

## **ABSTRACT**

Patient satisfaction is a claim for each hospital. Therefore, need to know factors that may affect the level of patient satisfaction. Some of the factors suspected to affect the level of satisfaction among patients can be classified into dimensions as reliability, responsiveness, assurance, empathy, tangible. Factor Analysis conducted on the indicators that affect each dimension using principal component method, indicators as the observed variables and dimensions as laten variables. Factor that are formed from the factor analysis for each latent variable are room equipment completeness factor for reliability latent variable, quick response from doctors for each patient complaint factor for responsiveness latent variable, the emergence of patient trust of employee attitudes factor for assurance latent variable, ease of healt services obtaining factor for emphaty latent variable, waiting room comfortability factor for tangible latent variable.

Key words : Factor Analysis, Patient Satisfaction