

Sistem Informasi Pelayanan Pengaduan Kerusakan Sarana Prasarana Teknologi Informasi di RSUD Sidoarjo. (*Damage Complaints Service Information System Infrastructure Hospital Information Technology in Sidoarjo*)

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ABSTRACT

Regional General Hospital Sidoarjo is one of the hospitals largest in the district of Sidoarjo are constantly working to improve the best public services in order to realize the vision of General Hospital Sidoarjo is becoming Hospitals that are internationally accredited in Services, Education and Research. In fact happened during this time is the number of IT operational tools such as computers, printers, software and internet communication networks that exist and the extent of Sidoarjo Hospital environment, is not supported by the number of IT staff sufficient section. Therefore, if there is a complaint of damage coherently at the same time and the number of complaints to the IT staff, as well as still apply manual methods to manage the complaint, the complaint would make it difficult to serve effectively, and it is difficult to recapitulate for reporting complaints. To provide optimum service, we need a better information system using information technology facilities that can be accessed by employees with easy Sidoarjo Hospital.

Keywords: Information System, Complaints, WEB