

**DESIGN AND DEVELOPMENT OF PATIENT SATISFACTION SERVICE
APPLICATION AT SUKODADI LAMONGAN PUSKESMAS BASED ON
WEBSITE**

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ABSTRACT

Based on the Minister of Health Regulation No. 46 of 2015, page 14, that the health center can perform its functions optimally, it must be managed appropriately, both in terms of service performance, service processes, and the resources used. Therefore efforts to improve quality, risk management and patient safety need to be applied to the management of puskesmas in providing comprehensive health services to the community. Sukodadi Public Health Center in providing services to the community regularly evaluates patient satisfaction, one of which is through evaluation of the results of suggestions or satisfaction scores obtained from the suggestion boxes and satisfaction boxes provided. Based on the problems that exist in the Sukodadi Community Health Center regarding the patient satisfaction box which is still manual, it can be developed by designing a website-based patient satisfaction information system that can assess 5 poly. The website-based patient satisfaction information system will be built using sublime text 3 tools with the PHP programming language and using the Codeigniter (CI) framework and in system development, researchers apply the waterfall method. This study produces a website-based patient satisfaction service application consisting of 6 assessments that can make it easier for patients to provide satisfaction service assessments and assist satisfaction box officers in analyzing or calculating the results of the assessment quickly. The results of testing the application to the user show that the user agrees with the benefits obtained from the satisfaction service

application and is easy to use and the layout and appearance of the satisfaction service application at the Sukodadi Community Health Center are as expected.

Keywords : Satisfaction Services, Puskesmas, Design, Information Systems