ABSTRACT

The Kendal Public Health Center has a community satisfaction assessment sistem for the health services provided. The quality category of measurement results from the Community Satisfaction Survey (SKM) at the Kendal Public Health Center in 2019 was 79.14% included in the Good category. However, Health Center still face obstacles, namely learning from these data. Operations managers cannot track service quality in depth. This study aims to design a management information sistem application that can support and assist patients in assessing health services.

The design of this application uses the Scrum method. The stages in this method start from determining the scrum team, then determining the product backlog by the product owner and doing a sprint. At the end of the sprint there is an inspection and sprint retrospective phase. Apart from using the Scrum method, this research is also combined with the science of measuring the quality of Servqual services which consists of five dimensions, namely, tangibles, reliability, responsiveness, assurance and empathy which will be used in the survey application created. This web-based application is created using the PHP and MySQL framework as data storage. In the sistem testing process using the user acceptance test method.

After analyzing, designing, and testing the application, it can be concluded that the information sistem for improving the service quality of the Kendal Public Health Center is an application that has been designed in this study, the application designed to perform health service satisfaction data based on five quality dimensions, namely tangibles, reliability, responsiveness, assurance. and empathy, in the form of a web-based management sistem that can be accessed anytime and anywhere. The sistem has been tested using black box testing where the features on the sistem run according to their functions, which means the sistem is feasible to use. And testing using the User Acceptance Test (UAT) got a value of 95%, which means the sistem has met the needs.

Keywords: Management Information Sistems, Scrum, Service Satisfaction, Servqual.