

# Talent Management, Knowledge Management and Health Officer Performance on Service Quality

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## Abstract

This study aims to elaborate and analyze the model to improve performance that can impact the service quality of health workers in the Central Mamuju Regency. The independent variables used are talent management and knowledge management, which are tested to improve performance and improve service quality. This research was conducted in 2 (two) public health centres, namely Durikumba Health Center and Lara Public Health Center, Karossa District, Central Mamuju Regency. The sampling technique used was accidental sampling. 70 of 74 officers filled out a complete and complete questionnaire at the Durikumba Health Center and 45 of 53 officers at the Lara Health Center. The total final sample obtained was 115 officers. This study uses a correlational design with a quantitative approach. Data collection techniques with questionnaires and data analysis used are path analysis with Amos ver.25 software. The research results among variables such as talent management, knowledge management, service quality, and performance comprehensively show talent management as a variable that impacts improving performance and quality in service. The talent capabilities possessed by officers will create better account and quality. Good. Health workers show this with different talents who can provide sound output because each officer can integrate their strengths and complement each other. While knowledge management is another independent variable that also affects the performance and quality of Health Centre services, knowledge of health workers, especially midwives and nurses, is a measure of success in terms of performance and service quality. Doctors demonstrate this too, midwives and nurses and other health workers in applying their knowledge and mastery of technology, thus enabling them to better understand up to date knowledge and information.

## Keywords:

Talent management, knowledge management, service quality, performance

## Biographies

**Nasriani** is a student at Magister Program of Economic Science of STIE AMKOP, Indonesia. Her areas of interest and research include social science and economic. She has published some articles in national journals.

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