

ABSTRACT

PT. Telekomunikasi Selular (Telkomsel) is a mobile telecommunications company in Indonesia. Telkomsel broadband subscriber and the number of broadband data used increased significantly each year. Because of these increases, the speed of data access services of Telkomsel Flash becomes slower. To overcome this problem and to maintain quality of service, it is necessary to evaluate technologies used (3G). To measure, evaluate and improve the performance of 3G technology, it takes a study that will assess the level of sophistication of technology.

The method used to evaluate 3G technology is Technometric, developed by UN-ESCAP. This method emphasizes the quantitative study of four technology components, that is Technoware, Humanware, Infoware, and Orgaware. This method has several steps, the first step is to calculate the value of state of the art of each component 3G technology. Second, calculate the contribution rate of the four components of 3G technology. Next step is to calculate the value of the contribution intensity of each component. And after getting these values last step is to calculate technological contribution coefficient (TCC). TCC value is 0.777, which means the value is in good classification.

Recommendations are given for all the technology components and this recommendations based on the weakness of the performance of each component. Whereas, to maintain the sustainability of using 3G technology, strategy is needed to maintain that. The strategy is doing continuous modernization of 3G devices, and so the latest 3G technologies can continue to be used. By continuing to modernize 3G device, Telkomsel it also preparing for the use of new technologies (4G).

Key Word : 3G Technology, Technometric, State Of The Art, Component Contribution, Intensity Contribution, TCC