

ABSTRACT

Huge amounts have been invested for adoption of electronic documents. The investment might not be justified if electronic documents cannot provide more effectiveness compared to paper documents while effectiveness is the main goal of the investment. This research aims to prove whether electronic documents are more effective than using paper documents, and find correlations between the effectiveness (the dependent variable) with various independent variables.

In this research, several aspects that might affect the effectiveness of electronic documents are examined, such as display, screen radiation, display design, artistic effect, features, navigation, and computer familiarity. The data is collected through a survey using closed questionnaires.

The result shows that electronic documents are less effective than paper documents and that the medium and familiarity influence the effectiveness of electronic documents. It is concluded that companies must pay attention to this factors before it adopt heavy use of electronic documents.

Keywords : *Electronic document, Paper document, Display, Screen Radiation, Display Design, Artistic Effect, Features, Navigation, Computer Familiarity*