Evaluating the Success of Belizes' Telecommunication Companies Information System: The Formula Telecommunication Service

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Abstract

Formula Telecommunication system is a platform that companies in the telecommunication industry use to facilitate workers as it includes information about all the customers and gives information on how well they are performing. This software is used at the Telecommunication Company in Belize to add value to their organization. This study uses Delone & McLean information Success Model as a tool to assess the overall performance of the Formula Telecommunication system at the telecommunication company. The model includes 8 dimensions which are: Information quality, system quality, service quality, user satisfaction, use, perceived net benefits, complementary technology quality, and computer self-efficacy. This research paper was performed through the use of Questionnaires that were given to the company's employees. The result gave a variety of results in which the majority of the users were satisfied while some users expressed the feeling that there is room for improvement, these results were transmitted through user satisfaction. This research, therefore, portrays that the success rate of the Formula Telecommunication system is moderately high since users have given it an overall good rating, and since it also helps them achieve their organizational goals.

Keywords: Formula Telecommunication System, DeLone & McLean's, Telecommunication Company

Introduction

In order to fulfill organizational goals and compete with other rising organizations, businesses are now prioritizing to invest in information and communication technology (ICT). The information system that will be studied is the Formula Telecommunication Service (FTS) from the telecommunication company in Belize. The company is one of the two main telecommunication companies in Belize that provide countrywide access. This information system is an intranet and all their information is saved to the cloud. It generates reports, billing, sales, and for supervisors to enter and administer. Telecommunication deals with the service of providing electrical communication at a distance (Freeman, 2004). The company greatly invests in this information system as it is the basis of their whole company, and to compete against its competitor. The use of this system has also made the business more effective when it comes to identifying areas that have the need for improvement.

Telecommunication systems were developed in the early 1900s where the first long-distance call was made from coast to coast by Alexander Graham Bell. The system was then later perfected and transformed for world-wide use. It was around the year of 1961 that telecommunication was properly introduced to the country of Belize. In 2003 the telecommunication company in Belize received its license approved to offer telecom services. To this date, they use their telecommunication system to create reports and to generate data from all users of their services into one.

We know first of all that this system is an intranet, the system is only made accessible to employees, and personal gadgets are installed by technicians. We also know that it is not a Decision Support System as it does not generate a "what if's" scenario. Therefore this system can be recognized as usable but there is always room for improvement. Management has made it known that it can be much more user friendly, and also that data can be manipulated even more.

The objective of this research is to measure the success of the Formula Telecommunication System at a telecommunication company in Belize and find ways in which the system can be improved to increase effectiveness and improve efficiency. The company changes its entire system every year which is a benefit, but it can also slow down the rate of productivity as the employees need to partake in multiple training for mastering the manipulation of the new system.

The goal of this research is to provide and analyze the efficiency of the system and how it can be successful given changes to furthermore improve it. This research can provide insights and additional knowledge to top-level management, which can be used for executive decision making.

The basic research that was used for this study was questionnaires to gather information from the employees at Smart. The data that was gathered from these questionnaires were used and

showcased using tables, bar charts, and other figures to present the findings of this research paper.

Literature Review

In order to fulfill organizational goals and compete with other rising organizations, businesses are now prioritizing to invest in information and communication technology (ICT). The information system that will be studied is the Formula Telecommunication Service (FTS). The telecommunication company is one of the two main telecommunication companies in Belize that provide countrywide access. This information system is an intranet and all their information is saved to the cloud. It generates reports, billing, sales, and for supervisors to enter and administer. Telecommunication deals with the service of providing electrical communication at a distance (Freeman, 2004). Every business organization in this era needs an information system (IS) to keep track of all business activities, right from business planning, until the product delivery via manufacturing and quality cycles. In view of the huge order-turnover process, keeping track of the number of resources, various business activities, and monitoring the overall business process, is becoming a real challenge to many establishments. Most of the information systems used in these processes are data-centered, run on enterprise software, pertaining to a specific business. These information systems are trying to offer a high quality of service, dealing with large volumes of data and business process support. With their innate capability of storing, retrieving, and using specific domain-related information, such as medical, nursing, or management, information systems have gained movement in all business markets. In most of the countries around the world, with rapidly growing economic concerns, a fresh graduate is forced to think like an entrepreneur, to be successful in life. (International Journal of Business and Management, 2012). Now there are different kinds of information systems which are developed for different purposes, depending on the need of the business. Transaction Process Systems (TPS) function at an operational level to process large amounts of data for routine business transactions of the organization, Office Automation Systems (OAS) support data workers, and Knowledge Work Systems (KWS) support professional workers. Higher-level systems include Management Information Systems (MIS) and Decision Support Systems (DSS). Expert System (ES) applies the expertise of decision-makers to solve specific, unstructured problems. At the strategic level of management, there are Executive Support Systems (ESS). Group Decision Support Systems (GDSS) and the more generally described Computer Supported Collaborative Work (CSCW) systems aid group-level decision making of a semi-structured or unstructured decision. In this case of the company chosen, the telecommunications business they use is a system called Formula Telecommunication Service which is a management information system. Information and Communication Technologies (ICTs) have a central role in the emerging knowledge-based economy in which the generation and exploitation of knowledge are seen to play a predominant part in the creation of wealth within the country. (Joanne Roberts, 2000) This would mean that boosting up the ICT would boost the business finances and economy as well.

ICTs facilitate the rapid collection, storage, and dissemination of data, thereby assisting the knowledge creation and the decision process. Just as earlier innovations, like the printing press, significantly increased the transferability of knowledge across time and space, so too have new ICTs. (Technology Analysis and Strategic Management, 2000)

The telecommunication company in Belize uses the Formula Telecommunication Service (FTS), an information system that allows telecommunication networks to follow up on how many customers are enrolled, the number of accounts that are running, as well as every single person's number, that corresponds to the DeLone and McLean (D&N) Information System (IS) Success Model.

DeLone and McLean (2003) claim that the internet application process is appropriate to their six success measurements and their most current form of IS success model. DeLone and McLean encourage other individuals to keep utilizing their model to dictate information system success. DeLone and McLean (2003) most recent form of information system success can be demonstrated to be modified to the measurement challenges of the FTS. Thus, this analysis propounds a comprehensive model of FTS success (see figure 1) which shows that information quality, system quality, service quality, user, user satisfaction, perceived net benefit, self-efficacy, and complementary technology are success factors in FTS. Information quality looks at FTS's system yield quality and its service capacity for users or employees. A critical aspect utilized when exploring an information system's success is information quality, especially in web-based systems context (McKinney et al., 2002). System quality incorporates measures of FTS as a system in itself. It takes into thought performance characteristics, ease of use, and usefulness among the rest (McKinney et al., 2002). Subsequently, system quality may be categorized as to how effortless the system can be utilized to execute functions (Schaupp et al., 2006). The success measurement looks at variables like reliability, competence, responsiveness, and compassion of responsible service staff (Pitt et al., 1995).

User satisfaction is the persuasive behavior towards FTS of a user or employee at the company who directly interacts with the system (Doll and Torkzadeh, 1998). When measuring the success of the information system, user satisfaction is one of the foremost vital measures to evaluate. Furthermore, use is the measure of utilization that the employees provide to FTS. FTS perceived net benefits incorporate benefits adopters obtained from the utilization of FTS. Moreover, it incorporates various benefits which include measurement of the perceived employees, organization of the company, and benefits that all employees receive from the use of FTS. These benefits include effectiveness, quality environment, task performance, and cost reduction. Complementary technology quality is vital to require because it determines the extent of user satisfaction. The higher the complementary technology is; the higher the user satisfaction will be. Self-efficacy measures the utilization of FTS by the employees at Smart, self-efficacy and

complementary technology quality are both measurements that have been included in the six updated information system success measurements from DeLone and McLean.

To get the best out of a business the system and workers must be working in sync and there must be satisfied with the information system provided. This study has provided a look at the DeLone and McLean model in the UDA domain. The analysis provided strong support for relationships between perceived system quality and user satisfaction, perceived information quality and user satisfaction, user satisfaction, and intended use, and user satisfaction and perceived individual impact. It is notable that the model paths that were supported in this study are those that reflect user perceptions rather than objective measures. User satisfaction reflects a user's perceptions of both the quality of the system itself and the quality of the information that can be obtained from it. Intended ongoing use of the information system reflects user satisfaction, and the impact that an individual feels an information system has on their work reflects their satisfaction with the system. However, no significant paths were found involving the objectively measured constructs system quality and organizational impact. System quality did not influence perceived system quality and perceived individual impact did not influence organizational impact. (DeLone and McLean, 2003)

The system must also be efficient and accurate when being used to operate a business and make informed decisions. Shannon and Weaver stated, "defined the technical level of communications as the accuracy and efficiency of the communication system that produces information. The semantic level is the success of the information in conveying the intended meaning. The effectiveness level is the effect of the information on the receiver". In the D&M IS Success Model, "systems quality" measures technical success; "information quality" measures semantic success; and "use, user satisfaction, individual impacts," and "organizational impacts" measure effectiveness success. (Delone and McLean, 1992). Systems that can not be measured can not be managed. Over time, various methods to assess the efficacy of information systems have been devised and then used. These methods range from batch transaction processing systems to executive support systems (Zmud, 1979; Ives & Olson, 1984; Delone & McLean, 1992), and they can be divided into three classes: (1) user satisfaction measures, (2) system usage measures, and (3) performance-related measures. Much of the information system research has investigated user satisfaction and/or system used as the dependent variables in information systems effectiveness studies (Delone & McLean, 1992). Among information systems effectiveness measures, user satisfaction and system usage are the most frequently used in information system research (Schewe, 1976; Ein-Dor & Segev, 1978; Lucas, 1978; Zmud, 1979; Ives et al., 1980; Delone & McLean, 1992). Those who favor user satisfaction as a basis for measuring effectiveness theorize that an information system is successful insofar as it results in meeting the user's objectives in using it (e.g., Ives & Olson, 1984; Amoroso & Cheney, 1991; Delone & McLean, 1992; Doll et al., 1994). Therefore, the satisfaction of the user includes the user's

opinion of the system and its capacity to enhance his/her power to make decisions (Ives et al., 1993). To measure user satisfaction with information systems, several instruments have been refined, validated, and adopted. These assessment methods differ because of the differences in the characteristics of the information systems that they assess, including end-user computing systems (e.g., Doll et al., 1998), decision support and modeling systems (Schultz & Slevin, 1975; Robey, 1979), interactive systems (e.g., Swanson, 1974), and batch/data processing systems (e.g., Bailey & Pearson, 1983; Ives et. al., 1983). Besides system satisfaction, system usage has also been proposed and used in research to measure systems effectiveness. System usage, however, has been used as a measure of effectiveness when the system is optional. The type of usage measure is determined by the purpose and mode of the system (Culnan, 1983; Amoroso & Cheney, 1991). One effective method, for example, is simply monitoring and counting certain features of use, the number of log-in times, the length of log-in time, the number of system resources used, or the number of records opened and modified, etc. (Swanson, 1974; Lucas, 1978; Robey, 1979; Ginzberg, 1981). Another method is to ask users to estimate their own or their peers' use of a particular system (Lucas, 1978; Raymond, 1985). Subjective methods, although less accurate, have been used more frequently by IS researchers (Penniman & Dominick, 1989; Melone, 1990). When the information system is the only information source available to users, system usage becomes a less reliable measure of effectiveness, and additional or alternative measures (e.g., user satisfaction) have to be adopted. However, when using user satisfaction and system usage to measure the dependent variable of system effectiveness, "...it is important to understand not only the relationship between these psychological constructs but also the link between attitudes [user satisfaction] and behavior [system use]" (Etezadi-Amoli & Farhoomand, 1991, p. 1). It is through this understanding of such a linkage, that the users' attitudes/ behavior equation can be better interpreted. Baroudi et al. (1986), however, were interested in the causal relationship between user satisfaction and system usage, and they found a positive causal relationship between the two constructs where user satisfaction influences system usage. This finding is consistent with the theory of reasoned action (Ajzen & Fishbein, 1975, 1977) and its interpretation of the relationship between attitude and behavior: attitude influences behavior.

Also, it is important for the users to be able to completely utilize the system for it to work at best. Despite the fact that a number of information systems and services are available for small and medium-sized enterprises at the software market, many implementation projects fail because they ignore small business specifics, their expectations and the needs of the management. The automated business processes effectiveness analysis, information, and technological infrastructure are not paid necessary attention while designing and introducing systems. It results in a lack of real data integration; insufficient functionality of the information system; in an increasing number of insignificant business operations; growing complexity in information system implementation projects. Small and medium-sized enterprises' managers face a difficult

task of choice, on the one hand, inexpensive information system with a simple and flexible architecture, good price, and feasible system administration tools; and on the other, effective enough to do automated business with all its specific features. The main quality indicator for information system is its functionality – ability to satisfy the customers' information needs, while taking effective management decisions. Besides functionality and flexibility as the ability of quickly adapting to the constant growth of the company, the important quality features of an information system are the degree of Internet technologies usage, data security, system performance (easy administration, usability, speed and accuracy in information processing, the suitability and adaptability to changes, reliability, fault tolerance, ease of installation, and maintainability, etc.). Eventually, the system is to provide a balance among simplicity of use, functionality, and adaptability to changes (International Journal of Business and Management, 2012).

Methodology

The telecommunication company in Belize uses the Formula Telecommunication Service (FTS), an information system that allows telecommunication networks to follow up on how many customers are enrolled, the number of accounts that are running, as well as every single person's number, that corresponds to the DeLone and McLean (D&N) Information System (IS) Success Model.

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Information quality looks at FTS's system yield quality and its service capacity for users or employees. A critical aspect utilized when exploring an information system's success is information quality, especially in web-based systems context (McKinney et al., 2002). System quality incorporates measures of FTS as a system in itself. It takes into thought performance characteristics, ease of use, and usefulness among the rest (McKinney et al., 2002). Subsequently, system quality may be categorized as how effortless the system can be utilized to execute functions (Schaupp et al., 2006). The success measurement looks at variables like reliability, competence, responsiveness, and compassion of responsible service staff (Pitt et al., 1995).

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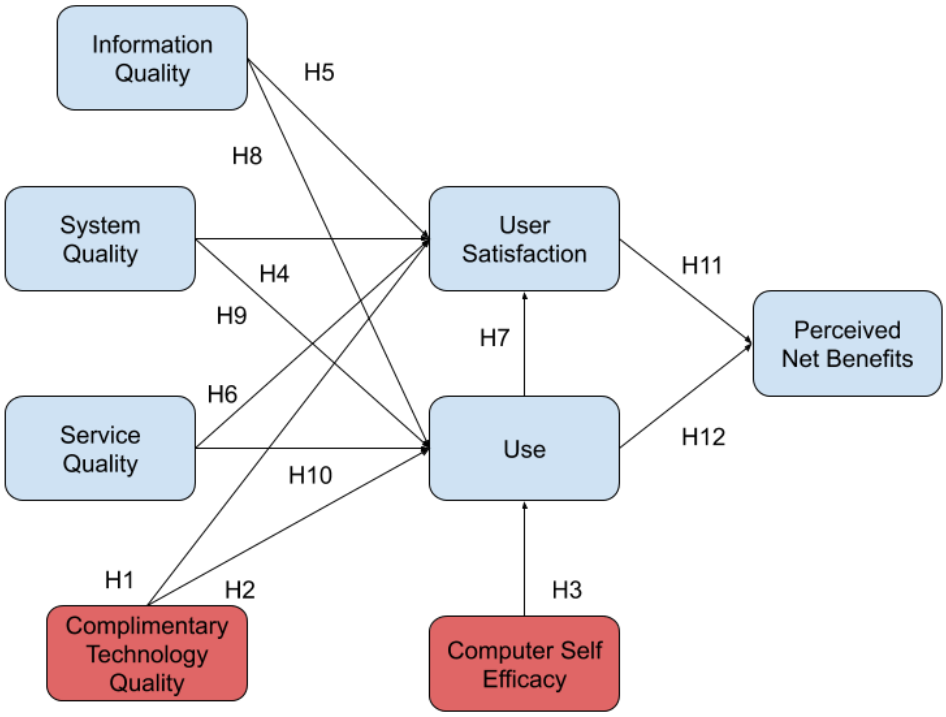
incorporates various benefits which include measurement of the perceived employees, organizational benefits that all employees receive from the use of FTS. These benefits include effectiveness, quality environment, task performance, and cost reduction. Complementary technology quality is vital to require because it determines the extent of user satisfaction. The higher the complementary technology is; the higher the user satisfaction will be. Self-efficacy measures the utilization of FTS by the employees at the company, self-efficacy and complementary technology quality are both measurements that have been included in the six updated information system success measurements from DeLone and McLean.

Figure 1: The Research Model



DeLone and McLean Modified Information System Success Model determines the relationship between the FTS and the various hypotheses.

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. The 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 the perceived net benefit.
H9. The use will positively impact the perceived net benefit.
H10. Self-efficacy will positively impact use
H11. Complementary technology will positively impact user satisfaction

Construct Measurement

In order to have the assurance of the validity of the scales, scale measurements utilized for quantitative data collection were acquired from previous instruments:

- The information quality construct was measured by a seven-item scale from Bailey and Individual (1983), with modifications done to suit the context of FTS, their instrument is broadly accepted for the measurement of information systems, and have been tested for reliability and validity by a few analysts, and have become a standard instrument within the IS field.
- To measure the system quality construct, a four-item scale was chosen and created from instruments utilized by Alshibly (2011).
- To measure service quality, a five-item scale from instruments utilized by Chang et al (2009) was acquired and created. A four-item scale utilized from past researches done by Balaman et al., 2013 and Rai et al., 2002 was utilized to measure Use.
- To measure satisfaction, a four-item scale from Seddon and Howl (1992) was employed.
- The perceived net benefit for FTS which is characterized as an achievement for the telecommunication company and its collaboration with FTS as well as an achievement for employees to obtain objectives by utilizing FTS. Perceived net benefit was measured employing a six-item scale from (Alshibly, 2011; Tansley et al., 2001).
- Self-efficacy was measured employing a ten- scale instrument by (Compeau and Higgins, 1995).
- Complementary technology was measured utilizing four- scale instruments acquired from Teecy (1998). They were all measured employing a 5- Likert Scale with scales that range from strongly agree illustrated by (7) to strongly disagree illustrated by (1).

Table 1: Measurement items for the questionnaire

Construct	Survey questions	Source
Information quality	IQ1: FTS provides information that is exactly what you need IQ2: FTS provides information you need at the right time IQ3: FTS provide information that is relevant to your job IQ4: FTS provides sufficient information IQ5: FTS provides information that is easy to understand IQ6: FTS provides up-to-date Information IQ7: The FTS system provides sufficient information	Bailey and Person (1983)

System Quality	SQ1: FTS is easy to use. SQ2: FTS is user-friendly. SQ3: FTS provides high-speed information access. SQ4: FTS provides interactive features between users and system.	Alshibly, (2011)
Service Quality	SV1: When users have a problem FTS support staff shows a sincere interest in solving it. SV2: FTS support staff respond promptly when users have a problem. SV3: The support staff keep the FTS software up to date. SV4: The FTS support staff tell users exactly when services will be performed	Chang et al., (2009)
User satisfaction	US1: You think that the utility of the FTS is high US2: Most of the users bring a positive attitude or evaluation towards the FTS function. US3: FTS has met your expectations. US4: You are satisfied with FTS.	Seddon and Yip (1992)
Use	U1: The frequency of use with FTS is high. U2: You are able to complete your duties using the FTS even when there is no one around to tell you what to do U3: I was able to complete a task using FTS even if there was no one around to tell me what to do. U4: I have the knowledge necessary to use FTS.	Balaban et al., (2013) Rai et al., (2002).
Perceived net benefits	NB1: The FTS system helps you achieve your organizational goals NB2: Using the FTS improves assessment and training NB3: Overall, using the FTS enhances recruitment and performance management. NB4: The FTS helps the organization save cost. NB5: Using The FTS in job increases my productivity. NB6: The FTS helps you improve your job performance.	Alshibly,(20 11); Tansley et al, (2001)

Complementary Technology Quality	CTQ1: The device software on the device (desktop computer, laptop, mobile device) used to access FTS is adequate. CTQ2: The device hardware (desktop computer, laptop, mobile device) used to access FTS is adequate. CTQ3: The speed of the Internet connection used to access FTS is adequate. CTQ4: The reliability of the Internet connection used to access FTS is adequate.	Teecy (1998)
Computer Self-Efficacy	You can complete a job using FTS CSE1: if there was no one around to tell you what to do as I go. CSE2: if you had never used an information system like it before. CSE3: if you had the information system manuals for reference. CSE4: if you had seen someone else using the information system before trying it yourself. CSE5: if you could call someone for help if you got stuck. CSE6: if someone else helped you to start. CSE7: if you had a lot of time to complete. CSE8: if you had just the built-in help facility for assistance. CSE9: if someone showed you how to do it first. CSE10: if you had used similar information systems before this one to do the same task.	compeau and Higgins, (1995)

Sampling and data collection

For this research, information was collected and gathered from a sample of employees that work at the telecommunication company in the Cayo District including offices in Belmopan and San Ignacio, as well as the Belize and Stann Creek offices . Purpose Sampling was used to implement this research allowing the researchers to rely on their own judgement when selecting participants to complete the survey.

A total of 30 questionnaires were issued and completed by employees resulting in a 100% response rate.

The dominant gender in this research was female being 53% of the total sample size. The majority were of ages ranging from 25 to 35 being 57% of the sample population.

Table 2: Characteristics of the respondents

Characteristics	**Number**	**Percentage**
Gender		
Male	14	47%

Female	16	53%
Age		
Less than 25	7	23%
From 25 to 35	17	57%
Over 35 to 45	5	17%
Over 45 to 55	1	3%
Older than 55	0	0%
Education		
High school and less	6	20%
Diploma	16	53%
B.A.	7	24%
Master	1	3%
Work Experience		
Less than 5	10	33%
From 5 to 10	15	50%
Over 10 to 15	4	14%
More than 15	1	3%

Data Analysis and Discussion

At this point our study moves from basic research to applied research. We won't test the hypothesis, however, we will be showing histograms and a bar graph upon responses. This is due to limitations encountered like time being insufficient, limited sample data and our inexpertise using SPSS to do analysis. The data was acquired at a Telecommunication company in Belize, the branches located at Cayo, Belize and Stann Creek District. There were 30 surveys distributed and 30 we successfully collected and responded to. Each construct displayed was coded and analyzed u ng Google Sheets. A 7 point likert scale was utilized; with questions ranging from strongly disagree to strongly agree. The Likertology used in the data results and analysis is applied research. Nine histograms will be presented below along with 1 comparing all 8 constructs. These charts will help to evaluate the success of FTS at the telecommunication company.

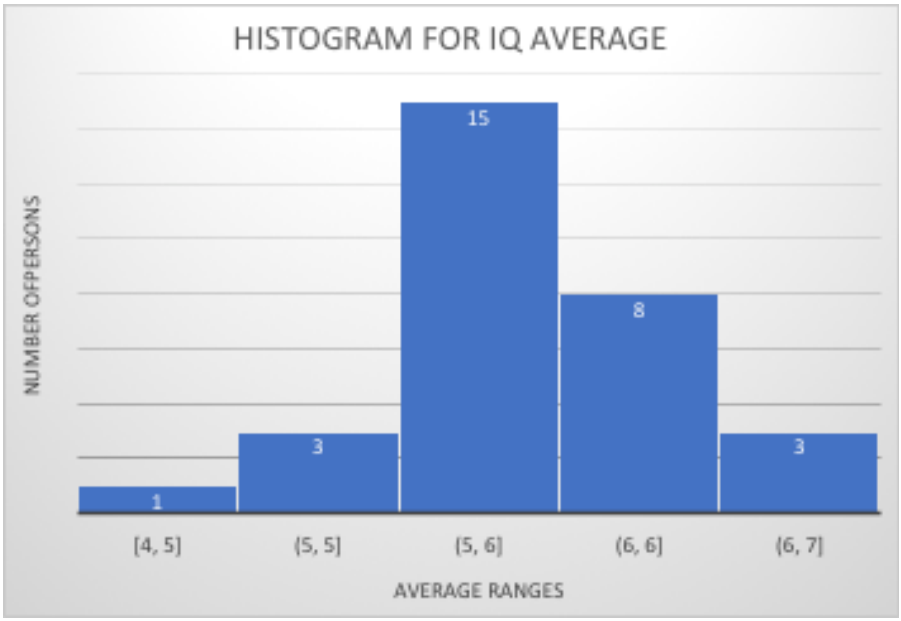


Figure 2

Shows the responses for the Information Quality of FTS at the company. It is illustrated within these charts that 29 employees are satisfied as they rated the IQ from ranges 5-7. While one respondent was quite unsure and responded with a range of 4-5.

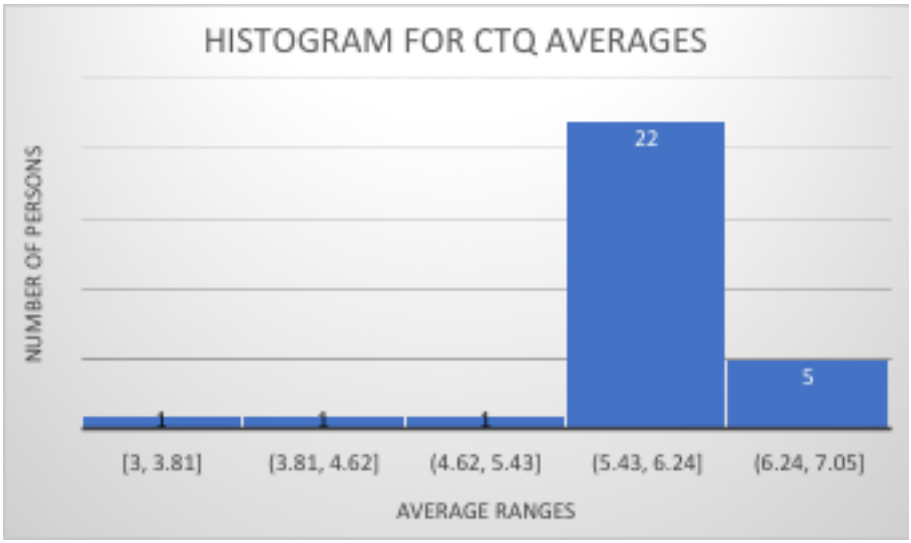


Figure 3

Shows the responses for the Complimentary Technology Quality of FTS at the company. The illustration shows that 27 employees are satisfied as they rated the CTQ in ranges of 5-7, while one respondent stayed unsure on a CTQ range of 3-4.

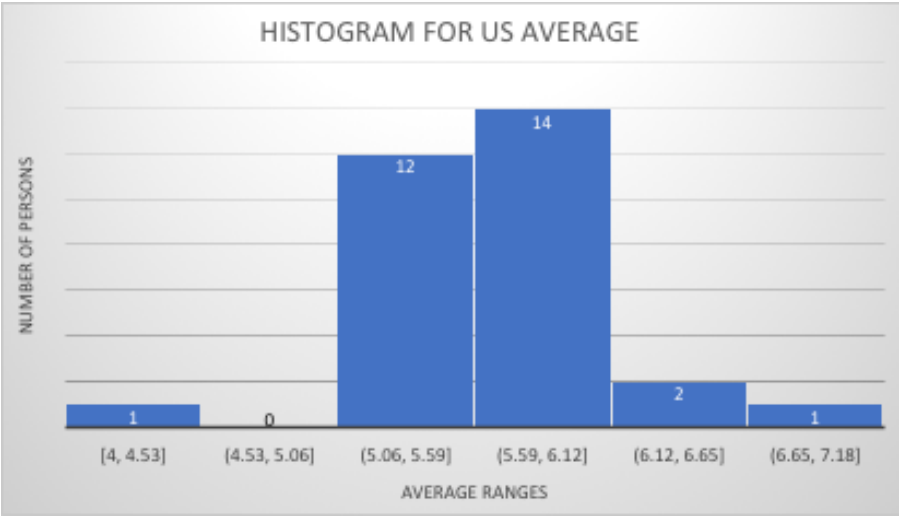


Figure 4

Shows the responses for the User Satisfaction of FTS at the telecommunication company in Belize. The Response to the questions points out that 1 respondent kept unsure as he rated the user satisfaction on a range of 4-5 making 29 of the respondents being in agreement of their responses at a range of 5-7.

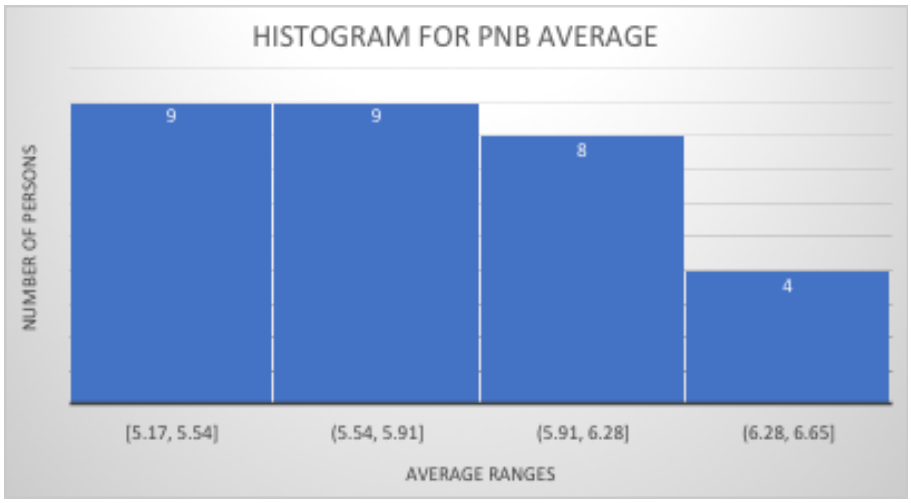


Figure 5

Perceived Net Benefits shows the responses of the net benefits of FTS at the telecommunication company. The illustration depicts that 21 of the respondents were in agreement that there are net benefits acquired by FTS by rating it at a range of 5-7 on the Net Benefits Category leaving 9 of the respondents in disagreement at a range of 4-5.

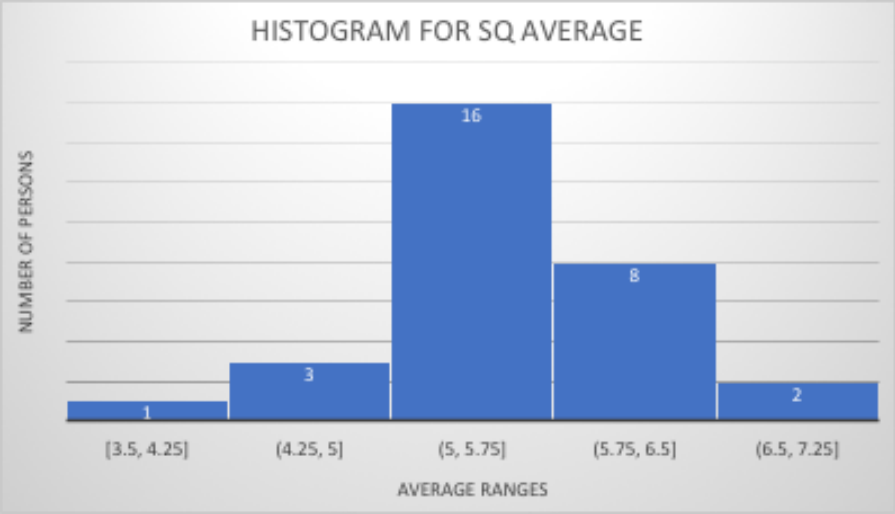


Figure 6

Shows the responses for the System Quality of FTS at the telecommunication company. The illustration above clearly shows that 27 of the respondents reacted positively about the system quality as they scored it on a range of 5-7. On the other hand, 3 of them were not convinced of it and kept their score at a low range of 4-5.

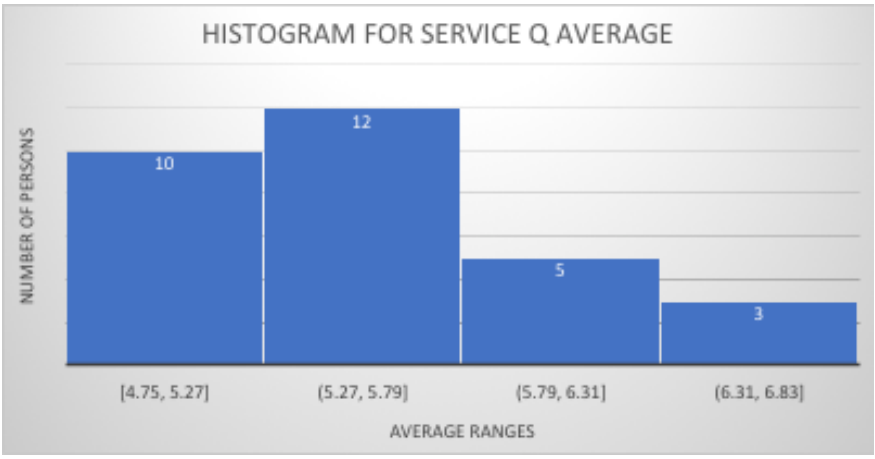


Figure 7

Shows the responses for the Service Quality Average of FTS at the telecommunication company in Beliz. As depicted above the results were rated 5-7 for most of the respondents which are 20. The other 10 were not convinced and as a result, they disagreed by scoring it on a range of 4-5.

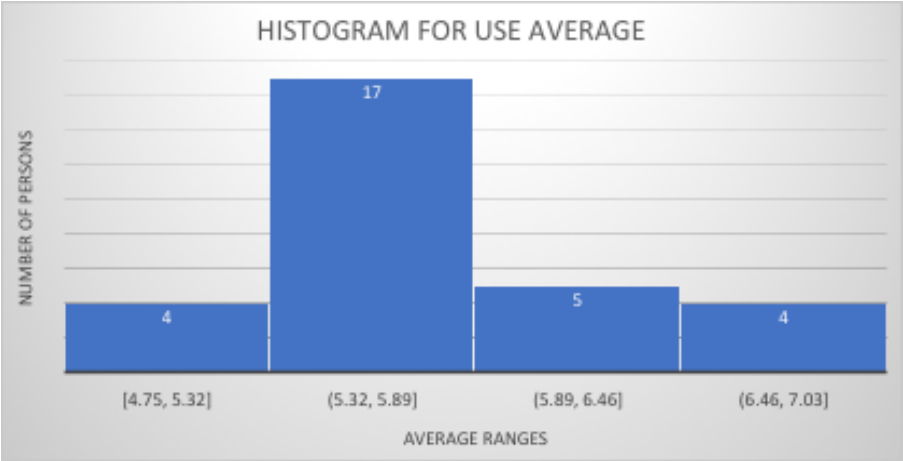


Figure 8

Shows the responses for the Use Average of FTS at the telecommunication company. The illustration remarks the fact that 26 of the respondents agreed that they did highly use FTS to be able to complete their duties at the organization. While 4 rated the usefulness of FTS as low because they disagreed that it was useful for them to carry out their job.

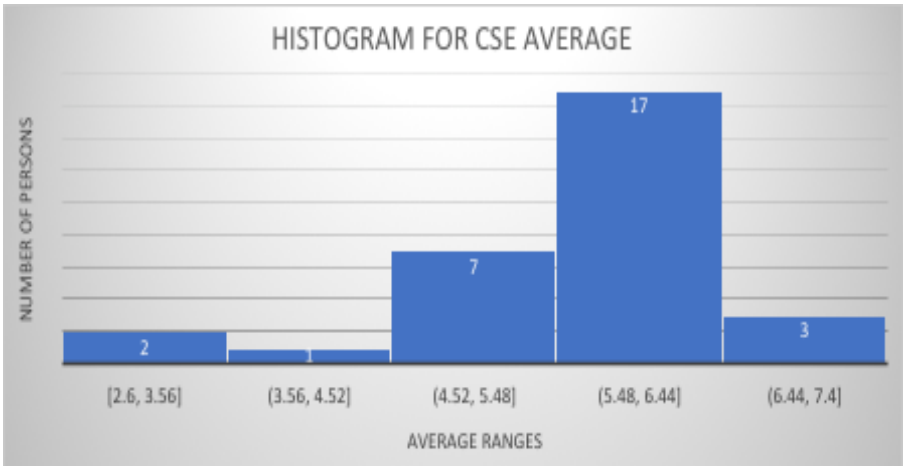


Figure 9

shows the responses for the Computer self-Efficiency Measures Average of FTS at the telecommunication company in Belize. As defined in the illustration the responses to this category were unexpected. 10 of the respondents had a negative response to the IQ form scoring in a range of 2-5and 20 were very satisfied and scored in the range of 5-7.

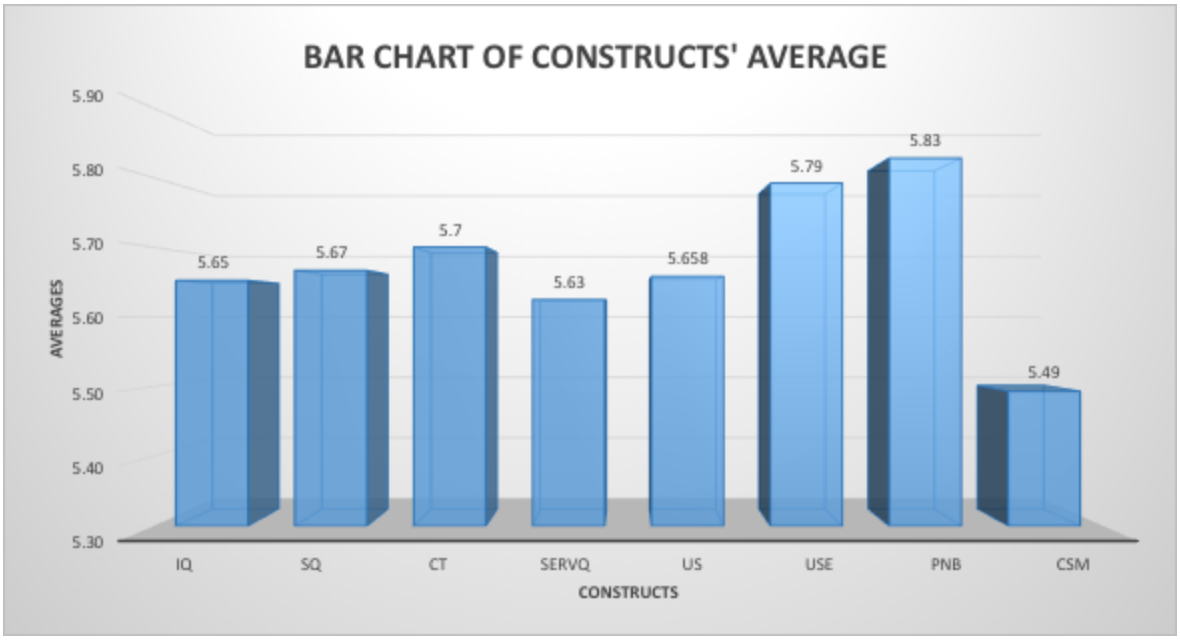


Figure 10:

User satisfaction is dependent on service quality, system quality and information quality. As shown on the bar graph above in terms of service quality, the Information Technology (IT) technicians are doing their job. They are communicating and keeping the system up to date. As a result, the service quality improves, use and user satisfaction increases as well. System quality is FTS itself and it is considered to be good.

It is clearly illustrated that the telecommunication company users overall are satisfied with FTS. However, there are a few that may still find a little trouble but it is the minority. FTS seems to be a user-friendly information system. The employees agree that FTS does assist them greatly in being efficient while working and it provides information that is useful for the execution of their jobs and decision making. Due to the average user satisfaction, it is seen that users are satisfied with the information system and it is being utilized efficiently and effectively. However, the negative responses or disagreement on the self-efficiency category may have been because FTS is not a program that guides it's user through to be able to learn to use it. It was also discovered that the telecommunication company changes the system on a yearly basis. Therefore, a system itself that could teach employees how to use it could really come in handy and may lower the cost of hiring someone to train the employees. It could also improve the efficiency and effectiveness level of each employee adding value to the organization. It would definitely attract more customers if the employees were able to execute their duties in the best possible manner, providing the best quality service to its clients.

Conclusion

The building blocks for this research was the realization of how important information systems are for any business, whether it be old or new. All large businesses must firstly accept the importance of an information system and secondly invest in an information system that suits them best. In our research, we chose to study a telecommunication company in Belize which uses the Formula telecommunication system also known as FTS. As mentioned above this system is an intranet system that uses the cloud, also another important benefit of this system is the generation of reports. This is very important because these reports help all the different departments of the company in Belize and it helps them make effective and efficient decisions that only prove profitable to the business. In the report, it was noted that most employees do utilize the information system correctly, and it does make them more productive in accomplishing business objectives. Nevertheless, the system does have some downfall, the main one being the self-efficacy portion. This program is very complex and employees must do multiple training in order to master the use of the program. This takes up business time and resources which can end up being costly to the company.

Limitation

With the time frame and resources which were invested the group did come to the conclusion that FST is an important information system to the chosen telecommunication company in Belize and it is essential for the everyday running of the business. Using this information system makes the business more effective and efficient and allows the employees to work towards obtaining the business's goals.

Future Research

Conducting a study like this is important not only to the telecommunication company in Belize but other businesses that specialize in telecommunications. This helps them to realize how useful an information system can be, especially one which meets their individual needs. This research reflects components such as Information Quality, Complimentary Technology Quality, User Satisfaction, Net benefits, System quality, Service quality ect. These can reflect whether the information system is being used appropriately by the users and if they are receiving benefits from the use of the information system. Even Though the research was conducted, enough time and resources could not have been invested in order to reach a hypothesis and continue further testing.

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