Appendix I: Average and Standard Deviation for the Attributes (by Company)

		Company A		Company B		Company C		Company D		Company E		Company F		Company G		Company H	
	ATTRIBUTE	Average	Std Dev	Average	Std Dev	Average	Std Dev	Average	Std Dev	Average	Std Dev	Average	Std Dev	Average	Std Dev	Average	Std Dev
Q1	Availability of the system	3.60	0.51	3.13	0.80	3.72	0.79	3.38	0.87	3.55	1.29	2.92	0.86	3.60	0.50	4.22	0.43
Q2	Timeliness of the output	3.33	0.49	2.79	0.98	3.60	1.04	3.08	0.86	3.27	0.91	2.92	0.91	3.15	0.99	4.17	0.38
Q3	Relevant of the output	3.53	0.64	2.92	1.14	3.48	0.59	3.38	0.51	3.45	0.52	3.00	0.91	3.30	0.98	4.06	0.42
Q4	Communications between IS staff and mana	3.27	0.70	2.38	0.88	3.48	1.05	2.62	1.04	3.09	1.04	3.24	1.01	3.50	1.10	3.78	0.65
Q5	Accuracy of information provided by the	3.33	0.90	3.25	0.61	3.72	0.68	3.00	0.71	3.73	1.01	3.12	0.83	3.70	1.08	4.00	0.49
Q6	Currency (up-to-date) of output informat	3.13	0.92	3.00	1.06	3.76	0.72	3.08	0.76	3.64	1.03	2.92	0.64	3.45	1.28	3.78	1.00
Q7	Prompt rectification of problem	3.33	0.90	2.75	1.07	3.32	0.85	2.69	0.86	3.00	0.89	3.00	0.76	3.00	1.08	3.78	0.43
Q8	Ease of use of the system	3.53	0.92	3.04	0.86	3.80	0.65	3.31	0.75	3.27	0.79	3.36	0.91	2.95	1.43	3.89	0.58
Q9	Documentation of the system	3.47	0.83	3.25	0.61	3.56	0.77	3.15	0.56	2.55	1.29	3.36	0.70	3.20	1.51	3.61	0.61
Q10	Steering committee for development of sy	3.00	0.66	2.54	0.98	3.64	0.81	2.31	1.32	2.55	0.93	3.00	0.82	2.90	1.07	3.67	0.59
Q11	Users involvement in development of syst	3.00	0.76	2.79	0.93	3.36	0.81	2.85	0.80	2.55	1.29	3.00	0.76	3.00	1.12	3.28	0.90
Q12	Accessibility to the system	3.27	1.22	3.00	1.18	3.60	0.76	3.15	0.69	3.18	0.98	3.40	0.58	3.40	0.68	4.00	0.69
Q13	Response time of the system	3.40	0.51	3.00	0.78	3.60	0.58	2.62	1.04	3.55	1.21	3.04	0.68	3.45	0.89	4.00	0.59
Q14	L+B33ow percentage of system breakdown	3.20	0.68	3.04	1.33	3.40	0.76	2.77	0.93	3.73	0.79	2.80	1.00	3.25	1.07	3.83	0.79
Q15	Improvement of systems required	3.20	0.68	2.79	1.14	3.52	0.71	2.62	0.77	3.00	0.45	3.44	0.77	2.80	1.32	3.11	1.28
Q16	Fast response from support staff to reme	2.80	0.86	2.63	0.88	3.36	0.76	2.15	0.90	3.27	1.01	3.16	0.75	2.90	0.97	3.44	1.38
Q17	Effective training provided	3.27	0.88	2.38	0.97	3.64	0.86	2.62	0.65	2.64	0.92	2.88	0.88	3.55	0.83	3.50	1.04
Q18	Confidence in systems	3.33	0.82	3.13	0.80	3.92	0.57	3.15	0.80	3.36	0.67	3.28	0.61	3.40	0.68	3.61	1.04
Q19	Feeling of participation	3.27	0.59	3.00	0.72	3.56	0.77	3.08	0.64	3.00	1.10	3.08	0.64	3.40	0.60	3.39	1.04
Q20	Flexibility of data and reports availabl	3.73	0.59	3.00	0.78	3.64	0.64	3.00	0.82	3.18	0.75	3.12	0.83	3.15	1.31	3.89	0.47
Q21	Data security and privacy	3.67	0.62	3.17	0.96	3.48	0.77	3.00	1.16	3.45	1.37	3.24	0.60	3.55	0.69	4.06	0.54
Q22	Completeness of output information	3.40	0.63	2.67	1.17	3.68	0.63	3.46	0.52	3.36	0.67	2.96	0.74	2.60	1.47	3.61	1.04
Q23	Understanding of systems	3.13	0.74	3.13	0.90	3.68	0.56	2.77	0.83	3.09	0.94	3.16	0.55	3.40	0.68	3.56	0.71
Q24	System development meets the objectives	3.33	0.72	3.04	0.86	3.56	0.65	3.23	0.73	3.45	0.52	3.08	0.64	3.30	0.66	3.61	0.61
Q26	Reliability of the system	3.40	0.51	3.08	0.72	3.68	0.69	3.31	0.75	3.82	0.87	3.04	0.54	3.50	0.69	3.78	1.11
Q27	Systems help in carrying out daily funct	3.80	0.41	3.29	0.86	3.64	0.70	3.54	0.88	3.45	0.69	3.12	0.60	3.10	1.59	3.89	0.58
	AVERAGE	3.34	0.23	2.93	0.25	3.59	0.14	2.97	0.35	3.24	0.37	3.10	0.17	3.25	0.28	3.75	0.27
Q25	Satisfaction of the system	3.33	0.62	2.92	0.83	3.60	0.71	3.00	1.16	3.00	0.89	3.08	0.49	3.45	0.76	3.89	0.58

Appendix II: All respondents' data

Comp	q1	q2	q3	q4	q5	q6	q7	q8	q9	q10	q11	q12	q13	q14	q15	q16	q17	q18	q19	q20	q21	q22	q23	q24	q25	q26	q27
A	3	3	3	3	2	2	4	4	3	2	2	3	3	4	4	3	3	3	3	4	4	4	3	2	3	3	4
A	3	3	2	2	2	2	2	2	2	2	2	3	3	2	2	3	3	3	3	3	4	4	3	2	3	3	4
A	3	4	4	4	4	4	3	4	4	3	3	0	4	3	3	3	4	4	4	4	4	4	3	3	3	4	4
A	3	4	4	3	4	2	4	4	3	3	3	3	3	4	4	4	4	4	3	4	4	4	3	3	4	4	4
A	4	3	4	3	4	4	4	4	4	4	4	4	4	3	4	3	4	4	4	4	4	4	4	4	4	4	4
A	4	3	3	4	4	3	5	5	4	3	3	3	3	3	4	3	4	4	4	4	4	3	4	4	4	3	4
A	4	3	3	2	2	2	2	3	2	3	3	5	4	2	2	1	1	1	2	3	2	2	1	3	4	3	4
A	4	3	4	3	4	4	3	2	4	3	3	4	4	4	3	2	3	4	3	4	4	3	3	4	4	4	4
A	3	3	3	3	2	2	2	3	3	2	2	2	3	3	3	1	2	3	3	3	3	3	3	3	3	3	3
A	3	3	4	4	4	3	3	4	4	3	2	3	3	3	3	3	4	3	3	5	3	3	3	3	2	3	3
A	4	3	4	4	4	4	3	4	4	3	4	4	3	3	3	3	4	4	4	3	4	4	4	4	3	3	4
A	4	4	3	4	4	4	3	3	4	3	3	3	3	3	3	3	4	3	3	3	4	3	3	4	3	4	4
A	4	4	4	3	4	4	4	3	3	3	3	4	4	4	3	3	3	3	3	4	3	3	3	3	3	3	4
A	4	4	4	4	3	3	4	5	5	4	4	5	4	3	3	4	3	4	4	4	4	4	4	4	4	4	4
A	4	3	4	3	3	4	4	3	3	4	4	3	3	4	4	3	3	3	3	4	4	3	3	4	3	3	3
B	3	3	3	1	3	3	3	3	4	1	1	3	2	3	2	2	2	2	2	1	1	2	3	3	3	3	3
B	3	3	3	2	3	3	3	3	4	1	1	3	2	3	2	2	1	3	3	2	3	3	3	3	2	3	3
B	3	2	2	2	4	4	3	3	2	2	2	2	3	3	2	2	0	3	2	3	2	3	3	3	2	3	3
B	3	3	3	2	3	4	3	3	4	3	3	2	3	4	2	2	3	3	4	3	3	2	3	4	3	3	4
B	2	2	4	2	3	2	3	3	3	2	2	3	3	4	3	2	3	3	2	3	2	2	3	3	3	3	3
B	2	2	3	2	3	2	3	3	3	2	2	3	3	3	4	3	2	3	3	2	3	2	2	3	2	3	3
B	3	3	3	2	3	3	3	3	3	3	3	2	2	3	2	2	2	2	3	3	2	2	3	3	3	3	2
B	4	4	4	0	3	3	3	3	3	3	3	2	2	3	0	0	2	2	3	3	2	2	3	3	3	3	2
B	3	3	3	2	3	4	0	0	3	3	3	3	3	2	2	3	3	3	3	3	3	3	2	2	3	3	3
B	4	4	0	4	3	3	3	4	4	4	4	4	4	4	4	3	3	4	4	4	4	0	3	3	4	4	4
B	4	3	3	3	4	4	3	4	4	4	4	3	4	4	3	3	4	4	4	4	4	4	4	4	3	4	4
B	3	3	3	4	4	3	4	3	3	4	2	4	4	4	4	4	3	4	3	3	4	3	3	3	4	4	3
B	4	2	3	3	3	4	3	3	4	3	4	4	4	4	3	3	3	4	3	4	4	4	4	3	3	4	4
B	2	3	4	2	3	3	3	3	2	2	3	4	3	1	2	3	2	3	3	3	4	4	2	3	3	3	4
B	4	4	4	2	4	4	2	5	3	2	2	4	4	4	3	2	2	4	3	2	2	3	4	3	4	3	4
B	4	2	4	2	2	2	4	2	4	3	4	4	3	1	1	2	2	4	2	2	4	2	4	2	2	2	4
B	2	2	2	3	3	2	0	3	3	3	3	3	3	3	4	3	3	3	3	3	3	2	3	2	2	2	2
B	4	4	3	3	4	3	3	4	4	2	2	4	3	4	4	3	2	4	3	3	3	4	4	4	3	4	4
B	2	2	2	3	3	2	3	3	3	3	3	4	3	4	3	3	3	3	4	4	4	4	4	4	3	3	4
B	2	2	2	3	3	2	3	3	3	3	3	4	3	4	3	3	3	3	4	4	4	4	4	4	3	3	4
B	4	3	4	3	3	3	4	3	3	3	3	3	3	3	3	4	3	3	3	3	3	3	2	3	3	3	4
B	3	4	4	2	5	5	1	3	3	2	4	0	1	0	5	3	1	1	2	3	3	2	1	1	1	1	1
B	3	0	0	2	3	0	2	3	3	0	2	0	3	0	2	2	1	3	2	3	4	0	3	2	3	3	3

Appendix II: All respondents' data (cont)

| | | |

Appendix II: All respondents' data (cont)

| | | |

Appendix II: All respondents' data(cont)

| | | |

Appendix III

Factor Analysis

Rotated Component Matrix[a]

	Component				
	1	2	3	4	5
Availability of the system	.754	.365	.450	- 245	.172
Steering committee for development of system	.364	.747	.264	414	.216
Users involvement in development of system	-9.8E-03	.895	.268	216	.198
Accessibility to the system	463	.662	.305	246	.151
Response time of the system	.854	.357	.107	292	.202
Low percentage of system breakdown	.956	2.612E-02	.196	173	5 924E-03
Improvement of systems required	-2.1E-02	.436	.202	.850	.124
Fast response from support staff to remedy problem	.621	.333	3.943E-02	.706	-2.2E-02
Effective training provided	.370	.869	.102	2.139E-02	.208
Confidence in systems	.374	.724	.330	396	-.176
Feeling of participation	.229	.943	.147	4.675E-02	9.333E-02
Timeliness of the output	.659	.420	.569	4.429E-02	.180
Flexibility of data and reports available from systems	.434	.456	.512	.238	.523
Data security and privacy	.745	.369	.142	.159	.503
Completeness of output information	.167	.110	.962	.146	-2.6E-02
Understanding of systems	.463	.758	-4.8E-02	.386	8.454E-03
System development meets the objectives	.702	.391	.559	.120	-7.7E-02

Appendix III(cont)

Rotated Component Matrix[a]

	Component				
	1	2	3	4	5
Reliability of the system	.846	.149	.397	-3.4E-03	-.212
Systems help in carrying out daily functions.	262	5.559E-02	.855	-1.6E-02	.412
Relevant of the output	.648	.258	.630	-.141	246
Communications between IS staff and managerial users	.560	.661	.113	.257	.206
Accuracy of information provided by the system	.920	.349	2.824E-02	.136	-5.8E-02
Currency (up-to-date) of output information	.819	.362	.297	6.989E-02	-.298
Prompt rectification of problem	.568	.470	.381	.305	.450
Ease of use of the system	.193	.398	.768	.397	.197
Documentation of the system	-.209	.211	.227	3.266E-02	.863

Extraction Method: Principal Component Analysis.
Rotation Method: Varimax with Kaiser Normalization.

a. Rotation converged in 8 iterations.

Appendix IV

Total Variance Explained

Component	Initial Eigenvalues		
	Total	% of Variance	Cumulative %
1	16.804	64.631	64.631
2	3.111	11.967	76.597
3	2.644	10.168	86.765
4	1.355	5.212	91.977
5	1.100	4.230	96.207
6	.595	2.287	98.494
7	.392	1.506	100.000
8	1.395E-15	5.366E-15	100.000
9	6.612E-16	2.543E-15	100.000
10	5.557E-16	2.137E-15	100.000
11	4.104E-16	1.579E-15	100.000
12	3.252E-16	1.251E-15	100.000
13	2.948E-16	1.134E-15	100.000
14	2.309E-16	8.882E-16	100.000
15	1.744E-16	6.709E-16	100.000
16	1.055E-16	4.058E-16	100.000
17	-5.5E-17	-2.1E-16	100.000
18	-8.7E-17	-3.3E-16	100.000
19	-1.6E-16	-6.0E-16	100.000
20	-1.8E-16	-6.8E-16	100.000
21	-2.8E-16	-1.1E-15	100.000
22	-3.8E-16	-1.5E-15	100.000
23	-4.6E-16	-1.8E-15	100.000
24	-5.5E-16	-2.1E-15	100.000
25	-1.6E-15	-6.1E-15	100.000
26	-5.0E-15	-1.9E-14	100.000

Appendix V : Sample questionnaire

Please consider the following attributes of a computer-based information system. Evaluate the degree of performance attained within your organization. Below is a scale of 1 to 5 with each number representing a level of performance.
Please evaluate each attribute base on this scale, and circle the appropriate number.(note : system defined as all the computer-base informatin system you used)

Very poor	Poor	Neutral	Good	Excellent
1	2	3	4	5

1.	Availability of the system		1	2	3	4	5	
2.	Timeliness of the output		1	2	3	4	5	
3.	Relevant of the output		1	2	3	4	5	
4.	Communications between IS staff and managerial users		1	2	3	4	5	
5.	Accuracy of information provided by the system		1	2	3	4	5	
6.	Currency (up-to-date) of output information		1	2	3	4	5	
7.	Prompt rectification of problem		1	2	3	4	5	
8.	Ease of use of the system		1	2	3	4	5	
9.	Documentation of the system		1	2	3	4	5	
10.	Steering committee for development system		1	2	3	4	5	
11.	Users involvement in development of system.		1	2	3	4	5	
12.	Accessibility to the system		1	2	3	4	5	
13.	Response time of the systems		1	2	3	4	5	
14.	Low percentage of system breakdown		1	2	3	4	5	
15.	Improvement of system required?	Yes	1	2	3	4	5	No
16.	Fast response from support staff to remedy problem		1	2	3	4	5	
17.	Effective training provided		1	2	3	4	5	
18.	Confidence in systems		1	2	3	4	5	
19.	Feeling of participation		1	2	3	4	5	
20.	Flexibility of data and reports available from systems		1	2	3	4	5	
21.	Data security and privacy		1	2	3	4	5	
22.	Completeness of output information		1	2	3	4	5	
23.	Understanding of systems		1	2	3	4	5	
24.	System development meets the objectives		1	2	3	4	5	
25.	Satisfaction of the systems		1	2	3	4	5	
26.	Reliability of the system		1	2	3	4	5	
27.	Systems help in carrying out daily functions		1	2	3	4	5	

28. Other comments:

_____

Personal Particulars :

Age (years) :	Education :	Position :
1 _____ < 20	1 _____ SRP	1 _____ Clerical staff
2 _____ 21 ~ 30	2 _____ SPM	2 _____ Operational staff
3 _____ 31 ~ 40	3 _____ STPM	3 _____ Technical staff
4 _____ 41 ~ 50	4 _____ Certificate	4 _____ Executive
5 _____ > 50	5 _____ Diploma	5 _____ Manager Level
	6 _____ degree or Higher	6 _____ Other (please specify : _____)

Have you received any information technology training ?
(if yes, please specify)

_____