

## **ABSTRACT**

*To get qualified, satisfied and cheap health services is customer's expectation. However, is very difficult to find this. They face another bad fact. The high complaint and claim has been found almost everyday and we can seen at electronic communication mass media like television, newspaper, internet etc. It may cause how big exodus for patient from Indonesia go abroad to do get some recovery and medicine program. The problem in the hospital is very complex, because the hospital itself is the public service that a specific service industries, complicated technology, full of skills and need big capital. It is not just the service is not good, but the organization preparation in planning and the service for patient does not give the satisfied for them. One of the most important aspect that does not get management instead of the hospital is thestrategic of human resource, which is the strategy of human resource management in hospital must be in line with hospital strategic.*

*The research has held in Paviliun Kartika, the hospital owned by RSPAD Gatot Subroto Ditkesad – the biggest military hospital in Indonesia. Paviliun Kartika is the business unit of RSPAD Gatot Soebroto Ditkesad and it built to support RSPAD Gatot Soebroto Ditkesad.*

*The research want to see alignment between organization strategic with operation strategic in the organization, within focus at human resource management strategic. The method use is qualitative research for processing data.*

*From the research and data analyze, we can find that with the unique characteristic of Paviliun Kartika. For the first, we can plan the strategic human resource management development its focus to develop individual competencies in hospital whose process in an aligment from organization's core competencise. The second strategic human resource development management is building the condusive working environment.*

*The design in Human resource development areas formulated in HR Scorecard base on balanced scorecard perspective. The HR Scorecard formulated, hoped can support getting mission, vision and core value of the company, because Paviliun Kartika now has not had strategic planning for organization development it self.*