This research aims to influence the quality of service testers perform against the satisfaction of patients at the clinic Semen Gresik II GKB. By using the results of the research questionnaire, respondents answer the spread to 100 people patients to analyze the results of the respondents on the basis of age: (36-45) as many as 34 people, (46 years) as many as 24 people, (under 25 years of age), and 22 people sebayak (26-35 year) as many as 20 people. Results by gender: Men – Men as much as Women and as many as 52 48 people. The results of the respondents based on education: (senior high school) as many as 41 people, (S1/S2/S3) as many as 30 people, (Diploma of) as many as 22 peoples, and (elementary/junior high school) as many as 7 people. The results of the respondents based on Occupations/Professions: self employed as many as 37 people, officials of the private sector as many as 31 people, as many as 20 people, Professionals and farmers/Fishermen by as much as 12 people. The t-test analysis results: Location variables (X 1.1) effect significantly to patients satisfaction, variable services quality and (X 1.2) affect significantly to patient satisfaction.

**Keyword**: Tobin’s q, Kepuasan Pengunjung, Board of directors