

# CHAPTER I

## INTRODUCTION

### A. Background

The leadership is a pivotal issue that give effect for a success and a failure of every kind of organization and religious movement. The speed of change and complexity in today business environment make leadership increasingly exigent placing unrealistic expectation on heroic leaderostensibly. It is becoming more difficult for any single individual to possess all of skill and abilities required to competently lead organization today(Lambert & Lapsley, 2010)

The importance of the angle of the situation and time influenced by work environment of the organization deemed necessaryby leaders who see conditions and environment based on leadership style they played. Hospital was one of health facility which conduct health efforts by empowering a wide range of trained and educated personnel dealing with medical problems for recovery and maintenance of good health efforts carried out with maintenance approach health promotion (promotive), prevention of health (preventive) curative disease (curative) and health recovery were held thoroughly integrated and sustainable (Bass1989)

Progress development institutions and their continuation depends mainly on administrative leadership determines vision and drawing plans or policies , move towards achieving its objective especially in the light of

technological evolution , revolution knowledge and contacts in addition to rapid change , developments in all areas contributed to raising awareness (Packard, 2009)

Consumer culture make it greater ability to choose the best after its adoption as a standard of quality head of service to choose , imposition of administrative leadership in a lot of work to find concepts and methods of organizations modern management, even kept pace with these developments , changes (Suchak, 2015) achieve their goals efficiently and effectively after realized inability to continue to do job as traditional, which past in light of the foregoing, it requires administrative leaders in business organizations, including changes to hospitals term organization and system to keep up with latest management concepts especially concept of leadership (Locke 2007)

Health development as integral part of national development aims to increase awareness willingness and ability to live healthy for everyone in order to realize optimal health status. One of institution that play role achieving that goal is a hospital.

A Private Hospital Yogyakarta certainly wants to exist and continue evolve to get the heart of customer performance improvement of nurses, physicians and staff on health services needed to get good results with services provided. Good service quality improvement certainly needs

motivation and commitment of staff. Welfare of staff still must be considered through concept of fairness on financial compensation (Avolio1990) also necessary for strategic leadership supervisors or leaders to affect perspective of nurses to do job properly and responsibly in order to realize the goals of the organization. These issues will lead to organizational success and fulfillment employees or nurse and patient satisfaction about the quality of services provided by a Private Hospital Yogyakarta. Transformational leadership also improve motivation and performance of followers by making them aware how importance of the results of work. Based on some above, authors are interested in doing research about analysis transformational leadership, intrinsic motivation; fairness of financial compensation to effective commitment in a Private Hospital Yogyakarta Leadership improvement strategy rooted in synergistic efforts by board medical staff may offer greatest potential for safer care. Individual leader has been basic general operating style emanating from personality experiences and learning of leadership (Sellgren2006)

Developing leadership is one most important issues currently facing on health services organization.Improvement need for good leadership openly linked to change environment in which public organization operated (Yuki2013)

Leadership improve process of building the ability of people in organization to develop effectiveness in leadership role (Michelle2017)

Transformational leadership style concentrates to improve followers as well as needs managers; also concentrate on the growth and development of value system of employees. Leadership development strategies process of educating, coaching and mentoring employees to perform their role in service delivery through experience different behavioral and performance related roles expected experience providers (Lally2008)

Transformational leaders place an emphasis team building and empowering and developing potential in order to reach long-term goals and physicians who at the front lines of care delivery, integrated models, healthcare leadership between clinicians and managers must be diverse solutions to provide effective care because challenges exist. They were not insurmountable should have clear vision, clear goal for health institutions to improve services (Lally2010)

## **B. Research Question**

- 1 What kind of Leadership Skill is used a Private Hospital Yogyakarta?
- 2 How Can Leadership Improve the Health Services in a Private Hospital in Yogyakarta?
- 3 What are the Leadership Styles in a Private Hospital in Yogyakarta?

### **C. Research Objective**

#### 1. General Objective of The Research

Explanation and analysis what kind of leadership the important in improving health services in a Private Hospital in Yogyakarta and how leadership improves to provide better health services and knowledge of quality or style of leadership in hospitals.

#### 2. Specific Objective of the research

- a. To Know and analyze the Style of Leadership of a Private Hospital Yogyakarta to Know and analyze
- b. b.How Leadership Can Improve the Health Services.

### **D. Benefit**

#### 1. Theoretical Benefit

- a. This thesis can give information and guidance to hospital management about how leadership can improve health service in hospital, and how to build a good leadership.
- b. This research will give many contributions to understanding what role of real leadership as well as its role improving quality service hospitals, especially a Private Hospital in Yogyakarta.

## **2. Practical Benefits**

This research want to know what is the key role of leadership in hospital and to know how leadership affects the provision of best services to hospitals.

- a. This thesis can contribute to develop hospital management.
- b. This thesis can be the guidance in the future when someone that interested in this topic become leader in hospital for application this information about leadership.