

ABSTRACT

In the new world of global business, a company survival and prosperity depends on its ability to leverage information internally and externally. As organizations seek to refine corporate data, the ability to distribute information has become an imperative.

Like any other businesses that critically rely on information, air transportation services business is strongly depend on share of information and collaboration between various levels of management in a real-time form. The need to enhance sharing of knowledge and information in the organization is essential.

Major problem that company face in reality is the lack of corporate data and information flow. This problem can potentially create a great loss risk of critical business information. Furthermore, this condition is worsening by small portion of employee collaboration shown.

The most suitable technology to fulfill the requirement is by using intranet technology that enables company to share information and perform an electronic collaboration to all employees in one center of information.

Main objective of this research is to analyze user preferences in intranet as a central source of company information. Research analysis is focusing on usability factor, variety of site features and management support as a constraint to the research. The final result of this research would be a statistical review analysis, and model analysis, which can be used as an initial overview to design a usable intranet system for Indonesian air transportation services company.

Keywords : Intranet, Information System, Usability.

TABLE OF CONTENTS

	Page
Title Page	i
Approval Page	ii
Acknowledgment.....	iii
Abstract	v
Table of Contents	vi
List of Tables.....	x
List of Figures	xi
List of Charts.....	xii
Chapter 1 Introduction	1
1.1. Background	1
1.2. Problem Statement	4
1.3. Objective and Benefit	5
1.3.1. Objective	5
1.3.2. Benefit	5
1.4. Scope of Analysis	6
1.5. Organization of the Thesis	7
Chapter 2 Theoretical Base	9
2.1. Information System	9
2.1.1. Information System Definition	9
2.1.2. Classification of Information System	10
2.1.2.1. Classification by Organization Level	10
2.1.2.2. Classifications by Functional Area	11
2.1.2.3. Classification by Support Provided	11
2.1.2.4. Classification by System Architecture	12
2.1.3. Challenges in Information System	12

	Page
2.2. Intranet	14
2.2.1. Intranet Definitions	15
2.2.2. Intranet Benefit	16
2.2.3. Intranet Content	19
2.2.4. Basic Intranet Function	19
2.2.5. Planning an Intranet Site	20
2.3. Usability	22
2.3.1. Usability Measurement	24
 Chapter 3 Methodology	 25
3.1. Place and Time	25
3.2. Data Collection Method	25
3.2.1. Population and Sample	26
3.2.2. Questionnaires	26
3.3. Statistic Analysis Method	28
3.3.1. Research Variable	28
3.3.2. Statistical Method	31
3.4. Research Process	33
3.5. Hypotheses	34
3.5.1. First Hypothesis	34
3.5.2. Second Hypothesis	35
3.5.3. Third Hypothesis	35
3.5.4. Fourth Hypothesis	35
3.5.5. Fifth Hypothesis	35
3.5.6. Sixth Hypothesis	35
3.5.7. Seventh Hypothesis	36
3.5.8. Eighth Hypothesis	36
3.5.9. Ninth Hypothesis	36
3.5.10. Tenth Hypothesis	36

	Page
3.5.11. Eleventh Hypothesis	37
3.5.12. Twelfth Hypothesis	37
 Chapter 4 Result and Discussion	 38
4.1. Data Processing	38
4.2. Validity and Reliability	39
4.3. Hypotheses Test	41
4.3.1. Testing the First Hypothesis	41
4.3.2. Testing the Second Hypothesis	43
4.3.3. Testing the Third Hypothesis	45
4.3.4. Testing the Fourth Hypothesis	47
4.3.5. Testing the Fifth Hypothesis	49
4.3.6. Testing the Sixth Hypothesis	51
4.3.7. Testing the Seventh Hypothesis	52
4.3.8. Testing the Eighth Hypothesis	54
4.3.9. Testing the Ninth Hypothesis	56
4.3.10. Testing the Tenth Hypothesis	57
4.3.11. Testing the Eleventh Hypothesis	59
4.3.12. Testing the Twelfth Hypothesis	61
4.3.13. Hypotheses Test Summary	63
4.4. Result	63
4.4.1. Research Findings	63
4.4.2. Matrix Analysis	73
4.4.3. Analysis Model Findings.....	74
 Chapter 5 Conclusions and Suggestions	 76
5.1. Conclusions	76
5.2. Suggestions	77

	Page
Bibliography.....	79
References.....	80
Appendix	

LIST OF FIGURES

	Page
Figure 2.1. System Acceptability Categories.....	23
Figure 3.1. Correlation of X and Y Variable	30
Figure 3.2. Research Process	34

LIST OF TABLES

	Page
Table 4.1. Weighted Questions	39
Table 4.2. Correlation Result of Usability Factor and System Utilization	42
Table 4.3. Correlation Result of Usability Factor and User Respond	44
Table 4.4. Correlation Result of Usability Factor and User Contribution	46
Table 4.5. Correlation Result of Site Features and System Utilization	48
Table 4.6. Correlation Result of Site Features and User Respond	50
Table 4.7. Correlation Result of Site Features and User Contribution	51
Table 4.8. Correlation Result of Management Support and System Utilization	53
Table 4.9. Correlation Result of Management Support and User Respond	55
Table 4.10. Correlation Result of Management Support and User Contribution	56
Table 4.11. Correlation Result of User Preferences and System Utilization	58
Table 4.12. Correlation Result of User Preferences and User Respond	60
Table 4.13. Correlation Result of User Preferences and User Contribution	62
Table 4.14. Correlation Summary R1	63
Table 4.15. Correlation Summary R2	63
Table 4.16. Correlation Coefficient Summary	64
Table 4.17. Correlation Analysis Model	70
Table 4.18. Matrix Analysis Model	74

LIST OF CHARTS

	Page
Chart 4.1. Questionnaires.....	38
Chart 4.2. System Utilization.....	71
Chart 4.3. User Respond.....	71
Chart 4.4. User Contribution.....	72
Chart 4.5. User Preferences.....	72