

ABSTRACT

Currently, health centers in Tasikmalaya regency is not yet showing the optimal service performance, so the quality of health services perceived by the public is still low, especially in Tasikmalaya regency. Not optimal performance of services in health centers in Tasikmalaya regency, it is assumed that because non optimal competence and behavior of personnel in carrying out its duties and functions as a health care provider to society. This study investigates how much influence both the competence and behavior of the apparatus partially or simultaneously, to quality health services at health centers in Tasikmalaya regency.

The research method uses Explanatory Survey Methods, with a quantitative approach. Determination of the unit of analysis with random sampling, determination of population by simple random sampling, whereas the determination of the sample by using the proportional allocation to get some data about the competence and conduct a fairly representative apparatus. The technique of collecting data using questionnaires, which were collected from respondents with a sample size of 117 apparatus of health centers as health service in Tasikmalaya regency. To obtain more accurate results an confirming sample is set from patients clinic who had been treated and community leaders by using purposive sampling. The data analysis technique used was path analysis models with test statistics are the t-test and test-F.

Based on the results of data analysis, it was known that the competence and behavior of the apparatus significantly affect the quality of health services. The apparatus behavior variable is higher than the apparatus competence variable with the highest proportion of the influence of dimensions on the dimension of responsibility in the item clarity (certainty) the authority and responsibility, that it can lead to professionalism of the service tasks, however, realized that there are still other variables which has an influence on the quality of health services.