

ABSTRACT

Puskesmas is a first-level facility that has a very important role for public health. UPT Puskesmas XYZ is a health institution located in Bandung, West Java. UPT Puskesmas XYZ currently facing challenges in the pharmaceutical and health service activities due to the lack of monitoring of medicines that are no longer available, expired, and medicines that are not listed in the Puskesmas formulary. As a result, the pharmaceutical and health service activities have not been optimized, and errors often occur in the work processes that are still performed manually. In order to minimize the challenges that occur, it is necessary to design a management information system that can integrate pharmaceutical and health services in the Puskesmas. The system is designed using Rapid Application Development (RAD) method which is one of the software development process models with efficient processing time. The results of this system were validated using User Acceptance Testing (UAT) with a test percentage weight is 86.1% which shows that the system is able to provide functions that are aligned with user needs, can respond to each user activity properly, and provide facilities for exchanging information between pharmaceutical and health services. By designing this management information system, the pharmaceutical and health services process can be performed according to the user needs, and information access as well as communication between the pharmaceutical and health services can be done more conveniently, so that patients can get the best treatment they have ever received.

Keywords – Management Information System, Pharmaceutical and Health Services, Rapid Application Development (RAD), System Integration