

## ABSTRAK

Pengukuran kinerja telah digunakan oleh rumah sakit dan sumber daya manusia sebagai alat yang efektif bagi praktisi sumber daya manusia. Oleh karena itu, pengukuran kinerja merupakan tantangan praktis bagi manager dan karyawan karena kemampuan kognitif, motivasi, dan perilaku mereka. Katutura Intermediate Hospital (KIH) telah mengalami penurunan kinerja karyawan yang lambat dan telah diamati pada tingkat rata-rata. Tujuan dari penelitian ini adalah untuk mendeskripsikan kinerja personil rumah sakit berdasarkan analisis Personal Performance Scorecard di KIH Windhoek.

Penelitian ini menggunakan desain pendekatan kuantitatif bersifat observasional deskriptif melalui partisipasi aktif, melakukan wawancara dan observasi. Hasil penelitian ini menganalisis *Personal Performance Scorecard* dan *Competence Management* terhadap kinerja petugas rumah sakit di KIH dan menganalisis perbandingan kinerja Manajemen Kompetensi dengan *Personal Performance Scorecard* di KIH Windhoek. Ringkasan menunjukkan identifikasi kinerja petugas rumah sakit terhadap analisis Personal Performance Scorecard di KIH.

Investigasi signifikan terhadap *Personal Performance Scorecard* dan *Competence Management* memiliki bukti korelasi positif yang cukup tinggi yaitu 0,71. Regresi logistic digunakan untuk melakukan model probabilitas dengan mengidentifikasi kinerja baik dan buruk antara Personal Performance Scorecard dan Competence Management dimana 128 yang diamati menunjukkan kinerja lebih baik dan 22 kinerjanya buruk. Nilai p dari tiga variable kurang dari 0,05 sehingga dipertahankan. Dua variable memiliki nilai p lebih besar dari 0,05 sehingga mereka di hapus.

**Kata kunci:** *Kinerja, Sumber Daya Manusia, Pengukuran Kinerja, Personal Performance Scorecard and Competence Management*

## ABSTRACT

Performance measurement has been viewed by the hospital and human resource as an effective tool for human resource practitioners. Hence, performance measurement is a practical challenge to managers and employees due to their cognitive, motivation and behavioral capabilities. Katutura Intermediate Hospital (KIH) has experienced a slow pace of employee performance and has been observed at an average level. The objective of this study is to describe the performance of hospital personnel based on the analysis of Personal Performance Scorecard in KIH Windhoek.

This study followed a quantitative design approach and study was explorative and descriptive through active participation, conducted interviews and observations. Results drawn from this study analyze the Personal Performance Scorecard and Competence Management to hospital personnel performance in KIH and analyze the comparison performance of Competence Management with Personal Performance Scorecard in KIH Windhoek. Summary shows the identification of hospital personnel performance on the analysis of the Personal Performance Scorecard in KIH.

Significant investigation on Personal Performance Scorecard and Competence Management has sufficient proof of high positive correlation of 0.71. Whereby score for each variable Personal Mission Logistic regression was used to perform the probability model by identifying the good and poor performances between Personal Performance Scorecard and Competence Management in which 128 observed to perform better and 22 performed poorly. The *P-value* of three variables was less than 0.05 hence they are retained. Two variables had a *p-value* greater than 0.05 hence they were removed.

**Keywords:** *Employees, Human Resource, Performance Measurement, Personal Performance Scorecard and Competence Management*