ABSTRACT

Survey Management Information System is a tool used for obtaining feedback from customers, business partners and employees in the Telekomunikasi Indonesia Ltd. Specifically, Survey Management Information Systems were functioning as an electronic survey maker, distributing the survey to participants, collecting and processing raw data into statistic data. Unfortunately, development of this IS have not been initiated. The author thought that was a chance to exploit it as a research theme. The research will be initiated with the title " SURVEY MANAGEMENT APPLICATION TELKOM RDC (SMART), SURVEY APPLICATION AT RDC TELKOM BANDUNG".

Research method used by author is descriptive research with case studies at the Research and Development Divison. Author using an object-oriented approach to design this information systems. Development Method is using prototyping methodology. And software development is using PHP with Smarty Template Engine.

From the research, author get some information which indicate the survey system on RDC Telkom are still having problems, especially in terms of costs, procedural things and they are still need to use 3rd Party Surveyor for carrying the survey process. Author hopes this research of survey systems can facilitate RDC Telkom to obtain information through surveys.

Keywords: Surveys, RDC Telkom Indonesia, Smarty