ABSTRACT

Accurate, appropriate, and fast decision making in an organization is an indispensable activity particularly in facing the rapid competition and the lack of opportunities. Consequently, technology which can help the process of making decision is highly needed.

Advanced communication technology can also help the decision maker to make a decision easier. One example of advanced communication technology is the use of electronic mail which can help people to communicate regardless the time limit and the place.

One of the communication technology which is further developed to support organization activities is groupware technology. Groupware technology is designed to maximize and to increase the communication performance of an organization. One feature which is possessed by groupware technology is electronic mail. This thesis will discuss the differences between electronic mail of groupware technology, i.e. Lotus Notes, and electronic mail of Internet Mail.

It should be further examined whether the above differences influence the communication performance of an organization, particularly in the making decisions.

Keywords: Groupware technology (Lotus Notes), Internet mail, and Communication performance (Productivity and effectiveness)
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