ABSTRACT

This study is entitled "Perceived User Outlook Web Applications in Supporting the Distribution of Inbox Archives at PT Pelabuhan Indonesia III (Persero) Central Java Region." This study aims to determine and explain the use of Outlook Web applications to support the distribution of inbox archives at PT Pelabuhan Indonesia III (Persero) Regional of Central Java. In this study, the method used is descriptive qualitative research method. Data collection techniques used were observation, interviews, and documentation studies. The results of this study indicate that PT Pelabuhan Indonesia III (Persero) Central Java Region utilizes Outlook Web application as a management system for incoming mail archives, especially in its distribution activities. The web outlook application is utilized by PT Pelabuhan Indonesia III (Persero) Central Java Regional as an information technology (online) entry management archive system. This study uses the Technology Acceptance Model (TAM) theory, namely perceived ease of use and perceived usefulness. There are several indicators in the perception of user convenience that is easy to learn, can be controlled, clear and can be understood, flexible, easy to become skilled, and easy to use. While on the perception of usefulness there are several indicators, such as speeding up work, increasing performance, increasing productivity, effectiveness, facilitating work, and useful. The results of this study indicate that the Outlook Web application has both on the perception of user convenience and perceived usefulness.

Keywords: *Outlook Web Applications, distribution of incoming mail archives, PT Pelabuhan Indonesia III, correspondence applications, management of mail archives*