

Appendix 1: Derivation of Critical Success Factors

Survey Items	Doll & Torkzadeh (1988)	Magal (1991)	Magal et al (1988)	Mirani & King (1994)	Bergeron et al (1990)	Leithiser & Wetherbe (1991)	Oglesby (1987)	Carr et al (1993)	Cheney et al (1986)
Critical Success Factors									
Quality of user-developed applications									
• Accuracy of application developed	x	x							
• Format of application developed	x			x					
• Ease of use of application developed	x								
• Timeliness of application developed	x				x				
• Precision of application developed		x			x				
• Reliability of application developed				x					
• Completeness of application developed		x		x					
User self-sufficiency									
• User's feeling of control									
• User's independence from the IS department		x			x				
• User's understanding of information technology		x			x				
• User's ability to develop a small system				x	x				
Organizational commitment									
• Top management support			x						
• Organizational acceptance of the IS concept			x			x			
• End-user commitment to the IS concept			x			x			
• Existence of sufficient budget									
• Rank of the IS executive					x				
• Monitoring and tracking of IS successes									x
• Promotion of IS services			x			x			
Quality of staff									
• Technical competency of IS staff									
• Training for IS staff		x	x		x	x			
• Knowledge of rapid changes in technology			x						
• Communication with users of all levels				x			x		
• Knowledge of the users' business and problems				x					
• Career paths for IS staff			x						
• Number of IS employees			x		x				

Appendix 1: Derivation of Critical Success Factors
(continue)

Survey Items	Doll & Torkzadeh (1988)	Magal (1991)	Magal et al (1988)	Mirani & King (1994)	Bergeron et al (1990)	Leithiser & Wetherbe (1991)	Oglesby (1987)	Carr et al (1993)	Cheney et al (1986)
Variety of services									
• Variety of hardware support									
• Variety of software tools									
• Variety of data support				X	X	X		X	
• Variety of functional support					X			X	
• Variety of end-user training			X		X			X	
Quality of services									
• Quality of hardware support									
• Quality of software support					X	X			
• Quality of data support					X	X			
• Quality of functional support				X					
• Quality of end-user training				X		X			
• Timeliness of service response		X		X	X	X			
Facilitation of EUC									
• Maintenance of user-friendly atmosphere									
• Offering of cost-effective solutions			X			X			
• Management of end-user expectations			X			X			
• Establishment of priority criteria for application development			X			X			
• Coordination of organization's user-developed applications		X	X	X		X		X	
IS role definition									
• Alignment of IS strategy to organizational strategy									
• Clearly define IS mission			X			X			
• Users' understanding of the IS concept		X	X	X					
• Appropriate change back criteria			X						
• Effective EUC control procedures			X	X					