

## **ABSTRACT**

*Recently, the society's demand for healthcare quality in radiology division increases, requiring any radiographer to work professionally. Therefore, service ability and commitment of every radiographer should get special attention. One benefit obtained by the hospital prioritizing patient satisfaction is the increased number of people coming to it to have treatment because they want to receive satisfactory service like what they hear. This research aimed to analyze the effect of service ability and commitment to patient on patient satisfaction. The research design in this research was causal research. The method of analysis used was SEM (Structural Equation Modeling) with radiological patients in private hospital as the sample. The data was collected using questionnaire system; from the data meeting the criteria 180 radiological patient respondents were obtained as the sample of research. Considering the result of analysis, it can be found that service ability affects significantly the commitment to patient, commitment to patient affects patient satisfaction and service ability does not affect patient satisfaction. The conclusion of research was that the higher the service ability given, the higher was the commitment to patient. The higher the commitment to patient, the higher was the patient satisfaction. It could be found that there was no effect of service ability on patient satisfaction in this hospital.*

*Keywords: Service ability, commitment to patient, patient satisfaction.*