**ABSTRACT**

*RSUP Dr. Hasan Sadikin a government general hospital in the largest class A in Bandung, and is one of organization that is engaged in an organized medical professionals as well as a permanent means of organizing health medicine, and continue us nursing care. Where are becoming primary role is the quality of service provided to their satisfaction for the patients, particularry patients programs Social Security Agency (BPJS) Health. It is necessary for a study so as to analyze the extent to which the quality provided by Dr. Hasan Sadikin Bandung.*

*The study was based on the assumption that the quality of service in the department of Dr. Hasan Sadikin is insufficient. Researchers found indications of a problem is the lack of facilities are lacking facilities used in accordance with the proper functioning, the number of nurses that are not proportional to the number of patients who should be given the service, the lack of hospital patient rooms, facilities, and lack of patient understanding of program participants Social Security Agency (BPJS) regarding administrative incompleteness patients.*

*The purpose of this study was to determine the extent to which the quality of the waitress Hospital Dr. Hasan Sadikin Bandung to program participants Social Security Agency (BPJS) Health, and want to know how the conditions in the field arising from the patients BPJS program participants. Then determine what actions are performed by the hospital involved in addressing the problems occurred.*

*The method of the research is descriptive method, the method of research that describes the events based on data and facts are then analyzed qualitatively with case studies. While data collection techniques used were observation, interviews, and documentation.*

 *The results showed that the quality of service of the Hospital Dr. Hasan Sadikin (RSHS) Bandung to program participants Social Security Agency (BPJS) quite well. Because it is in conformity with the dimensions of service quality such as tangibles, reliability, responsiveness, assurance, empathy.*

 *Suggestions that researchers would convey regarded as inputs to the department of Dr. Hasan Sadikin Bandung in order to improve the quality of patient care program participant Social Security Agency (BPJS) Health, and recommended that the department Dr. Hasan Sadikin improve the function of facilities and infrastructure facilities.*

***Keyword: Quality of service***