



ASSISTANCE OF HEALTH ADMINISTRATORS IN CARRYING OUT THEIR DUTIES AND FUNCTIONS AT ABDOEL WAHAB SJAHRANIE HOSPITAL

Muksin^{1a*}, Dwi Ida Puspita Sari^{1b}, Muhammad Henry Gunawan^{1c}, Mirnawati^{2d}, Eka Yuliani^{2e}

¹ Lecturer Department of Health Administration, ITKES Wiyata Husada Samarinda, Indonesia

² Student Department of Health Administration ITKES Wiyata Husada Samarinda, Indonesia

^a muksin@itkeswhs.ac.id

^b dwiida@itkeswhs.ac.id

^c henrygunawan@itkeswhs.ac.id

^d 20071008@itkeswhs.ac.id

^e 20071004@itkeswhs.ac.id

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ABSTRACT / ABSTRAK

The purpose of this community service is to find out the implementation of the main duties and functions of health administration and to find out the obstacles in the implementation of these main tasks and functions. This community service methodology uses health administration planning, patterns and strategies in carrying out its duties and functions so that it can run well. Based on the results of the assistance of health administrators in carrying out their duties and functions at the Abdoel Wahab Sjahrani hospital, it can be concluded that the presentation of percentages such as exposure in the form of powerpoints that are the most in community service is that participants understand carrying out their duties and functions, namely as many as 15 respondents (95%) and those who do not understand carrying out their duties and functions as many as 5 respondents (5%). For the assistance of health administrators in carrying out their duties and functions at the Abdoel Wahab Sjahrani hospital, it is very good in its implementation.

*Corresponding Author:

Muksin,
Program Studi Administrasi Kesehatan, ITKes Wiyata Husada Samarinda
Jln. Kadrie Oening 77, Samarinda, Indonesia.
Email: muksin@itkeswhs.ac.id

1. BACKGROUND

Health administration is an integral part of a social and health organization with the function of providing plenary (comprehensive), disease cure (curative) and disease prevention (preventive) services to the community. Meanwhile, according to The Law of the Republic of Indonesia Number 44 of 2009, a health administrator is a health service institution that provides plenary individual health services that provide inpatient, outpatient, and emergency services. Based on The Law of the Republic of Indonesia Number 44 of 2009, the health administrator in question is a health service that includes promotive, preventive, curative and rehabilitative. The plenary individual health administrator, basically the hospital has the function of providing medical and health recovery services in accordance with hospital service standards.

The assistance of health administrators in carrying out their duties and functions at Abdoel Wahab Sjahranie hospital is an important quality of hospital health services as a reference in improving services so as to create customer satisfaction and create loyalty from customers. The assistance of health administrators in carrying out their duties and functions can shape perceptions and can further position the company's products in the eyes of its customers.

According to Azwar (1996), in order for the assistance of health administrators in carrying out their duties and functions at Abdoel Wahab Sjahranie hospital to achieve the desired goals, services must meet various conditions including being available and sustainable, acceptable and reasonable, easy to achieve, easy to reach, and of high quality. Unsatisfactory service will cause a decrease in customers or even disappear because customers move to other services, so there is not the slightest doubt about the importance of quality service as the ultimate goal of providers around the world.

2. METHOD

The design of community service is the planning, pattern and strategy of health administration in carrying out its duties and functions so that it can run well. Community service design is a planning procedure where community service is valid, objective, accurate and economically efficient. The design in this community service is by mentoring, namely exploring a case, in detail, passing through deep data, involving various sources of information.

The location of community service for the undergraduate study program in health administration ITKES WHS is carried out at the Abdoel Wahab Sjahranie hospital. This assistance is carried out so that the health administration in carrying out its duties and functions at the Abdoel Wahab Sjahranie hospital can be realized in 2021. Meanwhile, success in the method of community service is largely determined by mentoring about previous duties and functions.

3. RESULT AND CONCLUSION

In this community service, it is to describe or provide assistance to health administrators in carrying out their duties and functions at the Abdoel Wahab Sjahranie hospital. In this community service, the service gets data and information related to insights and knowledge when assisting the health administrator in carrying out his duties and functions and the application of the health administrator in carrying out his duties and functions.

Characteristics of Mentoring

Discussion

The distribution of community service participants according to the question and answer session is presented in table 1 as follows:

Table 1 Frequency Distribution Based on Discussion Presentation

Method	Frequency	Percentage
<i>Understanding of the persentation session</i>	I understand performing its duties and functions	95.0
	I am not understand performing its duties and functions	5.0
Total		100.0

Resourch: Primary data, 2020

Based on table 1, it can be concluded that the presentation of percentages such as exposure in the form of powerpoints that are the most in community service is that participants understand carrying out their duties and functions, namely as many as 15 respondents (95%) and those who do not understand carrying out their duties and functions as many as 5 respondents (5%).

Mentoring

The distribution of community service participants according to mentoring is presented in table 2 as follows:

Table 2 Frequency Distribution Based on Accompaniment Presentation

Method	Frequency	Percentage
Assistance of health administrators in	Presence	100.0
	Absent	0

carrying out their duties and functions		
Total		100.0

Resourch : Primary data, 2020

Based on table 2, it can be concluded that the presentation of health administrator assistance in carrying out their duties and functions who are present is 20 respondents (100%), while those who are not present are 0 respondents (39.8%).

The duties and functions of the health administrator are an important part of the company both at the Abdoel Wahab Sjahrani Regional Hospital in establishing operational activities to achieve goals at the Hospital. The health administrator's mentoring function aims to provide services so that the cooperation process towards achieving Hospital planning from before.

The job description and functions of the health administrator are that the health administrator is obliged to provide health services that are public good and is also obliged to facilitate the development of health services that are private goods. Thus, the health administrator is in charge of regulating, fostering and supervising the implementation of health efforts that are equitable and affordable to the community, mobilizing community participation in the implementation and financing of health while still paying attention to social functions. Like the administrator, it is expected to be able to carry out its duties and functions at the hospital. Abdoel Wahab Sjahrani.

4. SUMMARY AND ADVICE

Based on the conclusions and suggestions related to "Assistance of health administrators in carrying out their duties and functions at Abdoel Wahab Sjahrani Hospital" went well. On the indicator of the accuracy of the target of community service to health administrators at Abdoel Wahab Sjahrani Hospital, in order to carry out their duties and functions can be maximized in the form of excellent service at the Hospital.

5. ACKNOWLEDGE

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