

Abstract

The growth of cellular telecommunication provider makes PT Telkomsel as one of GSM provider have to makes efficiency in every work steps. This also includes survey process which is one step that must be done to register someone as postpaid customer. One way that can be used is give feasibility value to be surveyed for candidate customer .

In this final task has been developed an application to assist feasibility determination of postpaid candidate customer which able to give information about postpaid candidate customer to front liners to follow up postpaid customer registration. This application has built by used two methods that works serially, and those method are Analytic Hierarchy Process (AHP) revised Method and Simple Multi-Attribute Rating Technique (SMART) Method and has gave result that match with mathematics analysis result. Based on the questionnaire, users was satisfied with this application.

Keyword : Telkomsel, GSM, *Analytic Hierarchy Process Revised* (AHP Revised), *Simple Multi-Attribute Rating Technique* (SMART), survey, feasibility, candidate customer