***Design And Construction Information Systems for Community Satisfaction
And Complaints (SIKEPMAS) Are Based Website At
Wiradesa Health Center Regency Pekalongan***

Mochammad Choirur Roziqin, S.Kom., M.T
(Supervisor)

M. Mubarot Isa
Health Information Management Study Program
Department of Health

ABSTRACT

Survey community satisfaction and complaints carried out at the Wiradesa Community Health Center, Pekalongan Regency are still carried out manually by giving questionnaires to people who have received services. In 2020 and 2021 the Wiradesa Community Health Center did not carry out satisfaction and complaint surveys due to covid-19. This research aims to design and create an information system for community satisfaction and complaints at the Wiradesa Community Health Center output data processing survey satisfaction and complaints electronically and produce fast and actual reports. This type of research uses methods Research and Development by using system development methods Waterfall. The data collection techniques used were interviews, observation, brainstorming. Stages of the system development method Waterfall among others are Requirement definition, System and software design, Implementation and unit testing, Integration and system testing. The results of this research are an information system for community satisfaction and complaints at the Wiradesa Community Health Center based on the results of system trials carried out by officers using blackbox testing.

Keywords: Satisfaction, Complaints, Research and Development, Waterfall