



ISSN Print: 2394-7500
ISSN Online: 2394-5869
Impact Factor: 8.4
IJAR 2022; 8(12): 325-327
www.allresearchjournal.com
Received: 03-12-2022
Accepted: 25-12-2022

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Tasks of health management specialists in the light of their work in health facilities

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DOI: <https://doi.org/10.22271/allresearch.2022.v8.i12d.11046>

Abstract

The aim of the study is to acquaint the employees of the health administration with the correct and actual health tasks that they are supposed to practice so as not to lose their prestige and luster among the rest of the other health groups, and to discover themselves. Once again, developing them in the required and correct manner, and knowing their attitudes and opinions regarding their work without dictates from officials or decision-makers. A questionnaire was distributed via Google drive and distributed to them to answer.

Keywords: Tasks, management, specialists, health facilities.

Introduction

In the health systems of Western countries, the clinical department has been meant as one of the strategies to expand New Public administration standards in healthcare settings. Administrative vocabularies turn out the criterion in health policymaking, and organizational arranging that assigns pertinent leading accountabilities to doctors, such as the clinical directorate model of hospital organization, were explicit in various health systems across the globe^[3, 4]. Health management is main is an academic specialization that demands to supply cadres in health departments so that these cadres are ambidextrous to work with singularity, adequacy, and activity in different managerial placements in several health foundations in Palestine and abroad. This particularism goals cadre working in health establishments and everyone who desires to catch in the manufacture, development, and development of health institutions^[5]. The specialization of the health department (administration of health foundation) was formed based on the community's want for its specialists, who work on planning, collecting, retrieving, and transferring health information with the aim of developing the quality of health services. The necessity for trained manpower in the field of health management also rises with the increasing number of public and private health establishments and the growing requirement to manage them efficiently using modern technologies and tools and to exploit their limited resources to provide a more quality service by reducing costs and increasing productivity. The specialization also combines health sciences and information technologies in order to solve all problems that may stand in the way of advanced health management in public and private facilities^[6]. When the mention of administration comes, the recipient imagines that elegantly dressed man sitting on a luxurious desk issuing orders or signing papers. Management is not a manifestation of management, a coordinated and arranged work system, and there is no management without that work system, which we call (administrative jobs and tasks). The managers differed in their numbers, some of them say that there are five, and some say that they are six, and they are: 1-planning: It is the process of directing and leading the organization, and it can also be defined as the process of creating a vision for everything it aims to achieve. The planning process includes creating a mission and vision, defining goals, creating short and long-term plans to achieve goals, and developing alternative procedures to make adjustments if necessary.

2-Organizing: The organization process includes collecting, organizing, and classifying the tasks and duties to be achieved and accomplished in the organization and appointing people who are able to accomplish them effectively. 3-Control: (Controlling): It is the process of determining the effectiveness of the organization's performance by ensuring that work is progressing in accordance with pre-established plans and objectives. 4-Employment: (Staffing): It is a process closely associated with human resources functions that are usually associated with personnel management through which manpower is trained and employed to accomplish the mission and objectives of the organization. The recruitment process includes selecting people, training them, and evaluating their job performance. 5-Directing: it is the process of directing and counseling the employees of the organization, and this process requires the manager to have administrative skills such as leadership, motivation, communication, and discipline in order to be able to follow up the effectiveness of the employees' work. 6-Decision making: it is the goal of the previous stages and the connector between them. It is reaching an appropriate decision to develop the organization or to solve a problem faced by the organization. Therefore, any administrative function must contain a mixture of these functions and tasks in order for the system to be completed and the administration to succeed.

2-Material and Methods

This study was started in (the holy city of Mecca in Saudi Arabia), begin writing the research and then recording the questionnaire in August 2022, and the study ended with data collection in December 2022. The researcher used the descriptive analytical approach that uses a quantitative or qualitative description of the social phenomenon (Tasks of health management specialists in the light of their work in health facilities). This kind of study is characterized by analysis, reason, objectivity, and reality, as it is concerned with individuals and societies, as it studies the variables and their effects on the health of the individual, society, and consumer, the spread of diseases and their relationship to demographic variables such as age, gender, nationality, and marital status. Status, occupation^[1], and use the Excel 2010 Office suite histogram to arrange the results using: Frequency tables Percentages^[2].

3. Results and Discussion

A questionnaire is a remarkable and useful tool for collecting a huge amount of data, however, researchers were not able to personally interview participants on the online survey, due to social distancing regulations at the time to prevent infection between participants and researchers. Only answered the questionnaire electronically, the questionnaire consists of closed questions of 19 questions. The ages of the participants in the questionnaire ranged between 33 and 44 years, 80% were males and 20% were women, and the first question was about do you have clear and specific job tasks. 80% answered yes and 20% no, the second question was about whether are you responsible for preparing Correspondence and reports and maintaining their high confidentiality. And all participants answered the questionnaire 100% yes. As for the third and fourth questions, the answer was the same, as it was about do you assist specialists in developing and conducting internal

training for employees? No, the fourth question is about to do you help review job qualifications for employees. 60% answered yes and 40% answered no, the fifth question was about to do you provide lectures to new employees. 20% of them answered yes while 80% said no, the sixth question is about do you attend meetings and participate in committees as needed? All participants answered yes 100%. The seventh question about do you participate in total quality management activities such as (improving the control system and the facility system)? 40% answered yes and 60% answered no. The eighth question is: Do you perform administrative work in all matters related to other management? All of them answered 100% yes. The ninth question is: Do you perform duties within the framework of the individual's real cognitive skills and abilities? The answer was 80% yes and 20% no. The tenth question was about do you have knowledge of data analysis? The eleventh question was about do you have knowledge of spoken and written English? The answer was the same as the previous one (the percentage of those who know and those who do not know was equal to 40%, while 20% did not know). The twelfth question was about do you have knowledge and familiarity with all Microsoft or Office applications? The answer was 75% of the participants answered yes and 25% answered no. The thirteenth question was about Are you fluent in English grammar and reviewing and editing reports and correspondence in English in writing? 80% of the participants said yes and 20% said no. The fourteenth and fifteenth question was about: Are you good at communicating effectively with others, dialogue and discussion with them? And the fifteenth: Do you have the ability to communicate effectively orally and in writing in English and Arabic with others? The same answer for all participants was yes 100%. The sixteenth question is: Do you have the ability to implement employment policies, and evaluate and develop employees? 87.5% answered yes and 12.5% answered no. The seventeenth question was about do you have the ability to use a computer to manage information and financial data and to analyze and measure performance? The answer was 66.7% yes and 33.3% no. The eighteenth question was about do you have the ability to deal with work problems and provide appropriate solutions? All of them (100%) answered yes. The nineteenth question is: Do you conduct employee satisfaction surveys and action plans? 88.9% answered yes, and 11.1% answered no. through this study, we find that health administration specialists are fully aware of their work, as they have clear evidence of their tasks by 90%, which is a very high percentage. And providing suitable solutions to them was 100%, while we find that their tasks in providing lectures to new employees decrease by 27.3%, and the percentage increases when it comes to attending meetings and participating in committees to 90.9%, and it is 54.5% in participation in total quality activities and in data analysis 33.3%, Fluency in spoken and written English is 69.2%, and it decreases in editing correspondence and writing reports in English by 61.5%, and in terms of knowledge of computer applications Microsoft Office 83.3%, In terms of using computers to manage information, financial data and performance analysis, 53.8% were measured, while in the case of employee satisfaction questionnaires and action plans, 61.5%. (Table No 1).

Table 1: Most of the tasks of the health administration specialist in health facilities

Mission	Yes	No	I don't know
Do you have clear and specific job tasks?	80%	20%	----
Are you responsible for preparing correspondence and reports and maintaining their high confidentiality?	100%	0%	----
Are you assisting professionals in developing and conducting internal training for employees?	60%	40%	----
Are you assisting in reviewing job qualifications for employees?	60%	40%	----
Are you giving lectures to new employees?	20%	80%	----
Do you attend meetings and participate in committees as needed?	100%	0%	----
Do you participate in total quality management activities such as (improving the control system and the facility system)?	40%	60%	----
Do you carry out administrative work in all matters related to other management as requested?	100%	0%	----
Do you perform duties within the real knowledge skills and abilities of the individual?	80%	20%	----
Do you have knowledge of data analysis?	40%	40%	20%
Are you proficient in speaking and writing English?	40%	40%	20%
Do you have knowledge and familiarity with all Microsoft or Office applications?	75%	25%	----
Are you fluent in English grammar, reviewing and editing reports and correspondence in English in writing?	80%	20%	----
Are you good at communicating effectively with others, dialogue and discussion with them?	100%	0%	----
Do you have the ability to communicate effectively orally and in writing in English and Arabic with others?	100%	0%	----
Do you have the ability to implement recruitment policies, evaluate and develop employees?	87.5%	12.5%	----
Do you have the ability to use a computer to manage financial information and data and analyze and measure performance?	66.3%	33.3%	----
Do you have the ability to deal with work problems and provide appropriate solutions?	100%	0%	----
Do you do employee satisfaction surveys and work plan?	88.9%	11.1%	----

Conclusion

Through this study, it was found that health administration specialists are aware of their job duties and are sincere in performing their job duties whatever they may be and that they listen to the opinions of their managers and strive to develop themselves for the public interest and work as well. The results showed this. Also, this study concluded the following: decision-makers should give this group the opportunity to prove their existence without rushing and giving them enough time. Renewal of blood in health facilities is necessary through the involvement of this group in the decision and renewal of ideas and visions.

Acknowledgment

To start with, I would like to Praise God and thank Dr. Anas S. Dablood, from Umm Al-Qura University, Mecca, Saudi Arabia. And the researchers who make the project comes to light.

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