

SUMMARY

Adi Purnomo, 2013. **The Efforts of Public Health Center (Puskesmas) To Improve the Quality of Public Health Services (Study in Local Government Clinic (Puskesmas) Cukir – Regency of Jombang)** Supervising committee: Dr. Siti Rochmah, M.Si, Farida Nurani, S.Sos., M.Si. 121 pages.

This research is based on the improvement quality of public health services. The problems in services at the public health center is quality of services perceived by the community. Puskesmas has many lack in terms of quality of services and also the lack of facilities and infrastructure. So that Puskesmas should be the spearhead of public health services, important role in improving the quality of public health center to fulfil the community needs. The impact of outcome if the health services at Puskesmas are less qualified it will also give impact problems in society is a relatively poor the community in general is not a guarantee of health quality improvement of health so far from the expected. The objectives in this research are to get to know and describe the efforts made by Puskesmas Cukir in increasing the quality of public health service and to get to know and describe the service perceived by the community at the Puskesmas of Cukir measured from community satisfaction index (IKM).

The research method in this research used descriptive qualitative. This study tried to describe and analyze the efforts made by Puskesmas Cukir in increasing the quality of public health service. Also, this study tried describe and analyze the service perceived by the community at the Puskesmas of Cukir measured from community satisfaction index (IKM).

The efforts Improvement of facilities and infrastructure at the puskesmas of Cukir sustainable with community comfort. Improving the quality of human resources in the puskesmas of in accordance with the principles Cukir carried by the puskesmas of Cukir affordable professional the service by constantly training and performance improvement. With the active puskesmas of Cukir that do approach to the community starting with health education, health promotion and wellness in the areas they control, then it is a form of real efforts to increasing health services of puskesmas. The Result quality of public health services perceived by community measured Community Satisfaction Index (IKM) that most respondents feel health services is a good. The result of from Quisoner said that 584 of 980 Proven the answers are in a good choice, if the percentage is equal to 59.59% of respondents chose the answers is good, 16,22% is very good, 20% is good enough, 4,18 is less good. From 14 questions, none of respondent who answered was not good, so for this answer choice has the lowest percentage of 0%.

Keywords : Public Health Center, Quality of public health services