ABSTRACT

Training needs assessment was a systematically order of process to discover and identifying the existence of a disparity performance caused by a lack of knowledge, attitude and skills in doing the work. Individual analysis identified a disparity between requirements of work to requirement an organization that owned by their respective employee.

The purpose of this studied was to develop a training needs medical records officers at Surabaya Eye Hospital Center, based on the training needs assessment through individual analysis.

This studied was a descriptive type, the subject of research are medical record officers who worked in Undaan Eye Hospital Surabaya. Primary data obtained through a questionnaires to the medical records officers to obtain information regarded the level of knowledge and work attitude. At the position of supervisor, differentiated obtaining information of officers skills by checklist method.

Results of level measurements knowledge on medical records officers job at Undaan Eye Hospital Surabaya is known that 38.5% included in poor. Most medical records officers has 88% excellent working attitude. Skilled officers medical records in Undaan Eye Hospital Surabaya in conducting technical work related duties 77.78% categorized good. Non-technical skills as a whole on category of good 49.5%.

Conclusion could be taken from this study is the training needs of medical record officers in Undaan Eye Hospital Surabaya generally is training on skill and knowledge management of medical records.

Keywords: medical record officer, training need assessment, training