

## **ABSTRACT**

*PT PLN Distribution of West Java and Banten is a State company engaged in the provision of electricity services. As the only company that provides a source of electric lighting, the company is required to always prime in the service business processes. Concerning this, company standardizes the appraisal performance conducted in each Network and Service Unit (NSU). It has been done to measure the extent of each NSU has reached the targeted performance, as well as to avoid any impact will affect the position and earnings. On the other hand, the current system is still conventional. So, it's necessary for the proper and accurate standardization in order to measure the performance of NSU and also system that can automate the performance appraisal process.*

*Therefore, we're constructed a decision support information system of unit appraisal performance in order to automate the performance appraisal process by implementing AHP method. Analytical Hierarchy Process (AHP) as a branch of the Decision Support Systems is a technique to support the decision-making process that aims to determine the best choice of several alternatives. AHP method is used to determine the priority weights of criteria in Unit appraisal performance. While on the Development of Information Systems for Supporting Unit Appraisal Performance used the waterfall method, the PHP programming language by CI framework and MySQL database.*

*So for this research, the system is built to automate the data processing and analysis, and also for generating the appraisal performance which can be more precise and accurate due to the standardization of comparison criteria weighting.*

*Keywords: Analytical Hierarchy Process (AHP), Appraisal Performance, Network and Service Unit (NSU), waterfall, PHP, MySQL.*