

**ABSTRACT**

**AN ANALYSIS OF QOS (QUALITY OF SERVICES) OF TELKOM INDIHOME  
WIRELESS-BASED INTERNET NETWORK  
AT BENGKULU MAYOR'S OFFICE**

**By :**  
**Fiqri Saputra Utama <sup>1)</sup>**  
**Siswanto<sup>2)</sup>**  
**Indra Kanedi <sup>3)</sup>**

*This research aims to determine quality of service of WLAN network at Bengkulu Mayor's Office. QoS (Quality of Service) is the ability to provide computer network performance in providing services to applications on the computer network so as to determine the level of satisfaction of users who use the network. This research is quantitative research which refers to research methods according to Polit D.F and Hungler B.P. The research was carried out by monitoring WLAN network on access points designated as samples in each department in the Bengkulu Mayor's Office using WireShark software. The data collection techniques used were observation, interviews, literature study and monitoring. From the results of the research carried out, it can be concluded that the quality of WLAN network service at Bengkulu Mayor's Office is included in the sufficient category according to TIPHON.*

**Keywords:** TIPHON, WLAN Network, Monitoring, Quality of Service (QoS).

**Information :**

- 1) Student
- 2) Supervisors

