

DAFTAR ISI

HALAMAN PERNYATAAN KEASLIAN	Error! Bookmark not defined.
HALAMAN PENGESAHAN TUGAS AKHIR....	Error! Bookmark not defined.
HALAMAN PERSETUJUAN PUBLIKASI KARYA ILMIAH	Error! Bookmark not defined.
KATA PENGANTAR	Error! Bookmark not defined.
ABSTRAK	Error! Bookmark not defined.
DAFTAR ISI.....	X
DAFTAR TABEL.....	XV
DAFTAR GAMBAR	xvi
DAFTAR SIMBOL.....	Error! Bookmark not defined.
BAB 1 PENDAHULUAN.....	Error! Bookmark not defined.
1.1 Latar Belakang	Error! Bookmark not defined.
1.2 Identifikasi Masalah	Error! Bookmark not defined.
1.3 Tujuan Tugas Akhir.....	Error! Bookmark not defined.
1.4 Manfaat Tugas Akhir.....	Error! Bookmark not defined.
1.5 Ruang Lingkup	Error! Bookmark not defined.
1.6 Kerangka Berpikir	Error! Bookmark not defined.
1.7 Sistematika Penulisan Tugas Akhir.....	Error! Bookmark not defined.
BAB 2 TINJAUAN PUSTAKA.....	Error! Bookmark not defined.
2.1 Tinjauan Penelitian Terdahulu	Error! Bookmark not defined.
2.2 Definisi Perancangan Sistem.....	Error! Bookmark not defined.
2.3 Aplikasi	Error! Bookmark not defined.
2.4 Website.....	Error! Bookmark not defined.
2.4.1 Jenis-jenis Website Berdasarkan Bentuknya	Error! Bookmark not defined.
2.5 Rumah Sakit	Error! Bookmark not defined.
2.6 Pelayanan Kesehatan	Error! Bookmark not defined.
2.6.1 Kepuasan Pasien	Error! Bookmark not defined.
2.7 Fishbone Diagram	Error! Bookmark not defined.

2.8	Metode <i>Rapid Application Development</i> (RAD)	Error! Bookmark not defined.
2.9	Figma	Error! Bookmark not defined.
2.10	Visual Paradigm	Error! Bookmark not defined.
2.11	<i>Unified Modeling Language</i> (UML)	Error! Bookmark not defined.
2.11.1	Use Case Diagram	Error! Bookmark not defined.
2.11.2	Class Diagram	Error! Bookmark not defined.
2.11.3	Activity Diagram	Error! Bookmark not defined.
2.11.4	Sequence Diagram	Error! Bookmark not defined.
2.12	PHP	Error! Bookmark not defined.
2.13	Bootstrap	Error! Bookmark not defined.
2.14	CSS	Error! Bookmark not defined.
2.15	HTML	Error! Bookmark not defined.
2.16	MySQL	Error! Bookmark not defined.
2.17	Laravel	Error! Bookmark not defined.
2.18	Composer	Error! Bookmark not defined.
2.19	Artisan	Error! Bookmark not defined.
2.20	JavaScript	Error! Bookmark not defined.
2.21	Xampp	Error! Bookmark not defined.
2.22	Black Box Testing	Error! Bookmark not defined.
BAB 3	METODE	Error! Bookmark not defined.
3.1	Rencana Penelitian	Error! Bookmark not defined.
3.2	Alur Penelitian	Error! Bookmark not defined.
3.3	Objek Penelitian	Error! Bookmark not defined.
3.3.1	Logo Rumah Sakit Qadr	Error! Bookmark not defined.
3.3.2	Visi Misi Rumah Sakit Qadr	Error! Bookmark not defined.
3.3.3	Struktur Organisasi Rumah Sakit Qadr	Error! Bookmark not defined.
3.4	Lokasi Penelitian	Error! Bookmark not defined.
3.5	Metode Pengumpulan Data	Error! Bookmark not defined.
BAB 4	HASIL DAN PEMBAHASAN	Error! Bookmark not defined.
4.1	Perencanaan Syarat-syarat	Error! Bookmark not defined.

4.1.1	Profil Indikator Kepuasan Pasien	Error! Bookmark not defined.
4.1.2	Identifikasi pengguna.....	Error! Bookmark not defined.
4.1.3	Proses Bisnis Usulan.....	Error! Bookmark not defined.
4.2	Workshop Desain	Error! Bookmark not defined.
4.2.1	Use Case Diagram	Error! Bookmark not defined.
4.2.2	Use Case Description.....	Error! Bookmark not defined.
4.2.3	Activity Diagram	Error! Bookmark not defined.
4.2.4	Class Diagram.....	Error! Bookmark not defined.
4.2.5	Sequence Diagram	Error! Bookmark not defined.
4.3	Implementasi	Error! Bookmark not defined.
4.3.1	Tampilan Home Page Sistem Pada Pasien	Error! Bookmark not defined.
4.3.2	Tampilan About Us.....	Error! Bookmark not defined.
4.3.3	Tampilan Contact Person Rumah Sakit Qadr	Error! Bookmark not defined.
4.3.4	Tampilan Halaman Form Identitas Pasien	Error! Bookmark not defined.
4.3.5	Tampilan Halaman Survei Online	Error! Bookmark not defined.
4.3.6	Tampilan Text Box Keluhan.....	Error! Bookmark not defined.
4.3.7	Tampilan Pesan Wajib Mengisi Keluhan	Error! Bookmark not defined.
4.3.8	Tampilan Halaman Akhir Survei	Error! Bookmark not defined.
4.3.9	Tampilan Halaman Form Kritik dan Saran	Error! Bookmark not defined.
4.3.10	Tampilan Halaman Akhir Kritik dan Saran	Error! Bookmark not defined.
4.3.11	Tampilan Halaman Login	Error! Bookmark not defined.
4.3.12	Tampilan Halaman Dashboard Super Admin	Error! Bookmark not defined.
4.3.13	Tampilan Halaman Menu Indeks	Error! Bookmark not defined.
4.3.14	Tampilan Halaman Tambah Data Indeks	Error! Bookmark not defined.
4.3.15	Tampilan Halaman Edit Indeks.....	Error! Bookmark not defined.

- 4.3.16 Tampilan Halaman Menu Kuesioner **Error! Bookmark not defined.**
- 4.3.17 Tampilan Halaman Tambah Data Kuesioner **Error! Bookmark not defined.**
- 4.3.18 Tampilan Halaman Edit Kuesioner.. **Error! Bookmark not defined.**
- 4.3.19 Tampilan Halaman Super Admin Menu Laporan Survei **Error! Bookmark not defined.**
- 4.3.20 Tampilan Halaman Super Admin Detail Laporan Survei Pasien **Error! Bookmark not defined.**
- 4.3.21 Tampilan Halaman Super Admin Menu Kritik dan Saran..... **Error! Bookmark not defined.**
- 4.3.22 Tampilan Halaman Super Admin Detail Laporan Kritik dan Saran **Error! Bookmark not defined.**
- 4.3.23 Tampilan Halaman Dashboard Admin **Error! Bookmark not defined.**
- 4.3.24 Tampilan Halaman Admin Menu Laporan Survei **Error! Bookmark not defined.**
- 4.3.25 Tampilan Halaman Admin Menu Kritik dan Saran **Error! Bookmark not defined.**
- 4.3.26 Tampilan Halaman Admin Pendaftaran Menu Kritik dan Saran **Error! Bookmark not defined.**
- 4.3.27 Tampilan Halaman Logout **Error! Bookmark not defined.**
- 4.4 Testing **Error! Bookmark not defined.**
 - 4.4.1 Pengujian Use Case Pasien Melihat Home Page **Error! Bookmark not defined.**
 - 4.4.2 Pengujian Use Case Pasien Mengisi Survei Kepuasan Pelayanan RS **Error! Bookmark not defined.**
 - 4.4.3 Pengujian Use Case Pasien Mengisi Kritik dan Saran **Error! Bookmark not defined.**
 - 4.4.4 Pengujian Use Case Admin dan Super Admin Login Sistem..... **Error! Bookmark not defined.**
 - 4.4.5 Pengujian Use Case Admin Melihat Dashboard **Error! Bookmark not defined.**
 - 4.4.6 Pengujian Use Case Super Admin Melihat Dashboard **Error! Bookmark not defined.**

4.4.7	Pengujian Use Case Admin dan Super Admin Melihat Data Laporan Survei	Error! Bookmark not defined.
4.4.8	Pengujian Use Case Admin Melihat Data Laporan Kritik dan Saran	Error! Bookmark not defined.
4.4.9	Pengujian Use Case Super Admin Melihat Data Laporan Kritik dan Saran	Error! Bookmark not defined.
4.4.10	Pengujian Use Case Super Admin Menu Indeks	Error! Bookmark not defined.
4.4.11	Pengujian Use Case Super Admin Menu Kuesioner.....	Error! Bookmark not defined.
4.4.12	Pengujian Use Case Logout	Error! Bookmark not defined.
4.5	System Usability Scale (SUS).....	Error! Bookmark not defined.
BAB 5 KESIMPULAN DAN SARAN.....		Error! Bookmark not defined.
5.1	Kesimpulan.....	Error! Bookmark not defined.
5.2	Saran.....	Error! Bookmark not defined.
DAFTAR REFERENSI		Error! Bookmark not defined.
Lampiran 1 Daftar Riwayat Hidup.....		Error! Bookmark not defined.
Lampiran 2 Hasil Wawancara Dengan Komite Mutu Pelayanan Rumah sakit		Error! Bookmark not defined.
Lampiran 3 Hasil Wawancara Dengan Pasien		Error! Bookmark not defined.
Lampiran 4 Dokumentasi Penelitian.....		Error! Bookmark not defined.
Lampiran 5 Data Kepuasan Pasien Bulan September – Desember 2023.....		Error! Bookmark not defined.
Lampiran 6 Data Laporan Kepuasan Pasien Pada Sistem		Error! Bookmark not defined.
Lampiran 7 Pertanyaan Survei		Error! Bookmark not defined.
Lampiran 8 Data Testing Sistem Dan Pengujian SUS		Error! Bookmark not defined.
Lampiran 9 Pertanyaan Pengujian SUS dan Jawaban Skor		Error! Bookmark not defined.
Lampiran 10 Surat Izin Penelitian.....		Error! Bookmark not defined.
Lampiran 11 Surat Keterangan Selesai Penelitian .		Error! Bookmark not defined.

DAFTAR TABEL

Tabel 1 Penelitian Terdahulu	Error! Bookmark not defined.
Tabel 2 Rencana Penelitian	Error! Bookmark not defined.
Tabel 3 Hasil Analisa fishbone diagram	Error! Bookmark not defined.
Tabel 4 Kebutuhan Fungsional Admin dan Pasien/User	Error! Bookmark not defined.
Tabel 5 Profil Indikator Kepuasan Pasien.....	Error! Bookmark not defined.
Tabel 6 Use Case Description Super Admin dan Admin Login	Error! Bookmark not defined.
Tabel 7 Use Case Description Melihat Dashboard Super Admin	Error! Bookmark not defined.
Tabel 8 Use Case Description Melihat Dashboard Admin	Error! Bookmark not defined.
Tabel 9 Use Case Description Melihat Laporan Survei	Error! Bookmark not defined.
Tabel 10 Use Case Description Menu Indeks	Error! Bookmark not defined.
Tabel 11 Use Case Description Menu Kuesioner ..	Error! Bookmark not defined.
Tabel 12 Use Case Description Melihat Laporan kritik dan saran Semua Bagian	Error! Bookmark not defined.
Tabel 13 Use Case Description Melihat Laporan Kritik dan Saran Setiap Bagian	Error! Bookmark not defined.
Tabel 14 Use Case Description Melihat Home Page	Error! Bookmark not defined.
Tabel 15 Use Case Description Mengisi Survei Kepuasan Pelayanan RS	Error! Bookmark not defined.
Tabel 16 Use Case Description Memberikan Kritik dan Saran	Error! Bookmark not defined.
Tabel 17 Use Case Description Logout	Error! Bookmark not defined.
Tabel 18 Testing Pasien Melihat Home Page	Error! Bookmark not defined.
Tabel 19 Testing Pasien Mengisi Survei Kepuasan	Error! Bookmark not defined.
Tabel 20 Testing Pasien Mengisi Kritik dan Saran	Error! Bookmark not defined.
Tabel 21 Testing Login	Error! Bookmark not defined.
Tabel 22 Testing Dashboard Admin	Error! Bookmark not defined.
Tabel 23 Testing dashboard Super Admin.....	Error! Bookmark not defined.
Tabel 24 Testing Menu Laporan Survei Super Admin & Admin	Error! Bookmark not defined.
Tabel 25 Testing Laporan Kritik dan saran Admin	Error! Bookmark not defined.
Tabel 26 Testing Laporan Kritik dan saran Super Admin	Error! Bookmark not defined.
Tabel 27 Testing Menu Indeks Super Admin	Error! Bookmark not defined.

Tabel 28 Testing Menu Kuesioner Super Admin ..**Error! Bookmark not defined.**
Tabel 29 Testing Logout**Error! Bookmark not defined.**
Tabel 30 Data Asli Dari Pasien**Error! Bookmark not defined.**
Tabel 31 Data Hitung Dari Pasien**Error! Bookmark not defined.**



DAFTAR GAMBAR

- Gambar 1. 1 Kerangka Berpikir **Error! Bookmark not defined.**
- Gambar 2. 1 Fishbone Diagram (Holifahtus Sakdiyah et al., 2022) **Error! Bookmark not defined.**
- Gambar 2. 2 Metode *Rapid Application Development* (RAD) (Paradise, 2023) **Error! Bookmark not defined.**
- Gambar 3. 1 Alur Penelitian..... **Error! Bookmark not defined.**
- Gambar 3. 2 Logo Rumah Sakit Qadr..... **Error! Bookmark not defined.**
- Gambar 3. 3 Struktur organisasi rumah sakit Qadr **Error! Bookmark not defined.**
- Gambar 3. 4 Fishbone Diagram **Error! Bookmark not defined.**
- Gambar 3. 5 Flowchart Sistem Berjalan **Error! Bookmark not defined.**
- Gambar 3. 6 Flowchart pengelolaan laporan kepuasan pasien **Error! Bookmark not defined.**
- Gambar 4. 1 Flowchart sistem usulan pasien..... **Error! Bookmark not defined.**
- Gambar 4. 2 Flowchart sistem usulan super admin dan admin **Error! Bookmark not defined.**
- Gambar 4. 3 Use Case Diagram **Error! Bookmark not defined.**
- Gambar 4. 4 Activity Diagram pasien mengisi survei kepuasan pelayanan RS **Error! Bookmark not defined.**
- Gambar 4. 5 Activity Diagram pasien mengisi kritik dan saran **Error! Bookmark not defined.**
- Gambar 4. 6 Activity diagram pasien about us **Error! Bookmark not defined.**
- Gambar 4. 7 Activity Diagram form login admin dan super admin **Error! Bookmark not defined.**
- Gambar 4. 8 Activity Diagram admin dan super admin melihat data laporan survei **Error! Bookmark not defined.**
- Gambar 4. 9 Activity Diagram super admin / Admin melihat data laporan kritik dan saran **Error! Bookmark not defined.**
- Gambar 4. 10 Activity Diagram Admin dan Super Admin Logout..... **Error! Bookmark not defined.**
- Gambar 4. 11 Activity Diagram super admin menu indeks **Error! Bookmark not defined.**
- Gambar 4. 12 Activity Diagram super admin menu kuesioner **Error! Bookmark not defined.**
- Gambar 4. 13 Class Diagram **Error! Bookmark not defined.**

Gambar 4. 14 Sequence Diagram login dan menampilkan dashboard user... **Error! Bookmark not defined.**

Gambar 4. 15 Sequence Diagram melihat data laporan survei **Error! Bookmark not defined.**

Gambar 4. 16 Sequence Diagram super admin menu indeks **Error! Bookmark not defined.**

Gambar 4. 17 Sequence Diagram super admin menu kuesioner **Error! Bookmark not defined.**

Gambar 4. 18 Sequence Diagram logout **Error! Bookmark not defined.**

Gambar 4. 19 Sequence Diagram pasien melihat home page **Error! Bookmark not defined.**

Gambar 4. 20 Sequence Diagram pasien mengisi survei pelayanan..... **Error! Bookmark not defined.**

Gambar 4. 21 Sequence Diagram pasien mengisi kritik dan saran..... **Error! Bookmark not defined.**

Gambar 4. 22 Sequence Diagram admin / super admin melihat laporan kritik dan saran **Error! Bookmark not defined.**

Gambar 4. 23 Tampilan home page pasien **Error! Bookmark not defined.**

Gambar 4. 24 Tampilan about us **Error! Bookmark not defined.**

Gambar 4. 25 Tampilan contact person **Error! Bookmark not defined.**

Gambar 4. 26 Tampilan Halaman form identitas pasien **Error! Bookmark not defined.**

Gambar 4. 27 Tampilan halaman survei online **Error! Bookmark not defined.**

Gambar 4. 28 Tampilan text box keluhan **Error! Bookmark not defined.**

Gambar 4. 29 Tampilan pesan wajib mengisi keluhan **Error! Bookmark not defined.**

Gambar 4. 30 Tampilan halaman akhir survei **Error! Bookmark not defined.**

Gambar 4. 31 Tampilan halaman form kritik dan saran **Error! Bookmark not defined.**

Gambar 4. 32 Tampilan akhir kritik dan saran **Error! Bookmark not defined.**

Gambar 4. 33 Tampilan Halaman login **Error! Bookmark not defined.**

Gambar 4. 34 Tampilan halaman dashboard super admin **Error! Bookmark not defined.**

Gambar 4. 35 Tampilan halaman menu indeks..... **Error! Bookmark not defined.**

Gambar 4. 36 Tampilan halaman tambah data indeks **Error! Bookmark not defined.**

Gambar 4. 37 Tampilan halaman edit indeks..... **Error! Bookmark not defined.**

Gambar 4. 38 Tampilan halaman menu kuesioner. **Error! Bookmark not defined.**

Gambar 4. 39 Tampilan halaman tambah data kuesioner **Error! Bookmark not defined.**

Gambar 4. 40 Tampilan halaman edit kuesioner ...**Error! Bookmark not defined.**

Gambar 4. 41 Tampilan halaman menu laporan survei**Error! Bookmark not defined.**

Gambar 4. 42 Tampilan halaman detail laporan survei pasien**Error! Bookmark not defined.**

Gambar 4. 43 Tampilan halaman super admin menu kritik dan saran..... **Error! Bookmark not defined.**

Gambar 4. 44 Tampilan halaman super admin detail laporan kritik dan saran**Error! Bookmark not defined.**

Gambar 4. 45 Tampilan halaman dashboard admin**Error! Bookmark not defined.**

Gambar 4. 46 Tampilan halaman admin laporan survei pasien**Error! Bookmark not defined.**

Gambar 4. 47 Tampilan halaman admin menu kritik dan saran**Error! Bookmark not defined.**

Gambar 4. 48 Tampilan halaman admin pendaftaran menu kritik dan saran **Error! Bookmark not defined.**

Gambar 4. 49 Halaman logout**Error! Bookmark not defined.**

Gambar 4. 50 Rumus Menghitung Skor**Error! Bookmark not defined.**

Gambar 4. 51 SUS Score**Error! Bookmark not defined.**