

Abstract

Prime Customer Division is a sub division from Customer Care Division at KANDATEL Bandung that handle customer with income's customer up to 5 million rupiah per month and the large part of customers that handled in this part is businessman customer or a company. Official that handle customer is Officer Customer Representative (OCR) and 1 OCR responsible about towards 100 – 200 customers. Therefore wanted performance evaluation OCR to get qualitative data from performance OCR in its entirety and systematic that be used upon which deliberation for development ocr concerned. Evaluation OCR this used for contribution evaluation ocr to side PT. Telkom in watch over connection with customer.

This application also focus to help report maker in Prime Customer Division and manager costumer care to take decision in give reward, punishment, and the best ocr. Performance evaluation process OCR in system this use method Multi Attribute Utility Theory (MAUT) to make easy in do performance evaluation calculation ocr in part prime customer.

Keywords: *performance report, Officer Customer Representative (OCR), system.*