

CONTENTS LIST

MOTTO	i
SIGNS APPROVAL OF THESIS	i
SIGNS ENDORSMENT	ii
STATEMENT ORIGINALITY OF THESIS	iii
SUMMARY	iv
PREFACE	v
CONTENTS LIST	viii
TABLES LIST	xii
FIGURES LIST	xiv
CHAPTER I INTRODUCTION	
A. Background	1
B. The Problem Formulation	6
C. Research Objectives	7
D. The Contribution of Research	7
E. Systematics of Discussion	8
CHAPTER II LITERATURE REVIEW	
A. Public Service	
1. Definition of Public Service	10
2. New Public Service	12
3. The Quality of Public Service	14
4. Community Satisfaction Indeks	18
B. Health Service	
1. Definition	22
2. Requirements of Basic Health Service	24
C. The Quality of Health Service	
1. Definition	25
2. Dimensions of Quality of Health Service	26

D. Public Health Centre (Puskesmas)

1. Definition.....	29
2. The Principle of Puskesmas Management.....	29
3. Enviromental Space Activities of Puskesmas.....	30
4. Pogram Objectives of Health Effort by Puskesmas.....	32

CHAPTER III RESEARCH METHODOLOGY

A. Types of Research.....	34
B. The Focus of Research.....	35
C. Research Location.....	36
D. Data Sources and Types of Data	
1. Primary Data.....	37
2. Secondary Data.....	37
E. Technic Data Collection	
1. Interview.....	37
2. Observation.....	38
3. Documentation.....	38
F. Instrumens of Research.....	38
G. Analysis of Data.....	39

CHAPTER IV RESULT AND DISCUSSION

A. Presentation of Data	
1. Overview of Research Sites.....	41
a. Geographic circumstanes.....	41
b. The village population.....	41
c. The Socio-cultural circumstanes.....	42
2. Overview Current Research Site.....	44
a. Overview Current Puskesmas Cukir.....	44
b. Organization Structure.....	45
c. Staffing.....	47
d. Equipment Cukir Health Center.....	48

e. Facilities owned by Puskesmas of Cukir.....	48
f. Procedures servive of Puskesmas Cukir	55
g. The Healthy Effort Of Pukesmas Cukir	57

B. Presentation of Data Research Focus

1. The Efforts of Public Health Center To Improve the Quality of Public Health Service	58
a. Improved infrastructure development.....	60
b. Improvement the Quality of Human Resources	62
c. Improvement of public health services program.....	64
2. The Public public health services of Puskesmas Cukir perceived by community measured from community satisfaction index (IKM).....	69
a. Procedures of Services	70
b. Requirements of services	71
c. Certainty service of officers	72
d. Discipline service of officers.....	74
e. Responsibility for service officers	75
f. The ability of service personnel	76
g. Speed of services	79
h. Justice get service	79
i. Courtesy and friendliness of officers	80
j. Reasonableness of service fee	82
k. Certainty services fee.....	83
l. Certainty services schedules.....	84
m. Environmental comfort	86
n. Safety of services.....	87

C. Analisis And Interpretation of Data

1. The Efforts of Public Health Center To Improve the Quality of Public Health Service	88
a. Improved Infrastrucure Development.....	90
b. Improvement the Quality of Human Resources	91

c. Improvement Public Health Services Program.....	92
2. The health services are perceived by the community from Puskesmas of Cukir with the benchmark index of satisfaction...	94
a. Prosedure of Service.....	94
b. Requirements of services.....	95
c. Certainty of service officers.....	96
d. Discipline service officers.....	97
e. Responsibility for service officers.....	98
f. The ability of service personnel.....	99
g. Speed of Services.....	101
h. Justice get service.....	103
i. Courtesy and friendliness of officers.....	104
j. Reasonableness of service fee.....	105
k. Certainty service fee.....	106
l. Certainty of service schedules.....	107
m. Environmental comfort.....	108
n. Security Services.....	109

CHAPTER V CLOSING

1. CONCLUSION	111
2. ADVICE	117

REFERENCES	119
-------------------------	-----

ATTACHMENT

CURRICULUM VITAE