ABSTRACT

In global business, the competition becomes tighter. Company needs to find the best way and formulates its best strategy to achieve effective and efficient performance. It is very important to the company to know whether the performance of system information on the company influences the productivity of the employee, because it requires a big investment to this implementation.

The research takes place in PT. XYZ as an analysis of influence of user satisfaction of the Intranet-based Corporate Information System Applications performance to productivity. The objectives are to know whether there is correlation between user satisfaction on the system applications performance and productivity and to know what factors of performance that have significant effect on productivity and on each of productivity factor.

Data used are quantitative data from questionnaire distributed randomly to a sample of employees in company, asking question about perceived user satisfaction on performance factors and perceived productivity factors. The research analysis was done by using t-test for correlation and regression analysis for significant effect.

The research results are there is correlation between user satisfaction on corporate information system applications performance and productivity, between user satisfaction on performance and each factor of productivity (work motivation, work quality, and work result turn around); information content, ease of use, timeliness, security and training have significant effect on work motivation; information content, information accuracy, information format, timeliness, security and training have significant effect on work quality; information content, information accuracy, ease of use, timeliness, security, and training have significant effect on work result turn around; software maintenance, information content, information accuracy, ease of use, timeliness and training have significant effect on productivity.

Keywords: user satisfaction, intranet, intranet-based application, corporate information, information system performance, productivity.
## TABLE OF CONTENTS

Front Page ...................................................................................................................... i
Statement of Purpose .................................................................................................. ii
Supervisor Approval ................................................................................................... iii
ACKNOWLEDGEMENT ............................................................................................... iv
ABSTRACT .................................................................................................................. v
TABLE OF CONTENTS .............................................................................................. vi
LIST OF TABLES ........................................................................................................ ix
LIST OF FIGURES ...................................................................................................... xi

### CHAPTER 1. INTRODUCTION ................................................................................. 1
  1.1 Background .......................................................................................................... 1
  1.2 Research Problem ............................................................................................... 2
  1.3 Objectives and Benefits ..................................................................................... 4
  1.4 Research Scope .................................................................................................. 5

### CHAPTER 2. THEORITICAL FOUNDATION ...................................................... 7
  2.1 Information Technology .................................................................................... 7
  2.2 Information System .......................................................................................... 8
  2.3 User Satisfaction ............................................................................................... 9
  2.4 Intranet ............................................................................................................. 11
  2.5 Productivity ..................................................................................................... 13
  2.6 Motivation, Work Quality, Work Result Turn Around and Productivity. .......... 14
  2.7 User Satisfaction and Productivity ................................................................... 15

### CHAPTER 3. METHODOLOGY .......................................................................... 18
  3.1 Data Measurement Method ............................................................................. 18
    3.1.1 Location and Time of Research ................................................................... 18
    3.1.2 About PT. XYZ .......................................................................................... 18