ABSTRACT

Decicison Support System (DSS) is an intelectual pair of human resources and computer ability to increase the quality of decision. This computer based system brings benefit for managerial decision maker in facing the semi-structured problems.

One form of education decentralization in the era of regional otonomy is the implementation of school-based management for quality improvement. To evaluate performance of an education institution, we need systemic procedure and mechanism, which can be use as foundation to uncover how far a school has reach the quality target that has been determined.

The methods used in determining the scale satisfaction in this final project is Simple Multi-Attribute Rating Technique (SMART), Customer Satisfaction Index (CSI). Based on testing, this system can be differentiate between low performance and high performance.

KeyWords   : Decision support system (DSS), Simple Multi-Attribute Rating Technique (SMART), Customer Satisfaction Index (CSI)