

ABSTRAK

Penelitian ini bertujuan mengetahui gambaran profil competency terapis dan administrasi di tempat terapi “X” Bandung. Variabel penelitiannya profil competency dari Spencer&Spencer pada terapis dan administrasi menggunakan metode deskriptif. Kompetensi adalah karakteristik dasar individu berhubungan dengan kinerja superior menurut kriteria dalam jabatan. Sample penelitiannya terapis dan staff administrasi di tempat terapi “X”.

Alat ukur menggunakan wawancara berdasarkan 21 competence at work, dari Spencer&Spencer dalam pekerjaan terapis dan administrasi. Wawancara dilakukan kepada 7 terapis dan 4 administrasi agar mendapatkan kriteria menjadi terapis dan administrasi.

Berdasarkan pengolahan data dengan teknik thematic analysis pada verbatim diperoleh 17 model kompetensi yaitu profil competency terapis dan administrasi di tempat terapi “X”. Kompetensinya adalah impact and influence, developing others, interpersonal understanding, self confidence, self control, other personal effectiveness, profesional expertise, customer service orientation, teamwork & cooperation, analictical thinking, conceptual thinking, flexibility, directiveness, concern for order, information seeking, organizational commitment, achievement orientation.

Kesimpulannya profil competency terapis dan administrasi di tempat terapi “X” ada 17 kompetensi untuk melaksanakan tugas dan tanggung jawabnya.

Saran peneliti kepada tempat terapi “X” untuk melakukan rekrutment terapis dan administrasi berdasarkan profil dan melakukan performance appraisal sehingga mereka mengetahui kompetensi yang kurang dan menindaklanjuti kekurangannya.

ABSTRACT

This research is purposed to acknowledge conception regarding profil competency between Therapist and Administration on "X" Therapy Medical located at Bandung. Research variable on the profile competency are based on Spencer&Spencer on Therapist and Administration using Descriptive Method. Competency is Individual Basic Characteristic has direct relation with effective or superior performance according to specific criteria set in the position or situation. This research involves all sample of Therapist and Administration on "X" Therapy Medical at Bandung.

Measuring Instrument used is interview using 21 Competence at Work from Spencer&Spencer for Therapist and Administration. Interview is done to 7 Therapists and 4 Administration to provide criteria regarding Therapist and Administration.

Based on processed data with Thematic Analysis to all verbatim resulted on 17 competency models as profile competency for Therapist and Administration in "X" Medical Therapy. Those Competency were impact and influence, developing others, interpersonal understanding, self confidence, self control, other personal effectiveness, professional expertise, customer service orientation, teamwork and cooperation, analytically thinking, conceptual thinking, flexibility, directiveness, concern for order, information seeking, organizational commitment, achievement orientation.

Final conclusion the 17 competency mentioned are required for Therapist and Administration to do their work and responsibility.

Writer suggested the "X" Medical Therapy to do recruitment based on the profile competency that fit and proper to do performance appraisal for all therapist and administration whilst they recognize the exact competency at "X" Medical Therapy.

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