

ABSTRACT

The Ministry of Health has carried out a health digitalization transformation to improve the effectiveness and efficiency of recording and reporting at health centers. Currently, the puskesmas has implemented the use of centralized service applications. But the application use service at Puskesmas Klampis is not optimal, the number of applications that must be used but the lack of integration can result in inefficiencies and errors during data management. This can affect services at the Klampis Health Center. The purpose of this research is to analyze the services of using existing applications at Puskesmas Klampis to minimize obstacles, improve services to achieve the vision & mission of the puskesmas and the Ministry of Health Regulation Permenkes. Therefore, the output of this research implements the Information Technology Infrastructure Library (ITIL) version 3 with the service operation domain and analysis of the Community Satisfaction Survey (SKM) standards that have been tested by the Klampis Health Center in the form of recommendations for improvements to services that have been validated by the Bangkalan Health Office and the Head of the Klampis Health Center. This research uses quantitative methods with descriptive statistical analysis. Based on the research results, the percentage of event management variables is 74.5%, incident management is 75.5%, request fulfillment is 74.5%, problem management is 79%, and access management is 78.83%, which means that respondents "agree" with the health application service. However, the event management and request fulfillment variables require recommendations for improvement, and the results of the SKM analysis get an A index which means that the quality of service of the Klampis Health Center is very good. The analysis recommendations that have been verified and validated in order to know the position of the assessment, problems and can be corrected if not in accordance with the purpose of using the application.

Keywords: *Application Services, Dashboard,, Health Center, ITIL V3, User Satisfaction Survey (SKM)*