ABSTRACT

Writing and talking are forms of communication. Do communication together is a process of negotiating for content and meaning of a task. Tools to support collaborative communication must take into consideration, so the communication that takes place both around and through the text, picture and sound. It is becoming important to have flexible teams and computer supported teamwork. Teams need to be established across organizational function. Group-based business process improvement efforts have been the change dynamics of business and revolutionary management movements, such as total quality management and business process re-engineering. This thesis investigates the effects of groupware on such efforts.

Groupware technology needs to provide a familiar context and working environment for all organization members, it is must provide necessary social and task oriented information to facilitate coordination and make each members work more productive and efficient.

Groupware successfulness and utilization factors are the base of the research, and the aimed of the research is to isolate the factors that affect groupware successfulness and utilization from the several identified possibilities. Statistical spearman-rho, and chi-square method is used as the main tools to test potential factors that might affect a groupware successfulness. Two types of questionnaire are used to gather the primary data for the research.

From a researcher perspective, the research indicates that groupware successfulness are influenced by culture, technology, easy of use and the accuracy of information that it is yield. Groupware support is likely to be beneficial to business process improvement groups, particularly those searching for incremental improvements.

Key words: Collaborative communication, Groupware technology, business process improvement, productive and efficient.