

TESIS

**EFISIENSI PELAYANAN KESEHATAN DASAR
MENGUNAKAN *DATA ENVELOPMENT ANALYSIS*
DI PUSKESMAS KOTA PADANG TAHUN 2016**



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ABSTRAK

THE EFFICIENCY OF BASIC HEALTH SERVICES USE DATA ENVELOPMENT ANALYSIS OF PRIMARY HEALTH CENTER IN PADANG 2016

The quality of health services can be measured by the efficiency of health services in the primary health center. This study is mixed method by combining quantitative research using Data Envelopment Analysis (DEA) calculation and followed by qualitative using indepth interview. The data used is the indicator ipkm assessment and patient visits as the output and health resources data budget funds, funds bok, funds kapitasi & non kapitasi as input. Obtained by efficient of public health efforts in 2016 amounted to 58 %, individual health efforts of non hospitalize primary health centre at 53.3 %. Individual health efforts of hospitalize primary health centre at 85.71%. The causes of inefficiency of public health efforts and individual health efforts are low achievement of public health effort activity output, low allocation of funds for public health effort and lack of infrastructure. Performance measurements using the malcolm baldrige criteria for performance excellence, The highest percentage of respondents score (87.40%) and leadership (82.44%) means that primary health center staff agree leadership and environment influence the level of performance in Puskesmas.

Key Words: Data Envelopment Analysis (DEA), efficiency, Malcolm Baldrige Criteria for Performance Excellence.