

ABSTRACT

Keyword : MAPINFO 9.0, data pelanggan, jaringan

As'ad Chaidari , Computer Engineering Program , Department of Information Technology , Polytechnic of Jember , July 2013 . MapInfo 9.0 ARRANGEMENT FOR CUSTOMER DATA AND NETWORK PT PLN (Persero) RAYON RAMBIPUJI . Commission Advisor: Ika Widiastuti , S.ST , MT .

As a distribution unit , PT . PLN Rambipuji have given quite a lot of consumers who are served rayon is Rambipuji which incidentally is the busiest area . PT PLN (Persero) is obliged to constantly improve service to customers . Changes are being made by PT . PLN (Persero) UPJ Rambipuji in service to customers , it can be seen from the change in the company 's vision and mission . Changes in vision and mission in order to improve customer service of a higher quality that the customer is satisfied with the performance of PT . PLN (Persero) .

The stage in the creation of street vendors this report , including the method of observation , interviews , literature study , and documentation . Expected attendance MapInfo for customer data and network setup can be used by all office units in improving information systems on an ongoing basis , especially customer service mechanisms , especially in the New Installation and Addition Rate / Power .