ABSTRACT

The purpose of this research is to know the installation software implementation of outpatient Pharmacy that serves its role in improving patient Askes job satisfaction employees in RSUP dr. Hasan Sadikin Bandung. The methods used in this study is descriptive dan verifikatif. To find the Installation Software implementation of outpatient Pharmacy serving patient Askes that runs using a context Diagram (CD) and Data Flow Diagram (DFD).

As for knowing the response of respondents regarding the quality of the software and job satisfaction used likert scale 5-based questionnaire. A questionnaire distributed to all respondents who use software (tekhnik census) as many as 30 people. The results showed that the quality of the software has not been fully well because there are still shortcomings like no drug data update, and other facilities that are unresolved. Respondent's response to quality software show that 42,56% agree 14.78% don't know and 42,67% disagree showed that quality of software not good, the responses respondents against complacence work 54,84% agree 16,67% don't know and 28,50% disagree, this shows that not all employees satisfied work in the installations.

The role indicate that the quality of software to work complacence relative small I e of 9,1%. This show that the quality of software contributed only 9,1% against work complacence. It is because there are many more other variables that can promote complacence work as a system of remuneration, career.

Keywords : the quality of software and complacence work in RSUP dr Hasan Sadikin