ABSTRAK

Pemilihan pelatihan kerja yang tepat merupakan elemen krusial dalam pengembangan kompetensi karyawan rumah sakit. Namun, proses manual yang diterapkan di Rumah Sakit Dr. Mohammad Hoesin (RSMH) Palembang sering kali menghambat efektivitas pengambilan keputusan. Penelitian ini bertujuan mengembangkan Sistem Pendukung Keputusan (SPK) berbasis web dengan metode *Fuzzy Tsukamoto* untuk membantu manajer diklat menentukan pelatihan kerja yang sesuai. Sistem dirancang menggunakan metode *Waterfall*, dan diimplementasikan dengan React, Laravel, serta MySQL. Delapan variabel input seperti pelatihan dasar, pelatihan lanjutan, pendidikan, usia, sertifikasi, frekuensi pelatihan, jurusan, dan posisi diolah melalui proses fuzzifikasi, inferensi *fuzzy*, dan defuzzifikasi untuk menghasilkan rekomendasi dalam bentuk skor *crisp* (tegas). Hasil penelitian menunjukkan bahwa sistem mampu meningkatkan akurasi, efisiensi, dan objektivitas dalam proses pemilihan pelatihan. Dengan adanya sistem ini, RSMH dapat mempercepat proses pengambilan keputusan berbasis data, mendukung peningkatan kualitas sumber daya manusia, serta mengurangi birokrasi dalam pengajuan pelatihan.

Kata Kunci: Sistem Pendukung Keputusan, *Fuzzy Tsukamoto*, Rumah Sakit, Pelatihan Karyawan, *Website*.

ABSTRACT

Selecting appropriate employee training is a vital aspect of workforce development in hospitals. However, the manual selection process at Dr. Mohammad Hoesin General Hospital (RSMH) Palembang often hampers decision-making efficiency. This study aims to develop a web-based Decision Support System (DSS) using the Fuzzy Tsukamoto method to assist training managers in selecting suitable training programs. The system was developed using the Waterfall methodology and implemented with React, Laravel, and MySQL. Eight input variables—basic training, advanced training, education, age, certification, training frequency, major relevance, and job position—were processed through fuzzification, fuzzy inference, and defuzzification to produce crisp recommendation scores. The results demonstrate that the system enhances accuracy, efficiency, and objectivity in the training selection process. By automating and structuring the decision-making workflow, the system supports more data-driven, transparent, and timely employee development planning at RSMH, ultimately contributing to improved healthcare service quality.

Keywords: Decision Support System, Fuzzy Tsukamoto, Hospital, Employee Training, Web-Based System.