***ABSTRACT***

*The main problem with the quality of health services is the low quality of service in the eyes of the public regarding the services provided by health facilities in Indonesia. In addition, other problems are related to several factors that make health services in Indonesia less well implemented, one of which is the factor of health workers in Indonesia. The health worker factor is one of the major factors affecting the level of health services in Indonesia.*

*The method used in this research is descriptive method, namely research that aims to describe the phenomena and context in the quality of health services at the Community Health Center. The approach used is qualitative, because the focus of this study is to examine and analyze the quality of service in accordance with contextual conditions that are relevant to the situation in the field.*

*The results showed that the service quality of the Cangkuang Community Health Center was quite optimal so far, although further evaluation and improvement were still needed. However, conditions in the field show that the existence of these five dimensions can make Cangkuang Community Health Center better and have good service quality. With the support of facilities and infrastructure as well as health resources, especially those who are competent in their fields. So with the fulfillment of the quantity available at the Community Health Center, the implementation of service quality must also be one of the important highlights for Cangkuang Community Health Center.*

*Of the five dimensions applied, what needs to be optimized by Cangkuang Health Center is that there must be good synergy between all employees and leaders in carrying out the quality of the service, so that services can run effectively, optimally and have a positive impact on patients and the Cangkuang District Health Center. Bandung in the future and the leadership must continue to conduct regular evaluations related to services at the Cangkuang Health Center.*