Abstract

PT Telekomunikasi Indonesia Tbk (TELKOM), as service providers and the largest telecommunications network in Indonesia, keep trying to improve the quality of customer satisfaction. This is done in order to maintain the existence amid competition in the telecommunications world. Therefore, the Branch Office Banjaran Telkom has launched a new standard for customer satisfaction. One aspect of enhanced services is in terms of disruption of service to customers. Through the ministry's office, various reports gangugan penganan disturbance acceptable thing to do. Along with the increasing number of reports of interference in, the handling process must be carried out optimally and is supported by applications to perform data management.

The final project is intended to create an application that can process customer data, personnel, staff work order, the manager, disturbance, handling, and SLG. Applications System Administration disturbance is a web-based applications that can support administrative activities in KANCATEL Banjaran disorders. This final project was built using the method of Rapid Application Development. Implemented using the programming language PHP using the Code Igniter framework and using MySQL database and other supporting software.

So with this application, the process of reporting and treatment of mental disorders can be treated quickly and easily. And can provide information on disorders and penaganannya data.

Keywords: Disturbance Administration System, Rapid Application Development, PHP Framework, My SQL.