

## **ABSTRACT**

### **ANALYSIS ON THE SATISFACTION OF IN – PATIENTS TOWARD THE HOSPITAL'S SERVICE**

A Study Case at Ortopedi Prof.Dr.R. Soeharso Hospital  
Suarakarta

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The purpose of this research was to know the profile of yhe patients at Prof.Dr.R. Soeharso Orthopedics Hospital and to know whether the patients felt satisfied toward its service.

This research took 60 respondents as sampel. To gather the data, the research used questionnaires. The questionnaires were distributed to the patients after they had a breakfast because the patients were still fresh and comfortable at the time. The technique of analysing data which was used was Customer Satisfaction Idex ( IKP ) :  $IM ( PP - EP )$ .

The result of the research showed that the in patients were mosly aged between 31 up to 40 years old with the last educational level of D3,D4,S1,S2. The worked as public or private employees. Their salary was up to Rp 1.000.000 rupiah per moth. From the analysis of Customer Satisfaction, it was found that the in-patients felt satisfied.