

ABSTRAK

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Judul : Rancang Bangun Sistem Informasi Monitoring Survei Kepuasan Layanan Puskesmas Berbasis *Whatsapp Gateway* Di Dinas Kesehatan Kota Semarang

72 Halaman + 39 Referensi + 10 Tabel + 13 Gambar + 6 Lampiran

Latar belakang : Pelayanan kesehatan di Puskesmas merupakan garda terdepan dalam upaya peningkatan mutu kesehatan masyarakat. Survei kepuasan masyarakat merupakan instrumen penting dalam mengevaluasi kualitas pelayanan Puskesmas. Namun, proses pengiriman dan pengumpulan survei di Dinas Kesehatan Kota Semarang masih dilakukan secara manual, sehingga memerlukan waktu lama, berpotensi menimbulkan kesalahan input (*human error*), serta menghambat evaluasi mutu layanan. Oleh karena itu, diperlukan sistem yang mampu mengotomatisasi proses tersebut secara lebih efisien.

Metodologi : Penelitian ini menggunakan metode Rapid Application Development (RAD) yang meliputi tahapan perencanaan kebutuhan, analisis sistem lama dan baru, perancangan sistem dengan UML, implementasi menggunakan bahasa pemrograman PHP dan JavaScript, serta integrasi database MySQL. Proses pengujian dilakukan dengan metode Black Box Testing untuk memastikan kesesuaian input dan output sistem.

Hasil : Sistem informasi monitoring survei kepuasan layanan Puskesmas berbasis WhatsApp Gateway berhasil dirancang dengan fitur pengiriman pesan otomatis, balasan pesan otomatis, serta pencatatan jawaban masyarakat secara terintegrasi pada Google Spreadsheet. Sistem juga dilengkapi dengan fitur rekapitulasi hasil survei dalam format PDF maupun Excel untuk mendukung evaluasi oleh Dinas Kesehatan. Hasil pengujian menunjukkan bahwa sistem dapat berjalan sesuai dengan kebutuhan dan spesifikasi yang ditetapkan.

Kesimpulan : Rancangan sistem ini berpotensi meningkatkan efisiensi, akurasi, dan responsivitas dalam pengumpulan serta pengolahan data survei kepuasan masyarakat. Meskipun masih dalam tahap rancangan dan uji coba, sistem ini mampu memberikan manfaat nyata bagi Dinas Kesehatan Kota Semarang dalam mendukung peningkatan mutu pelayanan kesehatan.

Kata kunci : Sistem Informasi, *WhatsApp Gateway*, Survei Kepuasan, Puskesmas, *Rapid Application Development*.

ABSTRACT

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Title : Designing a WhatsApp Gateway-Based Community Health Center Service Satisfaction Survey Monitoring Information System at the Semarang City Health Office

72 Pages + 39 References + 10 Tables + 13 Figures + 6 Appendices

Background : Community health center services are at the forefront of efforts to improve public health. Community satisfaction surveys are an important instrument in evaluating the quality of Puskesmas services. However, the process of sending and collecting surveys at the Semarang City Health Office is still done manually, which takes a long time, has the potential to cause input errors (human error), and hinders service quality evaluation. Therefore, a system is needed that can automate this process more efficiently.

Methodology : This study used the Rapid Application Development (RAD) method, which includes the stages of requirements planning, analysis of the old and new systems, system design using UML, implementation using the PHP and JavaScript programming languages, and MySQL database integration. The testing process was carried out using the Black Box Testing method to ensure the suitability of the system's inputs and outputs.

Results : The WhatsApp Gateway-based Puskesmas service satisfaction survey monitoring information system was successfully designed with features for automatic message delivery, automatic message replies, and integrated recording of community responses in Google Spreadsheets. The system is also equipped with a feature for summarizing survey results in PDF and Excel formats to support evaluation by the Health Office. The test results show that the system can run according to the specified requirements and specifications.

Conclusion : This system design has the potential to improve efficiency, accuracy, and responsiveness in the collection and processing of community satisfaction survey data. Although still in the design and testing stages, this system can provide tangible benefits to the Semarang City Health Office in supporting the improvement of health service quality.

Keywords: Information System, WhatsApp Gateway, Satisfaction Survey, Community Health Center, Rapid Application Development.

