

## MAIN DUTIES AND FUNCTIONS OF THE HEAD OF ADMINISTRATION OF THE SOUTH SUWAWA HEALTH CENTER

Dewi Pusvita Hadja<sup>1)</sup>, William Indra S. Mooduto<sup>2)</sup>, Siskawaty Yahya<sup>3)</sup>  
(<sup>1.2.3</sup>)Bina Mandiri University of Gorontalo, Indonesia  
Email: vivihadja6@gmail.com  
Email: willsmood@ubmg.ac.id  
Email: siskawaty.yahya@ubmg.ac.id

### ABSTRACT

This study aims to find out the Main Duties and Functions of the Head of Administration of the South Suwawa Health Center. The approach used in this study is a qualitative approach and a descriptive type of research. The type of research that can be used is qualitative, for the data sources that can be used are primary and secondary data. Of the 3 informants who have been interviewed, namely the Head of Administration of the Health Center, the Staff of the Health Center, and one of the people around the South Suwawa Health Center. We can find out that where the Main Tasks and Functions carried out by the Head of Administration of the South Suwawa Health Center have been running well, although there are still several obstacles such as lack of manpower, but this does not make the Suwawa Health Center managers give up to carry out services as much as possible.

**Keywords:** Main Duties and Functions of the Head of Administration of the Health Center

### INTRODUCTION

Puskesmas, which stands for Community Health Center, is one of the health institutions responsible for the provision of public health services at the primary level. In each Puskesmas, there are various roles and responsibilities that must be carried out by various units and existing staff. One of the key roles in the Puskesmas organization is the head of administration.

The head of administration at the Puskesmas has a very vital main task and function in maintaining the smooth operation and administration of this institution. They are not only responsible for organizing daily administration, but also play an important role in supporting medical

personnel and health staff to provide good health services to the community.

In a broader context, a good understanding of the main duties and functions of the head of administration in the Puskesmas is crucial in an effort to improve the efficiency and effectiveness of primary health services at the community level. Therefore, this article will discuss the important role of administrative heads in Puskesmas, including their primary responsibilities, their influence on the overall management of Puskesmas, and how their role helps communities gain the right to health.

Furthermore, the head of administration not only acts as an administrative manager,

but also as the main support for medical staff and health workers. They ensure that doctors, nurses, and other medical personnel can focus on providing direct services to the community, without being distracted by complicated administrative matters. In this case, the head of administration acts as a liaison who facilitates harmonious cooperation between various elements in the Puskesmas.

Healthcare centers often have to face time pressures and diverse medical challenges, doctors, nurses, and other medical personnel need to be in optimal conditions to provide quality care. The head of administration is responsible for ensuring this happens. They create an effective management system and ensure that the management process runs smoothly. Examination schedule planning entails patient data processing and inventory management of drugs and medical equipment.

In addition, the head of administration is also responsible for financial management at the Health Center. They must be able to allocate funds wisely to meet operational needs and purchase the necessary medical equipment. This means that doctors and other medical personnel can concentrate on treating patients without having to worry about financial problems. However, the role of the head of administration is not only limited to managing administration and budget. They are also the liaison between various elements in the Health Center. They coordinate with doctors, nurses, pharmacy officers, and other staff to ensure that important information can flow smoothly.

This includes notifications about drug stock needs, patient examination schedules, and reporting of necessary health data.

The importance of the role of the head of administration as a liaison and facilitator cannot be ignored. They act as the backbone that supports the synergy between all parts of the Puskesmas, ensuring that the main mission of this institution, which is to provide quality health services to the community, can be achieved successfully. Therefore, their role not only has an impact on operational efficiency, but also on the quality and accessibility of health services for people in need.

A deep understanding of the main duties and functions of the head of administration at the Health Center is crucial in optimizing the operations of this institution. Efficiency in the management of administration and resources of this institution can have a direct impact on the quality of health services provided to the community. Therefore, in this paper, we will delve deeper into the key role of administrative heads in Puskesmas, how their duties play a role in the overall management of this institution, and how their contribution supports efforts to fulfill the community's right to quality health.

Recognition of the impact of efficiency in the management of organizational administration and resources is an important component of this understanding. The head of administration is not only responsible for administrative files and tasks; They are also responsible for designing and implementing systems that ensure that every aspect of administration runs smoothly. In this case, efficiency means saving time and resources

that can be allocated to patient care. With a good administrative system, time wasted in the administrative process can be directed to more medical services, which in turn improves the quality of health care provided to the community.

In addition, the head of administration also has an important role in managing the budget and financial resources of the Health Center. They must ensure that funds are available for day-to-day operational needs, facility maintenance, medical equipment purchases, and more. Efficiency in financial management also has an impact on the ability of institutions to provide optimal health services. With good financial management, Puskesmas can ensure the availability of medicines, medical equipment, and facilities needed to respond to the needs of the community.

With a deep understanding of the key role of these heads of administration, we can better appreciate their contribution in supporting efforts to fulfill the community's right to quality health. They are the driving force behind good medical services at the Puskesmas, and their efforts in optimizing the operations of this institution have a direct impact on the accessibility, effectiveness, and quality of health services provided to people in need. In other words, understanding their role is the first step in ensuring that the Puskesmas can carry out its mission successfully, which is to provide quality and equitable health services to the entire community.

In this scientific paper, the main duties and functions of the Head of Administration of the South Suwawa Health Center and its relevance in supporting the effectiveness

and operational efficiency of the South Suwawa Health Center will be discussed.

### **Administration**

To achieve a specific goal, administration is a series of actions and activities carried out to regulate the implementation of policies. In simple terms, administration includes activities such as record-keeping, message storage, simple financial record-keeping, typing, scheduling, and the like that have technical characteristics in managing various things. In a broader context, administration refers to all forms of cooperation between two or more people that are carried out wisely and rationally to achieve a specific goal effectively and successfully.

Administration is a collection of actions taken by individuals or groups of individuals assigned to manage an organization. The ultimate goal of this administrative activity is to organize, develop, and provide the necessary facilities and resources so that activities with a group of people in the organization can run efficiently and effectively. Administration aims to achieve the goals set by the organization, which can involve achieving financial targets, organizational growth, providing better service to customers, or achieving other relevant goals.

### **Office Administration**

Office administration refers to financial planning, billing and record-keeping, human resource management, and the arrangement of the distribution of goods and logistics within an organization. In this context, a person working in this role is referred to as an office administrator or office manager. Office administration can be divided into

two categories: general office administration and more specialized office administration. To increase productivity and efficiency, office administration usually includes systematic and organized work coordination based on the division of tasks according to the organizational structure. Meanwhile, office administration is more specifically related to all activities related to administrative tasks in the office.

Arthur Grangelr (in Jayanti and Lulsiana 2014) Describe the administration of the office as a responsibility in carrying out the activities of the organization and providing communication services for the organization. The administration of the office is to use the office to coordinate, record, melngellola, replicate, send, and store the information that is stored in the office operation.

### **Health Center**

A community health center (puskesmas) is a functional entity in the health sector that functions as a center for public health development. In addition, the health center is also responsible for maintaining welfare and providing comprehensive and structured services to the community in its work area through various core activities. Puskesmas have the authority and responsibility to take care of the health of residents in their work area, with a commitment to maintain the quality of service to individuals.

According to Regulation of the Minister of Health of the Republic of Indonesia Number 75 of 2014 About Puskesmas, Community Health Centers or Puskesmas is a health service facility that organizes public health efforts and basic individual health care. The center focuses more on

health promotion and prevention efforts, with the aim of achieving an optimal level of public health in its work area. A healthcare facility is a place used to provide promotive, preventive, medicated, or rehabilitative health services.

### **Duties and Functions of the Head of Administration**

Kelpala Tata Ulsaha has the responsibility of preparing implementation materials in carrying out the administrative ulmulm as well as governance, organizational governance, cooperation, community communication, community communication, village management, ladder building, training, documentation, documentation, archiving, and staff administration management at Pulskelmas. The duties of the Head of Administration include:

- a) Plan activities and budgets together with the Head of the Health Center.
- b) Provide direction to the executor or subordinates in accordance with their duties and fields of work in terms of preparing materials for the implementation of general administrative tasks, such as financial governance, organizational structure, operational management, cooperation, public relations, household management, equipment procurement, document management, library, and archiving.
- c) Provide guidance to implementers or subordinates in accordance with their responsibilities in the collection and preparation of materials related to personnel administration management.

- d) Provide guidance to the executor or subordinates in accordance with the responsibilities of their position duties to:
- e) Designing financial administration and managing budgets.
- f) Arrange administration related to levies on Puskesmas services.
- g) Addressing complaints from the public.
- h) Provide instructions to the executor or subordinates in accordance with their field of duty to collect and organize documents related to the management of regional property under the responsibility of the Health Center.
- i) Assigning responsibilities to the executor or subordinates in accordance with their field of duties to ensure that the implementation of tasks in the Subdivision runs efficiently.
- j) Providing guidance to the executor or subordinate in the context of their duties to achieve the expected achievements in their work.
- k) Conducting an examination of their work as part of the evaluation process.
- l) Assessing the implementation of their duties in accordance with the performance targets that have been agreed upon through performance assessments.
- m) Providing recommendations and input to the leadership with the aim of supporting the implementation of tasks to be more efficient.
- n) Report the progress of the implementation of tasks to the leadership in accordance with their area of duty, so as to support the appropriate decision-making process.
- o) Carrying out additional duties within the scope of service given by their superiors in accordance with their responsibilities as a superior.

## **RESEARCH METHODS**

The approach used in this research is a qualitative approach and a descriptive research type. The type of research that can be used is qualitative, for data sources that can be used are primary and secondary data.

Data collection techniques used in research are observation, in-depth interviews (in-depth interviews) and documentation. Data analysis techniques used data analysis techniques using the Miles and Huberman models where activities with qualitative data analysis such as data *reduction* (data reduction), data *display* (presentation of data) and *conclusion drawing/verification* (drawing conclusions and verification)

## **RESEARCH RESULT**

Based on the results of the research that I have conducted at the research site, I have found some information about the data I need. In this research that I conducted, there are 3 informants that I have interviewed, these informants are the Head of Administration of the South Suwawa Health Center, one of the health center staff and one of the Molintogupo people, I got information about the main duties and fugsi of the head of administration of the South Suwawa Health Center. For more details, below I will describe one by one the

information that I found at the location. Based on the problems that have been raised in chapter 1, namely to find out how the main tasks and functions of the head of administration of the South Suwawa Health Center are on the effectiveness and operational efficiency of the health center. The following is a statement to the first informant from the results of the study:

### **1. First Informant**

Mrs. Fitri Abdul Wahab, SE is the Head of Administration at the South Suwawa Health Center. Mrs. Fitri Abdul Wahab, SE has several main duties, including:

- Organizing financial affairs, office administration, households/equipment and personnel based on applicable provisions to support the smooth running of the health center work program.

- Prepare materials for the preparation of work program plans and UPTD budgets based on applicable provisions as a basis for implementing the work program activities of the health center.

- Preparing materials for data compilation, evaluation and reporting on the implementation of the work program for the preparation of statistics and documentation within the UPTD based on the results of the implementation of activities as a report on the responsibility for the implementation of activities.

- Carry out other duties given by the head of UPTD in accordance with his field of duty based on instructions to support the health center program.

- Provide suggestions and considerations to the head of UPTD on Steps and Actions that need to be taken in his field of duty

based on reports and program evaluations for follow-up plans.

**The first question** I gave to interview Mrs. Fitri Abdul Wahab was:

What obstacles often occur during the implementation of the role of the head of administration in the South Suwawa Community Health Center?

From the question, the following answers were obtained:

"The answer given by the head of administration of the South Suwawa Health Center is: As the Head of Administration of the South Suwawa Health Center, I do not have admin staff so that when I am unable to attend the office or when there are tasks outside the office, my duties are still not running."

**The second question** I gave to interview Mrs. Fitri Abdul Wahab was:

In the implementation of the role of the head of administration of the puskesmas with the condition of not having admin staff, has the mother carried out the role well.?

"The answer given by the head of administration of the South Suwawa Health Center is: thank God I have carried out my role in managing the administration of this health center as much as possible even though I often have difficulties in manpower, but until now I have carried out my duties as best as possible"

**The third question** I gave to interview Mrs. Fitri Abdul Wahab was:

What are your hopes for this health center in the future, especially in the administration that you are playing?

"The answer given by the head of administration of the South Suwawa Health

Center is: I hope that the capacity will be increased in the management structure of the health center, although it is difficult, but hopefully, so that the management and service of the community health center can run as much as possible in providing services to the community.

## **2. Second Informant**

Mrs. Vidyanasari Bulumulawa is my second informant as a staff of the South Suwawa Health Center who is in charge of the service section.

The question I gave to Mrs. Vidyanasari was:

"Do you think the Main Tasks and Functions carried out by the Head of Administration of the South Suwawa Health Center are running well? and are there any obstacles faced when the Head of Administration is carrying out his duties at this health center?"

From the question, the following answers were obtained:

"In my opinion, the Main Tasks and Functions carried out by the Head of Administration of the Puskesmas have been running well, it's just that when the Head of Administration is on duty outside the office or is unable to enter the office, the Main Duties and Functions of the Head of Administration are not as good as possible because the Head of Administration does not have an admin who can replace him when he is on duty outside the office or is unable to enter the office."

## **3. Third Informant**

Mrs. Warni Suleman is one of the people of South Suwawa who often comes for

treatment at the South Suwawa Health Center.

The questions I gave to Mrs. Warni were:

"What do you think about the services at the South Suwawa Health Center?"

From this question, the following answers are obtained:

"I think the services at the South Suwawa Health Center are very good, the community benefits from very good and fast services, and also the community gets access to quality health services."

## **DISCUSSION**

The quality of service in an institution, the condition in which the service meets or even exceeds what is expected of the community with the actual performance system of the service provider. Good service is certainly inseparable from the performance of employees in an institution. Where in this context, performance assessment is an important thing. Because with performance, it will be known the level of achievement of the results that have been achieved, or it will be known how far the implementation of tasks has been carried out. Understanding this, proper communication is needed so that performance can be achieved. Performance achievements can be seen from the ability of institutions to recognize community needs, prepare service agendas and priorities and develop public service programs in accordance with the needs and aspirations of the community. Then it is supported by the implementation of activities that are in accordance with the correct administrative principles or in

accordance with the policy of the institution, either implicit or explicit showing good performance.

Puskesmas is a functional entity in the health sector that plays a role as a center for public health development and fosters the position and welfare of residents. In addition, the Health Center also provides comprehensive and structured services to residents in its work area through main activities. Puskesmas have the authority and responsibility to take care of the health of the population in their work area, which can include one or more sub-districts. The Puskesmas are under the supervision of the Level II Regional Government, so that the division of the Puskesmas work area is authorized by Bupati.

From the results of the above research, the Main Duties and Functions of the Head of Administration of the South Suwawa Health Center have been carried out well, but there are still a few obstacles faced by the head of administration of the South Suwawa Health Center, namely with the absence of admin staff, when the head of administration is running an official outside the office or is prevented from entering the office, the main duties and functions of the head of administration of the puskesmas are not running as well as possible.

#### **A. Conclusion**

Based on the results of descriptive qualitative research with Observation and Interview Techniques carried out at the South Suwawa Health Center about the main duties and functions of the head of administration of the South Suwawa Health Center, It can be concluded from the results of the interview of the three informants

above that we can already know that where the main tasks and functions carried out by the head of administration of the South Suwawa Health Center have been running well, Although there are still several obstacles such as lack of manpower, this does not make the Suwawa Health Center managers give up on providing services as much as possible.

#### **B. Suggestion**

Based on the results of the study, several problems were found. So the author put forward several suggestions, namely: The South Suwawa Health Center must find an admin to assist the head of administration in carrying out administrative duties at the South Suwawa Health Center, so that when the head of administration of the health center is unable to enter or perform official duties outside the main duties and functions of the head of administration at the health center, there is already someone to delegate to carry out his duties.

#### **BIBLIOGRAPHY**

- [1] Ajriani, Evi, Badarwan, and Samrin. 2022. "Strategies of Administrative Heads in Improving the Performance of Education Personnel." *Shautut Tarbiyah* 28(No.2): 212–20. <https://dx.doi.org/10.31332/str.v28i2.3793>.
- [2] Arisanti, Arisa, Antonio Imanda, and Harius Eko Saputra. 2020. "Analysis of the Work Quality of Administrative Employees of State Senior High School 1 Central Bengkulu." *Professional: Journal of Communication and Public Administration* 7(1): 57–63.
- [3] Hamali, Arief Yusuf. 2019. *Practical*

*Understanding of Administration, Organization, and Management.*  
Prenada Media Group: Jakarta.

- [4] Hidayat, Taopik. 2019. "Competence of Administrative Employees in Improving Administrative Order at SMPN 2 Pagiri, Pangandaran Regency." *Scientific Journal of Administrative Sciences* 53(9): 165.
- [5] Inu Kencana, Syafiie, and Welasari. 2017. *Administrative Sciences*. Student Library: Yogyakarta.
- [6] Jayanti, and Sara Lusiana. 2014. "The Influence of Taxes and Modern Tax Administration Systems on Taxpayer Compliance." *Journal of Accounting*.
- [7] Kamaludin, Apiaty. 2017. *Business Administration*. CV. Legal Media: Makassar.
- [8] Maryance. 2022. "Administrative Services at Mts Al-Ikhlâs Palembang." *Equator: Journal of Education and Social Humanities* 2(3): 116–26.
- [9] "Regulation of the Minister of Health of the Republic of Indonesia Number 75 Years." 2014.
- [10] "Indonesia's Health Profile." 2007.— —. 2009.
- [11] Rahmawati, Suci, Rahmawati M, and Mujiati Mujiati. 2022. "Competence of Administrative Personnel in Improving the Quality of Education Administration." *Journal of Education and Teaching (JPP)* 2(2): 90–102.
- [12] Salmiah. 2017. *Qualitative Research Data Analysis*. East Akasara Publisher: Gowa.
- [13] Sugiyono. 2017. *Research and Development Methodology*. Alfabeta: Bandung.