

ABSTRACT

This study aims to analyze the quality of patient service on the performance of healthcare providers at Bojongsari Health Center. This study uses a quantitative approach. The sample consists of 92 patients who received services at Bojongsari Health Center. Data analysis was carried out descriptively quantitatively and hypothesis testing was carried out using simple linear regression analysis. The results show that the quality of patient service has a significant effect on the performance of healthcare providers. The dimensions of service quality that have the most significant effect are responsiveness, empathy, and reliability. The study concludes that improving the quality of patient service is essential to enhance the performance of healthcare providers at Bojongsari Health Center.

Keywords : patient service quality, healthcare provider performance