ABSTRACT

Problems found was the lack of specialized training to use software applications, especially for new users who first used coupled with the absence of operation of the software documentation is uneven causing capability and expertise possessed by the user in understanding the use of the Software Application Services Pharmacy, resulting in difficulty them in operating the software application. The purpose of this study was to determine the role of Application Software Implementation of Pharmacy Services In Improving User Satisfaction in RSUP Dr. Hasan Sadikin Bandung.

The method used in this research is descriptive quantitative. To determine the Implementation of Software Application Services that runs using Context Diagrams (DK) and Data Flow Diagrams (DFD) Pharmacy. Data collection techniques using observation techniques, interviews, and questionnaires. For the analysis of data using the Pearson Product Moment Correlation Analysis, Regression Testing, Coefficient of Determination, and t test To analyze the importance of variables using the User Satisfaction Performance analysis (IPA) whereas the processing of data using application of SPSS 17.0 For Windows.

The results of the 34 respondents in the sample of the total population of 51 interviewed with the method of determining the sample stratified random sampling, show that software applications pharmacy service plays a role in the improvement of customer satisfaction in RSUP Dr. Hasan Sadikin Bandung 32,98%. The level of the categories of response of respondents in the quality of services of 76,56% applications software products expressed satisfaction and perception of respondents with regard to the implementation of software applications for the user of the pharmacy services are still not satisfied.

Keyword : software, pharmacy services, user satisfaction