Arsip Abstract Untuk Program Studi, dikeluarkan dan diterjemahkan oleh:
Tim Penerjemah **UPT Bahasa Inggris UNIVERSITAS DEHASEN BENGKULU**

1

ABSTRACT

A DECISION SUPPORT SYSTEM IN ASSESSING THE LEVEL OF PATIENT SERVICE SATISFACTION AT SAWAH LEBAR HEALTH CENTER USING THE SERVQUAL METHOD (SERVICE QUALITY)

By:
Tiara Hania Jais
Student Reg. ID: 18010180

This study aims to determine the assessment of the level of patient service satisfaction at Sawah Lebar Health Center in service quality that will increase patient trust in the Health Center with the support of a Decision Support System in decision making. This research is a Quantitative Descriptive research using the Servqual (Service Quality) method. With a sample size of 25 respondents. To get this sample by observation, data collection and interviews. The results of the decision support system research in assessing the level of patient service satisfaction at Sawah Lebar Health Center were made using the PHP programming language and MySQL database. The decision support system in assessing the level of patient service satisfaction can be accessed online via WhatsApp or SMS, so that it can help make it easier for patients to provide service satisfaction assessments who have not provided satisfaction assessments on offline media.

Keywords: Decision Support System, Service Satisfaction, Servqual Method.

Arsip Abstract Untuk Program Studi, dikeluarkan dan diterjemahkan oleh:
Tim Penerjemah **UPT Bahasa Inggris UNIVERSITAS DEHASEN BENGKULU**

June 9, 2024