

ABSTRACT

The government both at central and local levels in accordance with Law No. 36 in 2014 has the responsibility and authority to maintain and improve the quality of health service. This effort is expected to be an investment for the development of human resources productively socially and economically as well as one element of general welfare as mentioned in the preamble of the Constitution of the Republic of Indonesia in 1945.

In line with the above objectives, the City of Tasikmalaya projecting one of the local health centers in the district Purbaratu to be a Public Service Board (BLUD). After becoming BLUDs, Puskesmas has the right to manage its own budget revenues with the daily needs. It will anticipate budget delay and easy operation of the health center. Before changing the status into BLUDs, it takes a step to accelerate the performance evaluation of improving the status of local health center in the city of Tasikmalaya into BLUDs.

The latest government regulations for assessing the performance of public services have been set forth by the Decree of the Minister of Administrative Reform (SK Menpan) No. 25/KEP/M.PAN/2/2004 dated February 24, 2004. This decree contains guidelines for the community satisfaction index for government service agencies.

By using these guidelines, a collecting data method conducted through questionnaires. The results is obtained 130 valid questionnaires. Data processing was performed using SPSS. From the data processing expectations variables obtained an average score of 3.22 expectations and the average score of 2.57 reality. The average score of this fact illustrates the performance of services "Good" because the score is above 2.51 and below 3.25. The results are then processed according to the methods Importance-Performance Analysis. Through a gap analysis, obtained an average score of 0.64 total gap.

There are some elements which are then entered into quadrant top priority to overhaul. Some of these elements include the responsibility of service personnel, environmental comfort, and the reasonableness of the service charge. Recommendations that can be done such as providing employee training, complementary service facilities, and cooperate with third parties to secure funding.

Keywords: *Performance Evaluation, Health, City of Tasikmalaya, Importance-Performance Analysis*