

ABSTRACT**Analysis of Patient Satisfaction Level to The CT Scan Service Quality In
Radiology Department GDC RSU Dr. Soetomo Surabaya**

CT scan service in radiology installation GDC RSU dr. Soetomo Surabaya is a part of all services which RSU dr. Soetomo Surabaya has. Hospital need to evaluate every service which is provided for patient by measuring the service quality level in order to know insofar as hospital can provide patient satisfaction. Therefore, this study aims to analyze the problems on which caused patient dissatisfaction due to CT scan medical examination. Hopefully, if there is no dissatisfaction cause, researcher will give suggestion in order to help the service will be better off. This study uses five dimensions of patient satisfaction to measure patient satisfaction and service quality that is Tangible, Reliability, Responsiveness, Assurance, and Empathy. This study was an observable descriptive research with 200 respondents. The sample was patients whom have been done CT scan medical examination in Radiology Department RSU dr. Soetomo Surabaya. Collecting data was done using non probability sampling. The methodology and finding of this research used validity, reliability, and GAP analysis supported by SPSS Program 2.0 version. This study reveals that GAP level among the service and patients' expectation is still in the mid-level of GAP (-0.64). It means that CT scan which is provided by Radiology Department RSU dr. Soetomo has not fulfilled the patient satisfaction yet, because the satisfactory dimension according to GAP analysis method is the dimension which has lower GAP in the rate of -0.57. Notwithstanding the service quality of CT scan provided by Radiology Department has not been fulfilled the patients' expectation but the service quality is passably.

Keywords : Patient Satisfaction, Service Quality, Tangible, Reliability, Responsiveness, Assurance, and Empathy