

THE ROLE OF LEADERSHIP IN IMPROVING THE QUALITY OF HEALTHCARE SERVICES AT COMMUNITY HEALTH CENTERS: A SYSTEMATIC REVIEW

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ABSTRACT

Various factors related to the quality of health services in primary health care facilities include health care providers, organizational and leadership factors, and environmental factors (internal and external). A leadership role is required, especially in terms of company-wide coordination and of course motivation. This study used a systematic review method. Electro databases used included Google Scholar, Pubmed, & Garuda Journal using the key terms "leadership role", "health service quality", & "puskesmas". Based on the results of the research conducted, it was found that the role of leadership has an impact on improving the quality of health services at the puskesmas. The role of a leader in an organization is very important. This is because the leader is one of the gates or spearheads that is very important in planning the success of an organization. To increase employee creativity and innovation to achieve organizational goals, the manager's role is to encourage employees to express their creativity and recognize the results of their efforts.

KEYWORDS

Leadership Role, Quality of Health Services, Health Center



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INTRODUCTION

There are many opinions stating that leadership style is a major factor in the success or failure of an organization. As a whole organization, the performance and quality of the organization itself is influenced by internal and external factors. One of the factors that determine the quality of an organization is the leadership style factor. The element of leadership style in government organizations is important if organizational members are expected to show dynamism in carrying out their activities

How to cite: Emma Puspita Kartikasari, Arih Diyaning Intiasari, Budi Aji (2024). The Role of Leadership in Improving the Quality of Healthcare Services at Community Health Centers: A Systematic Review. *Journal Eduvest*. 4 (9): 7969-7973
E-ISSN: 2775-3727
Published by: <https://greenpublisher.id/>

and leaders are expected to be able to influence their members to truly achieve organizational goals. (Fauzi et al., 2020).

The role of leadership is needed especially in terms of coordination and of course motivation throughout the organization. In fact, in this case many organizations often face difficult situations, and puskesmas often face obstacles, which are certainly related to puskesmas policies and internal Masu problems. The problems that exist at the puskesmas include the uneven distribution of health workers (Ekasari et al., 2017), the lack of health facilities and medical equipment in some remote areas (Tawalujan et al., 2019), and the lack of responsiveness of outreach staff. For all the challenges and problems that exist, puskesmas managers must work together with all stakeholders to solve problems, respond to challenges with excellence, and realize the vision and mission of the puskesmas.

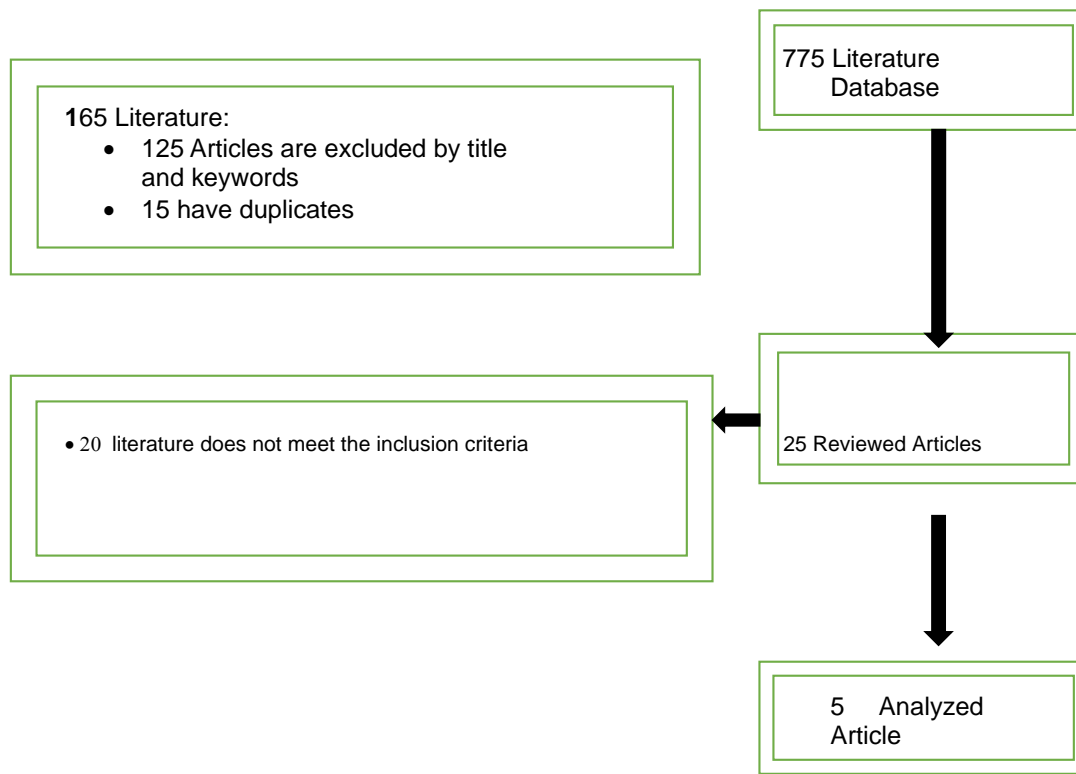
There are several definitions related to leadership itself, but according to (Gandolfi, 2018), a proper understanding of why leadership is so important and why the chosen leadership style is so important will improve the performance of the leadership present, namely: required readers. Leadership requires followers or members, must be action-oriented or goal-oriented, and have certain goals, so its existence must have a purpose. These components are expected to be able to make organizations led by great leaders able to achieve their organizational goals.

Various factors associated with the quality of health services in primary health care facilities include health service providers, organizational and leadership factors, and environmental factors (internal and external). Regarding leadership factors, the quality of health services is supported by effective leadership management, proper planning, education, training, resources, health workers and processes (Mosadeghrad., 2014). There are various types of medical services in the region, and people also have the opportunity to choose the necessary medical services according to their needs. One of the things we can do to improve our health is to provide quality medical services. Achieving quality health services requires continuous evaluation of the products/services provided to customers as well as efforts to improve services and professionalism. Services that meet the established standards are a part that really must be examined and must be examined by the leadership of health institutions. The purpose of this study was to determine the role of leadership in improving the quality of health services at the Puskesmas.

RESEARCH METHOD

This research used a systematic review method. The search process for several research journal articles was conducted through an electronic database. The electro-databases used included Google Scholar, Pubmed, & Garuda Journal using the key terms "leadership gait", "health service quality", & "puskesmas". The results of the article search were then selected according to the inclusion & exclusion criteria using the PRISMA (Preferred Reporting Items for Systematic Reviews and Meta-Analyses) method. The inclusion criteria were: journal name based on keywords, journal

publication year 2018 to 2023, full text, and research using qualitative methods or mixed qualitative and quantitative methods. The exclusion criteria were: search year, journals that did not match the quantitative method, journals that could not be accessed, and journals that did not meet the criteria for the researcher's theme name.



RESULT AND DISCUSSION

The importance of the administrator's role in health center planning is one of the key factors in health center management. Planning is very important especially for health centers that have completed accreditation. The accreditation process teaches you to make the right plans to maximize expected outcomes and meet the needs of your community (Andy Amir et al., 2019). According to research findings (Darwin Navis et al., 2020), the role of leaders in organizations is very important. Because the presence of a leader is one of the main doors or spearheads of successful planning in an organization. Leaders know that they must be able to manage feuds in the organization they lead.

Leadership is the ability of a leader to influence others to work according to standard operating procedures to achieve goals (Darwin Navis et al., 2020). This is in

line with the findings of the research conducted based on the researcher's findings from interviews regarding the implementation of TQM (Total Quality Management) and the role of quality management (Renita et al., 2019). The personnel obtained are as follows. 4,444 people Elements or components of the overall quality management role: 4,444 people including employee roles, leadership roles, employee-manager relationships, organizational and environmental aspects. This will be implemented by Puskesmas ABG in Madiun. This can improve the quality of human resources as evidenced by the presence of TQM role elements.

Puskesmas managers can read the current situation in the decision-making process so that decisions are made based on the actual situation of the health center (Andy Amir et.al., 2019). Decision-making at the PHC should consider aspects such as the scope of PHC activities, characteristics of the PHC population, location of activities, and time of implementation of activities. These things can change from year to year in the work area and region of the health center. Therefore, accurate and clear information about the situation in the field during activities is required. If decisions in the puskesmas organization are not made based on input from staff, organizational performance may decline (Andy Amir et al., 2021).

To improve the quality of health services at the puskesmas, the leadership of the puskesmas must provide space for employees to implement innovations that can be applied to improve the quality of public health (Nadhila., 2019). In an effort to foster employee creativity and innovation in supporting organizational goals, leadership is very important in encouraging employees to be creative and show the results of their "appreciative" efforts. I agree that this role is very important (Setiawan, 2018). Leadership has a positive impact on the quality of health services. Leaders with character determine the direction of organizational goals (Darwin Navis et al., 2020).

CONCLUSION

Based on the results of the research conducted, it was found that the role of leadership has an impact on improving the quality of health services at the health center. The Director of the Puskesmas plans activities that involve employees and members of the organization to achieve positive goals. In decision making, the role of the puskesmas manager is to be aware of the situation and conditions of the organizational environment so that they can analyze the problems that exist at the puskesmas and make innovations related to these problems. In addition, leadership is driven by the leader's ability to influence others and their employees, as employees are expected to follow established standard operating procedures to achieve the goal of good health quality. These strategies can be considered in more depth to improve the role of leaders in the performance of health centers.

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