

## ABSTRAK

### **Deviua Vanesa, 2013/1303611, Analisis Peningkatan Kualitas Pelayanan Pasien Rawat Inap Pada RSUD Padang Panjang Menggunakan Metode Servqual dan IPA**

*This study aims to determine the suitability of the level of perception and expectations of the patients with the services provided Padang Panjang Hospital and to determine which services should be prioritized to be improved . In addition, the aim was also to determine the priority level competitive when compared with its peers . The calculation result of Service quality analyze that all of attributes have gap score average -0.38. Results of priority attributes with analysis Importance of Performance Analysis include: 6 attributes with the highest gap score: 1) Health workers respond to services immediately when needed (-1.21), 2) Completeness of supporting facilities in hospitalization (bed, chair, air conditioner, etc.)(-1.06), 3) Hospitals have clear health service information (0.83), 4) Cleaning Service is always available (-0.63), 5) Waiting time for transaction services at the cashier fast and accurate (-0.59), and 6) Conformity of the results of services obtained with those that should be provided at the inpatient installation (0.47).This priority will be input to the hospital as a consideration to improve service quality.*

**Keywords : Service Quality, Servqual,IPA**