ABSTRACT

Mega Mahirda Chaerawati, *"The Role of Quality Software Aplication Centraly Customer Service (AP2T) against Employee Performance in PT. PLN (Persero) Distribution West Java And Banten (DJBB) Network Service Area (APJ) Cimahi" under the guidance of* R.Fenny Syafariani, S.Si., M.STAT.

This research was conducted at PT. PLN (Persero) Distribusi West Java and Banten (DJBB) APJ Cimahi, is one of the companies engaged provision of electric power. The purpose of this study is to determine impact of the Software Aplikasi Pelayanan Pelanggan Terpusat (AP2T) Employee Performance in PT. PLN (Persero) Distribusi West Java and Banten (DJBB) APJ Cimahi

The method used in this research is descriptive and verification. The population in this study as many as 45 people (Users) that were used as samples, thus called techniques sampling. To know the implementation of the Software Aplikasi Pelayanan Pelanggan Terpusat (AP2T) and Employee Performance. Data collection techniques using observation, interviews, and questionnaire distribution. Data Analysis, to analyze the data using Pearson product moment correlation test, using of program Ms. Excel 2007 and SPSS 12.0 for Windows.

The result stated that the implementation of Quality Software Aplikasi Pelayanan Pelanggan Terpusat (AP2T) in each category are expressed both as well as the employee performance (Users) in each category are otherwise well. The Aplication Software positive influence on Employee Performance (Users) APJ. Cimahi. Evidenced by the results of the test basis for a decision based on probability (sig.) amounted to 0,00 with a significant level of 1% which means <0,01; then H0 refused and H1 accepted then the probability value (sig,) at 0.00 means that there are influence between these two variables with the level of influence of 55,6% while the remaining 44,4% were influenced by other factors.

Keywords: Software Quality Aplikasi Pelayanan Pelanggan Terpusat (AP2T) Impact on Employee Performance At PT. PLN (Persero) Distribusi West Java and Banten (DJBB) APJ Cimahi.