

Conference Paper

Main Qualification of Hospital Administrators

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Abstract

Population growth in Indonesia has triggered an increase in the number of hospitals. This is due to the increasing needs of health facilities in the community. The impact is an increasing need for hospital staff, including administrative staff. The aim of the study was to provide a description of the qualifications expected by the hospital against its administrative staff candidates. This research used a quantitative approach with a survey method. The research was conducted from March to April 2017. The subject of this research were the head of human resources of 22 private hospitals spread in Jabodetabek (Jakarta, Bogor, Depok, Tangerang, Bekasi) area as users of diploma three of hospital administration program. The selection was done by purposive sampling. Data were taken in one shoot measurement from March to April 2017, using questionnaire. Statistical analysis used was univariate analysis. The results of the study showed that there are five main qualifications expected in hospital administrators based on their priority scale: first priority is communication skills (40.9%); second priority is technological skills (40.9%); third priorities are writing skills (22.7%) and information organizing skills (22.7%); and fourth priority is administrative planning skills (27.2%).

Keywords: qualification, hospital administrator, skill

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1. Introduction

Hospital is a health service institution for the society with its own characteristic influenced by the development of health science, technological progress, and socio-economic life of society which must still be able to improve service more quality and reachable by society in order to realize the highest degree of health. The hospital has several spaces including office and administration, and has human resources including hospital management personnel, and non-health workers [1].

Hospitals in Indonesia are increasing in number, especially for private hospitals. The Director General for Health Efforts of the Ministry of Health of the Republic of Indonesia in 2015 stated that the average growth of private hospitals is 5 percent per year. This growth is the result of the increase of population in Indonesia [2].

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An increasing number of hospitals will have an impact on the needs of administrative staff. Generally hospitals have administrative requirements for prospective hospital administrators, who are educated at diploma level three with a minimum grade achievement score of 2.75, as applicable in Universitas Brawijaya Malang hospital [3] and Cipto Mangunkusumo hospital [4]. For Cipto Mangunkusumo hospital they require the ability to operate office computer for them [4]. Then the prospective administrators will undergo tests conducted by hospitals.

The absence of the specific criteria from the hospital staff candidates to be the basis for conducting research on the qualifications of hospital administrators. This study aims to provide an overview of the expected qualifications of the hospital from their candidate staff.

2. Method

This research used a quantitative approach with survey method. The study population was head of private hospital in Jabodetabek area. The subjects were the head of human resources of 22 private hospitals spread in Jabodetabek (Jakarta, Bogor, Depok, Tangerang, Bekasi) area as users of diploma three of hospital administration program. The selection was done by purposive sampling. Data were taken in one shoot measurement from March to April 2017, using questionnaire. The ethical compliance of the research was conducted through informed consent to the research subjects. Statistical analysis used was univariate analysis.

3. Result

The results of the study showed that there are five main qualifications expected in hospital administrators based on their priority scale: first priority is communication skills (40.9%); second priority is technological skills (40.9%); third priority are writing skills (22.7%) and information organizing skills (22.7%); and fourth priority is administrative planning skills (27.2%). For more detail can be seen in Table 1 until Table 4.

Technological skills mean working with office software programs (spreadsheets, databases, word processors and graphical presentation software); using email and the web; type; presentation format; reports, manuals, newsletters, website content and other administrative publications.

Writing skills include skills in standard written notes (Bahasa and English) in correspondence, email and memos.

TABLE 1: First priority of hospital administrator qualification.

No.	Qualifications	Amount (N)	Percentage (%)
1	Technology Skills	6	27.27
2	Communication Skills	9	40.91
3	Management Capabilities	3	13.64
4	Planning Skills	1	4.55
5	Business Ethics Capabilities	1	4.55
6	Writing Skills	1	4.55
7	Information Organizing Skills	1	4.55
	Total	22	100.00

TABLE 2: Second priority of hospital administrator qualification.

No.	Qualifications	Amount (N)	Percentage (%)
1	Technology Skills	9	40.91
2	Communication Skills	4	18.18
3	Time Management Capabilities	3	13.64
4	Planning Skills	1	4.55
5	Management Capabilities	3	13.64
6	Information Organizing Skills	2	9.09
	Total	22	100.00

Information organization capabilities in the form of archiving system management, tracking incoming and outgoing correspondences and coordinating the flow of documents in the office.

Administrative planning skill is creating administrative and office procedures.

Jacobalis [5] since several years ago stated that communication plays an important role and becomes one aspect in assessing the quality of service in the hospital. In everyday experience, patient dissatisfaction is often expressed in relation to the attitude and behavior of hospital personnel. Attitudes, behaviors, speech, ignorance, hospitality of officers, as well as the ease of obtaining information and communication are ranked high in patient satisfaction perceptions. For effective communication

TABLE 3: Third priority of hospital administrator qualification.

No.	Qualifications	Amount (N)	Percentage (%)
1	Technology Skills	2	9.09
2	Writing skills	5	22.73
3	Management Capabilities	2	9.09
4	Time Management Capabilities	2	9.09
5	Planning Skills	4	18.18
6	Information Organizing Skills	5	22.73
7	Corporate Governance	1	4.55
8	Problem Solving Skills	1	4.55
	Total	22	100.00

TABLE 4: Fourth priority of hospital administrator qualification.

No.	Qualifications	Amount (N)	Percentage (%)
1	Technology Skills	2	9.09
2	Writing Skills	1	4.55
3	Management Capabilities	2	9.09
4	Time Management Capabilities	5	22.73
5	Planning Skills	6	27.27
6	Information Organizing Skills	1	4.55
7	Corporate Governance	1	4.55
8	Problem Solving Skills	3	13.64
9	Communication Skills	1	4.55
10	Writing Skills	2	9.09
	Total	22	100.00

patients will facilitate their confidence in health workers and for families will provide flexibility in making choices related to the care of their family members [6].

4. Conclusion

Communication skills, technological skills, writing skills, information organization skills and administrative planning skills are the main qualifications expected by hospitals to receive their administrative staff candidates.

It is expected that the educational institution organizer of diploma program of three hospital administrations have a role in realizing the five qualifications as the main competency inherent for the graduate candidates.

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