

**ESA UNGGUL UNIVERSITY  
FACULTY OF HEALTH  
PUBLIC HEALTH STUDY PROGRAM  
SKRIPSI, JUNE 2016**

**EKA AGUSTIN**

**VI Chapters, 140 Pages, 21 Tabels, 8 Pictures**

***RELATIONSHIP BETWEEN THE QUALITY OF SERVICES WITH  
SATISFACTION INPATIENTS ADULT CLASS I IN THE HOSPITAL  
DHARMAIS CENTRAL NATIONAL CANCER***

***Background :*** The increasing community awareness of the health service, urged hospitals improve the quality of its service in order to satisfy wishes and expectations of patients.

***Research purposes :*** To know the relationship between the quality of service with satisfaction inpatients adult class I in Hospital Dharmais National Cancer Center.

***Metodh :*** The kind of research is a descriptive analytic, with cross sectional design. The population research is on inpatients adult class I in Hospital Dharmais National Cancer Center which totaled 62 people and taken samples entirely by using saturated sample. Data analys is using analysis univariat and analysis bivariat correlation with pearson product moment test.

***Results :*** The research results show a significant relation exists between the quality of service with the satisfaction of patients (  $r = 0.661$   $p\text{-value } 0.000 < 0.05$  ) in Installation Inpatient Adult Class I Hospital Dharmais National Cancer Center.

***Conclusion :*** There is a correlation between the quality of services with satisfaction inpatients adult class I in the Hospital Dharmais Central National Cancer. Expected hospitals can improve the quality of services to the creation of satisfaction patients.

***Keywords:*** Service Quality, Patient Satisfaction.

***Bibliography:*** (1990-2015)