

Abstrack

This study was aimed to determine the factors that affect the performance of nurses in improving the quality of health care . Quality health care is pointing at the level of health services in the cause of satisfaction to every patient . The more perfect satisfaction , the better the quality of health services . Although the notion of quality associated with this decision has been widely accepted , but its application is not as easy as expected . The main problems found is because the satisfaction is subjektif.Tiap people , depending on the satisfaction owned , may have a different level of satisfaction for the same quality of health services . Conclusion , so the quality of health care refers to the level of perfection of health services , in which on one hand can lead to satisfaction in each patient according to the average level of satisfaction of the population , but on the other hand in its implementation procedure is also in accordance with a code of ethics and standards of professional services established .