

Competency model for the work force of head of the District Health Office (DHO) in north Sumatra province-Indonesia

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ABSTRACT:

The greatest challenge constrains the achievement of the objectives of the Sustainable Development Goals (SDGs), particularly with regard to health to the human resource competency gaps. Uneven Head of District Health Office (DHO) competencies caused a disparity success between districts. The purpose of this research is to identify the competence of heads of DHO that can be used as a minimum reference to recruit someone in that position. This research is cross-sectional, qualitative and quantitative research methods. Data were collected using interview guides and questionnaires distributed to 150 respondents at 50% of districts in the North Sumatra province consisting of heads of the district or head of the district office, DHO, chief of division at DHO, and head of Primary Health Centre (PHC). In addition the respondents of this study also the head of district personnel agency, head of district supervision, and head of district development planning board have participated in the survey. Data analysis was done by using Confirmatory Factor Analysis (CFA) approach. The results indicated that the competence of the head of DHO consists of achievements and actions (achievement orientation, concern to order, initiative, information seeking, planning, budgeting, organizing, quality oriented and initiative), helping and human services (interpersonal understanding, customer service orientation, and responsiveness), leadership (impact and influence, organizational awareness, and relationship building), managerial (developing others, directiveness, team work, and team leadership), cognitive (analytical thinking, conceptual thinking, and expertise), personal effectiveness (integrity, self-control, self-confidence, flexibility, and organizational commitment), local specific leadership (understanding of main value of the local cultural understanding values and local customs understanding).

Keywords:

Competence indicator, Head of district health office.