
	b. Less	5	11.6

Table 2 shows in general that almost all of the leadership behaviors of health workers are good. In particular, most of the sub-variables of health worker leadership behavior were in the good category.

Discussion:-

The results of research on the online homecare service "www.excellentcare.id" generally show that almost all health workers have good leadership behavior. While specifically, from 5 (five) sub-variables of leadership behavior, it is known that;

The first, exemplary health workers performed largely well. The results of the research by Kiran & Dewi (2017) that health workers have 3 dominant characters during the provision of health services, namely religious, social caring and exemplary. Rasoal, Skovdahl, Gifford, & Kihlgren (2017) study shows that health workers who are exemplary and apply ethics in health care practice are responsible and committed to their work. According to the analysis, health workers can be exemplary, this is because health personnel are committed to realizing the success of online homecare services. So that health workers must set a good role model during homecare services.

The Second, inspirational health workers performed mostly well. the results of research by Nurmalia & Makmun (2019), health workers who have the ability to inspire patients and families can reduce the level of anxiety experienced by patients and their families. According to the researcher's analysis, health workers are able to inspire patients to be the main thing in stimulating patients' desire to recover. Therefore, health workers can improve their abilities through education and training so that health workers can inspire patients with the knowledge they have.

The third, health workers who like challenges show almost everything is good. The results of a study conducted by Aluttis, Bishaw, & Frank (2014) that health workers who are able to face challenges in the health workforce profession and globalization will improve the quality of a health worker. Figueroa, Harrison, Chauhan, & Meyer (2019), identified the ability of health workers to face challenges assessed from management in solving problems. According to the researcher's analysis, health workers who like challenges will continue to improve their quality so that it will affect the optimal implementation of homecare.

The fourth, the health workforce cooperation shows almost everything is good. This is in accordance with the results of research conducted by Rosen et al. (2018) that the majority of health workers collaborate well in filling out patient development records. Siswanto (2009) states that the involvement of health workers together can create a sense of belonging, a sense of responsibility, a readiness to work better and produce quality services. According to the researcher's analysis, good cooperation between health workers can ensure patient safety.

The fifth, the support provided by health workers showed that almost everything was good. Widiati & Ernawati (2017), the majority of health workers provide good support to patients experiencing anxiety during treatment. According to the researcher's analysis, health personnel providing good support for patients will achieve the goals of homecare services. So the manager of homecare services can provide all the facilities and infrastructure to assist health workers in providing good support in providing homecare services.

Conclusion:-

The conclusion from the results of this study is that most of the health workers are adult, most of the health workers are female, most of the health workers are with a nurse professional education level and almost all health workers have good leadership behavior. So it is hoped that health workers will show and continuously improve leadership behavior both through education and training so that they can show exemplary, inspire patients to be able to face challenges, cooperate among health workers and provide support for patients and families.

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