

ABSTRACT

Decision Support System is said to be a computer system yangmengolah data into information for decision making from masalahsemi-specific structured. In FIES consists of three major subsystems that determine the technical capabilities FIES (Suryadi and Ramdhani, 1998) are as follows [1]:

1. Subsystem Management Database (Database Management Subsystem)
2. Model Base Management Subsystem (Model Base Management Subsystem)
3. Subsystem Software Organizer Dialog (Dialog Generation and Management Software).

In this final project will develop a system that can rank customer data will diretensi by applying the Analytical Network Process (ANP) and Rank Inclusion in Criteria hierarchies (RICH). Best results are 90% accuracy produced by this system is the accuracy parameter 1 which results peranking calculated similarity ranking system with a comparable data. Then for accuracy 2 that accuracy is the percentage of similarity ranking results with comparable data 2 which produced the best accuracy of 55%. Accuracy results first produce good accuracy because of decision-making rules maximax optimistic identify where the decision to be the best produced.

Kata kunci : decision support system, analitical network process, ANP, rank inclusion criteria hierarchies, RICH, retensi.