Questionnaire

Questionnaire is a quantitative research tool that is used to collect and gather data from respondent, the questionnaire start with a clear instruction and then multiple choice question or opinion based question that giving respondent choices to answer all the question or skip some. It is usually distributed to big amount of people to get the result for the research that is being carried out. Questionnaire can be collected in paper form, softcopy, face to face, telephone and it is usually used to collect information that are relating to people's behavior, opinion of a group of people concerning to an issue or measure the customer satisfaction on a product or service.

Problem

One of the problem that is faced by the current system is time consuming, this problem has led to wasting the patient’s time while waiting for the staff to retrieve their record. Furthermore, while the patient need to wait for their turn to consult with the doctor will also lead to time consuming when the patient had register on the counter with the staff. Time consuming is like for example a process that can be done in a shorter time but instead it need longer time to be complete.

WHY

Questionnaire is distribute to the patients or public to collect the data about the current system problem that is currently faced in terms of time consuming when retrieving a patient’s record, because time consuming is a problem faced by patient when they lack of time but still need to queue up while waiting for their turn to consult with the doctor. With questionnaire, the data about the problem that faced by the current system can easily gathered by distribute to the public in a large quantity.

Advantage

Large amount of data can be collected from large amount of people in a short time so the cost can be reduce. Questionnaire can be distribute to anyone and it will not affect the validity and reliability much. The result of the questionnaire can easily quantified by some software for example SPSS can convert the data into table, graph, pie chart and etc... . The result that is quantified can be used to compare to other research or may be used to measure change of the current research. Some researcher believes that quantitative data can be used to create new theories and test existing hypothesis

Disadvantage

The question may lack validity and the respondent may not answer the question seriously or lack of respondent to answer. In addition, the respondent understanding the question may be different from the others so it may lead to inaccurate data. The questionnaire question may out of the asking range that cause inaccuracy in data collection. The respondent may not remember the when the question ask them to remember back and the memories may not be accurate.

Quality Attribute

Efficient – Efficient describe a process that use less amount of resource and it will produce more outcome in terms of saving time and to reduce or eliminate the use of resources for example paper. With the new system, efficient will help to reduce time and resources like paper. All the patient record will be saved and backup in the new system, staff can easily retrieve patient’s record and this will help to save time. In addition, time consuming can be reduce because with the system, staff can check and arrange patient for their turn. Besides that, the new system help reduce a lot of resources like paper use for writing down on a paper.