

ABSTRACT

Public Health Center (Puskesmas) is a public service facility in the health sector and has a very important role for the people of Indonesia. The Puskesmas itself is a technical implementing unit in health development in a work area. In improving the quality of services, puskesmas have a service assessment system that is provided to the community and is still done manually. For this reason, this final project aims to design a web-based health service information system at the Nagrak Health Center, Sukabumi Regency that can be accessed in real time.

In this final project, a Management Information System (MIS) is designed using the scrum method. Scrum is a method with an agile approach in its development, with the advantage of being able to easily cope with changes that occur due to continuous feedback from users or users. The Scrum method includes the Product Backlog, sprint planning, sprint execution sprint review, and sprint retrospective stages. The Product Backlog is a sequential list of jobs in developing an asset management system. At the planned sprint planning stage, the system is divided into 3 sprints. Then the next system will be tested using a black box system test and User Acceptance Test (UAT).

After testing the system, the UAT value is obtained, then this value is used as a reference in the success of the system to be implemented. This final project produces an information system that fits the needs of queuing activities, poly availability, and providing real-time patient satisfaction scores and is divided into 2 users, namely General as a patient and admin as a system manager with their respective features so as to facilitate puskesmas management activities.

Keywords: *Scrum, Management Information Systems, web*