

## ABSTRACT

### **Effort to Increase Performance of Mother and Child Health (KIA) Program of Public Health Center in Kupang City by European Foundation for Quality Management Analysis**

East Nusa Tenggara (NTT) Province is one of provinces in Indonesia that has a high problem of mother and child health. Kupang City is the capital of NTT Province and as one of regions with mother and child health problem. The problem of mother and child health that has not reached the performance target of mother and child health program of Public Health Center (PHC) in Kupang City from Year 2009 until October 2012. This research aims to arrange recommendation of increasing performance effort of PHC of mother and child health program with European Foundation for Quality Management (EFQM) analysis. This method used descriptive observational approach with cross sectional design. The samples of this research are 6 PHC. Based on this research, showed EFQM score of 6 PHC in Kupang City had not reached the EFQM score expected. The 6 PHC reached score between  $>600 - 800$ . Whereas the expectation score or in PHC score that orientation of total quality management is between  $>800 - 1000$ . Therefore, the recommendations as effort to increase performance of mother and child health program are reactivate the alert village, provide for office equipment to support its program, and also include development of mother and child health staff in PHC.

Keywords: EFQM, performance, quality, mother and child health program