

# Gambaran Rencana Program Pendidikan dan Pelatihan Karyawan Rumah Sakit Bogor Medical Center Tahun 2013-2014 Menuju Hospital Service Excellence = Description of Education and Training Planning Program for Employees of Bogor Medical Center Hospital Year 2013-2014 Towards Hospital Service Excellence

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## Abstrak

Pada penelitian ini dibahas tentang rencana program pendidikan dan pelatihan karyawan Rumah Sakit Bogor Medical Center untuk tahun 2013-2014 menuju Hospital Service Excellence. Penelitian ini adalah penelitian kualitatif dengan melakukan wawancara mendalam kepada tiga orang informan serta telaah data sekunder. Hasil penelitian menyarankan bahwa perencanaan program pelatihan dapat lebih efektif jika mengikuti konsep tahapan program pelatihan dari Tovey dengan lebih tajam pada identifikasi kebutuhan pelatihan dan mengembangkan Unit Diklat agar berfungsi aktif dalam perencanaan yang mendukung pengembangan SDM RS Bogor Medical Center.

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In this study discussed about the plan educational programs and employee training Bogor Medical Center Hospital for the years 2013-2014 towards Hospital Service Excellence. This study is a qualitative research by conducting in-depth interviews to three informants and review of secondary data. The results suggest that the planning of the training program can be more effective if it follows the concept stages of a training program by Tovey with sharper identifying training needs and develop Education and Training Unit that is active in supporting the development of human resource planning Bogor Medical Center Hospital.