

## **ABSTRACT**

*Based on the observations of researchers at the Bandung Branch Social Security Organizing Agency, it was found that the quality of service is still low, therefore it is necessary to improve the performance of these employees by taking into account their employee performance indicators: Quality of work, timeliness, initiative, ability, and communication. Performance improvement was carried out by the Head of the Health Insurance Branch Office in the Bandung Branch.*

*The purpose of this study is to determine how the effect of employee performance on service quality, find out the obstacles encountered in improving service quality and know how the efforts made in overcoming obstacles encountered in improving service quality in the Health Branch Organizing Agency for Health in Indonesia. Bandung branch.*

*This research uses a quantitative approach and the research method in this study is the Explanatory Survey. Data collection techniques used were literature study, field studies, and documentation studies. The field study included non-participant observation, interviews with the Head of the Bandung branch of the Social Security Administration Agency, and distributed 96 questionnaires to respondents. Analysis of the data used is the Validity Test, Reliability Test, Regression Test and Determination Test. The technique used is using accidental sampling technique.*

*Then the following results were obtained, The Effect of Employee Performance on JKN-KIS Membership Service Quality at the Bandung branch of the Social Security Organizing Agency was 60,7% while the effect of other variables on Service Quality was 39.3%. Thus, the conceptual hypothesis regarding the Effect of Employee Performance on the Quality of JKN-KIS Membership Services at the Bandung Branch Health Insurance Provider can be tested.*

*Keywords: Employee Performance, and Service Quality*