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## ABSTRACT

**Title of Abstract** : An Overview Of Outpatient Service Quality At RSIA Aisyiyah Samarinda In 2025  
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**Background** : Service quality is a crucial factor for patient satisfaction and loyalty in healthcare facilities. The Government of Indonesia, through the Minister of Health Decree (Kemenkes) RI Number 129/Menkes/SK/II/2008, has set Minimum Service Standards (SPM) for outpatient satisfaction at  $\geq 90\%$ . A study in 2024 showed a relationship between service quality and patient satisfaction at RSIA Aisyiyah Samarinda, and an internal survey report for the January-June 2024 period indicated that outpatient patient satisfaction was still below the 90% threshold.

**Objective** : This study aims to provide an overview of outpatient service quality at RSIA Aisyiyah Samarinda in 2025

**Research Methods/ Implementation Methods** : This was a descriptive quantitative study using accidental sampling technique, with data collected from 110 respondents ( $n=110$ ). The service quality variable was measured using five dimensions (Tangibles, Reliability, Responsiveness, Assurance, Empathy)

**Results** : The results showed that the overall average service quality at RSIA Aisyiyah Samarinda reached 90.6%, which falls into the "Very Good" category and meets the minimum standards set by the Ministry of Health (Kemenkes). The dimensions that exceeded the standard were Assurance (92.5%), Empathy (92.1%), and Reliability (91.0%). However, two dimensions remained below the 90% threshold, namely Responsiveness (89.3%) and Tangibles (88.0%).

**Conclusion/Lesson Learned** : The overview of outpatient service quality at RSIA Aisyiyah Samarinda in 2025 was categorized as very good

**Keyword** : Service Quality; Tangibles; Reliability; Responsiveness; Assurance; Empathy; Outpatient