ABSTRACT

The final project is about the development process of queuing system application. This application is intended to use in Anwar Medika hospital. Development of this application is based on some existing problems. Development of this application is using waterfall method, which consists of activity analysis, design, coding, and testing. This project is built 2 applications: Android-based application and *web*-based application. In order to built this apllications, two programming languages are used in the development process. Android application is used by patient, while *web* application is used by admin or officer and doctor. *Web* applications is built using PHP and Android application is built using Java. Hopefully this application can help the primary Anwar Medika in customer service.

Keywords: *The Anwar Medika Hospital; application of queuing system settings; waterfall process model; Java; PHP.*