

ABSTRACT

Human Resources (HR) are strategic assets that distinguish organizations from their competitors due to their capacity to think, innovate, and adapt. In the context of a healthcare service organization such as Yayasan Kesehatan Telkom, employee performance serves as a primary indicator of operational effectiveness and efficiency.

This study aims to provide an overview of employee performance, training, and competence at Yayasan Kesehatan Telkom Pusat. In addition, the research analyzes the influence of training on employee performance and the influence of competence on employee performance.

The population of this study includes 157 permanent employees at Yayasan Kesehatan Telkom Pusat. The sampling technique used was Slovin's formula, resulting in a sample of 113 respondents. Data analysis was conducted using Structural Equation Modeling–Partial Least Square (SEM-PLS) with the assistance of SmartPLS version 3 software.

The results show that training is categorized as effective, competence as competent, and employee performance as good. Training has a significant and strong influence on employee performance, while competence also has a significant, albeit smaller, impact on employee performance. These findings highlight the importance of structured training management and competence development as key managerial strategies to improve employee performance in healthcare organizations.

It is recommended that management enhance both the quality and quantity of training programs and implement sustainable competence development initiatives. Such strategies are essential to support improved employee performance and the overall quality of healthcare services.

Keywords: *Employee performance, training, competence, Structural Equation Modelling-Partial Least Square, Yayasan Kesehatan Telkom.*