An Evaluation of a Telecommunication Company's Mobile 4G Internet Device: A Users Perspective

Shenera Bregal
University of Belize
8432 Hyde Street
shenerabregal1996@gmail.com

Ashley Middleton
University of Belize
210 Maxboro, Sandhill Village
middletonashley2@gmail.com

Euan Thompson
University of Belize
4080 Central American BLVD
euanthompson1997@gmail.com

Curly Guy
University of Belize
31 Ordonez Avenue
2016114077@ubstudents.edu.bz

Nancy Perez
University of Belize
33 West Lake Park
2014110262@ubstudents.edu.bz

Abstract

As technology is constantly evolving, so are the devices and services needed to complement such technological evolution. Contemporary technology requires connection to internet, whether via a landline, wireless, or mobile. As a result of such internet connection requirement, the demand and need for access to internet is high. One company that ventured into such a business is SMART Belize. SMART Belize was established on March 14th, 2005 under the brand Speednet Communications. SMART'S is aimed at not only ending the communications monopoly in Belize, but also to provide the best high-quality wireless communication in Belize. SMART has an approximated customer base of 11,000. According to Friedemann Mattern and Christian Floerkemeier concept regarding internet of things, the popular MiFi is a great example. The MiFi is described as a wireless router that acts as a mobile WiFi hotspot for internet connection. The MiFi is definitely an example of a device with an on/off switch. The MiFi device was introduced in the USA in 2009 and SMART introduced the device in Belize early 2013. The MiFi is a beneficial device that offers a service of convenience to customers requiring internet connection and access. The MiFi highlights the growth and development of the information and communication sector as internet access was restricted to LAN connections the WLAN and now mobile connection that can be accessed wherever a cell tower is located. SMART Belize adapted the MiFi device in an effort to allow customers internet access wherever they travel

within the country. The device is activated by recharging or purchasing credit from the SMART platform by dialing specific codes. The purchase of various data plans ranging from $1.25 to $160.00 offers customers the pleasure of selecting their preferred or needed plan. The device works similar to a wireless router as it provides a wireless internet connection. However, the MiFi limits the number of devices that may be connected at once. A maximum of 8-10 devices can be connected and granted internet access. Also, the MiFi can be taken anywhere as it is small, portable and has a flexible recharging plan. The MiFi allows one to have internet access via an on/off switch, allows for easy recharging via advanced technology and communication, and it allows access to the internet.

Keywords: MiFi, Internet, LAN, WLAN, Monopoly, Wireless router, Restricted, Wireless, Flexible recharging plan, Convenience, Contemporary technology.

Introduction

As Bachelor's students at the University of Belize we are assigned a course known as Management Information System (MIS). This course advances our knowledge on why it is important to know about the different information systems and how they may help us to make life easier in the near future. According to the internet this system is an information system used for coordination, control, visualization, analysis, and decision-making in an organization or company. In addition, Delone & McLean (1992) published the first IS Success Model paper bringing awareness and structure to the "dependent variable" IS success in IS research. Furthermore, our focus is made on the company 'SMART' in Belize.

Smart is one of the second largest telecommunication company in Belize. Smart also known as 'Speednet Communication' was granted a license to offer full telecom services in Belize in August of the year 2003. Furthermore, this begun a fair competition between Smart and Digicell as it was a new era that had ended monopoly in our society. In March 2005, Smart was open for business and later launched a UMTS 'Universal Mobile Telecommunications System' Network, an online charging system that helped and provided many benefits to our customers. Some benefits included: a wider selection of cellular phones and improving the speed and ability to roam in many more different countries. In addition, this new implementation provides a greater flexibility that offers real-time promotions, innovation pricing plans, and loyalty programs.

This research was conducted to measure the success of a functional information system at Smart. Since smart is the second largest telecommunication company in Belize it is mandatory to have good management information system that will add value to the company and improve its performances. Moreover, the feedback of this research will inform Smart if the users believe that the system is successfully meeting their needs and provide recommendations in areas that can be improved.

Literature Review: Internet communication success

The Mobile Internet Device (MID) is a small Internet communications unit intended to deliver entertainment, information and location-based services for the consumer market (rather than the enterprise). Therefore, in this section we establish the literature review and conceptualization of a mobile internet device success based on prior Internet Communication success studies. Friedemann Mattern and Christian Floerkemeier introduced the term, “internet of things”, which is the concept of essentially linking any device with an on and off switch to the Internet (and/or to each other). This involves everything from cell phones, coffee makers, washing machines, headphones, lamps,

wearable devices and almost anything else you can think of. From a technical point of view, the Internet of Things is not the result of a solitary novel technology; instead, several complementary technical developments provide competences that if taken together, helps to bond the gap between the virtual and physical world (Ghaisas, Karmakar, Shenai, Tirodkar, & Ramamritham, 2010).

One significant element is the mere evolutionary advancement of information and communications technology which is allowing constant product improvements. Instances of this include navigation devices that obtain distant road traffic messages, cameras that attaches to a nearby netbook to exchange photos, tire pressure sensors that direct their interpretations to the car's dashboard, and electronic photo frames that interconnects with household electricity meters and display not only family photos but also graphs showing the power being created by domestic solar panels. Another driver for the Internet of Things is the real-world awareness provided to information systems. By responding promptly to related physical events, businesses can enhance their procedures, as usually demonstrated by the usage of RFID (Radio Frequency Identification) in logistics applications. Or alternatively, by increasing the "visual acuity" of information systems, it is likely to manage processes better, typically increasing efficiency and reducing costs. Due to shrinking cost and practical progress, many other application areas can now advantage from an improved consciousness of real-world processes. For example, it is now becoming worthwhile for suppliers of heating oil to remotely check how full customers' oil tanks are (to optimize the routes of individual fuel tankers), and for operators of drinks and cigarette machines to establish the state of their vending machines (how full they are, any malfunctions, etc.) via a wireless modem (Ghaisas, Karmakar, Shenai, Tirodkar, & Ramamritham, 2010).

In the article entitled, "4G Wireless Networks: Opportunities and Challenges" done by the author Hassan Gobjuka, it states that within the cable television industry, the growth to 4G Networks is a actual possibility in 2009. Lately, Comcast and T-Mobile have collaborated and settled to the development of a "mobile 4G network" to be verified in Washington D.C. and Baltimore, MD. However, this procedure is extended, and the rollout of such a network is not predictable for near to two years, as the net requires extensive and in depth testing in order to safeguard that there are no "bugs" that might interject the movement of mobile traffic through the network. This kind of opportunity is of serious significance in developing a network that is capable of advancing technology to never-before-seen elevations. Similarly, AT&T, one of the world's major telecommunications suppliers, will begin its own rollout of a 4G Network in 2011, supporting its massive user base to discover new downloading speeds and capabilities. The utilization of LTE mobile broadband technology is an unintended for the company to enlarge its prospects into 4G territory, upstaging present-day 3G capabilities. The 4G Network procedure necessitates a distinctive approach to emerging operative models for tactical purposes. The need for 4G networks is related with the amplified use of data websites such as You Tube and Facebook, which involves marvellous bandwidth in order to be used successfully. Consumers have come to depend on different sources of data as a source of entertainment and for convenience. Therefore, it is important that organizations such as Verizon and AT&T continue to identify areas where technological improvements are required.

In January 2009, the first operating 4G Network was established by a joint venture between Clearwire and Intel, which reflected an opportunity for residents and businesses in Portland, Oregon to "connect wirelessly anywhere in Portland at true broadband speeds". However, with the technology quickly approaching a widespread rollout, many cities, states, and countries will soon possess similar capabilities, as consumers and businesses alike will be provided with different opportunities to expand their networks and interfaces with advanced capabilities.Furthermore, it is evident that the Clearwire strategy is not without its disadvantages, and additional efforts must be made to overcome any technology-related problems that might persist before a widespread rollout is even considered.

Another journal, have shown the outcome of mobile application stores. It is said that the stores have revolutionized the landscape of mobile applications and services. However, they are not the first attempt at mobile content provisioning. The most important precedent is the Japanese semi-walled garden I-Mode, launched in 1999. This model achieved significant local success, but could not be translated to the rest of the world. This section presents a general overview of the mobile application store model. First we present the technological and social changes over the latest years that have enabled the success of this approach. Once the context has been clearly explained, we describe the market through a characterization of the underlying value network, and finally, we present the key innovations that have nurtured the ecosystem.

A key factor for a successful content provisioning platform is creating a positive feedback loop between content providers and consumers. Content determines the value of the platform. As more consumers adopt the platform, the larger the potential consumer base becomes for provided content. This in turn increases platform value, fostering the growth of the consumer base. The key innovations of the Mobile Application Store model have been designed to take advantage of this loop, attempting to benefit application providers and consumers. Most innovations are targeted at lowering the entry barrier for application producers. Development tools are affordable and high-quality, and licensing costs to publish applications to the market are much reduced. This is complemented with high-level programming languages and developer-friendly APIs, exposing the capabilities of these new devices while providing an abstraction layer over low-level, hardware-related concerns.

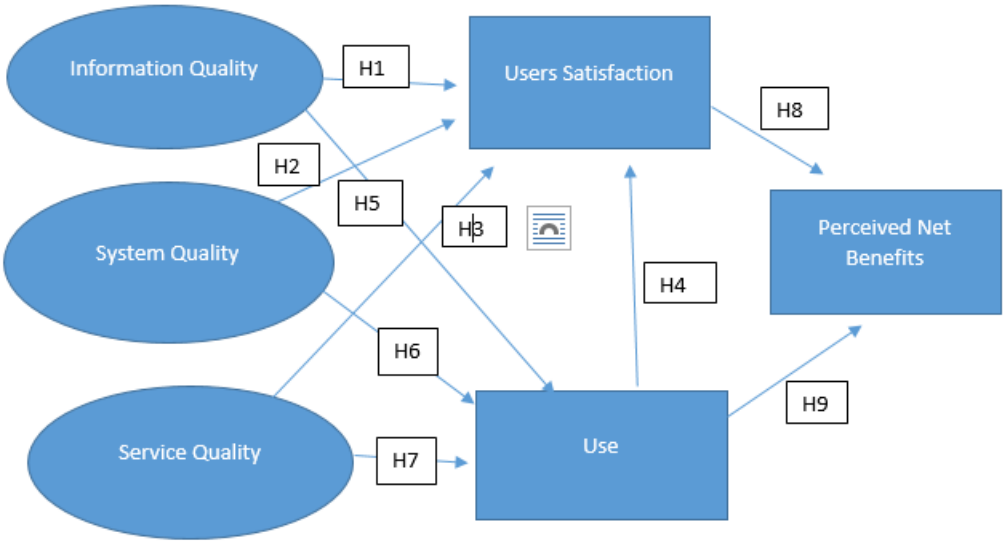
Additionally, the platform provides ready to use services and interfaces for advertising, security, cloud storage, or push mechanisms. The publication process is open to every developer and more streamlined, resulting in much quicker time to market. Moreover, full application life cycle management is provided by the platform, including automatic update notifications for consumers and smooth management interfaces. Finally, the revenue sharing approach is very attractive for developers (with their share being generally 70 percent of the benefits, even more in some stores), and is automatically managed by the store through the billing service (greatly helping small developers and handling regional regulations, such as tax management) (Yurtoğlu, 2018).

Methodology

To ensure the content validity of scales, measurement scales for the quantitative data collection were mainly elicited from customer use, satisfaction and service quality of the Smart 'MiFi.' For example, the service quality was measured by a figure scale, seven being the highest, and out of a possible forty (40) participants twelve describe to service to be very good (6), while seven participants described the quality
Of the service to be excellent (7), and just three persons believing that the service is subpar. All the different categories carry this similar scaling system.

Smart is accessible to everyone, but everyone has their own preferences and not everyone is a fan of Smart. The people that are fans of Smart, will tell you that one of the main reasons is because of the Smart 'MiFi.' Mifi are small portable devices used to create an internet hotspot within a 20 foot radius. This research tested the service quality and level of customer satisfaction.

This study focused on how customers perceive the service quality of the 'Smart Mifi.'



Hypothesis

H1. Complementary technology quality will positively impact system quality.
H2. System quality will positively impact user satisfaction.
H3. Information quality will positively impact user satisfaction.
H4. Service quality will positively impact user satisfaction.
H5. Use will positively impact user satisfaction.
H6. Information quality will positively impact use.
H7. System quality will positively impact use.
H8. Service quality will positively impact use.
H9.User satisfaction will positively impact perceived net benefit.
H10.Use will positively impact perceived net benefit

Description of Participants

The study was carried out at Smart telecommunication company located 2 1/2 Miles Philip Goldson Highway Belize City. The participants used were the staffs of this company who owned a MiFi device.

Instrument

In order to gather data one of the six dimensions of information system success model covered by Delone and McLean was used. A questionnaire was constructed that was separated into 7 different categories: information quality, service quality, user satisfaction, use, perceived net benefits, self-efficacy measure and system quality.

Population & Sample Size

Smart is one of the second largest telecommunication company in Belize. These locations include: Belize City, Corozal, Stann Creek, Toledo, Cayo and Orange Walk. . This research focused on one of the main outlets within in Belize City. Individuals who were owners of the Smart MiFi device. A total of thirty (30) survey type questionnaires were distributed in order to collect quantitative data. Thirty (30) questionnaires were retrieved.

Construct Measurement

In efforts to ensure research validity and reliability, the measurement scales for the quantitative data collection of the seven (7). All the items were measured using a 7-point Scale with anchors ranging from strongly agree (7) to strongly disagree (1). All survey questions in the instruments have been validated in previous studies.

Results: Data Analysis and Discussion

Description of participants: The study was carried out among Smart users only, some of which have been users of Smart all their life and some who recently made the switch to Smart.

Table 1. Characteristics of Respondents

Characteristics	Number	Percentage
Gender		
Male	15	4.5
Female	15	4.5
Age		
1 - 16-25	14	4.2
2 - 26-30	15	4.5
3 - 30 Over	1	0.3
Education		
1-Primary School	0	0
2-High School	1	0.3
3-6th Form	9	2.7
4-College	20	6
Years of Product Use		
1-3 years	15	4.5
3-5 years	9	2.7
5- Plus	6	1.8

Data collection

In order to classify the research as quantitative, researchers used questionnaires to determine the use levels and service quality of the Smart Mifi. Participants were made aware of the purpose of the study and anonymity of the study through a statement that was place on top of the questionnaire. 40 questionnaires was distributed and we go back 100% response rate.

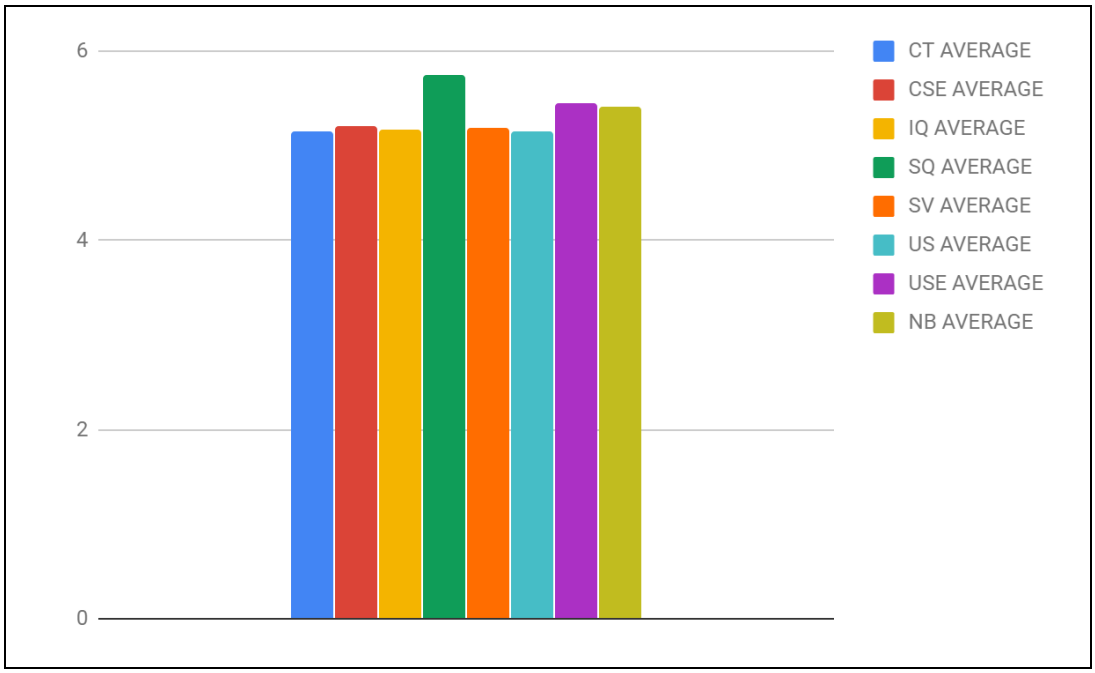


Figure 1.

This bar chart represents all the respondent's responses in average, it also represents the results of the data collected via survey. All the responses were strongly marked, a few were on the disadvantage side. Most of the respondent's believes the perceived net benefits of the MiFi device is useful in many cases. The information quality was high, all respondents were satisfied with the service offers by SMART. Most respondent strongly agreed with the system quality. They also strongly agreed with the complementary technology quality. The service quality is strong as well majority of the respondents believe that the device is effective.

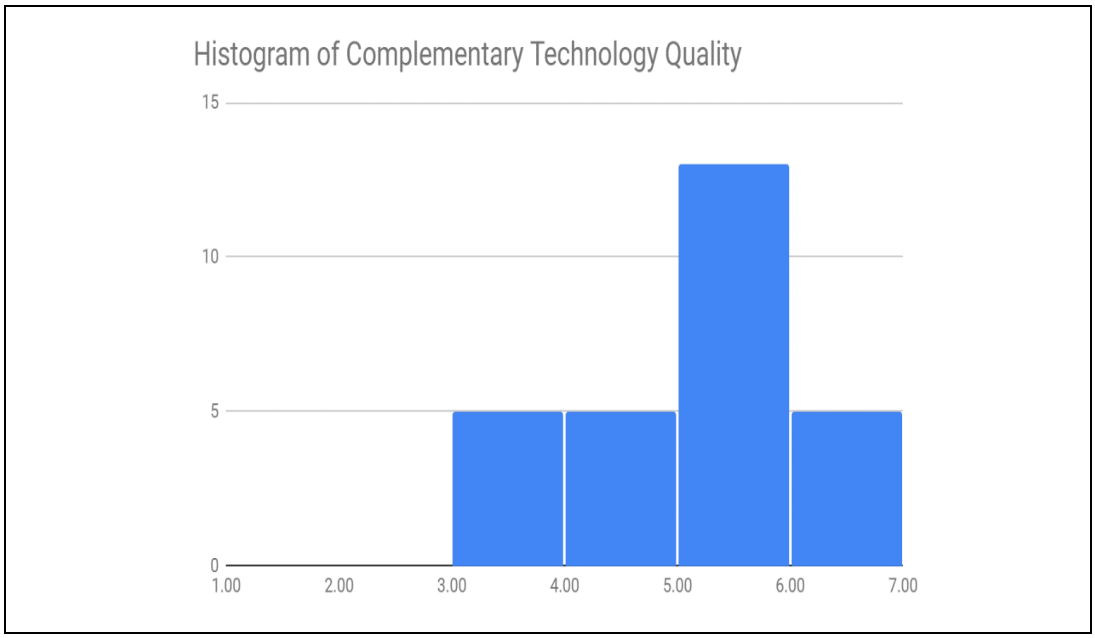


Figure 2.

Figure 2. Shows the different responses from respondents, that most participants are satisfied with the complementary technology quality. Majority of the respondents choose the answer 6.

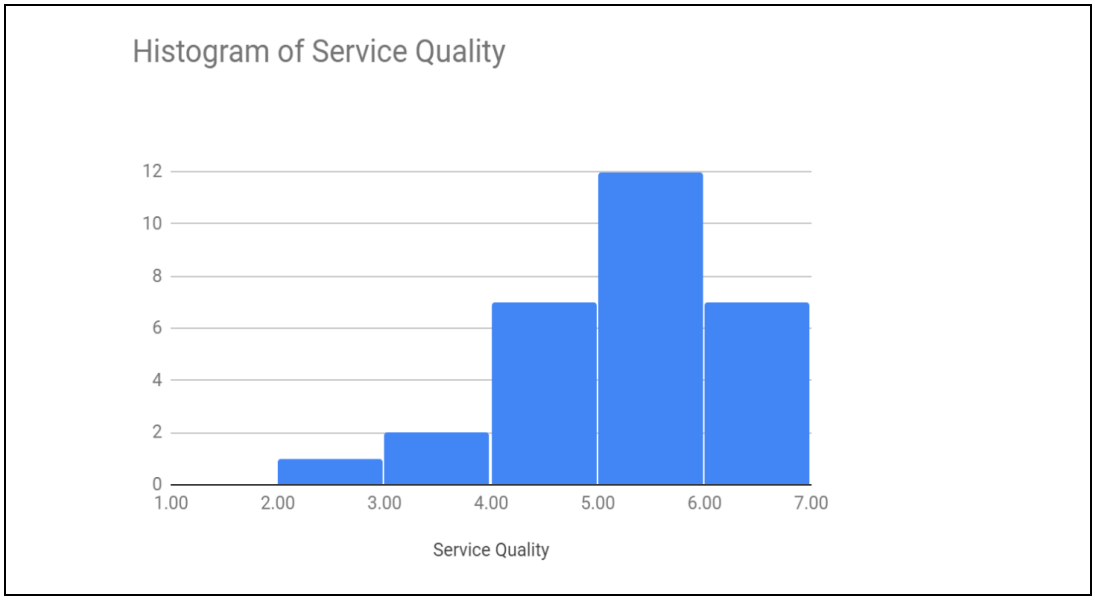


Figure 3.

Figure 3. Shows the different responses from respondents, most of the respondents are satisfied with the mifi's system quality. Majority of the respondents choose the answer 6 the minority being the disadvantage choose 2.

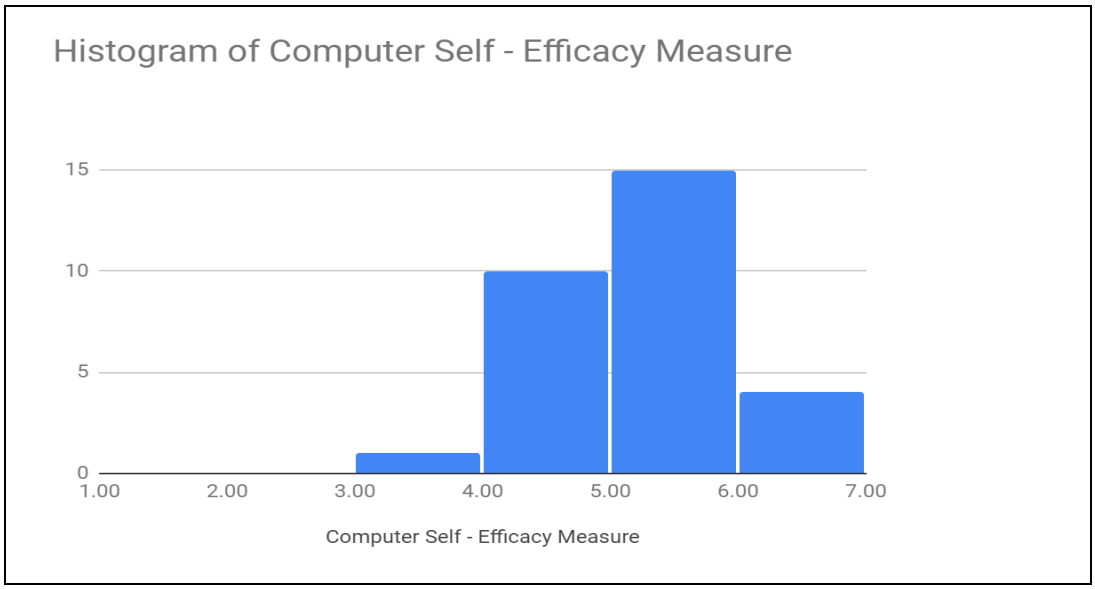


Figure 4.

Figure 4. Shows the different responses from respondents, most of the respondents are satisfied with the computer self-efficacy measures. Majority of the respondents choose the answer 6 the minority being the disadvantage choose 3.

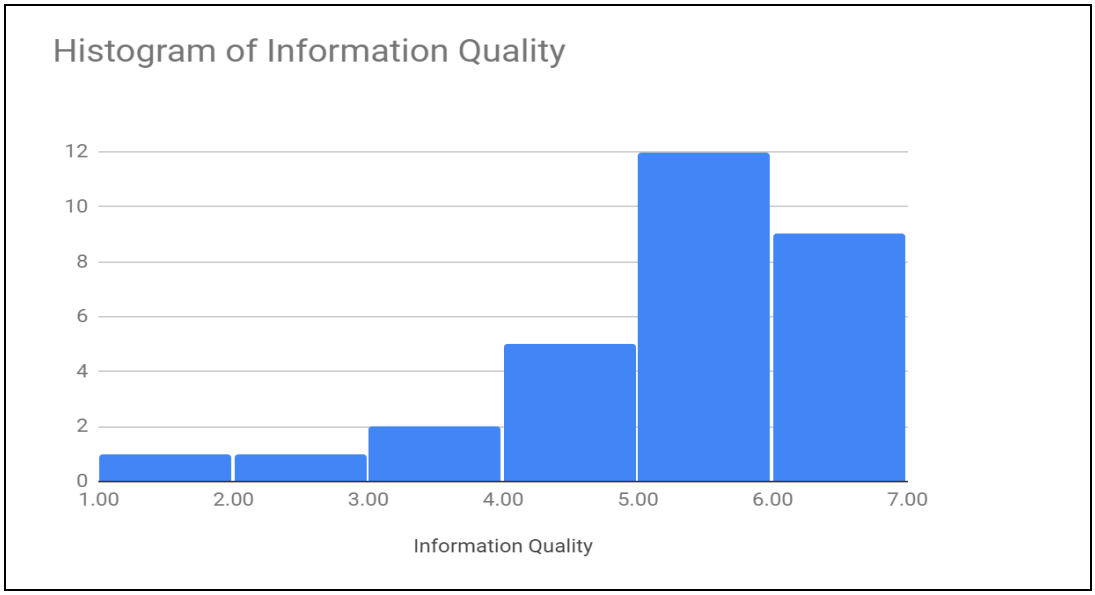


Figure 5.

Figure 5. Shows the different responses from respondents, most of the respondents are satisfied with the information quality. Majority of the respondents choose the answer 6 the minority being the disadvantage choose 1.

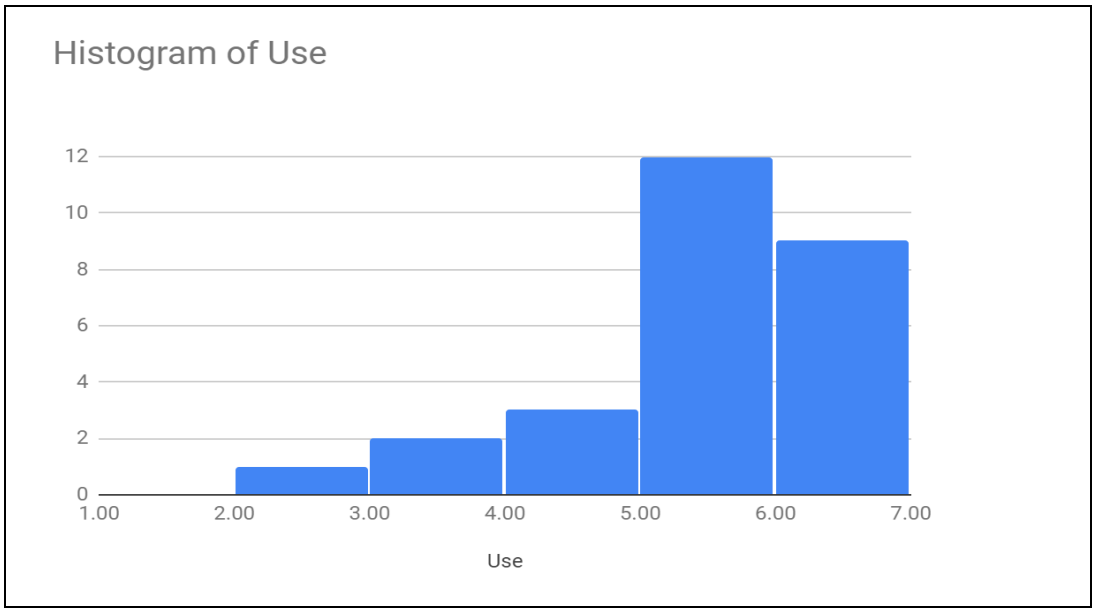


Figure 6.

Figure 6. Shows the different responses from respondents, most of the respondents are satisfied with the mifi's use. Majority of the respondents choose the answer 6 the minority being the disadvantage choose 2.

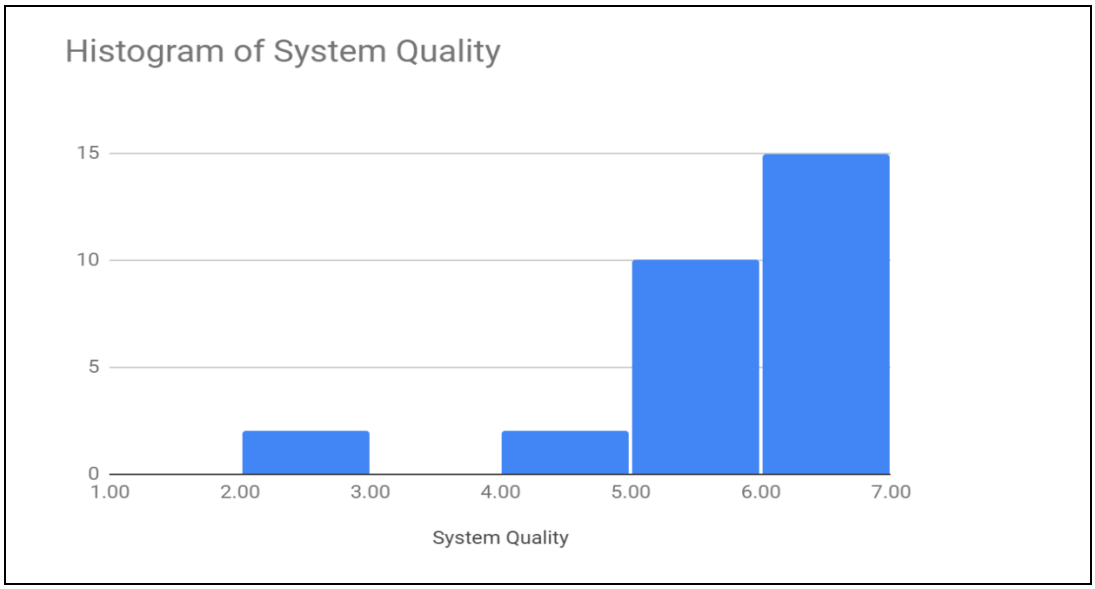


Figure 7.

Figure 7. Shows the different responses from respondents, most of the respondents are satisfied with the system quality. Majority of the respondents choose the answer 7 the minority being the disadvantage choose 2.

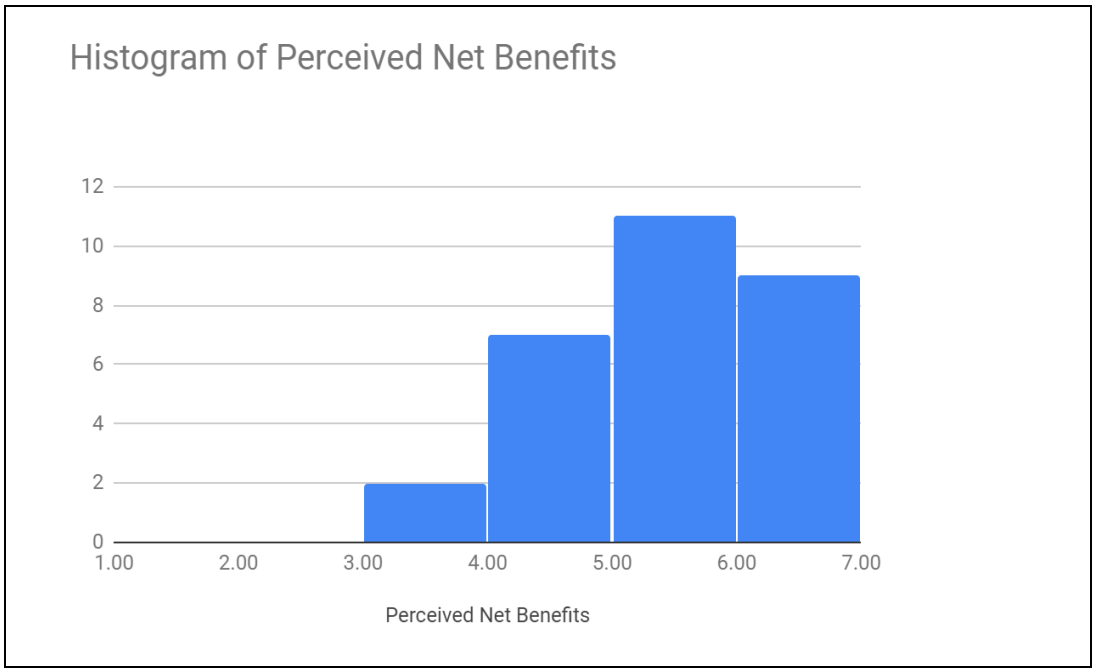


Figure 8.

Figure 8. Shows the different responses from respondents, most of the respondents are satisfied with the perceived net benefits. Majority of the respondents choose the answer 6 the minority being the disadvantage choose 3.

Conclusion

To sum up, our introduction started off describing the MiFi as a wireless router that acts as a mobile WiFi hotspot for internet connection. The MiFi is an example of a device with an on/off switch. It has been introduced to its customers for some years now, and is still running. In the literature review the term "internet of things" was introduced by Friedemann Mattern and Christian Floerkemeier. They mentioned that internet of things is the concept of essentially linking any device with an on and off switch to the Internet (and/or to each other). This involves everything from cell phones, coffee makers, washing machines, headphones, lamps, wearable devices and almost anything else you can think of. From a technical point of view, the Internet of Things is not the result of a solitary novel technology; instead, several complementary technical developments provide competences that if taken together, helps to bond the gap between the virtual and physical world (Ghaisas, Karmakar, Shenai, Tirodkar, & Ramamritham, 2010).
, It has room for improvement of course. The methodology of the research is the third thing that was discussed in the research it includes the content validity of scales, measurement scales for the quantitative data collection, which were mainly elicited from customer use, satisfaction and service quality of the Smart 'MiFi.' The hypothesis question that we mainly wanted to answer is 'Service quality will positively impact user satisfaction.' Some of the results outlines that most of the respondent's believes the perceived net benefits of the mifi device is useful in many cases, and that all respondents were satisfied with the service offers by SMART. Although we had a few limitations, we still managed to get the work done in time allotted.

Limitations

Majority of our students use another service provider (BTL/Digicell). This made us have to search for smart users off campus. Another limitation is situations where we found SMART users but they did not use MIFI or haven't used it before, which made them not suitable to fill out the survey. Another limitation is the fact that we had conflicts within our group, however, we got the work down.

References

Argyris, C. (1977). Organizational learning and management information systems. *Accounting, Organizations and Society*, *2*(2), 113-123.

DeLone, W. H., & McLean, E. R. (1992). Information systems success: The quest for the dependent variable. *Information systems research*, *3*(1), 60-95.

Delone, W. H., & Mclean, E. R. (2004). Measuring e-commerce success: Applying the DeLone & McLean information systems success model. *International Journal of electronic commerce*, *9*(1), 31-47.

Figure 2f from: Irimia R, Gottschling M (2016) Taxonomic revision of Rochefortia Sw. (Ehretiaceae, Boraginales). Biodiversity Data Journal 4: E7720. https://doi.org/10.3897/BDJ.4.e7720. (n.d.). doi:10.3897/bdj.4.e7720.figure2f

Ghaisas, S., Karmakar, G., Shenai, D., Tirodkar, S., & Ramamritham, K. (2010). SParK: Safety Partition Kernel for Integrated Real-Time Systems. *Lecture Notes in Computer Science From Active Data Management to Event-Based Systems and More,* 159-174. doi:10.1007/978-3-642-17226-7_10

Gorry, G. A., & Scott Morton, M. S. (1971). A framework for management information systems.

Heeks, R. (2002). Information systems and developing countries: Failure, success, and local improvisations. *The information society*, *18*(2), 101-112.

International Journal of Human Resource Studies ISSN 2162-3058 2014, Vol. 4, No. 3 www.macrothink.org/ijhrs 110

Ives, B., Hamilton, S., & Davis, G. B. (1980). A framework for research in computer-based management information systems. *Management science*, *26*(9), 910-934.

Laudon, K. C., & Laudon, J. P. (2011). *Essentials of management information systems*. Upper Saddle River: Pearson.

Laudon, K. C., & Laudon, J. P. (1999). *Management information systems*. Prentice Hall PTR

Petter, S., DeLone, W., & McLean, E. (2008). Measuring information systems success: models, dimensions, measures, and interrelationships. *European journal of information systems*, *17*(3), 236-263.

What is mobile Internet device (MID)? - Definition from WhatIs.com. (n.d.). Retrieved from https://searchmobilecomputing.techtarget.com/definition/mobile-Internet-device

Yurtoğlu, N. (2018). Http://www.historystudies.net/dergi//birinci-dunya-savasinda-bir-asayis-sorunu-sebinkarahisar-ermeni-isyani20181092a4a8f.pdf. *History Studies International Journal of History, 10*(7), 241-264. doi:10.9737/hist.2018.658

Appendix

Appendix 1. Questionnaire

Questionnaire I – "MiFi Devices" (Smart Belize Telecommunication Company)

Purpose

This questionnaire asks for information about experiences with Smart's MiFi services and how effective it is to you as a user. We would like to measure the use of the service and how effective and efficient it has been to customers.

Please answer the questions in relation to your personal experience. Your individual responses to the questionnaire will be strictly confidential.

Instructions

This is a survey, not a test; there are no right or wrong answers. Please tick the boxes to mark your answers.

1. Background Information	Answers:
Please indicate your gender:	Male ☐ Female ☐
Please indicate your age:	16-25 ☐ 26-30 ☐ 30-Over ☐
Please indicate your level of education:	Primary School ☐ High School ☐
How long have you been using the product:	1 – 3 Years ☐ 3 – 5 Years ☐ 5 - Plus ☐

Indicate your agreement with each statement by rating it from (1) strongly disagree to (7) strongly agree.

2. Information Quality	Disagree ----------Agree
IQ1: Smart's Company provides information that is exactly what you need	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
IQ2: Smart's Company provides information you need at the right time	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
IQ3: Smart's Company provide information that is relevant to your needs	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
IQ4: Smart's Company provides sufficient information	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
IQ5: Smart's Company provides information that is easy to understand	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
IQ6: Smart's Company provides up-to-date Information	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
3. System Quality	**Disagree ----------Agree**
SQ1: The MiFi device is easy to use.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
SQ2: The MiFi device is user-friendly.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
SQ3: The MiFi device provides high-speed internet access.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
SQ4:The MiFi device provides sufficient service for users	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
4. Complementary Technology Quality	**Disagree ----------Agree**

CTQ1: The MiFi device used to access information is adequate.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
CTQ2: The device hardware used to access the information is adequate.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
CTQ3: The reliability of the Internet connection used to access the information is adequate.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
CTQ4: The speed of the Internet connection to access information is adequate.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
5. Computer Self-Efficacy Measure	**Disagree ----------Agree**
CSE-1.... Were you able to use the MiFi device when there were no one around to tell y what to do as you go	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
CSE-2.... Have you ever used a MiFi device before?	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
CSE-3.... If you only had the manual for reference would you have known how to use device	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
CSE-4.... Have you ever seen someone else using a MiFi device before you tried it yourse	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
CSE-5.... Would you call someone for help if the device gave you trouble.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
CSE-6.... Did someone else had to help you with the device at first?	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
CSE-7.... Would you say the MiFi device took up the same amount of time the Wi-Fi wo have.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
CSE-8.... Would it be easier while using just Wi-Fi	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
CSE-9.... Did someone showed you how to use the device at first	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
CSE-IO....Did you use similar devices before to do the same job.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
6. Service Quality	**Disagree ----------Agree**
SV1: If there are any quarries does the support staff at Smart provide up to date informati	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
SV2: When you have a problem, the support staff at Smart show a sincere interest in solv it.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
SV3: The support staff at Smart respond promptly when users have a problem.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
SV4: Smart's support staff tell users exactly when services will be performed.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
7. User Satisfaction	**Disagree ----------Agree**
US1: You have a positive attitude towards Smart's MiFi device	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
US2: You think that Smart's MiFi services are useful	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
US3: Smart's MiFi service has met your expectations	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
US4: You are satisfied with Smart's MiFi service	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
8. Use	**Never ----------Often**
U1: The frequency of the use of Smart's MiFi device is high	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
U2: You depend upon Smart's low cost MiFi services	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
U3: You were able to complete a task using Smart's MiFi device even when there was no one around to tell you what to do	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐

U4: You have the knowledge necessary to use Smart's MiFi device	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
9. Perceived Net Benefits	**Never ----------Often**
NB1: The MiFi device helps you improve your job performance whenever and wherever	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
NB2: The MiFi device helps you to save money.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
NB3: Using the MiFi device it helps you to complete a specific task.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
NB4: Using The MiFi device improves work performance	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
NB5: Overall, using the MiFi device was a benefit	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
NB6: Using the MiFi device it helps you to increases productivity.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐

Please return this survey to the person who gave you the form.

Thank you for your participation.