

ABSTRACT

Puskesmas Banyumudal is a health care facility in Pemalang Regency, located at KM 1, Banyumudal, Jalan Raya Moga-Karangsari, Moga District, Central Java. This health center aims to improve the standard and equity of health services for all levels of society. one of the main obstacles that is often faced is the lack of management of patient queues that still use a manual system, causing long and irregular queues resulting in inefficient and less effective patient waiting time. this research was conducted to build a queue service system for Puskesmas Banyumudal that is more efficient and effective. by using the waterfall method, through this system, it is hoped that service efficiency will increase by reducing the duration of patient queues and improving better service quality. this method involves clear stages, starting from analyzing needs, designing designs, and testing. based on the results of the study, it can be concluded that the application of the waterfall method in the development of the Banyumudal health center queuing service system is able to improve queue management efficiently and effectively and provide information to patients regarding queue status, as well as facilitate health center officers and doctors in monitoring the queuing process. the results of blackbox testing show that all systems function optimally in accordance with predetermined specifications. the queuing system designed is expected to have a positive impact on improving the quality of queuing services at the Banyumudal Health Center.

Keywords: Black box, Community Health Center Services, Design and Build, Waterfall