

## **ABSTRACT**

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Description of Quality Health Services at the Hospital X (Denrich Suryadi, M.Psi., and Mardiana, Psi.) Bachelor Degree Program One, School of Psychology, University Tarumanagara, (63 pages, P1-P3, L1-L57).

Health care services is one aspect of human needs in an effort to maintain his physical well-being. Quality services at a hospital a guarantee for the patient to obtain a variety of medical services and services and become loyal users. The purpose of this study conducted to determine the picture quality of health care services at the Hospital of X on the perceptions of patients. Results: the dimensions of tangibles, all subjects perceived to have good criteria. On the dimensions of reliability and assurance, all subjects perceived to have good criteria. On the dimensions of this responsiveness, all subjects perceived to have good criteria. In the empathy dimension of this, all subjects perceived to have good criteria. On this additional analysis, all subjects perceived to have good criteria.

Key words: Quality of service, health service hospital X

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