ABSTRACT

Information System today has the astonishing feature to capture human intention, and imagination. Individual or organization try to use it, maximize the ability of it, and afterward, increasing the human ability to make various creation on earth. Many people are engaging their needs and wants by utilize the information. Somehow, they could ask people to provide it for them or they could try to find it by themselves. The sophisticated Information System around us is also requiring more adequate skill and knowledge. The more advanced the systems are demanding the more complicated knowledge that comes from high level of skill. Therefore, it would need new comprehensive focused in Information System field. It could be address as User Studies.

The research is making us more aware about what is going on between users with the Information Systems surrounding them. Designing good system today is not necessary an easy job like the old days. The road is heading to the border and the border, as already known before, namely User Satisfaction/Dissatisfaction.

Statistical regression method is used as the main tools to test the potential variables that might influence the usability, perception, and ignorance. Two types of questionnaires are used to gather the primary data for the research: online questionnaire using electronic mail and conventional printed questionnaire. Research scope is limited to the variables such as screen factors, terminology, system feedback, learning factors, system capabilities, valence, expectancy, cognitive abilities, experience, and situation. As for the
respondents, it is also limited for a couple of people who really knew and still consistently using Corporate Knowledge Management System. The research eventually comes to a conclusion that in general, there is a strong relationship between User Satisfaction/Dissatisfaction with usability, perception, and ignorance. That means are in the end the users will have some sense of user control, increasing user motivation, and decreasing user resistance. Several suggestions also have been made for further research in the forthcoming years.

Keywords: Information System, User Studies, User Satisfaction/Dissatisfaction, Usability, Perception, Ignorance, Sense of User Control, User Motivation, User Resistance.
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