ABSTRACT

Expected quality of the software pharmacies have an important role and greatly assist the employee in the process of purchase and sale of drugs, this will certainly be able to improve employee performance, but in terms of integrity and maintenance software is not good, and still a manual process in writing although in compliance with drug stocks all the criteria the user needs. Thus, in accordance with the phenomenon that happens is there are still some processes are done manually. Therefore, the purpose of this study was to determine the role of software quality pharmacy Against Employee Satisfaction and Performance in the Air Force hospital Dr. M. Salamun

The method used by the authors in this research is descriptive method verifikatif. Data collection techniques by means of observation, interviews and questionnaires. Data analysis methods used in this study is path analysis (path analysis). The unit of analysis in this study amounted to 15 people as the sample is saturated. Assisted data processing using SPSS 16 For Windows.

The analysis showed that there is the role of software quality pharmacies on the performance of employees with the criteria with the criteria very well. While the role of software quality pharmacies on the show less good employee satisfaction. To employee satisfaction to employee performance criteria of a good result. From the linkage of these three variables showed a significant impact on the quality of software influences on satisfaction and employee performance.

Key words: quality of pharmacy software, Satisfaction (user), Employee Performance (Users).