

ABSTRACT

PT Aplikanusa Lintasarta is a company engaged in IT Services and Communication, some examples of the services offered by these companies are Lintasarta Data Communication, Lintasarta Internet, Owlexa Healthcare and others. In handling complaints that occur on the services provided by the company, a ticketing system was created, where the system can be used by customers through the company's social media, email and hotlines provided by the company. After several tens of years the company has been operating, there is a phenomenon where the number of ticketing exceeds the limit set by the company. The increase in the number of customers from year to year is one of the reasons for the increasing number of incoming ticketing, on the other hand there are employees leaving for various reasons and there has been no addition of employees owned by the company in the related division so that the ticketing problem is not handled. In this final project, human resource planning is carried out to get the right amount so that ticketing handling can meet company requests. In maximizing ticketing handlers, it is necessary to observe and evaluate several aspects that affect ticketing problems. These observations were made on the number of human resources, the number of tools and the company's working hours. To find out the optimal number of employees needed by the company in handling ticketing, calculations are carried out using a mathematical model. From the calculations that have been carried out, it requires 25 employees to handle ticketing problems, this number has increased by 15 people from the existing conditions. With the suggestions made, it is expected to be able to overcome the problems that occur at PT Aplikanusa Lintasarta Wilus Tengah Area 1.

Keywords: Manpower Planning, Linear Regression