Management Information System: Sage DacEasy's Success at Builders' Hardware

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Abstract

Sage DacEasy is a complete and integrated management software with a set of cohesive tools for simplified and effective business management. It encompasses an accounting edition, payroll edition, business edition, and the complete edition (Sage, 2011). This management software integrates all the capabilities to successfully manage many business processes into one comprehensive framework, thus allowing any business to work as a single unit. These capabilities take into consideration Delone's and Mclean's Information System Success Model and its areas of service of information quality, system quality, service quality, use, user satisfaction, and perceived net benefit. This management information system is the one used by the biggest construction and hardware retail store in the Cayo District, Builders Hardware Limited. Most business management software needs to be customized or retrofitted to be as effective and efficient for the persons using it, and builders Hardware has done just that to theirs. It has grown their business, ensured that their data is accurate and secure, it provides automated reporting, administrative, and usability functions and is extremely useful to all sales teams that use this tool to fill all their orders in a day to day basis. This management information system has proven the company to be highly resourceful, so much that the company is not planning to upgrade or replace it anytime soon or in the long run. Therefore, in order to measure the success of Sage DacEasy and the areas of the Success Model a survey questionnaire has been conducted. The findings have supported the hypothesized Success Model.

Keywords: Management Information Systems (MIS); Sage DacEasy; comprehensive framework: Success Model

1. Introduction

Organizations and businesses all over the world have used and are using information systems to make processes and functions run smoothly and cohesively for years. Even though information technology has grown exponentially over the past ten to fifteen years, management information systems have since inception, been an integral part of a day to day business. Builder's hardware a construction and hardware retail store located in Belmopan City has been using and information system called Sage DacEasy for more than ten years. This information management system specifically used for businesses like its self; retail oriented, has been proven successful to the business's top management. Sage DacEasy is a complete, multi-tool, and multifunction information system which can be specifically retrofit to pertain to any small or large enterprise. Builder's hardware is presently utilizing the business edition which is currently being used on-site and on the cloud. The management information system has successfully been a big part of the growth and success of the business, fundamentally because it provides, efficiency throughout departments, ease of share of information, and allows customer satisfaction throughout sales, accounts, and other departments. The system database retains sales and accounting information for years and with that, looking up something as simple as receipts made days, months, or even years ago, or running detailed reports on the number of sales made throughout the year is made easy for business analysis and marketing.

Through our research we will be analyzing this information system's effectiveness with staff to examine its strengths and limitations, and its overall success. We currently know the strengths top management has outlined, however, its limitations were not pointers outlined, or possibly have not been determined. The basis of this research is to determine the utilization of this management system and to particularly examine the staff's point of view, in regards to how useful, functional and efficient this management system is to them. It was done through a systematic process using a quantitative method of collecting surveys and analyzing the information acquired from it. It is vital to validate that the information system used for the business is the true facet to the success it has had over the past ten years. Our research encompasses the following; Research objectives and the analysis used, methodology, data analysis breakdown and discussion, and our conclusion.

2. Literature Review

In this section, we evaluate the success of the Information System at Builders Hardware. In their structure variable, researchers adopt the IS success model because of the most comprehensive model used as a theoretical framework to study information system success to measure IS evaluation in the IS Field. In 1992 DeLone and McLean reviewed the existing definition of IS success and their corresponding measures and classified them into six major categories.

DeLone & McLean (2003) argue that Seddon's (1997) reformulation of the DeLone & McLean (1992) model into two partial variance models (i.e. IS success model and partial behavioral model of IS Use) unduly complicates the success model, and thus assert that System Use or Intention to Use is still an important measure of IS success. Research surveying the accomplishment of Information Systems (IS) has been continuous for about three decades and its determinants have long been considered a critical field of information system (Bailey and Pearson, 1983). Early endeavors to characterize data framework achievement were badly characterized because of the mind-boggling, related, and multi-dimensional nature of IS achievement. To address this issue, DeLone and McLean (1992) played out a survey of the exploration distributed amid the period 1981– 1987 and made a scientific classification of IS achievement dependent IS success.

In 1980, Keen referred to the lack of the scientific basis in IS research and argued that mandatory variables (e.g., user satisfaction, usage) would continue to mislead researchers and dodge the information theory issue. In searching for the IS success, many studies have been shown. This is understandable when considered as "information", an output of IS or a message in communication systems, can be viewed at different levels (e.g., technical level, semantic level, and effectiveness level) (1992). In the communication context, Shannon and Weaver (1949) denied the technical level as the propriety and efficiency of the system that effectiveness the information, semantic level as the intended the information in promulgating the

intended meaning, and effectiveness level as the effect of the information to the receiver. Based on this basis, Mason (1978) considered "effectiveness" as "influence" and denied information influence level as "hierarchy of events which take place at the receiving end of an information system which may be used to identify the various approaches that might be used to measure output at the influence level". According to DeLone and McLean (1992), the influence events include the receipt of the information, and the application of the information, leading to a change in recipient behavior and a change in system performance.

After the publication of the first IS success model (DeLone & McLean 1992), some scholars claimed that the IS success is incomplete and suggested that more dimensions should be included in the model or proposed in the other models. For example, Seddon (1997) argued that the IS success model gaps comprehensiveness and further pre-specified the original IS success model by differentiating actual and expected impacts, as well as by incorporating the additional perceived usefulness in TAM [8]. Then, Rai et al. [39] showed that both the original D&M model and Seddon's (1997)'s model adequately explained IS success. Therefore, DeLone and McLean (2002, 2003) added service quality in an updated IS success model. After that, several authors tried to test this model empirically. For example, Gable et al. (2008) re-conceptualized the DeLone and McLean model and suggested a new IS success model. Additionally, Sabherwal et al. (2006) conducted a comprehensive analysis to validate the D&M model and highlighted the importance of contextual attributes in IS success. However, Gable et al. (2008) evaluated that many measures in D&M model were inappropriate to measure ERP success. Thus, Gable et al. (2008) removed user satisfaction and proposed another model, including system quality, information quality, individual impact, and organizational impact. This model was also considered as a base for the IS success model (2005). After that, Petter et al. (2008) reviewed research published from 1992 to 2007 and identified the variables that potentially can influence IS success. Furthermore, other domains have been tested using the D&M model that integrated with technology adoption models, including ERP, social network, cloud-based e-learning, e-banking, etc.

As the original IS success model needed further validation, DeLone and McLean proposed an updated model in 2003, again based on a literature review [2]. They added Service Quality (e.g., IS support) as one important dimension. Also, they added the Intention to Use as an alternative measure because an attitude is worthwhile to measure in some context. Finally, they combined Individual and Organizational Impact to one dimension, named Net Benefits; to broaden the impacts of IS also to groups, industries, and nations, depending on the context.

DeLone and McLean's IS success model seems to provide a good framework to identify and develop different measures for several important dimensions. Therefore, it could be used also in the field of human-centered technology and usability studies to understand different aspects of IS success. For example, it could provide a practical way to evaluate why user satisfaction is not good and what problems does the usability of the system create to users and organization. Both the original and updated models are based on literature reviews and other researchers have tried to validate, use, and develop these models further. Instead of having ready-to-use measures, there is a lot of work to be done when modifying the model for its own purposes. However, the model and empirical studies offer great advice and concrete measures for future work for evaluating information systems in different contexts.

In the modern organization, the use of advanced Information Technology (IT) systems are required for us to reach out to the intended customers. The main purpose is to implement a secure and accurate Information System cost-effectively. Globalization and advanced technology such as broadband and mobile internet growth have made it easier for organizations to provide their services on a larger market. The rapid growth of Information Technology has developed a massive demand for the advancement of technological tools and systems.

3. Methodology

In order to get accurate and first hand data from Builders' Hardware MIS: Sage DacEasy, a survey questionnaire was used as the research methodology. This methodology allowed to encompass Delone and McLean Success Model and its areas of service of information quality, system quality, service quality, use, user satisfaction, and perceived net benefit. The information quality determines how information is used

by management information systems users. System quality is directly related to information quality. As high quality system leads to high quality information. Service quality is the output of the service delivery system and is a perception of the consumer. Use measures the frequency and user dependability on the Management Information System. User Satisfaction is on the perception of the user as they can have a positive attitude and has met their expectations.

Figure 1. The research model

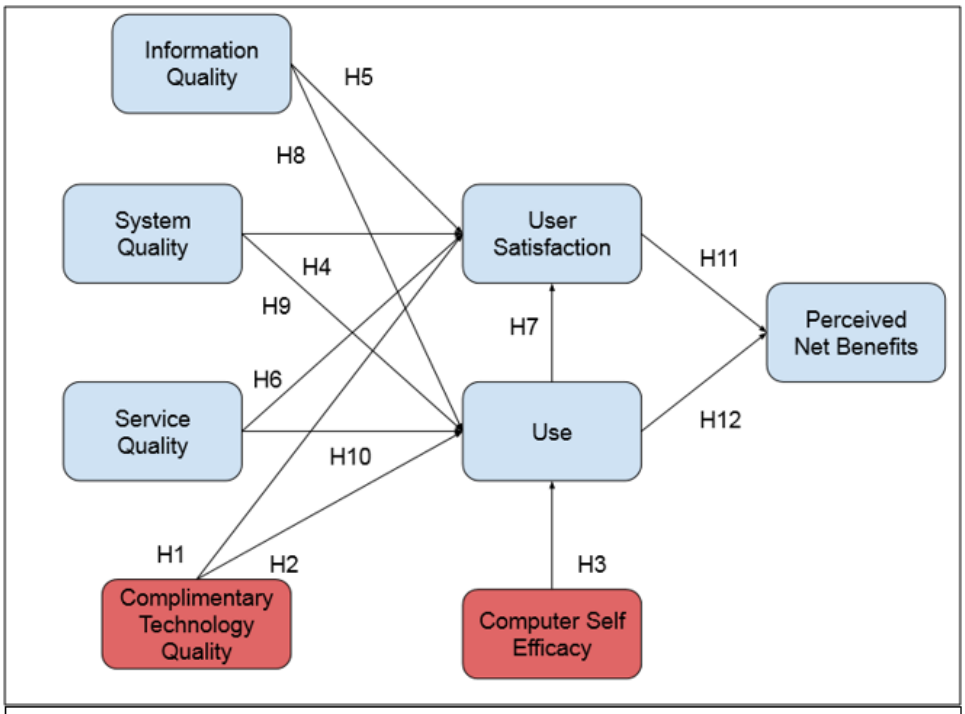


Figure 1. Delone and Mclean IS model

The Delone and Mclean success model hypotheses the six areas of Information Systems as follows. This evaluates the positive impact of the Management Information system at the organization.

Hypothesis:

H1. Information quality will positively impact user satisfaction.

H2. System quality will positively impact user satisfaction.

H3. Service quality will positively impact user satisfaction.

H4. Use will positively impact user satisfaction.

H5. Information quality will positively impact use.

H6. System quality will positively impact use.

H7. Service quality will positively impact use.

H8.User satisfaction will positively impact perceived net benefit.

H9.Use will positively impact perceived net benefit.

Furthermore, to complete the research, other information as gender, age, education was evaluated. Currently, Builders Hardware has an employee population of over 100 .The sample size was chosen by simple random sampling since there was a limited time to carry out this research. Therefore with a margin of error of 9.65% and a confidence level of 95%, 30 employees were selected to be the sample size.

To ensure the content validity of the scales, measurement scales for the quantitative data collection were mainly elicited from current and new instruments and not from previously verified instruments. This research conducted is a non-parametric research and utilized a survey instrument. The survey was questionnaire based which was used to collect the necessary data from the sample chosen. A total of 30 structured surveys were created with each consisting of 47 close-ended questions. The questionnaire was performed in order to obtain feedback from the employees in regard to their views on the effectiveness and versatility of the MIS used at the business for day-to-day activities. In terms of previous methodology concerning the MIS used in this firm there is none for this specific firm. Its usage the research and instrumentation is unique and is prone to limitations as well as lack of more precise data concerning this businesses usage of the MIS apart from the current research conducted

The data for this study were collected from a sample of Builder's Hardware employees from the Cayo district. The method of research sampling is "purposive sampling" which gives the researchers the ease to use their own judgment to select suitable people for the sample.

In total there were 30 usable questionnaires that were returned, yielding a 100% response rate percentage, which is considered very well.

The respondent's characteristics are presented in table 1 listed below. Male respondents represent a marginally lesser percentage of the completed sample (approximately 49%) compared to the female participants (approximately 51%). 50% of the participants were aged 25-35 years, the completed sample was composed of well-educated individuals, approximately 43% of whom were in direct interactions with the system. The participants were mostly experienced with the System, approximately 43% of the participants had more than 5-10 years' work experience in using computers.

Table 1. Characteristics of the respondents:

Gender	Age	Education	Working Experience
1 - Male	1 - Less Than 25	1 - 1st year	1- <5
2- Female	2 - From 25 to 35	2 - 2nd year	2 - 5-10
	3 - Over 35 to 45	3 - 3rd year	3- 11-15 years
	4 - Over 45 to 55	4 - 4th year	4- >15 years
	5 - Older than 55		

Table 1. Characteristics of Respondents

Table 2. Results of Characteristics of Respondents.

Characteristics	Number	Percentage
Gender		
Male Female	14 16	46.66% 53.33%
Age		
1 2 3 4 5	8 15 7 0 0	26.66% 50% 23.33% 0% 0%
Education		
1 2 3 4	14 12 4 0	46.66% 40% 13.33% 0%
Work experience		
1 2 3 4	7 13 6 5	23.33% 43.33% 20% 16.66%
Table 2. Characteristics of the respondents		

4. Data Analysis and Discussion

4.1 Assessment of the Success Model

The model used to gather data about Builders' Hardware Management Information System help solve the problem of knowing the strengths of this Information system. Data gathered has been analyzed and interpreted to fully understand and be able to advise the business of the findings and measure its success. This is in order for the business to take action and know the strengths of their Information System. Using the Delone and Mclean Information System Success model , Figure 1 shows the result in average of the responses gotten for each section. In table 3. Shows the average of each question by section. The results are not showing an average below 4 which indicates that all questions had an agreed response.

Table 3. Average Result of each question by section

Construct	Items	Information Quality	System Quality	Service Quality	Satisfaction	Use	Perceived net benefit
Information quality	IQ1	5.59					
	IQ2	5.81					
	IQ3	6.34					
	IQ4	5.62					
	IQ5	5.65					
	IQ6	5.18					
	SQ1		6.28				

System quality	SQ2		6.31				
	SQ3		5.43				
Service quality	SV1			4.68			
	SV2			4.93			
	SV3			4.75			
	SV4			4.65			
Satisfaction	US1				5.71		
	US2				5.84		
	US3				6		
	US4				6.18		
Use	U1					6.53	
	U2					6.28	
	U3					6.28	
	U4					6.46	
Perceived net benefit	NB1						5.37
	NB2						5.87
	NB3						5.84
	NB4						5.93
	NB5						5.53
	NB6						6.21

Table 3. Average of Delone and Mclean Model

Table 4. Hypothesis results

Hypothesis	**Path**	**Average**	**Decision**
H1	Information quality->satisfaction	5.69	Supported
H2	system quality->satisfaction	6.00	Supported
H3	service quality->satisfaction	4.75	Supported
H4	USE->Satisfaction	6.38	Supported
H5	Information quality->USE	5.69	Supported
H6	System quality->USE	6.00	Supported
H7	service quality->USE	4.75	Supported
H8	Satisfaction-> Net Benefit Perceived	5.79	Supported
H9	USE -> Net Benefit Perceived	5.79	Supported

Table 4. Hypothesis results

This is the hypothesis showing an average of the total questions under the different sections. In which the decision has been supported in that the Management information System for Builder's Hardware is reliable, efficient, and successful.

Figure 1. Results of survey in Success Model

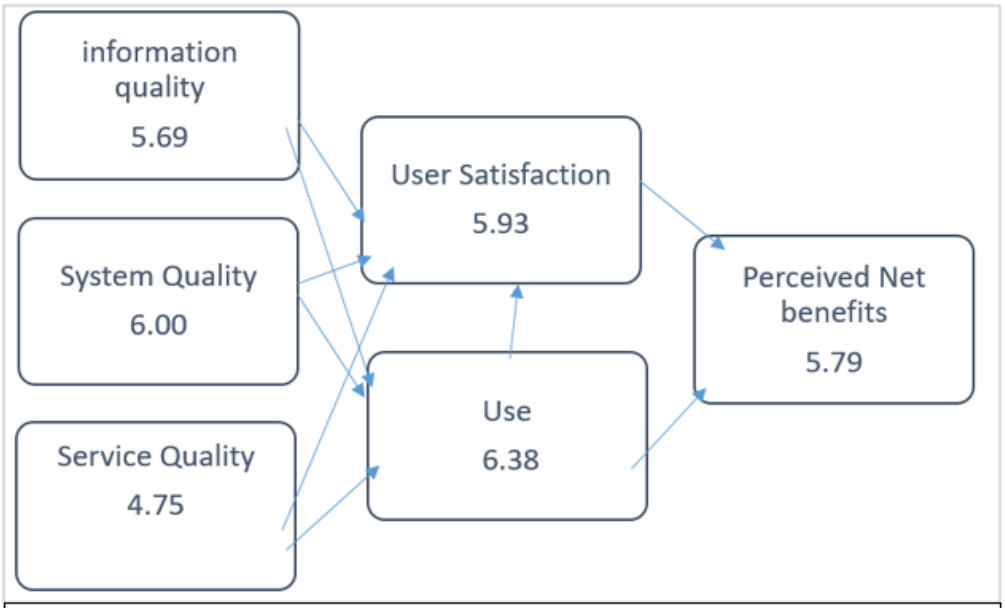
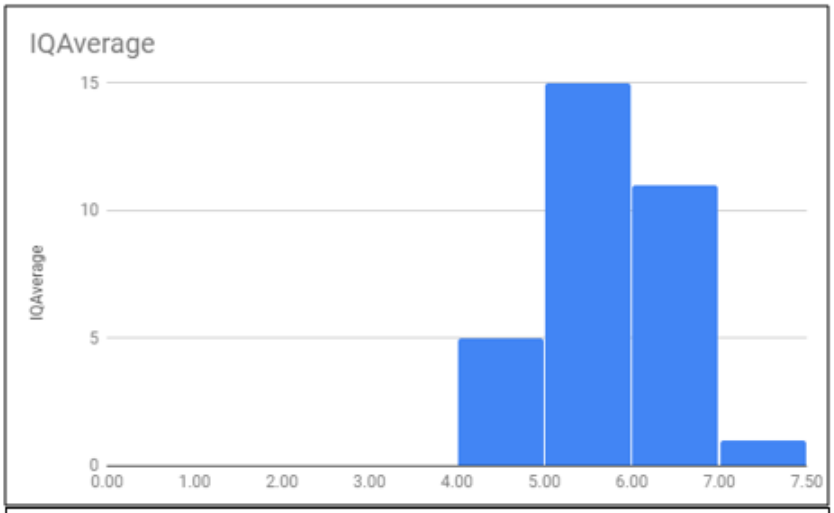


Figure 1. Results of survey in Success Model

4.2 Data Analysis

First of all, data gathered was subdivided into nine sections. The sections are as follows: Background Information, Information Quality, System quality, Complementary Technology Quality, Computer Self-Efficacy Measure, Service Quality, User Satisfaction, Use, and Perceived Net Benefits. The results of the survey has been analyzed and both male and female, young and old agree that the Management Information System, Sage DacEasy is reliable, efficient and successful

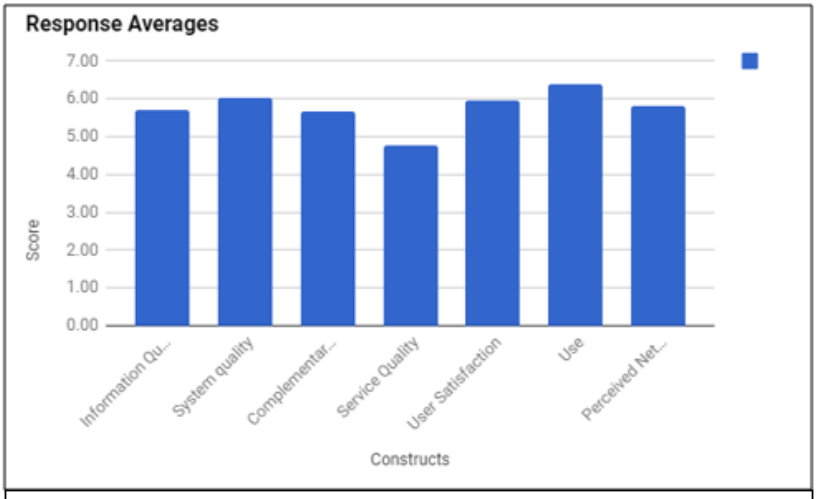
Graph 1. Average of Information quality



Graph 1. Average of Information quality

When it comes to the Information Quality for Builders' Hardware, it can be said that employees from Builder's Hardware has agreed on the scale 5-6 they can work well with Sage DacEasy.

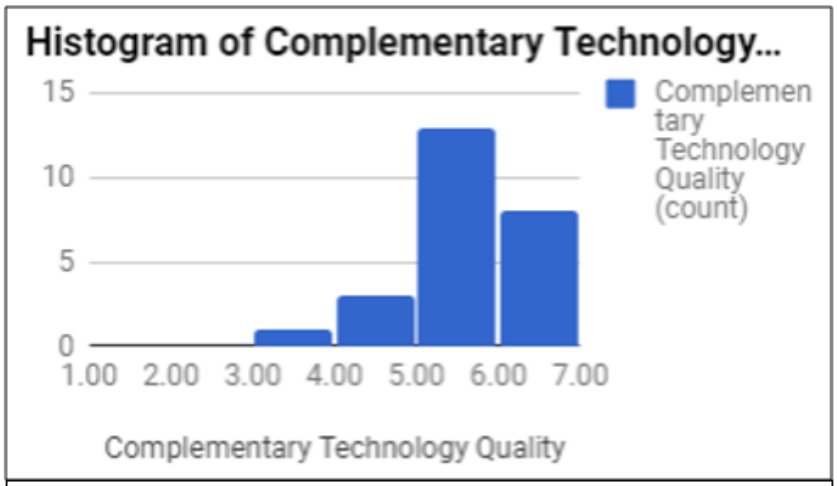
Graph 2. Response averages



Graph 2. Response Averages

The graph 2 shows the scoring for all sections mentioned and that the average least is approximately five. The graph is positive on showing that Builder's Hardware are well acquainted with their management information system.

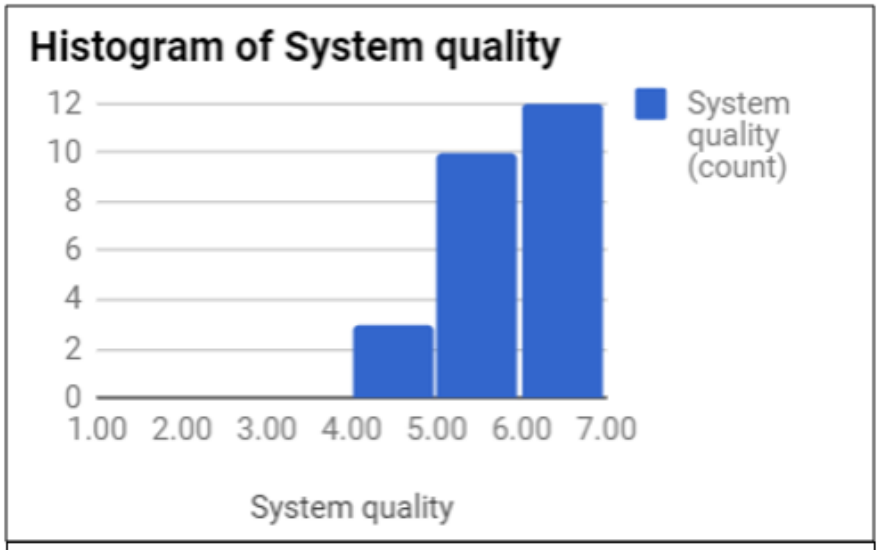
Graph 3. Complementary Technology Quality



Graph 3. Complementary Technology Quality

Graph 2 and Graph 3 are interelated since this are referring to the sectoon of the Technological Quality. However table is showing a drop in scores from employeesand that a few employees disagree with the Management Information System of Builder's Hardware.

Graph 4. System Quality



Graph 4. System Quality

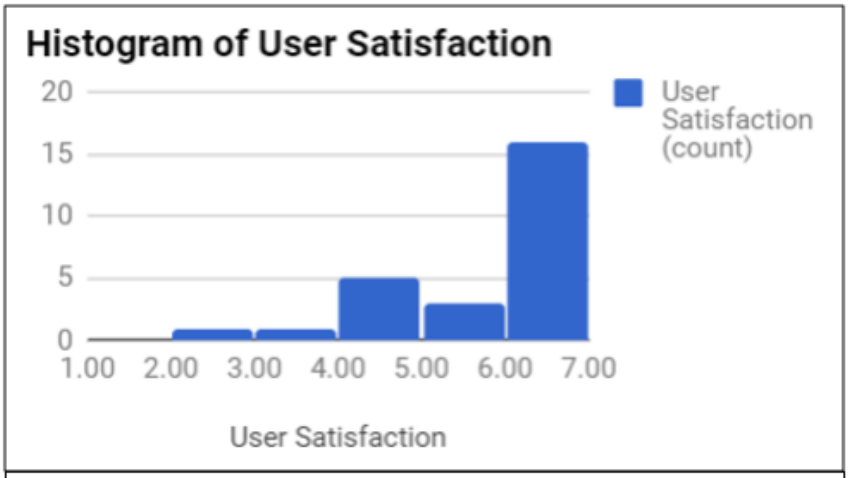
Graph 4 is showing that Sage Daceasy management information system is easy to use, is user friendly, and provides high speed information access. The results shown are most of the staff agree with the system quality.

Graph 5.Service Quality

Graph 5. Service Quality

Graph 5 shows the information related to service quality like updates are readily available, the management information system support staff, response is prompt to staff, and inform users exactly when services will performed. The number of result is that some users are not agreeing and are agreeing with getting prompt support when it comes to the service quality.

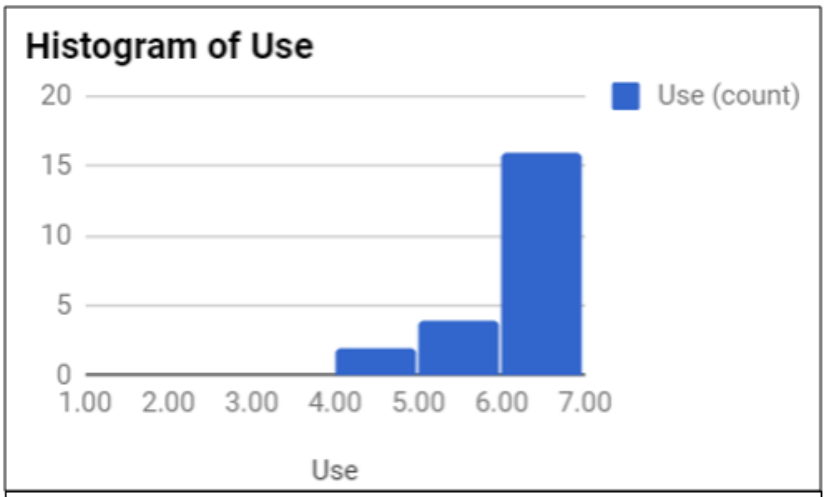
Graph 6. User Satisfaction



Graph 6. User Satisfaction

Graph 6. Shows results related to users' postitive attitude, utility of Sage DacEasy is high, it has met users' expectation and overall satisfaction of the Sage DacEasy. The results showing in graph demonstrate that most Sage DacEasy users are satisfied with it and the minority of users didn't feel satisfied.

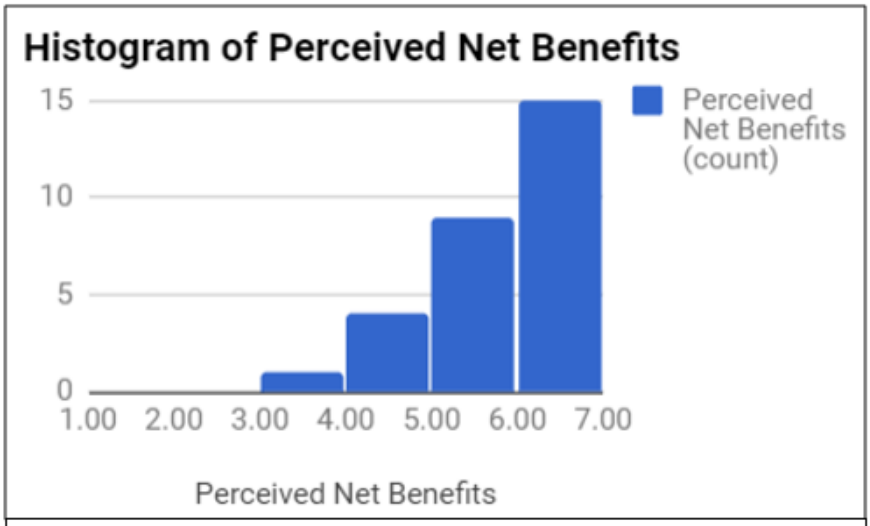
Graph 7 Use of Sage DacEasy



Graph 7. Use of Sage DacEasy

Graph 7 shows the use of Sage DacEasy in relation to the use of it being high, dependency on this information system, completion of tasks using it, and the users being knowledgeable to use this information system. The results of the survey show that majority if users have good use of Sage DacEAsy.

Graph 8. Perceived Net benefits.



Graph 8. Perceived Net Benefits

Graph 8 is showing information as it relates to Sage DacEasy improving the job performance, saving costs, achievement of organizational goals, improvement of assessment and training, increase job productivity, enhancement and performance management. The results in this graph show that employees at Builder's Hardware mostly agree with the Perceived net benefits.

4.3 **Discussion- explain the consistency of the data**

This research has addressed the concern of measuring the reliability and efficiency of Sage DacEasy at Builder's Hardware. The Success Model was used based on Delone and McLean updated Information System success model. The model shows that Background Information, Information Quality, System quality, Complementary Technology Quality, Computer Self-Efficacy Measure, Service Quality, User Satisfaction, Use, and Perceived Net Benefits are interrelated and affect each area. The results demonstrate that there is room for improvement probably with most of all training of employees.

Furthermore, Information quality, system, quality, and service quality are related to user satisfaction. The results on this three vary as information and system quality are agreed mostly by the staff however the service quality didn't receive a positive response. This can be due that the technical support is not readily available when Builders' Hardware employees need it. Also, information quality, system quality and service quality again relate to the use of the Management Information System. Sage DacEasy users are need to use this information system and based on their use then they get satisfied. In addition the Use and Satisfaction of the users of Sage DacEasy perceive the Net benefit of this management information systems. The Net benefits perceived by most of the information systems users have resulted as high. Hence it can be said that the Management Information System, Sage DacEasy, is strong at the organization however there is room for improvement.

5. Conclusion

The purpose of the research is to gather important information and evaluate the success of utilizing Sage DacEasy. One of the limitation of the research is the duration of time to complete the entire research project. Having a true representation of the population requires an extended time to produce. The questionnaire

sent to employees at Builders Hardware, as a result of convenience sample. Those workers who took time to fill the questionnaires represent the entire staff of the Builders hardware. Staff willingness to participate is also a limitation of a true representation of the research.

The research was made to evaluate the success of Sage Daceasy at Builder's Hardware located in Cayo District. Sage DacEasy is a management information system that promotes daily operation task. Sage DacEasy is a powerful, easy-to-use, complete accounting solution that has won awards and satisfying users for more than a decade. At the core of Sage DacEasy is a series of fully integrated modules that give you vital information that's key to you success in operating your business. Use them together or individually to fit your exact accounting requirements. A total of 30 questionnaires was shared distributed to 30 employees of Builders' Hardware. The research reports Sage DacEasy is a successful software, from the data gathered on average the majority indicates the information system is efficient and dependable. An average of 5.0 and above Information Quality, system quality, user satisfaction, use and benefit perception. The service quality is score is really low cause by some user agreeing and others not agreeing with the system prompt support. Further research is recommended to identify why some users are not agreeing and are agreeing with prompt support when it comes to the service quality. Overall, this Business intelligence of underlying TPS, Sage DacEasy has resulted successful for Builder's Hardware and has become an asset.

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Appendix

University of Belize Management Information Systems Research Letter

University of Belize
UB
Education Empowers a Nation

Hummingbird Avenue
P. O. Box 340, Belmopan
Belize, Central America

To:

From: Kieran Ryan

cc: Mr. Steven Lewis
Chair, MPIT Department UB

Date: 1/28/2020

Re: University of Belize Research

Dear Sir/Madam,

Good day, my name is Kieran Ryan. I am an Assistant Professor at the University of Belize, Faculty of Science and Technology and I teach business students a course called Management Information Systems. The course requires students to complete a research paper as their final project.

The research is to measure the success of a functional information system at an organization. It asks users of the system about their attitudes towards the system utilizing a survey. No confidential information will be collected. Students need to collect between thirty and fifty surveys. The feedback of the research can be presented to you or your organization. It would inform your organization if the users believe the system is successfully meeting their needs and if not how it can be improved.

Thank you for your time.

Sincerely,

Kieran Ryan
Assistant Professor
University of Belize

Management Information Systems Survey Questionnaire

University of Belize

Management information Systems Survey Questions

Purpose:

This research is required for the CMPS3012 MIS course at University of Belize University. This questionnaire asks for information about yourself and how often you use the Management Information System Sage Daceasy. The data gathered will be analyzed to determine the success of Sage Daceasy at Builder's Hardware.

Ratings:

Please answer each question based on your use of Sage DacEasy. Your individual responses to the questionnaire will be strictly confidential and used solely for this research.

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:	<25 ☐ 25-35 ☐ 36-45 ☐ 46-55 ☐ >55 ☐
Please indicate your educational background:	High School Diploma ☐ Associate Degree ☐ Bachelor Degree ☐ Master Degree ☐
Please indicate your working experience:	<5yrs ☐ 5-10yrs ☐ 11-15yrs ☐ >15yrs ☐

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

2. Information Quality	Disagree ----------Agree
IQ1: The Management Information system Sage DacEasy provides information that is exactly what you need	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
IQ2: The Management Information system Sage DacEasy provides information you need at the right time	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
IQ3: The Management Information system Sage DacEasy provides information that is relevant to your job	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
IQ4: The Management Information system Sage DacEasy provides sufficient information	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
IQ5: The Management Information system Sage DacEasy provides information that is easy to understand	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
IQ6: The Management Information system Sage DacEasy provides up-to-date information	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
3. System Quality	**Disagree ----------Agree**
SQ1: The Management Information system Sage DacEasy is easy to use.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
SQ2: The Management Information system Sage DacEasy is user-friendly.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
SQ3: The Management Information system provides high-speed information access.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
SQ4: The Management Information system Sage DacEasy provides interactive features between users and the system.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
4. Complementary Technology Quality	**Disagree ----------Agree**
CTQ1: The software on the device (desktop computer, laptop, mobile device) used to access the Management Information system Sage DacEasy is adequate.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
CTQ2: The device hardware (desktop computer, laptop, mobile device) used to access the Management Information system Sage DacEasy is adequate.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
CTQ3: The speed of the Internet connection used to access the Management Information system Sage DacEasy is adequate.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
CTQ4: The reliability of the Internet connection used to access the Management Information system Sage DacEasy is adequate.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
5. Computer Self-Efficacy Measure	**Disagree ----------Agree**
I COULD COMPLETE THE JOB USING THE MANAGEMENT INFORMATION SYSTEM SAGE DACEASY...	
CSE-1.... if there was no one around to tell me what to do as I go.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐

CSE-2 .... if I had never used an information system like it before	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
CSE-3.... if I had only the information system manuals for reference.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
CSE-4.... if I had seen someone else using the information system before trying it myself.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
CSE-5.... if I could call someone for help if I got stuck	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
CSE-6.... if someone else had helped me get started.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
CSE-7.... if I had a lot of time to complete the job for which the information system was provided.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
CSE-8.... if I had just the built-in help facility for assistance.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
CSE-9.... if someone showed me how to do it first.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
CSE-10.... if I had used similar information systems before this one to do the same job.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
6. Service Quality	**Disagree ----------Agree**
SV1: The support staff keep the Management Information system Sage DacEasy up to date.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
SV2: When users have a problem, the Management Information system Sage DacEasy support staff.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
SV3: The Management Information system Sage DacEasy support staff respond promptly when users.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
SV4: The Management Information system Sage DacEasy support staff tell users exactly when services will be performed.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
7. User Satisfaction	**Disagree ----------Agree**
US1: Most of the users have a positive attitude of Management Information system	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
US2: You think that the utility of the Management Information system Sage DacEasy is high.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
US3: The Management Information system Sage DacEasy has met your expectations.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
US4: You are satisfied with the Management Information system Sage DacEasy.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
8. Use	**Never ----------Often**
U1: Your frequency of use of the Management Information system Sage DacEasy is high	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
U2: You depend upon the Management Information system Sage DacEasy	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
U3: You were able to complete a task using Management Information system Sage DacEasy 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 the Management Information system	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
9. Perceived Net Benefits	**Never ----------Often**
NB1: The Management Information system Sage DacEasy helps you improve your job performance.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
NB2: The Management Information system Sage DacEasy helps to save costs.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
NB3: The Management Information system Sage DacEasy helps the organization achieve its goals	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
NB4: Using the Management Information system Sage DacEasy improves assessment and training.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
NB5: Using the Management Information system Sage DacEasy in job increases your productivity	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
NB6: Overall, using Management Information system Sage DacEasy enhances recruitment and performance management.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐

The Delone and Mclean IS Success Model

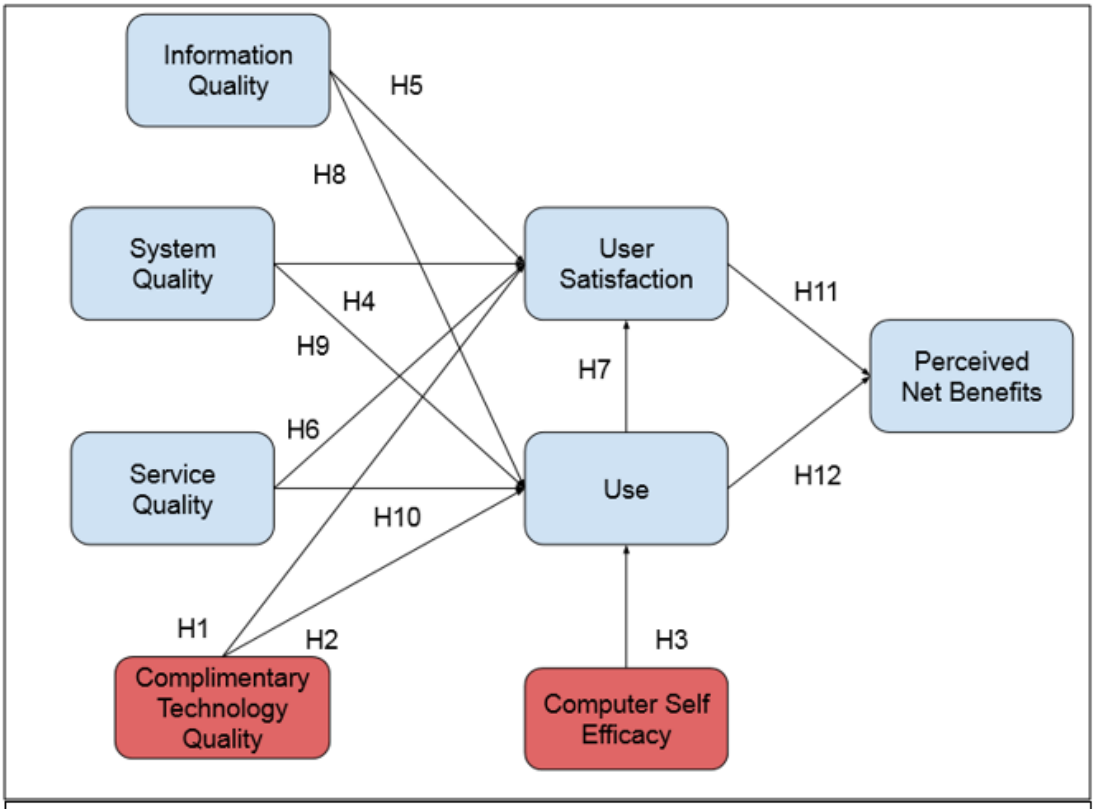

Figure 1. Delone and Mclean IS model