Performance Management Criteria in Malaysian Healthcare

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Abstract

Healthcare is considered as a very important institution for people and had been recognized providing medical care for people. FM in healthcare need to be given priority compared to other sectors because it’s dealing with human life. The service delivery and performance in healthcare required most sophisticated approach compared with other organization. People would always express their views in media with regards to the quality services rendered by healthcare. The issue of service quality and performance are plaguing among the healthcare throughout the country over the years. This paper proposed to identify perception observation important relative between criteria performance management using pairwise comparisons method in AHP. These criteria include the physical criteria of key criteria and sub criteria and non-physical of key criteria and sub criteria. The criteria will be used as components to develop a strategic performance management for FM in Malaysian healthcare. The application of this model provides the guidelines to the healthcare in their performance management.

Keywords
Performance management; healthcare; Analytical Hierarchy Process; key criteria, sub criteria

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Biography

Ihfasuziella Ibrahim is a researcher R&D at Construction Research Institute of Malaysia (CREAM). She will start her career when completing a Bachelor Science in Real Estate Management with Honors from
UTHM, Johor in 2009. Upon completing her studies, she has been a research assistant in University Tun Hussein Onn Malaysia (UTHM) in 2010 under the Technology Management & Business faculty for 6 months. Due to high enthusiasm and encouragement for continuing studies, Ihfasuziella have been offered a place at University Tun Hussein Onn Malaysia entering Masters level on Science in Property and Facilities Management in 2010. On leaving the University Tun Hussein Onn Malaysia in 2012, she joined ISKF Enterprise, a consultant company based on Skudai, Johor Bahru for 6 months. From this company, Ihfasuziella moved to join a Construction Research Institute of Malaysia (CREAM), as a R&D Researcher. CREAM is a research institute established under the Construction Industry Development Board (CIDB), which she joined in February 2013. Her research interests are in facilities management. She was published papers in the local and international conference, seminars, journals, articles and chapter in books.