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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 to achieve hospital objectives.

Purpose: this study aimed to develop managerial competencies assessment instrument 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 field trial for validity and reliability tests that were conducted across a sample of hospital middle-line managers. **Result:** this study resulted in the assessment instrument 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 instrument 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 instrument development, managerial competencies. hospital middle-line managers