ABSTRACT

FORECASTING APPLICATION FOR PREDICTING USER TARGET PRODUCT BANK TABUNGAN NEGARA (PERSERO) AT PT.BANK TABUNGAN NEGARA BRANCH CIPUTAT

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PT.Bank Tabungan Negara (persero), is one of the state owned enterprises (SOEs), the internal business processes in PT Bank Tabungan Negara has a range of savings products that require a lot of customers. Based on the balance sheet data and data products RKAP value in 2011. PT.Bank Tabungan Negara (persero) stated that the product has not achieved the set targets, to assist in achieving the target product requires information on the number of users of products in the coming period so that it requires a forecasting system that predicts the number of users of the product.

Construction of forecasting based on client server applications using Java programming language, MySQL as the database, the research methodology used waterfall method, the analysis model used is the object-oriented modeling. The tool used is UML (Unified Modeling Language) to describe a process, use case diagram to describe the behavior of the system, sequence diagrams to describe interactions between objects in and around the system, collaboration diagram to illustrate the role of each object, class diagram illustrates state (attributes / properties) of a system, activity diagram to describe the functionality of the system.

Forecasting method is a method of forecasting smoothing, This method was chosen because it is able to produce the forecast error the smallest so that the result will be close to the actual value forecast. Based on the results of the study and after doing alpha and beta testing of the conclusions that can be taken that the application forecasting to predict the target users of the product PT.Bank Tabungan Negara (persero) constructed to produce an accurate prediction value.

Keyword : Intenal business process, Forecasting, Forecast Smoothing Method