

ANALYSIS OF TRAINING AND HUMAN RESOURCE DEVELOPMENT TO IMPROVE THE PERFORMANCE OF EMPLOYEES OF MITRA MEDIKA PONTIANAK HOSPITAL**Desiana Dian Malasari**

Universitas Widya Dharma Pontianak, Indonesia

Email: desianad376@gmail.com

Abstract

Mitra Medika Pontianak Hospital is a public hospital with private ownership under the auspices of PT. Hexa Daya Medika. The purpose of this study is to find out how the Analysis of Training and Human Resource Development to Improve the Performance of Employees of Mitra Medika Pontianak Hospital. The method in this study is the descriptive method. Data collection methods with interview guidelines, and note sheets. The population in this study was all employees of Mitra Medika Hospital Pontianak. The data analysis used is qualitative analysis. The results of this study are very important medical and non-medical training is carried out to realize excellent and quality service in hospitals. Training and development must be carried out regularly by the hospital. So that every health worker who works in the hospital can work professionally, according to professional standards, hospital service standards, applicable operational standards, professional ethics, respect patient rights and prioritize patient safety..

Keywords: *Employee Performance, Training, Development***INTRODUCTION**

Mitra Medika Hospital is a public hospital with private ownership under the auspices of PT. Hexa Daya Medika. The basic advantages of Mitra Medika Hospital Pontianak consist of modern hospital concepts, superior medical equipment and high service standards. So that the needs of health services in Pontianak City can be met. Hospitals are one of the health service facilities (*health providers*) that have an important role in realizing public health. This health facility aims to provide health assistance to the community in the form of prevention (preventive), healing (curative), and recovery of disability and mental conditions (rehabilitative), as well as improving the degree of health (promotive) (Haerani & Yulius, 2023). Humans are planners, performers as well as determinants of the realization of organizational goals (Al-Mashari, Al-Mudimigh, & Zairi, 2003). Thus, employees in the health sector are required to have good performance in carrying out their duties.

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Improving the quality of human resources in general is intended to improve services in hospitals. Given that today many new types of diseases appear and spread relatively quickly, it requires hospital personnel or employees who are experienced and capable in handling patients. For this reason, it is necessary to develop employee performance so that they can provide maximum performance in carrying out their duties. With training and development, it is hoped that it will produce quality human resources and able to make the best contribution (Daily & Huang, 2001).

RESEARCH METHOD

The research method used in this study is a descriptive method, in which the author describes, explains a situation objectively as reality is encountered. By taking the object of research at Mitra Medika Hospital Pontianak.

In this study the author used survey research method. Where the author conducts research directly by making observations and then analyzing according to actual circumstances (Dessler, 2015).

Data Collection Techniques and Tools used in this study are Direct Communication Techniques, namely conducting interviews with parties who are considered to play a role in the problem under study. Furthermore, the Documentary Study technique, which is a data collection technique by studying literature related to research (Purnawati & Kumoro, 2018).

The Data Collection Tool is the Interview Guideline, conducting interviews with research-related departments such as HRD of Mitra Medika Hospital Pontianak or employees who are directly involved in the training and development process at Mitra Medika Hospital Pontianak. To get an overall picture of the scope as a rationale for conducting research, the author studies books, not even ruling out the possibility of magazines and even other references that contain information related to the problem researched by the author (Nadeak, 2019; Usman, 2012)

Based on this and as described earlier, the total population in this study is all employees of Mitra Medika Hospital Pontianak, which is as many as 270 people. In this study, the data analysis carried out was through qualitative analysis and was concluded and presented in this study, namely analyzing the performance at Mitra Medika Hospital Pontianak.

RESULTS AND DISCUSSION

Forms of Training and Development at Mitra Medika Hospital Pontianak Training and development for employees of Mitra Medika Hospital Pontianak where the training is as follows:

General Practitioner Training

1. Pelatihan basic surgical skill.
2. ECG Training (Electrokaryogram)
3. ATLS (Advanced Trauma Life Support) Training
4. Abdominal Ultrasound Training.

5. Training GELS (General Emergency Life Support)

Training for Midwives

- a. Technical training kip-counseling for hospital midwives.
- b. Training in handling asphyxia and low birth weight babies.
- c. Training on early detection and management of cervical cancer and breast cancer.

Training for Nurses

- a. Preceptorship guidance pattern training.
- b. BTCLS handling training.
- c. Infusion insertion training.

Non-medical training (hospital staff)

- a. APAR (Light Fire Extinguisher)
- b. PMKP (Quality Improvement and Patient Safety Training)
- c. MKI (Communication and Information Management Training)
- d. BHD (Basic Life Support)
- e. APK (Service Access and Service Continuity)

General Practitioner Training

General practitioners are doctors who focus on treating diseases that appear suddenly (acute) and chronic (chronic), also known as first-service doctors. The difference with specialists is that general practitioners provide comprehensive services to patients. General practitioners also play an important role in the field of medicine because they are often the first to contact patients. General practitioners are not bound to treat any particular part or organ of the body, so they have extensive expertise that helps them to help patients of all ages, genders and with various health problems. To improve their services, the doctor needs to receive further training so that he can serve patients better. The following are the types of training for doctors:

- a. *Basic Surgical Skills* is an international standard training method applied to provide basic surgical skills competencies to doctors. This course is intended to convey the principles and provide training in minor surgical techniques and procedures that can be applied by any physician in primary care in various healthcare facilities. Therefore, BSSC is a very appropriate method for doctors who are under their careers so that they are able to apply basic surgical skills that are of international standard. Participants can use the competencies gained from this course to develop knowledge and skills in dealing with trauma and non-traumatic patients, with the best standards and minimal equipment, without advanced technology.
- b. Electrocardiogram (ECG), ECG training is the ability of health workers to know the anatomy of heart physiology, anatomy of cardiac electrical conduction, cardiac electrophysiology, potential action, and be able to interpret recordings, operate ECG devices, and be able to read ECG recordings.
- c. *ATLS (Advanced Trauma Life Support)* is one of the names of training or courses on handling accident victim patients. This training is a kind of practical review that aims

to enable participants (specifically doctors) to diagnose trauma patients appropriately and accurately, be able to work on help correctly and systematically and be able to stabilize patients to get further treatment. ATLS course certificates are increasingly sought after because most hospitals and healthcare agencies set them as one of the requirements for hiring a doctor. The Ministry of Health has also established this training certification as a standard in assessing hospital accreditation.

d. Abdominal Ultrasound Training, Is an ultrasound training specifically for general practitioners, in this abdominal ultrasound training participants will be guided directly by Internal Medicine Specialists and what will be obtained by each participant who takes part in this abdominal ultrasound training is a complete discussion of material and 90% practice on patients, so that in just a short time all participants will gain the ability to use ultrasound in diagnosing various internal diseases, like:

- 1) Liver
- 2) Aorta and Abdominal Veins
- 3) Appendix (appendix)
- 4) Prostate
- 5) Bladder
- 6) Spleen (spleen)
- 7) Pancreas
- 8) Both kidneys
- 9) Gallbladder (*Gall Bladder*)

e. General Emergency Life Support (GELS) Training, Is training in handling emergency cases for trauma and non-traumatic cases. This training was formed to improve the competence of doctors, especially in the field of medical emergencies

Training Objectives

- 1) Improve knowledge and skills as professional medical personnel so that they can handle emergency cases.
- 2) Supporting the implementation of the development of an integrated emergency management system (SPGDT) both in hospitals and between hospitals.
- 3) Speed up emergency response time to avoid unnecessary medical effects.

Training for Midwives

Midwives are responsible and accountable professionals, who work as women's partners to provide support, care and advice during pregnancy, childbirth and postpartum, facilitate and lead childbirth on their own responsibility and provide care to newborns. This care includes prevention efforts, promotion of normal delivery, detection of complications in mother and child, and access to medical assistance or other appropriate assistance, as well as carrying out emergency measures.

This Kip-Counseling training is one of the media to improve family planning services to patients, so that it can contribute to efforts to improve the quality of family

planning services. This training as Micro Skills is training skills and how to communicate effectively and how to conduct good and correct counseling that can encourage the improvement of the quality of family planning services, as well as prepare providers to be able to provide effective and quality family planning services. Therefore, Midwives as the leading staff are required to be more professional in carrying out quality and quality contraceptive services, and at the same time can make a great contribution to society.

Newborn asphyxia management training for midwives was conducted to see the impact on midwives' skills. The purpose of newborn asphyxia management training for midwives is to increase the knowledge, attitudes, and skills of midwives and decrease deaths due to asphyxia after training. The provision of newborn asphyxia management training to midwives is expected to reduce mortality due to asphyxia. Meanwhile, BBLR training is to improve the skills and quality of midwives in the management of low birth weight babies as one of the interventions to reduce mortality in infants and toddlers.

Training on Early Detection of Cervical Cancer and Breast Cancer is carried out by IVA (Visual Inspection of Acetic Acid) Examination method, while early detection of Breast Cancer by SADANIS method (clinical breast examination). This training aims to improve the quality of human resources, especially midwives, so that they can perform IVA and SADANIS services well.

Training for Nurses

Nurses are professionals who have the ability, responsibility and authority in carrying out and providing care to patients who experience health problems.

a. Preceptorship guidance pattern training.

This training is a method of teaching and learning to students using nurses as role models. Preceptorship is formal, delivered individually and individually within a predetermined time between an experienced nurse (preceptor) and a new nurse (preceptee) designed to help the new nurse adjust well and carry out new duties as a nurse.

b. BTCLS handling training

This training is an emergency case handling training for trauma and non-traumatic cases. This training was formed to improve the competence of nurses, especially in the field of medical emergencies. Increasing daily emergencies and disasters according to nurses must always be active and always try to improve their abilities.

c. Infusion installation training

This training is considered very necessary, because IV insertions often fail and cause pain, swelling, bleeding under the skin, thus traumatizing the patient and will refuse if he will be infused again. Even more devastating, if the infusion is a child or baby who is difficult to find the location of the infusion needle because the blood vessels appear faint or not visible at all. These things can be minimized if the nurse

who performs the infusion has special skills to perform the infusion, but not all nurses have this ability. For this reason, intravenous training for nurses is considered very necessary and is a distinct advantage for a hospital that wants its patients to feel comfortable and safe when treated in a hospital with nurses who are proficient in performing IV insertions well.

Non Medical Training

The quality of hospital services itself as a health service provider cannot be separated from medical and non-medical personnel. It is said that optimal service quality is synergistic teamwork between medical personnel and non-medical personnel (medical and supporters).

a. APAR (Light Fire Extinguisher)

Almost all public places and public facilities have the potential for fire. Especially in hospitals (Abhishek Shastri, Sivaji Raghav, Sahadev, & Yadav, 2018), with so many medical equipment connected to electric current, it is very possible for a fire to occur. So, fire protection is absolutely owned by the hospital. Plus there are many lives in the hospital that must be protected in case of fire. Therefore, fire extinguisher SOPs in hospitals are absolutely necessary to be studied and understood by all hospital members. Training on the use of fire extinguishers and the availability of fire extinguishers according to fire potential must also be carefully thought out to avoid casualties during a fire in a hospital (Lovreglio, Duan, Rahouti, Phipps, & Nilsson, 2021).

b. PMKP (Quality Improvement and Patient Safety Training)

Hospitals as health service institutions that deal directly with patients must prioritize safe, quality, anti-discrimination and effective health services by prioritizing the interests of patients in accordance with hospital service standards. Patients as users of health services have the right to get security and safety while in hospital. Patient safety is a term that is currently quite popular in health services. Patient safety is a system where hospitals make patient care safer, prevent injuries caused by mistakes due to carrying out an action or not taking action that should be taken (Pronovost, Thompson, Holzmueller, Lubomski, & Morlock, 2005). The system includes risk recognition, identification and management of patient risk-related matters, incident reporting and analysis, ability to learn from incidents, follow-up and implementation of solutions to minimize risk.

c. MKI (Communication and Information Management Training)

Providing patient care is a complex endeavor and depends heavily on the communication of information. Failure to communicate is one of the root causes of patient safety incidents most often (Dayton & Henriksen, 2007). So after this training, it is expected that participants can identify information needs, be able to analyze data and process it into information and so on.

d. BHD (Basic Life Support)

BHD or another name for Basic Life Support (BLS) is an ability that must be possessed by every individual, not only medical personnel, but non-medical

personnel must also have BHD skills, because BHD is a basic ability that is useful for helping pre-hospital emergencies. This training plays an important role in saving the life of someone who is being threatened (Bartlett, 2018). With this training, everyone can realize how important pre-hospital help is until medical help comes to the location (Sal & Raja, 2016).

e. APK (Service Access and Service Continuity)

Hospital services consider that hospital care is part of a service system that is integrated with health care professionals. With the aim of aligning patient care needs with services available at the hospital, coordinating services, then planning discharges and subsequent actions to improve the quality of patient care and the efficient use of resources available at the hospital (Utzumi et al., 2020). The purpose of this training, employees are expected to be able to align patient care needs with services available at the hospital, be able to coordinate services, and be able to provide other services both inside and out of the hospital and the right discharge of patients home.

Benefits of Training and Development for Employees

The benefits obtained by employees with training are as follows:

1. Discovering potential employees
2. Get out of old practices
3. Increase productivity

Adding and improving expertise in their respective fields while improving the old way of service (Leonova et al., 2021)

CONCULSSION

Based on research that has been conducted on training and human resource development, it can be concluded as follows:

1. Medical Training

a. General Practitioner Training

Basic surgical skills training, ECG (Electrokaryogram) training, ATLS (Advanced Trauma Life Support) training, Abdominal ultrasound training and GELS (General Emergency Life Support) training.

b. Training for Midwives

Technical training on kip-counseling for hospital midwives, training on handling asphyxia and low birth weight babies, as well as training on early detection and management of cervical cancer and breast cancer.

c. Training for Nurses

Preceptorship guidance pattern training, BTCLS handling training, and infusion handling training.

2. Non-Medical Training (hospital staff)

a. APAR (Light Fire Extinguisher) Training

- b. PMKP Training (Quality Improvement and Patient Safety)
- c. MKI Training (Communication and Information Management)
- d. BHD (Basic Life Support) Training
- e. APK (Service Access and Service Continuity)

Medical and non-medical training is very important to realize excellent and quality service in hospitals, so every health worker who works in hospitals must be professional, work according to professional standards, hospital service standards, applicable operational standards, professional ethics, respect patient rights and prioritize patient safety.

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