

## ABSTRACT

This study was explorative research with cross sectional approach. Generally it explained the organization working description of organizer unit of training and education program and analysis toward the variable that influenced the lower function of them.

The study was held on Bapelkes Murnajati Lawang as organizer unit of training and education program in East Java. The number of sample was 78 people consisted of management group of Bapelkes and customer group. Bapelkes Management included all structural official or leader amount 3 people, all functional staff or widyaiswara amount 10 people and all administration staff that communicate directly with administration service or training technique amount 15 people. Customer group was the leader or manager of health program and health institution in East Java that often cooperated with Bapelkes in training activity amount 50 people.

The purpose of the study was to analyze the appropriateness of organization vision and mission, official commitment, medium and infrastructure, physical condition of work environment, human resource ability, and work partnership. While the final result was as material of arranging effort formulation in improving the work Bapelkes as organizer unit of training and education.

The instrument of this study used closed and opened questioner, beside indept interview with respondent.

The result of the study showed that most of respondent's opinion toward providing medium and infrastructure, physical condition of work environment and quality of official service Bapelkes were enough good. While toward organization vision and mission was unsuitable, the less of official commitment (66,7%), the less of human resource ability (>65%), the low of work motivation (66,7%), the less of human resource enforcement (>60%), and the low of organization working. Customer, perception toward the resources of Bapelkes was unsuitable, the less of evaluating about the need and only (36%) customer which disposed to cooperate. Work partnership, (>70%) customers mentioned the readiness to make the networking.

From the result of study can be concluded that to improve organization working of Bapelkes, as well as its main duty and function to be organizer unit of training and education, it is necessary to correct the organization vision and mission as soon as possible, to improve the official commitment. It needs human resource enforcement for improving work ability and motivation. In the effort of enforcing the human resource, it needs to cooperate with other institution out of Bapelkes as the plan of building work partnership.

Keywords: Health Training Organization Centre (Bapelkes), Performance Appraisal, Networking.