

## Appendices

### Appendix 1

#### SPSS Output for Statistical Analysis in Chapter 4

##### KMO and Bartlett's Test

##### KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.	.856
Bartlett's Test of Sphericity	Approx. Chi-Square
	2.119E3
	df
	378
	Sig.
	.000

**Table A1**  
**Output for KMO and Bartlett's Test**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.488 <sup>a</sup>	.238	.222	.383

- a. Predictors: (Constant), service quality, information quality, system quality  
 b. Dependent Variable: user satisfaction

**Table A2**  
**Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.539 <sup>a</sup>	.290	.285	.32554

- a. Predictors: (Constant), perceive important  
 b. Dependent Variable: actual performance

**Table A3**  
**Model Summary**

**ANOVA<sup>b</sup>**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	6.069	1	6.069	57.273	.000 <sup>a</sup>
	Residual	14.836	140	.106		
	Total	20.906	141			

- a. Predictors: (Constant), perceive important  
b. Dependent Variable: actual performance

**Table A4  
ANOVA (b)**

Model Summary					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	
1	0.126	0.016	-0.006	0.296	

- a. Predictors: (Constant), Job tenure, Job rank, Age  
b. Dependent Variable: actual performance

**Table A5  
Model Summary**

ANOVA <sup>b</sup>						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	0.195	3	0.065	0.740	0.530
	Residual	12.106	138	0.088		
	Total	12.301	141			

- a. Predictors: (Constant), Job tenure, Job rank, Age  
b. Dependent Variable: actual performance

**Table A6  
ANOVA (b)**

## **Appendix 2**



**UNIVERSITY OF MALAYA  
FACULTY OF BUSINESS AND ACCOUNTANCY  
MASTER OF BUSINESS ADMINISTRATION**

### ***Measuring Information Systems Performance: A Case Study in Pahang State Education Department***

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Dear Sir/Madam/Miss,

The purpose of this survey is to study the performance of Information Systems in Pahang State Education Department which aims to measure the satisfaction level amongst end-users. I would therefore greatly appreciate your assistance in answering the questionnaire.

Please be assured that your responses will be kept strictly confidential. Hence, no names are required. Individual participants will not be identified in the analysis as only aggregated results will be analyzed and presented. Please read each question carefully and answer it to the best of your ability. There are no correct and incorrect responses.

Thank you for your time and consideration. It is only with your generous help that this study can be successful.

#### **In making your ratings, please remember the following points:**

1. Please answer each of the statements related to the questions by ticking  along side the number that best describes your answer.
2. Some of the questions may appear to be similar, but they do address somewhat different issues. Please read each question carefully.
3. Be sure to answer all items- do not omit any.
4. Never tick more than one number on a single scale.

Your kind cooperation and participation in this study is valued and highly appreciated.

Should you have any inquiries, please don't hesitate to contact me at 012-2699249 or via email at [dil\\_sept@yahoo.com](mailto:dil_sept@yahoo.com)

Yours Sincerely,

Mohd Aidil Riduan Awang Kader  
UM Graduate School of Business  
University of Malaya

### PART A: Actual Performance of Attributes

Now please consider the same attributes in Part A and evaluate the **degree of actual performance** of these attributes within the current Pahang State Education Department end-user computing environment. A scale is reproduced below with each number representing a level of actual performance. **Circle the number** that you feel most represents your evaluation of the actual performance for each of the item presented below.

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>Very Poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Excellent</b>

No	Items	Degree of performance				
1	The IS adequately meets the information processing needs of my area of responsibility.	1	2	3	4	5
2	The IS is efficient.	1	2	3	4	5
3	The IS is effective.	1	2	3	4	5
4	Overall, I'm satisfied with the IS.	1	2	3	4	5
5	The IS is easy to use.	1	2	3	4	5
6	The IS is user friendly.	1	2	3	4	5
7	Compare to other computer software, the IS is easy to learn.	1	2	3	4	5
8	I find it easy to get the IS to do what I want it to do.	1	2	3	4	5
9	It is easy for me to become skilful at using IS.	1	2	3	4	5
10	The output is presented in a useful format.	1	2	3	4	5
11	I am satisfied with the accuracy of the system.	1	2	3	4	5
12	The information is clear.	1	2	3	4	5
13	The IS is accurate.	1	2	3	4	5
14	The IS provides sufficient information.	1	2	3	4	5
15	The IS provides up-to-date information.	1	2	3	4	5
16	I get the information I need in time.	1	2	3	4	5
17	The IS provides reports that seem to be just about exactly what I need.	1	2	3	4	5
18	The IS provides the precise information I need.	1	2	3	4	5
19	The information content meets my needs.	1	2	3	4	5
20	Give prompt service.	1	2	3	4	5
21	Are always willing to help.	1	2	3	4	5
22	Are consistently courteous to me.	1	2	3	4	5
23	Have the knowledge to answer my questions.	1	2	3	4	5
24	Give me personal attention.	1	2	3	4	5
25	Understand my needs and those of my work group.	1	2	3	4	5
26	Deliver when they promise to do something.	1	2	3	4	5
27	Show sincere interest in solving problems encountered by myself or others in my work group.	1	2	3	4	5
28	Perform services right the first time.	1	2	3	4	5

## PART B: Importance of Attributes

Kindly evaluate how IMPORTANT you feel each attribute is in ensuring your productivity and individual effectiveness. Below is a scale from 1 to 5 with each number representing a degree of importance. **Circle the number** that you feel most represents your evaluation of for each of the item presented below.

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>Irrelevant</b>	<b>Not very useful</b>	<b>Somewhat useful</b>	<b>Important</b>	<b>Critical</b>

No	Items	Degree of importance				
1	The IS adequately meets the information processing needs of my area of responsibility.	1	2	3	4	5
2	The IS is efficient.	1	2	3	4	5
3	The IS is effective.	1	2	3	4	5
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28	Perform services right the first time.	1	2	3	4	5

## PART C: Respondent Profile

Please tick  where applicable.

1. Gender

Male  Female

2. Age

Below 20 years old  21 – 30 years old  31 – 40 years old   
41 – 50 year sold  Above 50 years old

3. Years of working experience

Less than 5 years  6 – 10 years  11 – 15 years   
16 – 20 years  More than 20 years

4. Highest Level of Education

SPM/STPM  Diploma  Bachelor Degree   
Master Degree  Doctorate  Others: \_\_\_\_\_

5. Job Level

Non-executive  Executive

6. Number of years in employment with Pahang State Education Dept.

Less than 5 years  6 – 10 years  11 – 15 years   
16 – 20 years  More than 20 years

7. Education background

Non-information technology  Information Technology

8. Department/Sector

Human Development <input type="checkbox"/>	Private & Special Education <input type="checkbox"/>	Academic Management <input type="checkbox"/>	Psychology <input type="checkbox"/>	Quality Assurance <input type="checkbox"/>
Examination Management <input type="checkbox"/>	School Management <input type="checkbox"/>	Moral & Islamic Management <input type="checkbox"/>	Development & Service Management <input type="checkbox"/>	Information Communication Technology <input type="checkbox"/>

**-Thank you for your kind co-operation-**

