

**ABSTRACT**

**THE IMPLEMENTATION OF CUSTOMER SATISFACTION INDEX (CSI)  
METHOD IN MEASURING PATIENT SATISFACTION LEVELS  
TOWARDS HEALTH SERVICES AT HASANUDDIN DAMRAH MANNA  
HOSPITAL**

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*Hasanuddin Damrah Manna Hospital is one of the Regional General Hospitals in Bengkulu Province. Hasanuddin Damrah Manna Hospital already has a health service evaluation system based on the results of measuring the level of patient satisfaction, but the evaluation system is still manual where the hospital distributes questionnaires to each patient to provide an assessment of service satisfaction provided by Hasanuddin Damrah Manna Hospital. The implementation of Customer Satisfaction Index (CSI) method in measuring the level of patient satisfaction with health services at Hasanuddin Damrah Manna Hospital can help the hospital in managing the results of patient satisfaction assessment of health services at Hasanuddin Damrah Manna Hospital and can provide information on the results of measuring the level of patient satisfaction with health services at Hasanuddin Damrah Manna Hospital as an evaluation material to improve service quality. The implementation of the Customer Satisfaction Index (CSI) method in measuring the level of patient satisfaction with health services at Hasanuddin Damrah Manna Hospital can be accessed online via the url link <https://kepuasanrsudhasanuddindamrahmanna.my.id>. Based on the results of the program demonstration that has been carried out, 10 respondents managed to provide an assessment on the application online through the respondent code that has been obtained from Hasanuddin Damrah Manna Hospital and also the operator can see the output of the satisfaction assessment results which will be given to the Head of Hospital for evaluation. From the results of the assessment given by the 10 respondents, it is found that the level of patient satisfaction with health services at Hasanuddin Damrah Manna Hospital was Very Satisfied with CSI (Customer Satisfaction Index) value of 80.85%.*

**Keywords :** *Customer Satisfaction Index (CSI) Method, Patient Satisfaction Level, Health Services.*

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