

## **ABSTRACT**

### **THE QUALITY OF HEALTH SERVICE FOR PEOPLE LIVING WITH HIV/AIDS AT ABDUL MOELOEK HOSPITAL BANDAR LAMPUNG**

**by**

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Service can be assumed to be qualified or satisfaction if these services can fulfill the needs and expectations of society as the receipt of the service. The appearance of public issues which is related to discrimination by society to people who living with HIV/AIDS and the lack of understanding about HIV/AIDS is the main reason in this research. Tangible, reliability, responsiveness, competence, courtesy, credibility, security, access, communication and understanding the customer are ten indicators which developed by Zeithaml et.al that used to measure the quality of health service. The problem rised of this research is how the quality of health services for people living with HIV/AIDS at Abdul Moeloek Hospital Bandar Lampung.

The purpose of this research is to find out the quality of health service for people living with HIV/AIDS at Abdul Moeloek Hospital Bandar Lampung. The methods used in this research is a method of descriptive with qualitative approach. The

technique of collecting data in this research are interview, observation and documentation.

The results of this research showed the health service for people living with HIV/AIDS at Abdul Moeloek Hospital Bandar Lampung especially at The Clinic of Voluntary Conseling and Testing (VCT) Kanca Sehati has not qualified yet. Based on ten an indicators which used in this research, there are four an indicator that have not run as well as they are supposed to do, thus the service could not give satisfaction to the patient.

Keywords: the quality of service, people living with HIV/AIDS