

ABSTRACT

(The analysis on the factors affecting the dentists performance in providing oral health service in Puskesmas in Jember Regency)

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This performance research was done in order to provide recommendation on the improvement of the efforts of the dentists in oral health service in the *Puskesmas* in Jember Regency. The background of the research was the decreasing coverage of oral health service in the *Puskesmas*. Based upon performance theory and concept, this research was conducted so as to reveal the influence of the dentists' individual characters, organization characters, and the working character on the performance of the dentists in the oral health service in the *Puskesmas*.

The method employed in this research was *Observational with Cross-sectional* design. The sample of the research was the overall population namely 35 dentists who acted as the implementer and the liable person for the oral health effort program in *Puskesmas*. The analysis toward the performance was done by observing the preventive, promotive, curative, and rehabilitative service in 5 (five) basic dental medical services and the observation toward the patients on the 5 (five) quality dimensions of the dental and medical health service given by the dentists in the *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 namely employment status and the working motivation of the dentists, the organization character namely the leadership type and reward system which was given to the dentists and the working character namely the performance feedback and the working schedule of the dentists.

Through FGD, the result of the research was used as the basic for decision making for the policy maker as well as the liable person and the program implementer of the oral health effort program in improving the dentists' performance in *Puskesmas* both in short, medium, and long terms.

Keywords : Dentists, performance, primary health care