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The Competency Indicator for the Position of Head of District Health Office (DHO) in North Sumatera Province

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Abstract : The greatest challenge constrains the achievement of the objectives of the SDGs, particularly with regard to health related to 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 identification the competence of Head of DHO that can be used as 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 in 50% of districts in North Sumatera Province consisting of Head 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. Data analysis was done by using Confirmatory Factor Analysis (CFA) approach. The results are presented in tables, figure and text. The results indicate 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), personal effectiveness (integrity, self-control, self-confidence, flexibility, and organizational commitment), and local specific leadership (understanding of main value of the local cultural understanding values and local customs understanding).

Keywords : competence, indicator, district health office.

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