ABSTRACT

PT. XYZ Surabaya is one of large company in Indonesia. This company provides electricity service in the area of East Java. This company has developed web based application for Aplikasi Manajemen Surat. The implementation of that application receive both acceptance and rejection from users. In the other hand, a good information system is the one which can be fully accepted by users. Beside that, it also must be able to give usefulness and ease within its implementation.

Success model of Fred Davis will be implemented through this final project to give scoring regarding factors of usefulness and ease for the users of Aplikasi Manajemen Surat by using Partial Least Square analysis method to understand the correlation of each variable and hypothesis.

This final project is created to score the acceptance of an information system according to usefulness and ease factors. Moreover, this final project will be able to give recommendation, as a result of the usefulness and ease analysis, which will be helpful to find solution for the improvement of user acceptance.
Keywords: Aplikasi Manajemen Surat, usefulness and ease of use, Fred Dvis, Technology Acceptance Model, Partial Least Square.