

## ***ABSTRACT***

*As competition becomes global, high turnover in human resource, change structure in management, and rapid changing in information technology, the needs for decision makers in a group that can overcome time and place constraints become more and more important.*

*The objective of this thesis is to provide feedback to the management of PT Bayer Indonesia, Tbk and also to the education on the advantages of investing in groupware technology as a tool to increase the effectiveness and efficiency of communication.*

*The method used is statistic method of chi-square and sign test. Data is gathered using questionnaire on users' expectation and perceived performance. Gap between users' expectation and performance and frequency of Lotus Notes usage are assumed to describe the effectiveness.*

*Implementation of groupware technology in a multinational company is worth to invest. It saves much costs and time. However, the effectiveness of the implementation is very much dependent on the people, both the users and the support staffs. It needs a careful and well-prepared training to ensure that both will understand and be able to implement the technology*