

## **ABSTRACT**

This descriptive research was done to develop model of individual performance appropriate to work demand and employee's need in PDAM Kupang, East Nusa Tenggara. This model is expected to be used as a basic for management in developing individual employees in the effort to improve and to enhance the performance of the company in the future.

The model developed in this research is a combination between individual's performance theoretical model and individual performance model expected by the employees. The content of the developed model describes the individual's performance aspects, covering work quality, work quantity, creativity, initiative, motivation, responsibility, commitment, adaptability, loyalty, honesty, discipline, leadership, and capability. Every aspect of individual's performance has some indicators each of which is given a status or priority (P1, P2, and P3). The decision of priority was based on the view of employees of PDAM Kupang themselves toward any possibility that each indicator can be classified as key performance indicator (KPI) or vice versa. And this also related to key result area (KRA) from the kinds of job done by employees.

This research has developed a model describing specified demands to be fulfilled by individual employee of PDAM Kupang in order to give as much contribution as possible. Nevertheless this objective can only be realized if supported by individual performance management strategy using 'performance management approach' stressing more total employee involvement in management decision making related planning, performance assessment, and performance reward system.

**Key words :** performance individual theoretical model, performance individual model expected by the employees, key performance indicator, key result area, performance management, employee high-involvement.