UNIVERSITAS GADJAH MADA
The Performance Management of Rumah Lansia Atmabrata In Taking Care the Elderly during the Covid-19 Pandemic
YEHEZKIEL GEFFRY A, Dr. Suripto, A.Md., S.I.P., MPA.
Universitas Gadjah Mada, 2021 | Diunduh dari http://etd.repository.ugm.ac.id/

TABLE OF CONTENT

ABSTRACT i
TABLE OF CONTENT ii
LIST OF FIGURES iv
LIST OF TABLES v
LIST OF APPEDICES vi
CHAPTER I 1
INTRODUCTION 1
1.1 Background 1
1.2 Research Question 5
1.3 Research Purpose 5
1.4 Research Benefit 5
CHAPTER II 6
REVIEW OF RELATED LITERATURE 6
2.1 Concept of Elderly 6
2.1.1 Definition of Elderly 6
2.1.2 Age Categorization of Elderly 6
2.1.3 Characteristic of Elderly 7
2.2 Active Ageing and Age-Friendly Policy 8
2.3 Concept of Nursing Home 9
2.4 Concept of Program Evaluation 10
2.4.1 Program Evaluation 10
2.4.2 Function of Program Evaluation 11
2.5 Concept of Performance Management 12
2.5.1 Concept of Performance 12
2.5.2 Factors that affected Performance 12
2.5.3 Performance Management 13
2.5.4 Performance Indicator 15
2.6 Leadership Effect on Performance Management 20
2.7 Theoretical Framework 21
CHAPTER III 23
RESEARCH METHODOLOGY 23

UNIVERSITAS GADJAH MADA
The Performance Management of Rumah Lansia Atmabrata In Taking Care the Elderly during the Covid-19 Pandemic
YEHEZKIEL GEFFRY A, Dr. Suripto, A.Md., S.I.P., MPA.
Universitas Gadjah Mada, 2021 | Diunduh dari http://etd.repository.ugm.ac.id/

3.1 Research Design 23
3.2 Place and Time of Research 23
3.3 Subject and Object of Research 24
3.4 Data Collection Techniques 24
3.4.1 Observation 24
3.4.2 Interview 24
3.5 Research Instrument 25
3.5.1 Interview Detail 25
3.5.2 Performance Assessment 27
3.6 Data Analysis Technique 31
3.7 Data Validity 32
CHAPTER IV 34
FINDINGS AND DISCUSSION 34
4.1 Rumah Lansia Atmabrata 34
4.1.1 Profile of Rumah Lansia Atmabrata 34
4.1.2 Vision and Mission 35
4.1.3 Organizational Structure 36
4.1.4 Condition of Infrastructure 37
4.2 Findings and Result 39
4.2.1 Performance Assessment Results 39
4.2.2 Interview Results 42
4.3 Performance Indicator of Rumah Lansia Atmabrata 47
4.3.1 Tangibles 48
4.3.2 Reliability 51
4.3.3 Responsiveness 54
4.3.4 Responsibility 57
4.3.5 Empathy 59
CHAPTER V 62
CONCLUSION AND SUGGESTION 62
5.1 Conclusion 62
5.2 Suggestions 63
APPENDICES 65
REFERENCES 72