ABSTRACT

DEVELOPMENT OF DECISION SUPPORT SYSTEMS FOR DETERMINING THE QUALITY OF GENERAL HOSPITAL DEPEND ON THEIR SERVICES CRITERIA WITH AHP METHOD

(Case Study: Dinas Kesehatan Kota Bandung)

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Hospitalis a health care institution that organizes a complete personal health services that provide inpatient services, outpatient services, and emergency services. That services arearranged following a referral system. The services of referral level are associated with the hostpital classification : class A, class B, class C, and class D. The higher class hospital has a greater capacity and more sophisticated and complex action that can be given, without reduce ability of the base.

To keep the hospital's clasification policy can work well, then do guidance and supervision. In conducting the guidance and supervision services that releted to this hostpital classification, bandung health of department establish referral services division or commonly called "Yankes Rujukan".

In conducting the guidance and supervision,there are some problems encountered by Yankes Rujukan, such as the number of criteria to determine a hospital classification relatively much, the limited number of existing human resource in Yankes Rujukan, data processing as a hospital classification need a relatively long time and low level of accuracy because it is still done manually, procurement guidance and supervision program that do not fit with the requirement, and there are still hospital classification that do not fit the criteria of existing services.

To solve those problems will be developed a decision support system that can help the Yankes Rujukan for controlling hospital services and processing those data for the determination hospital classification in a weight of services in the hospital by using AHP (Analytical Hierarchy Process) method.

Keywords : Classification, Hospital, Decision Suport Systems, AHP method.