

**UNIVERSITAS AISYIYAH PALEMBANG  
PROGRAM STUDI S1 FARMASI**

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**Evaluasi Sistem Informasi Di Puskesmas Dalam Mendukung Pelayanan  
Kefarmasian**

XIX, 80 Halaman, 9 Tabel, 12 Singkatan, 22 Lampiran

**ABSTRAK**

**Latar Belakang:** Pelayanan kefarmasian di Puskesmas merupakan pilar penting dalam sistem pelayanan kesehatan, yang menuntut ketepatan dalam pengelolaan obat serta pelayanan farmasi klinik. Untuk mendukung hal tersebut, diperlukan sistem informasi kesehatan yang efektif, akurat, dan mudah digunakan. **Tujuan:** Penelitian ini bertujuan untuk mengevaluasi sistem informasi di Puskesmas Tanjung Raja dalam mendukung pelayanan kefarmasian. **Metode:** Penelitian menggunakan desain kuantitatif dengan pendekatan *cross-sectional study*. Responden sebanyak 30 tenaga kesehatan dipilih dengan kriteria inklusi aktif menggunakan sistem informasi minimal 3 bulan. Data dianalisis secara deskriptif dan inferensial menggunakan SPSS versi 26. **Hasil:** Hasil pengukuran dengan SUS menunjukkan skor rata-rata 51,62 yang termasuk kategori *Ok marginal*, artinya sistem dapat digunakan namun belum memberikan pengalaman yang optimal. Tidak ada responden yang menilai sistem pada kategori *Good acceptable* atau lebih tinggi. Hasil UEQ menunjukkan nilai rata-rata pada enam dimensi yaitu Attractiveness (0,60), Perspicuity (0,81), Efficiency (0,66), Dependability (0,68), Stimulation (0,56), dan Novelty (0,69). Dari enam dimensi tersebut, hanya Perspicuity yang termasuk kategori *good reliability*, sementara lainnya masih dalam kategori *no reliability*. **Kesimpulan:** Evaluasi menunjukkan bahwa sistem informasi pelayanan kefarmasian di Puskesmas Tanjung Raja belum sepenuhnya optimal dari sisi kegunaan maupun pengalaman pengguna. Kendala utama bukan pada kualitas sistem, melainkan keterbatasan pelatihan dan konsistensi tenaga kesehatan dalam penggunaan aplikasi.

**Kata Kunci:** Evaluasi, Sistem Informasi, Puskesmas, Pelayanan Kefarmasian

**Daftar Pustaka:** 56 (1996-2024)

**AISYIAH UNIVERSITY OF PALEMBANG  
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**Evaluation of Information Systems at Community Health Centers in  
Supporting Pharmaceutical Services**

XIX, 80 Pages, 9 Tables, 12 Abbreviations, 22 Appendices

**ABSTRACT**

**Background:** Pharmaceutical services at Community Health Centers (Puskesmas) are a crucial pillar of the healthcare system, requiring precision in medication management and clinical pharmacy services. To support this, an effective, accurate, and user-friendly health information system is required. **Objective:** This study aims to evaluate the information system at Tanjung Raja Community Health Center in supporting pharmaceutical services. **Methods:** The study used a quantitative design with a cross-sectional study approach. Thirty healthcare workers were selected with the inclusion criteria of actively using the information system for at least three months. Data were analyzed descriptively and inferentially using SPSS version 26. **Results:** The SUS measurement results showed an average score of 51.62, which falls into the marginally OK category, meaning the system can be used but does not provide an optimal experience. No respondents rated the system as Good or Acceptable or higher. The UEQ results showed average scores across six dimensions: Attractiveness (0.60), Perspicuity (0.81), Efficiency (0.66), Dependability (0.68), Stimulation (0.56), and Novelty (0.69). Of these six dimensions, only Perspicuity was categorized as good reliability, while the others were still in the no reliability category. **Conclusion:** The evaluation shows that the pharmaceutical service information system at the Tanjung Raja Community Health Center is not fully optimized in terms of usability and user experience. The main obstacle is not the quality of the system, but rather limited training and consistency of healthcare workers in using the application.

**Keywords:** Evaluation, Information System, Community Health Center, Pharmaceutical Services

**Bibliography:** 56 (1996-2024)