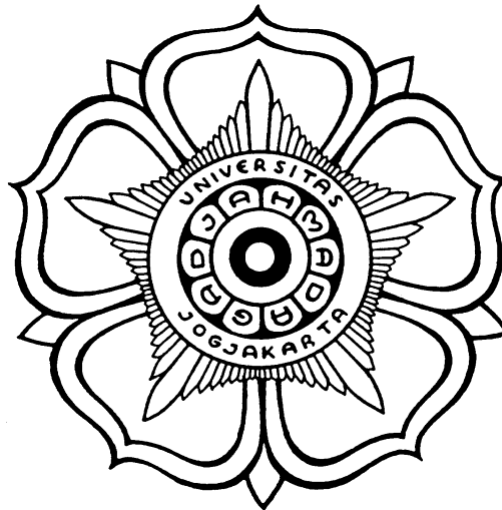


**MAPPING PATIENT (DIS)SATISFACTION THROUGH  
CRITICAL INCIDENT TECHNIQUE (CIT) FOR SERVICE  
BLUEPRINT DEVELOPMENT: A CASE STUDY OF HAPPY  
LAND MEDICAL CENTRE HOSPITAL, YOGYAKARTA**

Thesis  
As a partial fulfillment to achieve a Master Degree  
Study Program in Master of Management



Submitted by  
**He-Jin Zulvy Izzabilla**  
22/511068/PEK/29378

to  
**FACULTY OF ECONOMICS AND BUSINESS  
UNIVERSITAS GADJAH MADA  
2025**

## AUTHORIZATION

# **MAPPING PATIENT (DIS)SATISFACTION THROUGH CRITICAL INCIDENT TECHNIQUE (CIT) FOR SERVICE BLUEPRINT DEVELOPMENT: A CASE STUDY OF HAPPY LAND MEDICAL CENTRE HOSPITAL, YOGYAKARTA**

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Has been defended before the Board of Examiners  
On January 13, 2025  
Board of Examiners

Examiner I



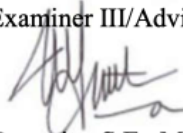
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## STATEMENT OF AUTHENTICITY OF WRITTEN THESIS

I, the undersigned, state that this written thesis entitled:

**MAPPING PATIENT (DIS)SATISFACTION THROUGH CRITICAL INCIDENT TECHNIQUE (CIT)  
FOR SERVICE BLUEPRINT DEVELOPMENT: A CASE STUDY OF HAPPY LAND MEDICAL  
CENTRE HOSPITAL, YOGYAKARTA**

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Yogyakarta, January 13, 2025

Signed



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