

ABSTRAK

Latar Belakang: Dalam rangka mendukung tugas dan fungsi Balai Laboratorium Kesehatan dan Kalibrasi (BLKK) Dinas Kesehatan DIY, diharapkan tersedia sebuah sistem informasi pelayanan kalibrasi alat kesehatan untuk membantu dalam pengelolaan pelayanan. Namun demikian, BLKK Diskes DIY belum mengembangkan sistem informasi terkait dengan pelayanan dan *reporting dashboard* pelayanan kalibrasi alat kesehatan. *Reporting dashboard* diperlukan sebagai solusi untuk mengatasi keterbatasan dalam penyajian informasi terkait pelayanan kalibrasi alat kesehatan. Oleh karena itu, diperlukan suatu *reporting dashboard* untuk menyajikan informasi pelayanan sehingga dapat digunakan dalam proses pengambilan keputusan.

Tujuan: Melakukan pengembangan *prototype reporting dashboard* pelayanan kalibrasi alat kesehatan untuk membantu pengambilan keputusan pada Balai Laboratorium Kesehatan dan Kalibrasi Diskes DIY.

Metode: Jenis penelitian ini adalah penelitian kualitatif dengan pendekatan *action research*. Penelitian ini dilakukan dengan metode wawancara mendalam kepada responden, observasi, *forum group discussion*, dan studi dokumentasi.

Hasil: Kebutuhan *reporting dashboard* pelayanan kalibrasi alat kesehatan pada BLKK Diskes DIY berupa realisasi pendapatan, alat terkalibrasi, pelanggan, keluhan pelanggan, monitoring penjadwalan, dan kepuasan pelanggan. Untuk menghasilkan *reporting dashboard* diperlukan deskripsi mengenai bisnis proses pelayanan kalibrasi alat kesehatan yang selama ini dilakukan. Bisnis proses tersebut mampu disederhanakan setelah *prototype reporting dashboard* dilakukan uji coba. *Prototype reporting dashboard* pelayanan kalibrasi alat kesehatan dikembangkan dengan menggunakan basis web. *Prototype reporting dashboard* kemudian dilakukan uji coba dan secara umum responden puas terhadap *prototype* yang dikembangkan.

Kesimpulan: *Reporting dashboard* pelayanan kalibrasi alat kesehatan telah dikembangkan dengan memenuhi kebutuhan pengguna dan mampu menyederhanakan bisnis proses pelayanan kalibrasi alat kesehatan yang selama ini dilakukan.

Keywords: *Dashboard*, *prototype*, kalibrasi

ABSTRACT

Background: *In order to support the duties and functions of The Health Laboratory Calibration Center (BLKK) of the Special Region of Yogyakarta (DIY) Health Office, it was expected that there was an available information system for the calibration of medical devices to assist the management of services. BLKK of the DIY Health Office, however, had not yet developed an information system related to services and reporting dashboard for medical equipment calibration services. The reporting dashboard was needed as the solution to overcome the limitations in presenting information related to the medical equipment calibration services. Therefore, the reporting dashboard was necessarily needed in presenting information services so that it could be used in the decision-making process.*

Objective: *To develop a prototype of reporting dashboard for medical device calibration services for assisting the decision making at the Health Laboratory and Calibration Center of the DIY Health Office.*

Method: *The type of this research was a qualitative research with action research approach. This research was conducted by in-depth interviews with the respondents, observations, group discussion forums, and documentation studies.*

Results: *There was a demand of reporting dashboard for the medical equipment calibration in the BLKK of the DIY Health Office in the form of the income realization, calibrated equipment, customers, customers' complaints, monitoring schedule, and customer satisfaction. To produce a reporting dashboard, a description of the business process of medical equipment service calibration was needed. That business process could be simplified after the prototype of reporting dashboard was tested. The prototype of reporting dashboard for medical equipment calibration services was developed by using a web base. That prototype of reporting dashboard was then tested and most of the respondents were satisfied with the developed prototype.*

Conclusion: *The reporting dashboard of medical equipment calibration services had been developed by meeting the needs of the users and being able to simplify the business process of medical equipment calibration services that had been carried out so far.*

Keywords: *dashboard, prototype, calibration*