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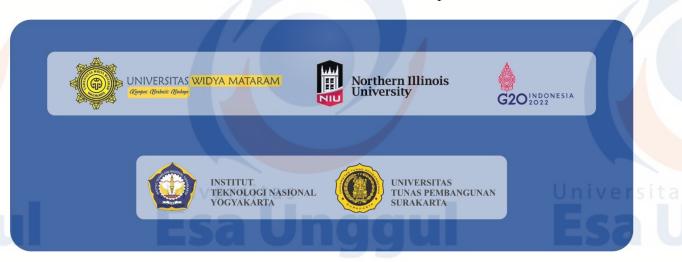
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The International Conference was held in cooperation:



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THE DEVELOPMENT OF MANAGERIAL COMPETENCIES ASSESSMENT INSTRUMENT FOR HOSPITAL MIDDLE-LINE MANAGER

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Abstract

Background: incompetent hospital manager is a global issue that will lead to negative consequences in program achievements, health service quality, and patient safety. Hospital middle-line managers require adequate managerial competencies to bridge top management and employees on their performance in order toachieve hospital objectives.

Purpose: this study aimed to develop managerial competencies assessment instrumen framework, in terms of competencies aspects and measurement methods, by which is able to objectively assess managerial competencies for hospital middle-line managers.

Methodology: this study is a combined qualitative and quantitative study, consisting five-step approaches which are literature review, focused group discussion with middle-line managers, focused group discussion with hospital experts, validity test using Content Validity Index (CVI) and multirater Kappa method, and fieldtrial for validity and reliability tests that were conducted across a sample of hospital middle-line managers. **Result:** this study resulted in the assessment instrumen framework, which assessing 7 core managerial competency dimensions, 36 sub-competencies, and 112 items of managerial competencies, with 2 stratified measurement methods, which are self-assessment and superior confirmatory assessment.

Implications: this instrumen assessment framework is necessary to depict managerial competencies held by hospital middle-line managers for human resource management practice and managerial education providers.

Keywords: Assessment instrumen development, managerial competencies. hospital middleline managers