ABSTRACT

One of the basic problems in organization management is getting successful internal organizational communication, i.e. downward, vertical and horizontal communication. Lotus Notes Mail Application is one of the solutions to overcome this problem.

The objective of this research is to investigate the use and observe impact of Application Lotus Notes Mail on Organizational Communication in PT "X". The main benefit of this research is obtaining a scientific evaluation report discussing impact of Application Lotus Notes Mail toward Organizational Communication and providing input for Staff in the business firms to improve downward, upward and horizontal communication and reach effective and efficient internal Organizational Communication. The other benefit is provide input for MIS division in PT "X" for preparation content of Lotus Notes Mail training to staff. The Methodology of this research used paper questionnaires which were distributed to respondents from Managerial, Supervisory and Operational staff in PT "X". The result of this research shows that Application Lotus Notes Mail has benefits (89.9 % respondents), gives advantage (81.1 % respondents), is effective (71.5 % respondents) and is efficient (74.8 % respondents) for Organizational Communication in PT "X". The Calendaring and Scheduling facility is still not yet understood (54.3 % respondents), and not yet used (62.9 % respondents). After implementing Lotus Notes Mail, the monthly telephone duration decreased, but the monthly A-4 paper consumption increased.

Keywords: Lotus Notes Mail, organizational communication, electronic mail, Calendaring, Scheduling, Workflow Automation, messaging, communication media.