

## ABSTRACT

### **The Effects of Service Quality Toward In-patient Satisfaction of Batam Authority General Hospital**

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The objectives of the research were (1) Analyze the level of service quality reliance toward physical facilities, medical equipment, medical staff, paramedics, logistics, price and environment indicators in Batam Authority General Hospital. (2) To analyze the level of patient satisfaction reliance toward services of medical doctors, nurses and condition services of Installation of In-patient Treatment indicators in Batam Authority General Hospital. (3) To analyze the effects of service quality toward in-patient satisfaction.

The result of the research showed that (1) Service quality of Batam Authority General Hospital relied on physical facilities, medical staff, paramedics, logistics and environment indicators. (2) In-patient satisfaction reliance on the services of medical doctors, nurses and condition services of installation of In-patient Treatment, in which services of the nurses was very foremost indicators in determining the in-patient of Batam Authority General Hospital. (3) Service Quality affected in-patient satisfaction of Batam Authority General Hospital.

**Keywords** : Physical facilities, medical staff, paramedics, logistics, environment, medical doctor services, nurse service, service condition of the installation of In-patient Treatment, service quality, patient satisfaction.