

**AN ANALYSIS OF HEALTH CARE SERVICE PERFORMANCE  
TOWARD THE CUSTOMER SATISFACTION  
AT P.K.U. MUHAMMADIYAH HOSPITAL  
IN YOGYAKARTA**

**By**

**MIRZA MONANDA**

**Student Number : 97311408**

**Student Registration Number : 970051011302120381**

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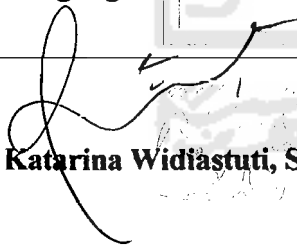
**Content Advisor,**



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**November 21, 2004**

**Language Advisor,**



**Katarina Widiastuti, SS.**

**November 21, 2004**

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**A BACHELOR DEGREE THESIS**

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**Defended before the Board of Examiners  
On December 7, 2004  
and Declared Acceptable**

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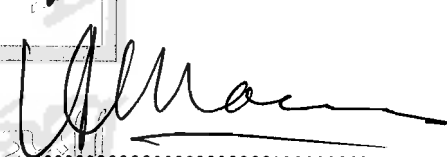
**Examiner 1**

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**Yogyakarta, December 7, 2004**

**International Program**

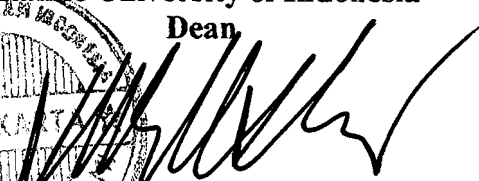
**Faculty of Economics**

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**Dean**



**Drs., Suwarsono, MA.**



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Mirza Monanda

