

# Evaluating the Success of NeoPeople at the Institute of Archeology in Belmopan

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## Abstract

*Evaluating the success of information systems has become an essential part for many organizations globally and here in our little country, Belize. A research has been conducted to evaluate the success of NeoPeople at the Institute of Archeology. NeoPeople is a BELZEAN based human resource management system that manages an employee lifecycle from pre-hire to retire. Data was collected from 31 employees at the institution by means of questionnaires. This study provides an empirical test of an adaption of DeLone and McLean; success model in the context of NeoPeople. The model consists of six constructs which are information quality, system quality, service quality, user satisfaction, use and perceived net benefits. The other constructs added were complimentary technology quality and self-efficacy measure.*

*The findings provide several important implications for the information system at the Institute of Archaeology. This paper concludes by discussing the limitations of the study, which should be addressed in future research.*

**Keywords:** *NeoPeople, Success Model, Management Information System, Human Resource Management System*

## *Introduction*

A management information system (MIS) is a computer system consisting of hardware and software that serves as the backbone of an organization's operations. An MIS gathers data from multiple online systems, analyzes the information, and reports data to aid in management decision-making for every management level in an organization. The main purpose of the MIS is to give managers feedback about their own performance; top management can monitor the company as a whole. Information displayed by the MIS typically shows "actual" data over against "planned" results and results from a year before; thus it measures progress against goals. The MIS receives data from company units and functions. Some of the data are collected automatically from computer-linked check-out counters; others are keyed in at periodic intervals.

The MIS plays exactly the same role in the organization. The system ensures that an appropriate data is collected from the various sources, processed, and sent further to all the needy destinations. The system is expected to fulfill information needs of an individual, a group of individuals, the management functionaries; the managers and the top management. The MIS satisfies the diverse needs through a variety of systems such as Query Systems, Analysis Systems, Modeling Systems and Decision Support Systems. The MIS helps in Strategic Planning, Management Control Operational Control and Transaction Processing.

The Institute of Archaeology has adopted a Belizean based Human Resource Management System for its employees. A Human Resource Management System is a type of information system (IS) that is designed to manage an organization's computerized and automated human resource processes. A HRMS depends on human resource management software, which is integrated with HR-specific business processes and features that give HR staff members the ability to perform routine operations, such as employee records management, payroll, attendance management, and performance evaluations. Each feature may be available as part of the primary HRMS or added as software modules/components. The group took an interest in evaluating, NeoPeople. It offers employee self-service where employees can log in to view and update their own information, submit time off requests for administrator or manager approval and users can view company property that is assigned to them. Employees can log in to the online self-service employee portal and view their balances and can also request time off, and when approved, automatically gets added to the At-a-Glance Calendar. The system is also being utilized country by organizations such as Benny's, Belize Bank and Central TV & Internet.

Therefore, the sole purpose of this research is to determine and evaluate the success of NeoPeople implemented at the Institute of Archaeology. The research can be useful to the management of the institution since it will provide actual data on the employees perspective on the information system. Upon receiving the data the management team would then be allowed to seek ways on improving job satisfaction of employees and their strategic business objectives.

## *Literature Review*

The purpose of this literature review is to evaluate the success of Information Systems of NeoPeople at the Institute of Archeology. NeoPeople is one of several softwares created by a Belizean company called eData Limited. This software is an all in one Human Resource software that streamlines on boarding, consolidates employees' records and reduces administrative busy work.

This software aids in Human Resource Management which is “a strategic approach to managing employment relation which emphasizes that leveraging people capabilities is critical to gain sustainable competitive advantage, this being achieved via a distinctive set of integrated employment policies, programs and practices (Bratton J and Gold J, 2003).”

Human Resource Information System is a computerized system that aids in the processing of information relating to human resource management. It provide human resource professionals with opportunities to enhance their contribution to the strategic direction of the firm. Other incentives for HRIS implementation are, facilitating decision making in areas like promotion, transfer, nomination, retirement, leave travel concession and earned leave compensation, improving employee satisfaction by delivering human resource services more quickly and accurately. Human Resource Information System helps in recoding and analyzing employees and organization information and documents, such as employee hand books and safety procedures. HRIS has become a critical factor in making business competitive and effective. Companies are increasingly realizing the advantage of having systems that capture, analyze and report on the host of human resource aspects that are critical to running a business. Human resource management consist of the activities, policies and practices involved in obtaining, developing, utilizing, evaluating, maintaining and retaining the appropriate number and skill mix of employees to accomplish the organization objectives. (Aggarwal, N. & Kapoor, M., 2012)

In addition, NeoPeople empirically tests DeLone and McLean's IS Success Model. The D&M IS Success Model is a “comprehensive review of different information system success measures concludes with a model of “temporal and causal” interdependencies between their six categories of IS Success” (Seddon, 1997). It was proposed and created in 1992 with further development in 2003 and 2004. According to DeLone and McLean, the measurement of IS success or IS effectiveness is critical for understanding the value and efficacy of IS management actions and IS investments. They stated that the dependent variable in MIS research is a particularly important issue because that's what IS research wants to make a contribution to the world of practices, a well-defined outcome measure is essential. They argued that there was little good relevance to measure various independent or input variables such as the extent of user participation or the level of IS investments if the dependent or output variable such as IS Success or MIS effectiveness cannot be measured with a similar degree of accuracy ( DeLone& McClean,1992).

Neopeople's theoretical structure consisted of the six dimensions of the DeLone and McLean model IS success. These include: system quality, information quality, service quality, use, user satisfaction, and net benefits.

Information on the use of Neopeople was gathered by a survey conducted at the Institute of Archeology. This allowed for quantitative data to be gathered and analyzed. The results concluded that the Information System, Neopeople, was fairly successful in this organization. The only limitation faced was in regard to the survey which included time constraints and constant back and forth to meet recipients during their spare time.

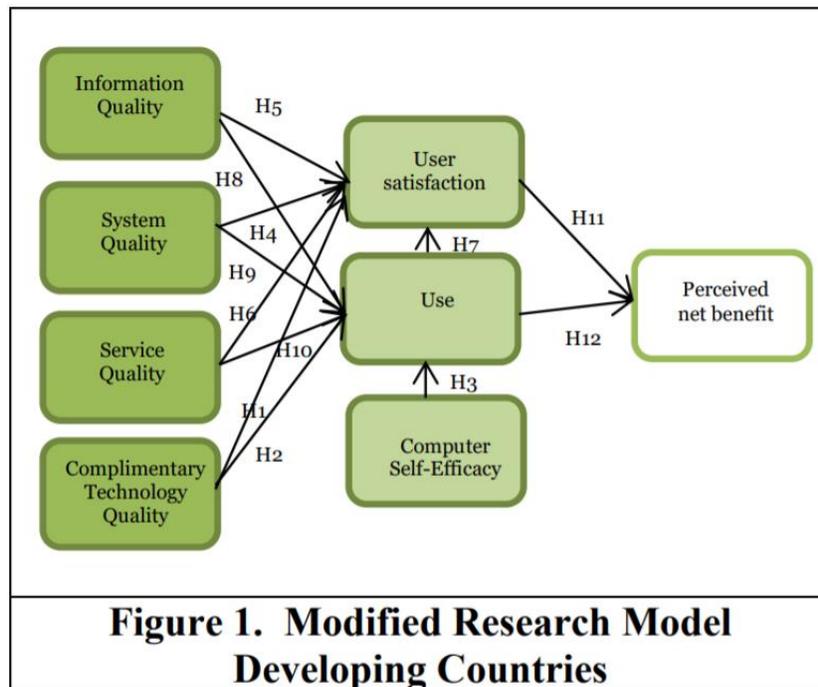
### ***Methodology of the Study***

In this research, the group decided to conduct a basic research due to limited time using a quantitative survey to gather data from the target population. The aim was to determine evaluate the success of the institution's existing human resource management system, NeoPeople. The survey was constructed using the six distinct constructs from the Information System Success Model (DeLone and McLean, 2003) which has been used in many research of this nature. These interrelated constructs include, Information Quality, System Quality, Service Quality, User Satisfaction, Use and Perceived Net Benefits. The survey also included two additional constructs, Contemporary Technology Quality and Computer Self-Efficacy, both contributing to the research analysis on information system success in developing countries, such as Belize.

- Information quality will mainly focus on the information or the system output and how helpful it is to the employee's.
- System quality will ask employee's how easy they think the IS to use or if it easy to use on their first try.
- Complementary technology quality will ask how fast the internet works when using the IS.
- Service quality covers how well the IS responds to its users, how reliable they believe the system to be.
- User satisfaction is how employee's acknowledge the IS. Also, if they are satisfied with the work they are able to produce.
- Use is the generally speaking of the amount of time users use the system and how it responds to the usage.
- Perceived Net Benefits is basically asking if the IS good to use, will it be time consuming or not and also if it will be cost efficient.

The DeLone & McLean Information Success Model incorporated with the two additional constructs allows us to capture data on their inter-relationship. As stated by DeLone and McLean, quality has three dimensions that are related to use and user satisfaction. In this study we included Complimentary Technology Quality along with the three dimensions of quality from the D&M model to identify their relationships. We also applied the Computer Self Efficacy construct which has a direct relationship with Use and further related to User Satisfaction.

The modified research model in Figure 1 displays the basic research relationship between each construct.



**Construct Measurement**

In this research a quantitative approach was adopted in an effort to ensure validity of the analysis. The use of the 5 – point likert scale with anchors ranging from strongly disagree (1) to strong agree (5) was applied with the intent of capturing agreement or disagreements on the various constructs in the model and to incorporate a neutral mid-point. In addition, it makes it easier for us researchers because of how simple it’s used, its availability world-wide, simultaneously and helps us to synthesize our Meta data from primary research (Neyeloff, January 20). After (Bernroider, 2008) the measurements were developed, the validity of the variables was tested. A sample of the survey can be found at Appendix A.

Questionnaires consist of the same set of questions that are asked in the same order and in the same way in order that the same information can be gathered. The main benefits of utilizing questionnaires are that it is practical and easy to use, large amounts of information can be collected from a large number of people in a short period of time and in a relatively cost effective way.

**Approach**

The researchers hand delivered 31 questionnaires containing all close ended questions and this was to ensure that the questionnaires were completely and properly filled out and returned in a timely manner.

**Participants**

The participants selected to evaluate the success of this information system were the employees at the Institute of Archaeology. Even though, NeoPeople is used in various organizations across Belize, we wanted to seek the effectiveness in an institution right here in the capital city of Belize.

Table 1 presents the research constructs and related survey items used for measurement of each construct (Strongly Disagree to Strongly Agree).

Table 1. Measurements from Questionnaire

Table 1. Institute of Archaeology Measurements from Questionnaire		
-Construct-	Survey Questions	Source
Information Quality	IQ 1: NeoPeople information system provides information that is exactly what you need. IQ 2: NeoPeople information system provides information you need at the right time. IQ 3: NeoPeople information system provide information that is relevant to your job. IQ 4: NeoPeople information system provides sufficient information. IQ 5: NeoPeople information system provides information that is easy to understand. IQ 6: NeoPeople information system provides up-to-date Information.	(Bailey & Pearson, 1983)
System Quality	SQ 1: NeoPeople information system is easy to use. SQ 2: NeoPeople information system is userfriendly. SQ 3: NeoPeople information system provides high-speed information access. SQ 4: NeoPeople information system provides interactive features between users and system	(AlShibly, 2011)

<p>Complementary Technology Quality</p>	<p>CTQ 1: The software on the device (desktop computer, laptop, mobile device) used to access NeoPeople information system is adequate.                  CTQ 2: The device hardware (desktop computer, laptop, mobile device) used to access NeoPeople information system is adequate.                  CTQ 3: The speed of the Internet connection used to access NeoPeople information system is adequate.                  CTQ 4: The reliability of the Internet connection used to access NeoPeople information system is adequate</p>	<p>(Teece, 1986)</p>
<p>Computer Self Efficacy</p>	<p>CSE 1: If there was no one around to tell me what to do as I go.                  CSE 2: If I had never used an information system like it before.                  CSE 3: If I had only the information system manuals for reference.                  CSE 4: If I had seen someone else using the information system before trying it myself. CSE 5: If I could call someone for help if I got stuck.                  CSE 6: If someone else had helped me get started.                  CSE 7: If I had a lot of time to complete the job for which the information system was provided.                  CSE 8: If I had just the built-in help facility for assistance. CSE 9: If someone showed me how to do it first.                  CSE 10: If I had used similar information systems before this one to do the same job.</p>	<p>(Compeau &amp; Higgins, 1995)</p>
<p>Service Quality</p>	<p>SQ 1: The support staff keep the information system software up to date.                  SQ 2: When users have a problem the information system support staff show a sincere interest in solving it. SQ 3: The information system support staff respond promptly when users have a problem.                  SQ 4: The information system support staff tell users exactly when services will be performed</p>	<p>(Chang , Wang, &amp; Yang, 2009)</p>
	<p>US 1: Most of the users bring a positive attitude or evaluation towards NeoPeople information system function.</p>	

<p>User Satisfaction</p>	<p>US 2: You think that the perceived utility about NeoPeople information system is high.                  US 3: NeoPeople information system has met your expectations.                  US 4: You are satisfied with NeoPeople information system.</p>	<p>(Seddon &amp; Yip, 1992)</p>
<p>Use</p>	<p>U1: The frequency of use with NeoPeople information system is high.                  U2: You depend upon NeoPeople information system.                  U3: I was able to complete a task using the NeoPeople information system even if there was no one around to tell me what to do as I go.                  U4: I have the knowledge necessary to use NeoPeople information system.</p>	<p>(Balaban, 2013);(Rai &amp; Welker, 2002)</p>
<p>Perceived Net Benefits</p>	<p>NB 1: NeoPeople information system helps you improve your job performance.                  NB 2: NeoPeople information system helps the organization save cost.                  NB 3: NeoPeople information system helps the organization achieve its goal.                  NB 4: Using NeoPeople information improves the assessment and training.                  NB 5: Using NeoPeople information system in workplace increases the productivity.                  NB 6: Overall, using NeoPeople information system enhances recruitment and performance management.</p>	<p>(AlShibly, 2011); (Tansley, Newell, &amp; Williams, 2001)</p>

### Sampling and Data Collection

This paper will use not only DeLone and McLean model of Information System success but also as a framework to evaluate the success of NeoPeople by using the quantitative research to gather information. The data from this survey was collected from a sample of 31 employees which yield a responsive rate of 100 percent. The characteristics of respondent are shown in Table 2 below.

<b>Table 2: Characteristics of Employee Respondents</b>		
<b>Characteristics</b>	<b>Quantity</b>	<b>Percentage</b>
<b>Gender</b>		
Male	18	58%
Female	13	42%
<b>Age</b>		
Less than 25	6	19%
25 to 35	7	23%
36 to 45	8	26%
45 to 55	9	29%
55 and over	1	3%
<b>Education Level</b>		
PhD	1	3%
Masters	4	13%
Bachelors	6	19%
Associate	12	39%
High School	8	26%
<b>Work Experience</b>		
Less than 5 years	5	16%
5 to 10 years	6	19%
10 to 15 years	4	13%
More than 15 years	16	52%

Table 2: Characteristics of Employee Respondents

### Data Analysis and Discussion

In relation to the data analysis, we coded and analyzed each construct survey question to create maximum accuracy of data. Below are bar charts depicting the results gathered from the 31 questionnaires distributed to employee's. The charts show the results from key specific sections of the questionnaire that would help in evaluating or determining the success of the information system among its users.

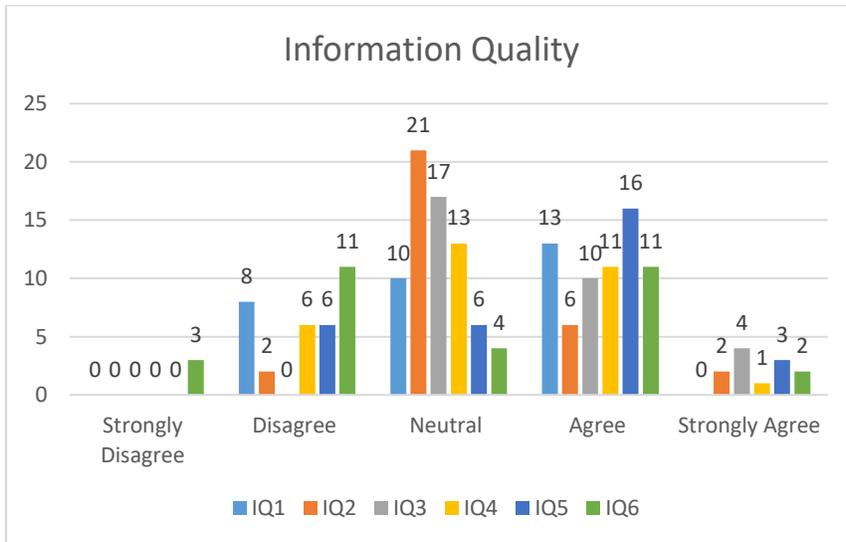


Figure 1: Information Quality

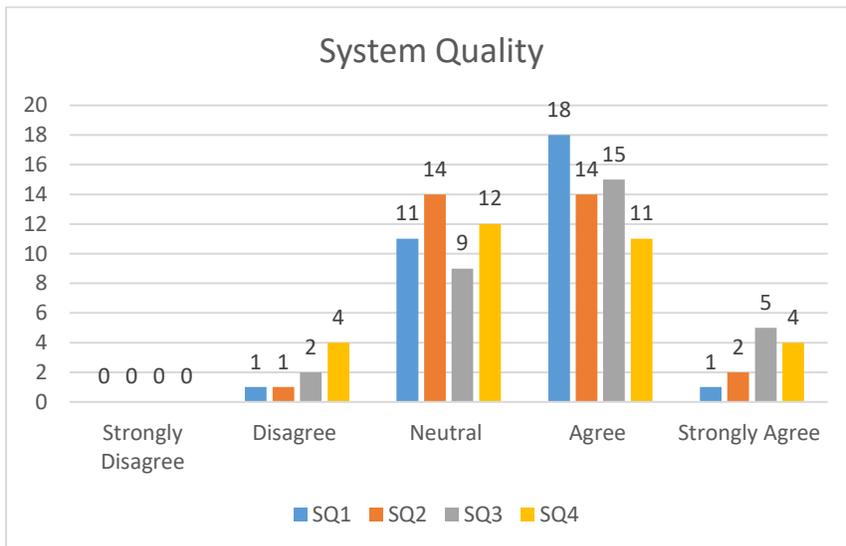


Figure 2: System Quality

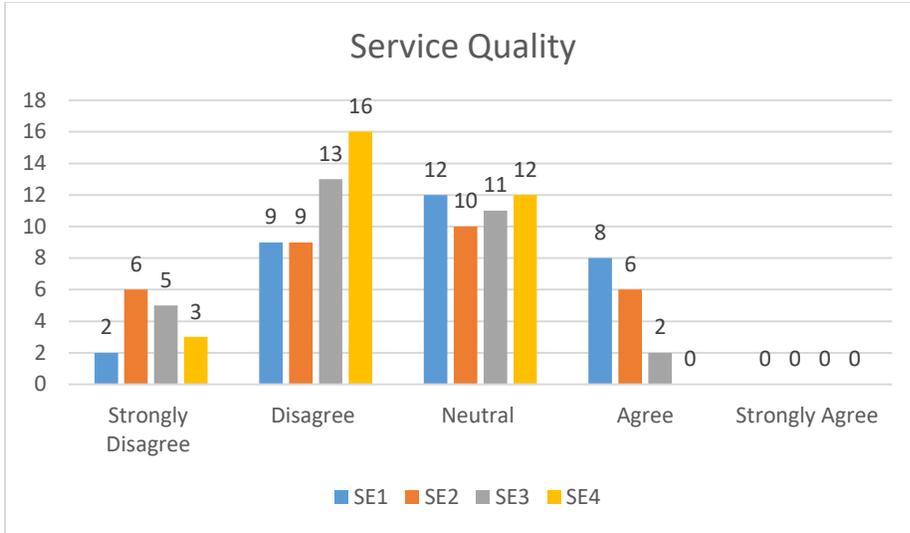


Figure 3: Service Quality

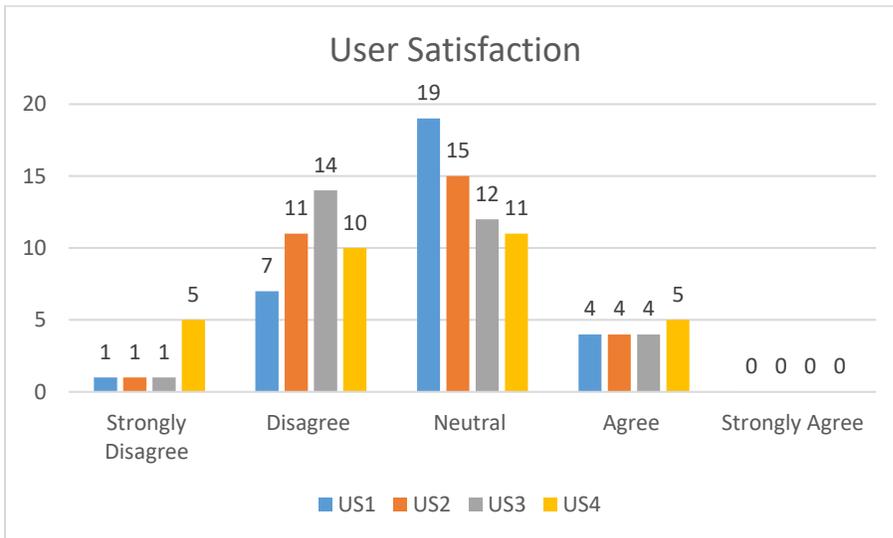


Figure 4: User Satisfaction

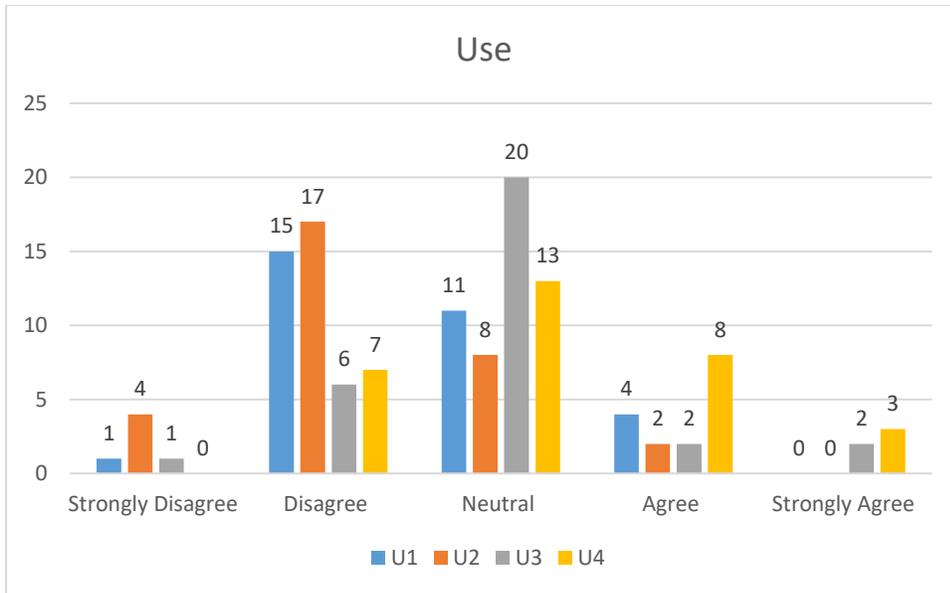


Figure 5: Use

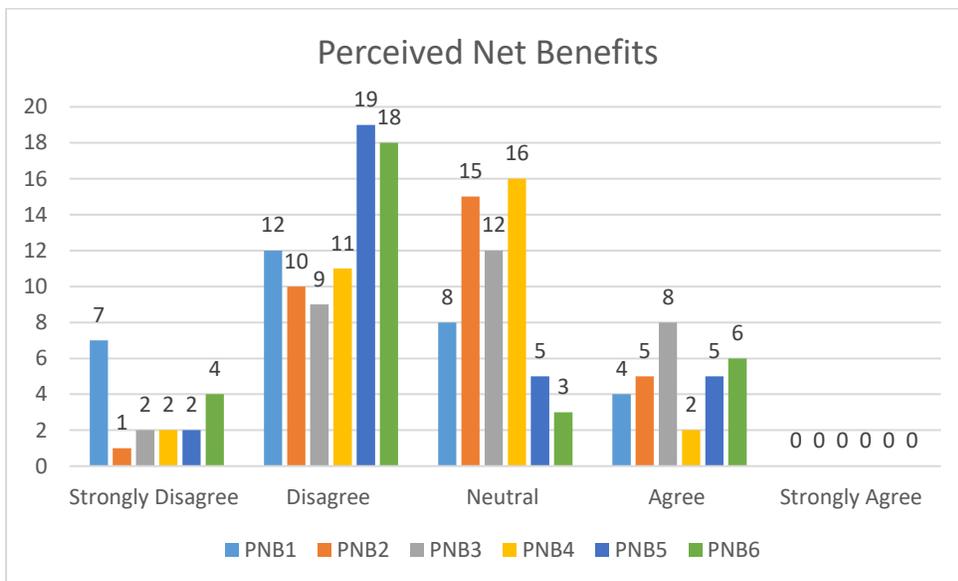


Figure 6: Perceived Net Benefits

Like mentioned in methodology of study, a 5 point likert scale was used ranging from strongly disagree to strongly agree. From the bar graphs presented above, it shows data is fluctuating between mostly disagree and neutral. However, in figures 1 and 2, majority of employee’s ratings were between neutral and agree. This notes that whatever information NeoPeople provides, it is fairly helpful, sufficient and easy to understand. Not only that, but how the information system is adequately easy to use and is user-friendly.

In terms of figures 3, 4, 5 and 6. Most employees gave the information system a rating between disagree and neutral. Upon concluding service quality (figure 3) most employees disagreed indicating they do not believe that information system to be that reliable. Unfortunately, they still have to utilize it within the organization. However, user satisfaction (figure 4) presents that most employee's are neutral about NeoPeople indicating employees fairly acknowledge the information system presence and they are somewhat satisfied with it.

Lastly, in figures 5 and 6, it targets employee's use and perceived net benefits towards the information system. The use of the information system was concluded with a neutral rating. Indicating most employee's frequency and use of the information is done a fair amount of times. Lastly, perceived net benefits (figure 6) concluded with a disagree rating. Indicating that most employees believe the information system is not really good to use in the organization and it is not cost efficient for the business as well. From the results presented above, the information system is clearly not the best. However, the group concluded, NeoPeople to be fairly successful. The system is still used up to date and with most employees seeing that there is room for improvement, management can analyze results from this research to see how to better perceived net benefits of employees.

## **Conclusion**

Management Information System are geared to better assist the operation of the day to day office duties. It is implement to help eliminate tedious work and save time in an organization. This research is the concern of evaluating the success of the human resource management system, NeoPeople used at the Institute of Archaeology. Even though information and system quality yield mostly a 3 and 4 (neutral and agree) rating from most employees the remaining constructs were between 2 and 3 (disagree and neutral). Upon analyzing the data, the results clearly indicate the information system is fairly/adequately successful. Despite the fact majority of employees gave perceived net benefits a poor rating, this may be because they do not find it cost effective or help the organization achieve its goals. The constructs use and user satisfaction of most employees were neutral. Indicating the employees do somewhat depend and acknowledge the presence of the information system making their jobs easier and efficient.

In carrying any research it takes time and dedication. Despite having a rough start the group came together in the limited time frame and got the job done. The biggest limitation the group endured was having to go back to the Institute of Archaeology twice as the questionnaires were hand delivered and the group did not collect all 31 questionnaires in one round as most employees were busy. This then delayed the collection process and the overall working process of the group.

For future researches it would be recommended to get your organization and information system approved by at least the end of the first month of your semester. Not only just find a business with an information system but one with a decent population (over 40 would be nice). A larger sample size would

assist in sustaining results on a larger scale. If alternative ways of collecting data could be done the group suggests doing so. Printing and hand delivering questionnaires is very tedious and time consuming. And you probably won't get them all back the first round either. Overall, seek ways that will make the work less difficult for the group.

A top level worker mentioned they are really moving away from doing HR tasks manually. Therefore, the group's recommendation to the Institute of Archaeology is to find a better and more reliable information system to create maximum user satisfaction and perceived net benefits. Job satisfaction is really important in today's work environment. Therefore, the use of a better information system would create a more functioning and coherent organization. As a group, we would recommend implementing, BambooHR. It is ranked as the #1 online HR system for small and medium-sized businesses. The cloud-based system offers integrated applicant tracking, performance management, HR reporting, time-off tracking and more. The HR system also has a mobile app for both iPhone and Android users which makes BambooHR accessible from anywhere at any time.

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**Appendix A**

**Questionnaire I – “The success of the NeoPeople Information System” (All Employees)**

**Purpose**

The University of Belize students are conducting a research to investigate the success of NeoPeople (Human Resources Management System) at the Institute of Archeology. This questionnaire will be used to determine whether appropriate measures are being used for the organization success.

This questionnaire will only take 5-10 minutes of your time. Your individual response to the questionnaire will be confidential so your name is not required. Any confidential information of the organization is not required.

**Instructions**

Please answer all questions accurately. Print answers on spaces provided and tick the boxes to mark your answers.

<b>1. Characteristics</b>	<b>Answers:</b>
Gender:	Male <input type="checkbox"/> Female <input type="checkbox"/>
Age Group:	< 25 <input type="checkbox"/> 25-35 <input type="checkbox"/> 36-45 <input type="checkbox"/> 46-55 <input type="checkbox"/> >55 <input type="checkbox"/>
Education Level:	PhD <input type="checkbox"/> Masters <input type="checkbox"/> Bachelors <input type="checkbox"/> Associate <input type="checkbox"/> High School <input type="checkbox"/>
Work Experience:	Less than 5 years <input type="checkbox"/> 5 to 10 years <input type="checkbox"/> 10 to 15 years <input type="checkbox"/> More than 15 years <input type="checkbox"/>

**Indicate your agreement with each statement by rating it from (1) Strongly disagree to (5) Strongly agree.**

<b>2. Information Quality</b>	<b>Strongly Disagree -----Strongly Agree</b>
The NeoPeople information system provides information that is exactly what you need.	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>
The NeoPeople information system provides information you need at the right time.	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>
The NeoPeople information system provides information that is relevant to your job.	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>
The NeoPeople information system provides sufficient information.	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>
The NeoPeople information system provides information that is easy to understand.	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>
The NeoPeople information system provides up-to-date information.	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>

<b>3. System Quality</b>	<b>Strongly Disagree -----Strongly Agree</b>
The NeoPeople information system is easy to use.	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>
The NeoPeople information system is user-friendly.	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>
The NeoPeople information system provides high-speed information access.	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>

The NeoPeople information system provides interactive features between users and systems.	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>
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<b>4. Complementary Technology Quality</b>	Strongly Disagree -----Strongly Agree
The software on the desktop computer used for NeoPeople is adequate.	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>
The desktop computer used to access NeoPeople is adequate.	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>
The speed of the network used to access NeoPeople is adequate.	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>
The reliability of the network used to access Neopeople is adequate.	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>

Complete the sentence by using: I could complete the job using the information system...

<b>5. Computer Self-Efficacy</b>	Strongly Disagree -----Strongly Agree
... if there was no one around to tell me what to do as I go.	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>
... if I had never used an information like it before.	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>
... if I had only the information system manuals for reference.	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>
... if I had seen someone else using the information system before trying it myself.	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>
... if I could call someone for help if I got stuck.	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>
... if someone else had helped me get started.	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>
... if I had lot of time to complete the job for which the information system was provided.	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>
... if I had just the built-in help facility for assistance.	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>
... if someone showed me how to do it first	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>
... if I had used similar information systems before this one to do the same job.	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>

Indicate your agreement with each statement by rating it from (1) strongly disagree to (5) strongly agree.

<b>6. Service Quality</b>	Strongly Disagree -----Strongly Agree
The support staff keep the information system up to date.	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>
When users have a problem the information system support staff show a sincere interest in solving it.	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>
The information system support staff respond prompt when users have a problem.	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>
The information system support staff tell users exactly when services will be performed.	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>

<b>7. User Satisfaction</b>	Strongly Disagree -----Strongly Agree
Most of the users bring a positive attitude or evaluation towards NeoPeople function.	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>
You think that the perceived utility about NeoPeople is high.	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>
NeoPeople has met your expectations.	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>
You are satisfied with NeoPeople.	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>

<b>8. Use</b>	<b>Strongly Disagree -----Strongly Agree</b>
The frequency of use with NeoPeople is high.	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>
You depend upon NeoPeople.	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>
I was able to complete a task using NeoPeople even if there was no one around to tell me what to do as I go.	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>
I have the knowledge necessary to use NeoPeople.	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>

<b>9. Perceived Net Benefits</b>	<b>Strongly Disagree -----Strongly Agree</b>
NeoPeople helps you improve your job performance.	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>
NeoPeople helps the organization save cost.	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>
NeoPeople helps the organization achieve its goal.	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>
Using NeoPeople improves the assessment and training.	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>
Using NeoPeople in the workplace increases the productivity.	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>
Overall, using NeoPeople enhances recruitment and performance management.	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>

**Thank you for your participation.**

**END**