

ABSTRACT

The life of neglected elderly is far from proper. In their old age, they cannot live a good quality of life. Rumah Lansia Atmabrata (RLA) is a nursing home that pays explicit attention to neglected elderly people in Jakarta. The elderly who are still active are encouraged to contribute both to other elderly people and communities outside the RLA. It is becoming an example of the implementation of the age-friendly policy with the basis of communities and the environment. With no charge fees, RLA is required to be able to provide good services for the elderly, especially during the Covid-19 pandemic, RLA is required to be able to provide the best service so that the elderly can avoid Covid-19. Therefore, the Performance Management of the RLA should be a concern. Due to the lack of research on performance management in the private nursing home, especially in this ongoing pandemic situation, this research probably will picture an example of the performance of a private nursing home in taking care of the elderly in recent times. With good performance, the condition of the elderly can be guaranteed. To see the RLA performance management, there are three methods used in this study, namely observation, interviews, and performance management assessments based on the guidelines of The Ministry of Women Empowerment and Child Protection (MoWECP) and The Ministry of Health. The results obtained show that the RLA has successfully implemented 22 of the 26 points of guidelines. This data is in line with the results of observations and interviews that have been conducted so that the Performance Management of Rumah Lansia Atmabrata during this pandemic is excellent.

Keywords: performance management, elderly, nursing home