

ABSTRACT

Current technological developments are very rapid and play an important role in terms of human life. The lack of computerized handling still occurs in government agencies and community services such as Puskesmas. To improve the quality of service to the community, it is time for a Puskesmas to be equipped with a computer application to handle patients who often have to queue long to get medical services. Web-based queue monitoring can help patients to monitor queue numbers without having to come to the Puskesmas first.

In this final project, a mobile-based puskesmas customer queue system is connected in real-time using the internet network. Then the Customer can monitor the queue via their smartphone. Customers can also see the queue before queuing, so get an overview of information about the queue that is happening.

From the results of the tests that have been carried out indicate that the testing of the functionality of all functions is running as it should. In the subjectivity test, the mean value of MOS is 4,365 which means that the system is classified as good and useful obtained from 30 respondents. The performance is also quite good. Evidenced by the results of testing the web server suppressor on the website, the results of the error are still in the range of 1.6%, which means it is still below 5%.

Keywords: Puskesmas, Queue, Monitoring, Real-Time, Smartphone