

ABSTRACT

The Emergency Department module is part of the Hospital Management Information System used by the East Java RSMM to support service documentation in the Emergency Department. However, this module lacks a systematic evaluation mechanism to ensure that its services align with the organization's needs and business processes. As a result, various issues in the module's usage frequently recur without effective solutions, leading to user complaints. To identify corrective needs and ensure that IT service quality meets user expectations, an assessment was conducted using the e-ServQual method. The analysis results indicate that out of the seven e-ServQual dimensions, the Emergency Department module fails to meet five, highlighting a gap between the provided services and the expected quality standards. Therefore, corrective actions are necessary to ensure that the system can optimally support service processes in the Emergency Department. This study aims to develop corrective recommendations to improve IT service quality in the Emergency Department by utilizing the ITIL V3 framework with a focus on Continual Service. The corrective proposals are formulated through the 7-Step Improvement Process, which includes goal analysis, the application of SWOT analysis to identify corrective strategies, and a user satisfaction evaluation to determine the most appropriate corrective strategies. This information serves as the foundation for developing corrective recommendations. The findings of this study are expected to produce applicable and relevant corrective recommendations to enhance IT service quality in the Emergency Department.

Keywords— Continual Service, ITIL V3, IT Service Quality, Emergency Department Module, Corrective Recommendations.