ABSTRACT
Implementation Of The Public Health Service Standards In Kupang City Health Center Teluk Betung Sub-District North of Bandar Lampung

BY
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Health centers are technical unit level city health districts are responsible for organizing health development. Health services that will be discussed here more specified health services at the health center in Kupang City of Telok Betong district North of Bandar Lampung which is the first implementation unit level health development in Indonesia. Availability of health facilities that consis of primary health care (PHC, Medical Clinic), referral services (Hospital), the availability of health workers, equipment and medicine.

The Issues that need attention from the government regarding human resources health centers are less effective, efficient, and professionals in tackling health problems. Employees sometimes hostile and often heard from the public apparatus convoluted. Still lack of facilities and infrastructure have not been adequate such as lack of computer for carry out the routine work daily, the decent of building and waiting chair who occupied and a various problems or deficiencies within provision of services on puskesmas need to be inspected.
Based on the background of the problem the problem formulation in this research is how standards implementation of public health services at the health center Kupang City of Telok Betong Subdistrict North of Bandar Lampung research is classified into descriptive studies with qualitative approach. The technique of collecting data is through interviews with 11 informants, observation and documentation. Results of this study revealed that the application of minimum service standards mother and child health, immunization and nutrition services, dental oral health as well as recording and reporting of health information systems, in order when it viewed from the Public Service Standard which refers to the decision MENPAN (Minister for Administrative Reform) 63/Kep/M.PAN/7/2003 has run Minimum Standards in accordance with the applicable rules.

Implementation of service delivery in health centers Kupang City of Telok Betong Subdistrict North of Bandar Lampung have fulfilled the principles of excellent service, and there is still improper and inadequate for use infrastructure in Kupang City Health Center. This is because the infrastructure that has been damaged and no longer maintained hygiene.

**Keywords:** Implementation, Services, Health, Health Center