

## ABSTRACT

**Analysis of the influence of quality of inpatient information system services to the user satisfaction at the hospital Dr. AK. Gani Palembang**

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*Demand of health services is increasing, it is caused due to the increasing public awareness of the meaning of health. To answer the needs of the community health services, hospitals strive to meet them. Services quality information system to be one of the factors affecting user satisfaction in performing their duties so as to do research at the hospital Dr. AK. Gani Palembang.*

*Basically this study aims to determine the effect of services quality raeat inpatient information system against user satisfaction at the hospital Dr. AK. Gani Palembang. Populations in this study are the users who use information system in a hospital inpatient. Sampel was 56 respondents using purposive sampling technique. Data collection using primary data in the form of a questionnaire. Then analysis the data using validity, reliability test, multiple regression analysis ( coefficient of determination, f test, and t test).*

*The conclusion of the study is that there is the influence of service quality inpatient information systems against user satisfaction by 21.9% and the remaining 78.1% is influenced by other factors.*

***Keywords : Quality of service, tangible, reliability, responsiveness, assurance, and empathy***