

ABSTRACT

Muhammadiyah Hospital Bandung is one of the service companies engaged in health care and is one of the referral hospitals in the city that continues to connect with consumers. Thus, the need for improved quality of care at Muhammadiyah Hospital in Bandung especially Installation Inpatient provided to consumers so that consumers feel comfortable and satisfied. There needs to be a method for measuring the quality of care in installation Muhammadiyah Hospital Inpatient Bandung which can not be done with just regular servqual.

The steps of data collection by observation and questionnaires deployment of multiple criteria. These criteria obtained through interviews and literature. The method used to megukur service quality using Servqual-Fuzzy integrate that in with Triangular Fuzzy Number.

The results of the data processing, obtained the value of fuzzy-servqual per the criteria as a whole has a negative value so that Muhammadiyah Hospital Bandung need improvement in some of the criteria that have the highest value and is considered vital Gap. It also shows that consumer expectations have not been in accordance with the perception of the service they received. With these results the Bandung Muhammadiyah Hospital management needs to immediately improve the quality of service that consumers are not reduced. The criteria that need to be repaired is a quick service with a gap of -0.496, warranty medical equipment used with the gap at -0.370, schedule hospital services are run properly with a gap of -0.214, the procedure is not complicated by the gap sebesar -0.213 and availability of physicians when a patient requires a gap of -0.196.

His key words: Servqual-Fuzzy / TFNs and Servqual