ABSTRACT

The purpose of this research is to answer the problem of public service performance influenced by human resource competence and performance culture even simultaneously or partially and knowing which one of both in that perspective has a dominant influence to the public service performance. This research is taking place in Puskesmas Balongsari, Tandes, Surabaya. The background of this research is the public service from the puskesmas that is not really satisfying. The problem is all about the waiting-line time, the place, the equipment and the technology that is being used and also the public service from the puskesmas. But the fact is different from the performance in Puskesmas Balongsari, Tandes, Surabaya. The test simultaneously determinant coefficient (R²) or influence factor 0.447 or 44.7% with Ftest 10.914 > Ftabel 5.21. And also seeing significance Ftest 0.00 is smaller than 0.05. Partially the result influence or determinant coefficient (r²) is 0.30 or 30% with Ttest 3.407 > Ttabel 2.052 for human resource competence and the performance culture influence factor or determinant coefficient (r²) is 0.218 or 21.8% with Ttest 2.703 > Ttabel 2.052. However both factors in perspective learning and growth balanced scorecard which have dominant influence to public service performance in Puskesmas Balongsari, Tandes, Surabaya is the human resource competence.