

ABSTRACT

The Bojongsoang Health Center has a community satisfaction assessment system for the health services provided. The quality category of the results of the measurement of SKM Regular Services in Bojongsoang Health Center in 2019 was 83.00% which means Very Good. However, what is still a problem faced by the puskesmas is that the data manager cannot trace deeply about the quality of services received by the community, especially puskesmas patients in certain more specific conditions, this study aims to design a management information system application that is can do real-time respondent data collection and in-depth data analysis of the results of the Bojongsoang Public Health Service satisfaction survey.

The 5C (contextualized, categorized, calculated, corrected, and condensed) and 4C (comparison, consequence, connection, and conversation.) Methods of the Knowledge Management branch are combined with the application of the science of Maintenance of SERVQUAL public service quality consisting of five dimensions namely tangibles quality, reliability, responsiveness, assurance, and empathy are used for the system in which the survey application is made.

This health service satisfaction survey application was created using the Agile Scrum method. The system in this application combines with the questionnaire design using a Likert Scale based on 5 Dimensions of Service Quality. This web-based application is created using the PHP Laravel framework while MySQL is used as data storage (database). For the system testing process using the User Acceptance Test Method. The results of this study are a realtime survey management information system application that produces data that can be analyzed directly and in depth using knowledge conversion (4C5C).

Based on the results of testing all functions and calculations are in line with Stakeholder expectations. Applications that have been made need to be developed in the future according to the needs of the Bojongsoang Health Center.

Keywords – Knowledge Conversion, Management Information Systems, Realtime, Service Satisfaction Survey.