

## Abstract

Quality of service in hospital is one of good determinant of quality and image a hospital in public. Measurement of service components quality is a tool required in all organization levels, not aside from in Hasan Sadikit Hospital ( RSHS). From the result of note of development of quality of service can be specified repair stages;steps to increase the service performance.

This final project tries to built a measurement system of service quality by using Service Assessment Matrix ( SAM) method, with purpose to give information about development of health service quality which has been given by RSHS. From the result of measurement of quality in two last periods, in May and June 2008, in general, quality of service in division takes care of lodging increase equal  $\pm 1,5 \%$ . This from acquirement of measurement rate of return for each related component almost entirely increase also, that is management component, nurse, and experiencing each physical facility is increase equal  $\pm 1,3 \%$ ,  $\pm 2,1 \%$ , and  $\pm 2 \%$ , and only medical docter component experiencing degradation equal  $\pm 0,1 \%$ .

**Keywords:** *Assessment Matrix (SAM), service quality, management component, docter component, nurse component, facility component.*