

**RATING COMPUTATION USING DECISION SUPPORT SYSTEM: A CASE STUDY OF LEASING COMPANY**

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**ABSTRACT**

This thematic paper has the purpose of creating a decision support system to compute the interest rate in the case of a Sample Company, which is in the leasing business. The sample company has a problem, which delays the execution of new contracts because the rating method is calculated from the forecasts and past experience of a quotation maker. Most of the quotations that are sent to the customer are revised interest rates even from the customer or approval stage of the Sample Company. To improve workflow of the business to become more efficient, we developed a decision support system, which chooses the appropriate interest rate. The rate chosen is the most suitable for each transaction using historical data from approved transactions. The system uses data mining to build a decision tree using the C4.5 algorithm and calculation from the WEKA program. This result is used to build the decision support system for an interface to an Excel file for universal access which the user can easily understand. The result from the system, when tested with a testing set, has an accuracy rate of 82.33%, and a system satisfaction questionnaire showed great satisfaction in every segment, except the processing accuracy segment, which was ranked as satisfied.

**KAY WORDS: DATA MINING / LEASING / C4.5 / DECISION SUPPORT  
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