

**Desain Aplikasi Survey Kenyamanan Pelanggan Grapari Telkomsel Jember Berbasis Web Tahun 2014 (*Design Application Customer Survey Leisure Web Based Jember Grapari Telkomsel 2014*)**

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**ABSTRAK**

*Considering the growing development of mobile telecommunication technology advances in this era of globalization, many emerging cause various operators. The number of operators that have sprung up that occurs increasingly fierce competition between mobile operators in order to attract consumers interested in using its products. One form of business that can be done is to determine the factors that cause customers to be comfortable and continue to improve the comfort of the factors that make customers comfortable.*

*The report "Job Training" The survey aims to determine the customer's convenience Grapari Telkomsel muddy, with live interviews and field practice. So this field practice report entitled "Survey Design Applications Grapari Telkomsel Customer Convenience Jember Web Based".*

*Results "Field Work Practice" shows how customer convenience in conducting surveys Telkomsel Grapari muddy, how the parameters of the questions in the questionnaire, HOW impact of service quality on customer convenience, the influence of Service Quality on Corporate Image.*

*Keywors : Design Applications Survey, Convenience, Customer Telkomsel, Telkomsel Grapari Jember.*