ABSTRACT

Nowadays, business competition has been becoming more competitive than in the last few decades. Information technology is about to provide better competitive advantage for companies that want to coordinate their activities and to achieve goals by working together as a group. Electronic mail became the first tool that allows people to communicate efficiently, allowing them working as a group. Groupware technology will be able to help in communicating, coordinating, and collaborating for a group of people.

Lotus Notes is one of the best groupware software ever introduced to the world for communicating, coordinating, and collaborating for group of people. There are many companies, which have implemented Lotus Notes in their system, and they are expecting performance improvement after they installed it. Hence, companies believe their communication have been improved since then. However, there are several perspectives that appear on Lotus Notes after the companies installed it in their system.

The problem focus that will be considered in this research is 'what is the perspective of Lotus Notes utilization in Indonesian companies?' The aim of this research is to reveal the comprehensive information regarding each perspective on Lotus Notes and their relation to Lotus Notes utilization by using statistical analysis, so company will be able to maximize Lotus Notes utilization for communicating, coordinating, and collaborating. The scope of the research will be restricted to companies within the capital city of Indonesia that are implementing Lotus Notes as groupware tool of their existing business.

Key words: Groupware, Lotus Notes, Perspective, and Statistical Analysis