

ABSTRACT

Service quality is an important component that is used as a benchmark for achieving a performance in order to create customer satisfaction. The better the service provided, the customer satisfaction will also continue to increase. The purpose of this study was to determine the relationship between the quality of medical facility maintenance services and the satisfaction of the users of the equipment (users) at RSI Surabaya Jemursari. This type of research is a quantitative research conducted by analytical observation, using a cross sectional approach with a simple random sampling technique so that a sample of 75 respondents is obtained. The data obtained were tested using the Spearman correlation test. The results of this study indicate that the quality of medical facility maintenance services is quite good (80%), user satisfaction is quite satisfied (78.7%), and there is a relationship between the quality of medical facilities maintenance services and user satisfaction at RSI Surabaya Jemursari.

Keywords: *user satisfaction, service quality, hospital*

ABSTRAK

Mutu pelayanan merupakan suatu komponen penting yang dijadikan sebagai tolak ukur pencapaian suatu kinerja demi terciptanya kepuasan pelanggan. Semakin baik pelayanan yang diberikan, maka kepuasan para pelanggan juga akan terus meningkat. Tujuan penelitian ini adalah untuk mengetahui hubungan mutu pelayanan pemeliharaan sarana medis terhadap kepuasan pengguna alat (*user*) di RSI Surabaya Jemursari. Jenis penelitian ini adalah penelitian kuantitatif yang dilakukan secara observasional analitik, yakni menggunakan pendekatan *cross sectional* dengan teknik pengambilan sampel *simple random sampling* sehingga diperoleh sampel sebanyak 75 responden. Data yang diperoleh di uji menggunakan uji korelasi *spearman*. Hasil penelitian ini menunjukkan bahwa mutu pelayanan pemeliharaan sarana medis cukup baik (80%), kepuasan pengguna alat (*user*) cukup puas (78,7%), dan terdapat hubungan mutu pelayanan pemeliharaan sarana medis terhadap kepuasan pengguna alat (*user*) di RSI Surabaya Jemursari.

Kata kunci : kepuasan pengguna alat, mutu pelayanan, rumah sakit