

Analisis Mutu Pelayanan Kesehatan Terhadap Tingkat Kepuasan Pasien Rawat Inap Di Rumah Sakit Paru Jember Dengan Menggunakan Metode Importance Performance Analysis(IPA) dan Costomer Satisfaction Index (CSI) (Analysis of Health Quality service to Inpatient satisfaction level used Importance Performance Analysis and Costomer Satisfaction Index Method in paru hospital jember)

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ABSTRACT

The increasing of public demand for health services cause people should selective in choosing health care service. This change is caused by the increasing of socio-economic circumstances that give rise to the tendency of people to seek hospital care which have a certain quality.

The purpose of this research is to identify the expectations and perceptions based on five dimensions about quality of inpatient services, look for priority in solving the problem based on mapping using *Importance Performance Analysis* (IPA) method and identify the index of patient satisfaction using *Customer Satisfaction Index* (CSI) method in hospitalized patients. The population in this research is all of hospitalized patient which amount to 6581 that is found sample in the amount of 99 patients. Method which is used in this research was IPA method that is used to determine the priority problem and CSI method which is used to determine the overall patient satisfaction.

Keyword: *Importance Performance Analysis* (IPA), *Customer Satisfaction Index* (CSI)