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PENGARUH KUALITAS PELAYANAN JASA TERHADAP TINGKAT KEPUASAN PASIEN DI RSUD H. BADARUDIN TABALONG KALIMANTAN SELATAN M. Harlie Sekolah Tinggi Ilmu Administrasi (STIA) Tabalong Kalsel Jl. Gerilya No. 110 Kelurahan Tanjung Tabalong Kalimantan Selatan Abstract: Efforts in giving helth service that is handled by the government should fulfil the minimum service standard, permissioning, tariff and prerequeaty of health Service.

This is aimed to give protection to consumer from practice of un standard health service that can harm the scurity and health. Government and non government medical service have depeloved fast. So they need to give a better service in the form of minimum health service system, in going ofttimal public helth.

Based on consideration above, this research is meant to build the quality service toward satisfaction, of costumer at local public hospital Tanjung Tabalong South Kalimantan. Quality that is felt by patients is very determined by quality of personal interaction between patient and people th

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