

ABSTRACT

Hospital services is required by any person for the purposes of health, it is expected that good service quality can raise trust and influence the decisions and patient satisfaction in order causing patients to use health care services. The highest public complaints in dr. M. Soewandhie hospital Surabaya from August to November 2013 found on Laboratory Installation (13.5%) of the 52 complaints. This study describes the patient's satisfaction of services quality by using Donabedian theory at dr. M. Soewandhie hospital Surabaya.

A descriptive cross sectionoanal study was conducted at Laboratory Installation of dr. M. Soewandhie hospital Surabaya.. The study samples are 75 patients in the laboratory installation. Data interview was carried out by using questionnaire to determine the level of satisfaction of the services quality including structural quality, process quality and output quality. Data was analyzed descriptively by using scoring technique adopted from Community Satisfaction Index (CSI) Kepmenpan No.KEP/25/M.PAN/2/2004.

The results showed that the quality of the structure provide the value of the CSI conversion is 72.38 which shows good services quality (B), the quality of the process provide the value of the CSI conversion is 72.71 which shows good services quality (B). The poor indocator is waiting time queue of service. The quality of output is evaluated by the diagnostic from medical doctor based on the result of Laboratory test which revealed 100% accurate.

Optimization of patient satisfaction on the waiting room comfortable can be done by improving the reception area to avoid direct sunlight. The improvement satisfaction of the waiting time queue of service can be done by setting the standards of service time and increase the inspectors total in the Laboratory installation.

Keywords: patient satisfaction, service quality