

**ABSTRACT**  
**DEVELOPMENT OF WEB BASED TASK MANAGEMENT**  
**INFORMATION SYSTEM USING WATERFALL METHOD**  
**ON PT TELKOM TBK**

**By**

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*PT Telkom, Tbk. Is a company that engaged in telecommunications services and networks in Indonesia. This company is very large and has a wide range of customer groups, so that PT TELKOM has 3 Division to manage their customers the Division of Consumer Services to manage personal customer, Division of Business Services to manage customers SMEs (Small Medium Enterprises), and the Division of Enterprise utuk manage enterprise customers.*

*Pattern Completion of work tasks in PT TELKOM especially the modern channel varies. For example, an employee who works in the office as a back office, where they had more work to use computers and the internet or intranet. In the work duties, they collaborate using existing technology. Although he has done a good collaboration among fellow employees (peer) or between superiors and subordinates, there are still some problems related to task management including unequal work load, lack of Controlling of superiors to subordinates, documentation of the work file form less well organized, and less of job progress information.*

*To solve some of these problems then in need of a task management system that can help headship to controlling task in order to control performance ot the employee that given tasks and assist headship in making decisions in delegation of tasks for the employee.*

*Keywords: Task Management PT TELKOM, task management system.*