Seaworthiness hygiene sanitation certificate is written evidence stating that water depot has met quality standards or requirements of water quality and safe for consumption. Water is the primary and basic needs in life. For humans, fulfillment of fluid mostly obtained from water should pay attention to quantity and quality. Lose enough water can cause of death.

Based on the Ministry of Industry and Trade RI Number 651 in 2004 about Technical Requirements Refill Water Depot and Trading. The decision clearly establishes that each depot of water are required to have reported the results of the water, resulting from a examination laboratory of water quality designated the government appointed District/ City or accredited.

This research aims to describe and analyze the performance and inhibiting factors Department of Health Bandar Lampung City for services the certificate of hygiene and sanitation water refill depot. The method used in this research is qualitative descriptive method, where the main instrument in this research is the researchers. The research used Performance Indicator Theory which presented by Agus Dwiyanto. From five performance indicators which presented by Agus Dwiyanto, researchers only used three performance indicators, there are productivity, responsivity and accountability.
Researchers conducted observation of field and conduct in depth interviews to the relevant sources, there are Health Department employees of Bandar Lampung City, water refill depot and water refill consumer. In addition to conducting interviews, researchers also collected documents related seaworthiness hygiene sanitation certificate in the form of legislation and news on newspaper media. Based on the research results of Health Department performance Bandar Lampung City in service of seaworthiness hygiene sanitation certificate water refill depot which has been done, can be conclude that Health Department performance Bandar Lampung City in service of seaworthiness hygiene sanitation certificate water refill depot not good enough, and need for improvement especially in productivity dan accountability.

Keywords : Sanitation Hygiene, Performance and the Public Service.