

## **ABSTRACT**

*In a decision making process, managers need some actual and accurate information, this kind of information can be reach by accessed the corresponding data base directly. The problem is the ability to understand the SQL since it was a standard language to access the data base. Plus difficulty to get an information which it has many sources.*

*This final work will build a database access software using pseudo natural language and a tool for access the area service performance information which it was caused by many aspect, with fuzzy logic and PRUF (Possibility Relational Universal Fuzzy) approach that trasform the crisp set values into smoother linguistic values or flexible values. The study case is PT. Telkomsel's Customer Complaint which has many indicator such as SSS, VAS, BSS and Data Packet complaint. The example query can be: "is Bogor has high SMS Complaint?" or "Is Bekasi Coverable?"*

*With Fuzzy and PRUF concept, it will be more representative with the real condition and also more accurate, because in the fuzzy way, there is another factor that involved into the calculation, such as the device condition, different with the conventional calculation which it only calculate tehe amount of compalint using statistic mean.*

*The flexible query interface for data base access will use by managers to support their decision making processes.*

*keywords: fuzzy logic, flexible interface, fuzzy adverb, pseudo natural language.*