

ABSTRACT

**THESIS TITTLE : DESIGNING A DECISION SUPPORT SYSTEM
FOR TECHNICIAN ACCEPTANCE IN AUDIO
TECH ELEKTRONIK USING THE MULTI-
ATTRIBUTE UTILITY THEORY METHOD
MAUT**

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PROGRAM STUDY : INFORMATION SYSTEMS

EDUCATION LEVEL : STRATA 1 (S1)

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The development of information technology has affected the hiring process of technicians in companies, including Audio Tech Elektronik, which faces challenges in manually assessing candidates. To overcome this problem, a Decision Support System (DSS) is needed that can objectively evaluate candidates based on criteria such as technical skills, experience, problem solving ability, and soft skills. SPK is expected to improve the efficiency and accuracy of selection, reducing the risk of competency mismatch. This research uses the Multi Attribute Utility Theory (MAUT) method to convert criteria into numerical values, resulting in more accurate candidate rankings and supporting better decision making, as well as improving service quality and reputation towards customers.

Keywords : Information technology, DSS, Technician, Multi Attribute Utility Theory, Candidates.

ABSTRAK

JUDUL SKRIPSI : **PERANCANGAN SISTEM PENDUKUNG KEPUTUSAN PENERIMAAN TEKNISI PADA AUDIO TECH ELEKTRONIK MENGGUNAKAN METODE MULTI ATRIBUTTE UTILITY THEORY MAUT**

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Perkembangan teknologi informasi telah mempengaruhi proses penerimaan teknisi di perusahaan, termasuk Audio Tech Elektronik, yang menghadapi tantangan dalam penilaian kandidat secara manual. Untuk mengatasi masalah ini, diperlukan Sistem Pendukung Keputusan (SPK) yang dapat mengevaluasi kandidat secara objektif berdasarkan kriteria seperti keterampilan teknis, pengalaman, kemampuan problem solving, dan soft skills. SPK diharapkan meningkatkan efisiensi dan akurasi seleksi, mengurangi risiko ketidakcocokan kompetensi. Penelitian ini menggunakan metode Multi Attribute Utility Theory (MAUT) untuk mengonversi kriteria menjadi nilai numerik, sehingga menghasilkan peringkat kandidat yang lebih akurat dan mendukung pengambilan keputusan yang lebih baik, serta meningkatkan kualitas layanan dan reputasi terhadap pelanggan.

Kata Kunci: Teknologi informasi, SPK, Teknisi, Multi Attribute Utility Theory, Kandidat.