

## MANAGEMENT SKILLS AMONG THE HEALTH OFFICERS IN MALAYSIA, 1999

### *KEMAHIRAN MENGURUS DI KALANGAN PEGAWAI KESIHATAN DI MALAYSIA, 1999*

*Noor Ashah Itam Othman, Syed Mohamed Aljunid*

#### ABSTRACT

A cross sectional study was carried out to determine the management skills and factors that influence it among health officers in Malaysia. Data were acquired through a postal self-administered questionnaire. A total of 123 (51.3%) of respondents had given the feedback. Among them, 71(57.7%) had good personnel skills, 56(45.5%) had good conceptual skills, 59(48.0%) had good technical skills and 67(54.5%) had good overall management skills. Overall management skills was influenced by working place of the respondents where those who were working in the District Health Offices had been better skill than those working in Ministry of Health Headquarters. Respondents who had found good in personnel skills were those aged above 35 years, U2, graduated from overseas, more than ten years of service and worked as Medical and Health Officer before. Those who were better in conceptual skills were aged above 35 years and who were working in District Health Offices. Those who had a good technical skills were those who worked in District Health Offices. U2, graduated from overseas and had non management specialised. Health officers in Ministry of Health Headquarters need to be posted to District Health Offices to improve their management skills. The quality of the health management courses should be planned properly.

#### ABSTRAK

*Satu kajian keratan rentas telah dijalankan untuk mengetahui tahap kemahiran mengurus dan faktor-faktor yang mempengaruhinya di kalangan Pegawai Kesihatan di Malaysia. Data-data diperolehi dengan menggunakan soal selidik secara pos. Didapati sejumlah 123 (51.3%) responden telah memberi maklumbalas. Dari kalangan mereka seramai 71 (57.7%) orang responden adalah mahir kemahiran personel, 56(45.5%) orang mahir kemahiran konsep, 59(48.0%) orang mahir kemahiran teknikal dan 67(54.5%) orang mahir kemahiran mengurus keseluruhan. Secara keseluruhannya, kemahiran mengurus dipengaruhi oleh faktor tempat bertugas responden di mana responden yang bertugas di Pejabat Kesihatan Daerah adalah lebih mahir mengurus berbanding dengan responden yang bertugas di Ibu Pejabat Kementerian Kesihatan Malaysia. Responden yang mahir kemahiran personel adalah mereka yang berumur 35 tahun ke atas, mempunyai gred jawatan U2, mendapat ijazah perubatan dari luar negara, telah berkhidmat selama lebih sepuluh tahun dan pernah bertugas sebagai Pegawai Perubatan dan Kesihatan. Responden yang mahir kemahiran konsep adalah terdiri daripada mereka yang berumur 35 tahun ke atas dan telah berkhidmat selama sepuluh tahun ke atas. Responden yang mahir kemahiran teknikal adalah mereka yang bertugas di Pejabat Kesihatan Daerah, mempunyai gred jawatan U2, mendapat ijazah perubatan pertama dan ijazah lanjutan dari luar negara dan mempunyai ijazah lanjutan Kesihatan Masyarakat dalam bidang bukan pengurusan. Bagi mempertingkatkan kemahiran mengurus, pegawai kesihatan yang bertugas di Ibu Pejabat Kementerian Kesihatan perlu lah ditempatkan secara bergilir di Pejabat kesihatan Daerah. Di samping itu, kualiti latihan di dalam perkhidmatan perlulah dipertingkatkan.*