

ABSTRACT

Maranatha Information and Customer Service (MICS) to develop a system that can assist in the delivery of information advice, criticism and praise in the context of "Customer Satisfaction". Deliverable Application Information System - DIS is a solution to overcome the slow system performance and inefficient. Applications can send messages of information critical advice to those concerned. In addition the application can accommodate a response to these criticisms suggestions, and then relayed back to the sender of SMS Center students. This application uses the programming language C # (C Sharp) and SQL Server as its database.

**Submitting Suggestion Praise Criticism, SMS Center, Responses, Students
SMS Sender**

ABSTRAK

Maranatha Information and Customer Service (MICS) ingin mengembangkan suatu sistem yang dapat membantu dalam penyampaian informasi saran, kritik dan pujian dalam rangka "*Customer Satisfaction*". Aplikasi Deliverable Information System – DIS adalah solusi untuk mengatasi kinerja sistem yang lambat dan tidak efisien. Aplikasi dapat mengirimkan informasi pesan saran kritik kepada orang-orang yang bersangkutan. Selain itu aplikasi dapat menampung tanggapan atas saran kritik tersebut, lalu menyampaikannya kembali kepada mahasiswa pengirim SMS Center. Aplikasi ini menggunakan bahasa pemrograman C# (C Sharp) serta SQL Server sebagai databasenya.

Penyampaian Saran Kritik Pujian, SMS Center, Tanggapan, Mahasiswa Pengirim SMS

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