

ABSTRACT

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SINATERA HOSPITAL QUEUE SYSTEM BASED ON WEBSITE

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(xii + 44 + attachment)

In a health service agency, namely a hospital, service for customer satisfaction is very important, so that efforts to improve service quality are always carried out. Queuing is one of the initial processes experienced by patients when entering a hospital institution, so things related to queuing greatly affect patient behavior and satisfaction. But unfortunately this queuing activity makes people spend their time waiting. They can't wait while doing outside activities even for a while, because the scope of the queue information is only inside the hospital agency, so it will have an impact on losing the queue. So a website-based system is created that can queue without having to come to the hospital. This system has succeeded in providing complete and integrated web-based services and online registration features with doctors without having to come directly to the hospital.

Bibliography (1995 - 2019)