

ABSTRACT

This research is an analysis of how effective the Career Center Application as one of the Internet-based applications implemented in Schlumberger. The research takes place in Schlumberger in Indonesia Geomarket (ING). The analysis will be done on the user satisfaction with respect to the application, on the IT personnel, and also on the application itself.

The research is motivated by some research questions: “Is there any gap between the expectations of the users for the application to be effective and the perceived performance of the application, between the expectations of the users and the expectations of the IT personnel, and between the expectations of the IT personnel and the perceived performance of the application? Are factors, such as content of application, accuracy of application, format of application, ease of use, and timeliness; significantly affecting the overall user satisfaction?”

The data used in this research are mostly quantitative data from questionnaire, which are distributed to a sample of Schlumberger employees in Indonesia Geomarket (ING) using email. The analysis was done by using a modified User Information Satisfaction (UIS) model of Kim Model, Miller-Doyle Approach, Multiple Gap Approach and the Doll-Torkzadeh instrument.

The benefits of the research are to know the effectiveness of the Career Center Application implemented in Schlumberger, which can be used as a base for future improvements in Schlumberger and in other organizations that use internet-based application as a tool to be used in career development of the employees.

Keywords: effectiveness, gap, user satisfaction, User Information Satisfaction (UIS), internet-based application.