Artikel Ilmiah
Matetora Politik sebagai Pendekatan Manajemen
(Sebuah Alternatif Pendekatan Manajemen)
Hubungan Dokter-pasien di Unit Rawat Jalan dan
Rawat Inap Rumah Sakit Pelabuhan Surabaya

Penelitian Ilmiah
Penerapan Customer Relationship Marketing
sebagai Alternatif Strategi Pemasaran Jasa di
Puskemas dan Rumah Sakit
Tingkat Kepuasan Peserta Gakin di Unit Rawat Jalan
Departemen Ilmu Kesehatan Anak Rumah Sakit
Umum Pusat Nasional Dr. Cipto Mangunkusumo
Analisis Faktor yang Berpengaruh terhadap Kinerja
Dokter Gigi dalam Pelaksanaan Kesehatan Gigi dan
Mulut di Puskesmas Kabupaten Jember
Upaya Membangun Komitmen Perawat di
RS Al Irsyad Surabaya Berdasarkan Analisis Faktor
yang Mempengaruhi Komitmen Perawat
Analisis Pasar sebagai Dasar Pengembangan
Promotion Mix URJ Menopause RSU Dr. Soetomo
Surabaya

Critical Appraisal
Analisis Pasar sebagai Dasar Pengembangan
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Analysis on the Factors Affecting the Performance of the Dentists in Providing Oral Health Service in Jember Regency Public Health Centers

Analysis Faktor Yang Berpengaruh Terhadap Kinerja Dokter Gigi Dalam Pelayanan Kesehatan Gigi dan Mulut di Puskesmas Kabupaten Jember

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Abstract

This performance research was done in order to deliver a recommendation on dentists’ improvement effort in providing oral health service in Jember Regency Public Health Centers (Puskesmas). The background of the research was the decreasing coverage of oral health service in Puskesmas. Based upon performance theory and concept, this research was conducted to disclose the influence of dentists’ individual characters, organization characters, and their working characters on their performance in providing oral health service in Puskesmas. The method employed in this research was observational with cross sectional design. The sample was taken from the overall population of 35 dentists who acted as the implementer and liable persons for the oral health effort program in Puskesmas. The analysis toward the performance was done by observing the preventive, promotive, curative, and rehabilitative services in 5 (five) basic dental services and by observing 5 (five) quality dimensions of the dental health service given by the dentists in Puskesmas. The result of the research which was analyzed by Manova techniques with $\alpha=0.05$ revealed that the dentists performance was significantly influenced by the individual characters i.e. employment status and working motivation, the organization characters i.e. leadership type and reward system and the working characters i.e. performance feedback and dentistsâ€™ working schedule. Through a Focus Group Discussion, the result of the research was used as the decision making basis for the policy makers as well as for the liable persons and program implementers of the oral health program in improving dentists' performance in short, medium, and long terms in Jember Regency Puskesmas.

Keyword : dentists, performance, primary, health, care,