

ABSTRACT

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Measurment of Electronic Medical Record Clinic Varicose Vein Based on Service Quality and Quality Function Deployment

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This research aimed to measure the service quality of the Electronic Medical Record (EMR) information system at the Varicose Vein Clinic using Service Quality (ServQual) and Quality Function Deployment (QFD methods). The study identified significant gaps between user expectations and perceptions of EMR services. ServQual measurements revealed negative gaps, especially in the Tangibles dimension, indicating that service quality fell short of staff expectations. Through QFD analysis, prioritized improvement recommendations were formulated based on staff needs. Key priorities include: enhancing Google Workspace for data accuracy, security, and confidentiality; improving Microsoft Office for faster report handling and data secrecy; and optimizing AdMedika for error-free functionality, user-friendly design, and comprehensive modules (medical records, billing, warehouse, pharmacy). This research contributes to improving EMR service quality and user satisfaction, offering strategic insights for system development.

Keywords: Electronic Medical Record, Service Quality, Quality Function Deployment, Information System, Clinic