TRAINING NEEDS OF GENERAL ADMINISTRATIVE EMPLOYEES USING THE TRANING NEEDS ANALYSIS METHOD IN THE HAJJ REGIONAL GENERAL HOSPITAL EAST JAVA PROVINCE

ABSTRACT

The achievement of employees who receive training at least 20 hours per year in training and education programs is 60%. So that the Training Needs for General Administration Employees at Haji Hospital in East Java Province has not met the employee training standards. The purpose of this study was to analyze the Training Needs of Public Administration Employees. Training Needs Analysis (TNA) or training needs analysis is a stage carried out by the organization before carrying out training activities and the development of this stage becomes an integrated part in designing training to get a complete and complete picture of the material, time allocation for each material, and training strategies that are appropriate. will be applied in the implementation of the training so that the results of the training can be realized in accordance with the goals and expectations for both the training participants and for the organization. This research was conducted using a qualitative approach because the researcher wanted to know how the process of planning, implementing, monitoring and evaluating. Data collection techniques using questionnaires and interviews. Informants in this study were selected based on positions or tasks related to education and training at the Haji Regional General Hospital, East Java Province. The results of this study indicate that the preparation of the training program has not used training needs analysis, after doing the research, it can be concluded that the training needs for administrative staff at the Haji Hospital in East Java Province include: training on Information Technology and Excellent Service. This shows that the Haji Hospital must carry out the training so that the quality indicators are achieved.

Keywords: Training Needs Analysis, Achievement of Quality Indicators

ANALISIS KEBUTUHAN PELATIHAN PEGAWAI ADMINISTRASI UMUM MENGGUNAKAN METODE *TRANING NEEDS ANALYSIS* DI RUMAH SAKIT UMUM DAERAH HAJI PROVINSI JAWA TIMUR

ABSTRAK

Pencapaian pegawai yang mendapat pelatihan minimal 20 Jam Per tahun dalam program pelatihan dan pendidikan yaitu sebesar 60%. Sehingga Kebutuhan Pelatihan Pegawai Administrasi Umum RSUD Haji Provinsi Jawa Timur belum memenuhi standar pelatihan Pegawai. Tujuan dari penelitian ini adalah untuk menganalisis Kebutuhan Pelatihan Pegawai Administrasi Umum. *Training Needs Analysis* (TNA) atau analisis kebutuhan pelatihan merupakan sebuah tahapan yang dilaksanakan oleh organisasi sebelum menjalankan kegiatan pelatihan dan pengembangan tahapan ini menjadi bagian terpadu dalam merancang pelatihan untuk mendapatkan gambaran yang lengkap dan utuh terkait materi, alokasi waktu tiap materi, dan strategi pelatihan yang akan diterapkan dalam penyelenggaraan pelatihan sehingga hasil dari pelatihan dapat terwujud sesuai dengan tujuan dan harapan baik bagi bagi peserta pelatihan maupun bagi organisasi. Penelitian ini dilakukan menggunakan pendekatan kualitatif karena peneliti ingin mengetahui bagaimana proses perencanaan, pelaksanaan, pengawasan dan evaluasi. Teknik pengumpulan data menggunakan kuesioner dan wawancara. Informan pada penelitian ini dipilih berdasarkan jabatan atau tugas yang berkaitan dengan pendidikan dan pelatihan di Rumah Sakit Umum Daerah Haji Provinsi Jawa Timur. Hasil penelitian ini menunjukan bahwa penyusunan program pelatihan belum menggunakan analisa kebutuhan pelatihan, setelah dilakukan penelitian maka dapat disimpulkan kebutuhan pelatihan bagi tenaga administrasi di RSUD Haji Provinsi Jawa Timur antara lain : pelatihan tentang Teknologi Informasi dan Pelayanan Prima. Hal ini menunjukan bahawa RSUD Haji harus melaksanakan pelatihan tersebut agar capaian indikator mutu tercapai.

Kata Kunci : Analisis Kebutuhan Pelatihan, Capaian Indikator Mutu