

ABSTRACT

The application of health services to the community is usually carried out by health agencies such as the Biha Public Health Center, Pesisir Selatan District, which routinely provides health services. Based on the results of interviews with the puskesmas, there were problems or deficiencies in the services provided, such as the absence of media or forums for the community and patients as a service for delivering information and submitting complaints with the aim of knowing the level of patient or community satisfaction from the types of health services provided. Problems with the distance of the community to the health center are still relatively far and the limited operational time of the health center is only until 14.00 WIB so that it has an impact on the community who find it difficult to obtain information about schedules or information about health centers.

The system development method used is extreme programming using the concept of object orientation and aims to provide services to the community in obtaining information on health centers. The results of the research conducted in the form of information services, practice schedules to consultations.

Keywords : *Information System, Customer Relationship Management, Health Center Service Improvement, Community*