

IMPROVING EMPLOYEE PERFORMANCE IN PUBLIC SERVICES THROUGH TRAINING: A CASE STUDY OF RUMAH SAKIT UMUM DAERAH (RSUD) CENGKARENG

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ABSTRACT

Services in the health sector are a real form of public service. Health is an investment for the country to carry out development because human resources who are physically and spiritually healthy are needed to realize national goals. However, until now, there are still many problems encountered in public services in the health sector. One effort to improve employee performance in public services is by holding training for employees. This research is aimed at answering the question of how training related to public services is implemented at RSUD Cengkareng and what obstacles are encountered in implementing this training. Data collection was carried out using semi-structured interviews with 15 employees at RSUD Cengkareng. The research results showed that the training carried out at RSUD Cengkareng consisted of internal training and external training, namely inviting instructors from professional training institutions. Training from training institutions held at RSUD Cengkareng is more effective if viewed from the materials, methods, quality of instructors, participants, infrastructure and training evaluation.

Keywords: Employee performance, public service, training.

INTRODUCTION

Improving the quality of public services is an effort to improve the quality and innovation of public services in each government agency periodically according to the needs and expectations of the community. Improving the quality of public services is the most important point for meeting community expectations. Meanwhile, the public services provided by the Government are still not equal to those provided by the private sector. This is the basis for the services provided by the government to be the same as those provided by the private sector.

The creation of good governance is reflected in the quality of public services provided by the government. Providing good services to the community will provide positive value in creating support for government performance. If government officials through their forms of service are able to create a conducive atmosphere with the community, then such conditions can be categorized as conditions that lead to the implementation of the principles of good governance (Sujata, Masthuri, et al: 2002).