ABSTRACT

Services becomes important for Puskesmas in Indonesia. Puskesmas is health care provider or health services for the community. By looking at the increasing environmental demands on quality of service , the necessary efforts to improve service performance by comparing the services expected by the service perceived by the public. This study analyzes the factors that affect the performance of services in Puskesmas Tegal . Formulation of the problem in this study is how to improve the performance of services in the health center Tegal City. This study develops a research model and six hypotheses in order to answer the problem. Respondents in this study as many as 200 people . The respondents are a patient or visitor at Puskesmas Tegal City. This study used Structural Equation Modeling (SEM) which run through the AMOS 4.00 as analysis tools . The results of data analysis indicate that the research model and the results are acceptable . The research proves that affect the discipline officer competence , quality of service and service performance , while the discipline of officers and service quality affect the performance of services and facilities affect the completeness of competence . Based on the analysis of data it can be concluded that the model is acceptable

Based on the results of the theoretical implications of this study can provide a stronger justification for the factors affecting the performance of services, such as disciplinary officer, quality of service and competence. Managerial implications of this research is the need to give more attention to the health center with the services provided by the clerk to the patient, the health center in Tegal need to improve services to patients and health center leaders need to set an example and encouragement to his subordinates in order to improve the performance of its services.

Based on the existing limitations, the agenda for future research will need to add the variables that affect the performance of the service and repair of sampling methods.

Kata kunci : kinerja pelayanan, kedisiplinan, kualitas pelayanan, kelengkapan fasilitas, kompetensi.

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