Hubungan antara Kualitas Informasi Website Portal “Kampiun” dengan Kepuasan Pemenuhan Informasi Pegawai PT Teekomunikasi tbk Area 0 Bandung

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ABSTRACT

Afrizal, 210110070169, 2012, “The Relationship Between Quality of Information on Employee’s Satisfaction. Main supervisor is Dr. Hj. Rd. Funny Mustikasari Elita, M.Si and secondary supervisor is, Nindi Aristi, S.Sos., M.Comm. Management Communication, Faculty of Communication Science, Padjadjaran University. This research was aimed to find out the relationship between quality of information on “Kampiun” portal website with the employees of PT. Telekomunikasi Tbk Area 0 Bandung’s satisfaction of information fulfillment. This research was using Information-seeking Behaviour theory from T.D Wilson. The method being used on this research was correlational research method. Populations were the whole Telkom Area 0 Bandung’s employees addressed at main office Telkom Japati, by the number of 1342 employees with the total amount of 93 employees as research samples using the Rank Spearmen formula, as the reliability test was using Alpha Cronbach formula. The data gathering technique was using questionnaire which was spreaded to Telkom’s employees by using random simple data gathering technique. The outcome of this research is there is a significant relationship between information quality of “Kampiun” Website portal with the employees of PT. Telekomunikasi Tbk Area 0 Bandung’s satisfaction of information fulfillment. The relationship shows that information quality which consists of message’s pertinece, time’s pertinence, content of message’s accuracy, uncertainty reduction, and also surprise elements in an information affects the employees of Telkom’s satisfaction to their information fulfillment. In summary, there is a significant relationship between an information quality on “Kampiun” portal website with employee’s satisfaction in using that portal website. The researcher suggests that beside improving the quality of information on Kampiun website, Telkom company should also improve the interface as well as the website’s design so that the employees would find it more attractive to access Kampiun website.

Kata Kunci : website, pemenuhan informasi pegawai

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