The Success of PeopleSoft Information System at the Belize Telemedia Ltd.

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Abstract

Information systems are used all around the world but as it relates to Belize, many organizations and companies in Belize are beginning to learn the importance of information systems and have are implementing them. Information systems can be costly especially if employees will be trained to use them in the most effective and efficient manner. Information systems add value to these organizations and companies which in return increases their productivity. This paper focuses on the information system PeopleSoft that is utilized by Belize Telemedia Ltd. which is a telecommunications company in Belize; in correspondence with the DeLeon and McLean Information Systems Success Model. The model consists of eight categories which are information quality, system quality, complementary technology quality, computer self-efficacy measure, service quality, user satisfaction, user, perceived net benefit. This model was used in questionnaires completed by 30 employees that being 15 male and female equally at Belize Telemedia Ltd. in order to determine PeopleSoft's performance. From the data collected, it shows that 74% out of a 100% were satisfied with the the PeopleSoft system.

Keywords: Management Information System, Information System, PeopleSoft, Belize Telemedia Ltd., DeLeon & McLean Information Systems Success Model

Introduction

Development is a major component in any organization or institution. As one grows, its management and organization must adapt and incorporate new technologies to ensure prosperity. The development of Management Information Systems (MIS) has been a revolutionary approach for the management of information that has allowed for better decision making. Management Information Systems (MIS) allow for the organization, control, coordination and analysis of data; it highlights the relationship between people, organization and technology. PeopleSoft information system has allowed for better organization and use of data; however, it is not known about the effectiveness of using such a system in Belizean organizations; therefore, making this research unique. The objective of this research is to analyze how effective, efficient and reliable the use of PeopleSoft in a major company, that being Belize Telemedia Ltd is. The goal of this research is to provide factual data on the usage of Management Information Systems (MIS). The data collected for this research will serve to complement existing data on the importance of incorporating Management Information Systems in organizations or institutions for better decision making.

Literature Review

This scholarly based research analyzes the most 6 important work done in the area of Management Information Systems. It will cover an understanding of theoretical structures that was used by the researcher, discover issues and limitations that were faced in this field and understand the importance of Management Information Systems (MIS) in the lives of the organization and people. In order to provide logical context the following review or research was explored on google scholars.

In a research booklet entitled "A Framework for Management Information Systems" was published in 1971; the authors G. Anthony Gorry and Michael S. S. Morton had the concept of considering some of the general advantages of developing a framework for information systems work. In this research they had the purpose to, in which they believe will help to understand the evolution of MIS activities within organizations, recognize potential problems and benefits resulting from understanding these new technologies, and lastly they wanted to use this framework to help analyze the types of resources that are required in the different decision areas and the ways in which those resources should be used.

The first section of this paper takes in consideration the general advantages of developing the framework for information systems. Both proposed this framework for viewing managerial activities within organizations by indicating some of the values which one can expect from the development of this framework. However, the type of framework they sought to be interesting is the "structuring of ideas" because it first arises from the organization, and also the framework that is developed here focuses only for managerial activities not for information systems because it is a way of looking at decisions made first since information systems should only exist to support these decisions, and it is believed that an understanding of managerial activity is a prerequisite for effective systems design and implementation. In other words, this is their way of theoretical structure in understanding the idea behind MIS.

In attempting to understand the evolution and problems of management information systems, a work of two authors was used. The first is Robert Anthony, who, in his book Planning and Control Systems: A Framework for Analysis , addresses the problem of developing a classification scheme that will allow management some perspective when dealing with planning and control systems. The first of Anthony's categories of managerial activity is strategic planning which focuses on the choice of objectives for the organization and on the activities and means required to achieve these objectives, even though a major problem in this area was the development of predictions about the future of the organization and its environment. Second, the strategic planning process typically involves a fairly small number of high level people who operate in a non repetitive and often very creative way. The second category defined by Anthony is that of management control, and the third category is operational control.

The basic distinction between management control and operational control is that between the activity properly referred to as management and activities that relate the the performance of specified tasks. This now becomes useful in the analysis of information system activities, which is the second section of this paper that develops the framework of the analysis of MIS. It was then complemented by Herberts Simons general discussion of human problem solving which is concerned with the manner in which human beings solve problems irrespective of their position within an organization. His distinction between "programmed" / “structured” and "nonprogrammed"/ “unstructured” decisions is useful for the work of this paper.

In the ideas of Simon and Anthony and different ways of looking at managerial activity within organizations. Anthony's categorization is really based on the purpose of the management activity, whereas Simon's classification is based on the way in which the manager deals with the problems which confront him. The combination of these two different views provides what we feel is a useful framework within which to view the purposes and problems of information systems activity.

In summary of this paper the framework suggests looking at decisions within an organization provides one perspective on the information systems issues since it is a field that absorbs a significant percentage of the resources of many organizations. Therefore, from this perspective it becomes clear that planning for information systems results in a heavy concentration in the operational control area. Model structure and the implementation process differ sharply between the structured and unstructured areas. In addition it is argued that each organization should share a common framework among its members starting off with effective use of managerial activities if it is to make effective use of information systems.

Another research entitled “the significance of management information systems for enhancing strategic and tactical planning” written by Akram Karim facilitated a research that explores the extent in which management information systems are implemented to make successful decisions at a financial institution of Bahrain as it varies to the use of Management Information Systems leadership of decision making for strategic and tactical planning purposes (Karim, 2010). However, in an effort to achieve proper decision making processes the business needs to invest and adapt to new management information systems in order to facilitate the provision of services. After 190 surveys research results showed that MIS was primarily used to enhance strategic planning in both financial institutions. The regression analysis revealed that Tactical planning is found to have no effect on Decision Making, while Strategic planning has a clear effect on the Decision Making Effectiveness in both organizations (Karim, 2010).

In another document entitled “A review paper on the impact and the importance of management information systems” written by Mohamed Eslam Hassan and Ping Wang. The purpose of this article is to understand and clarify the reasons behind the employment of MIS. (Wang & Hassan 2015). Therefore the article plans to develop a knowledge concerning the MIS importance and impacts to enhance the decision-making process via establishment and implementation of MIS. In addition the study also pays attention and gives a brief background to information technology because all information systems applications today rely on IT. Moreover, the study discusses the relation between MIS and the decision making process. Finally, the study shows detailed discussion regarding MIS importance and impacts.

Furthermore, in a journal entitled “The DeLone and McLean model of information systems success: a ten-year update“ written by William Delone and Ephraim McLean. Ten years ago they presented the DeLone and McLean Information Systems (IS) Success Model as a framework and model for measuring the complex-dependent variable in IS research (McLean & Delone, 2003). In this journal both authors re focused and retouched the idea of this model and made refinements also the utilization of the updated model for measuring e-commerce system success. It is recommended that “service quality” be added as an important dimension of IS success given the importance of IS support especially in the e-commerce department where customer service is crucial. (Delone& McLean, 2003).

Additionally, in another journal entitled Measuring Organizational IS Effectiveness: An Overview and Update of Senior Management Perspectives" written by Peter Seddon, Valerie Graeser, and Leslie Willcocks. Before furthering their research they've had the notion that organizations are spending so much money on IT that senior managers must feel compelled to ensure that their investments in IT are well spent. The three categories of benefit they need to evaluate are: (1) benefits from their overall portfolio of IT investments, (2) benefits from investments in specific IT projects and applications, and (3) the performance of their IT function. Within summary results indicate that relatively stable patterns of IT evaluation behavior have existed in many organizations for the last decade, and that not all IT portfolios, projects and applications, and IT functions are being systematically evaluated. They've speculated that these relatively stable patterns are because organizations are subjectively maximizing the net benefits of their various IT evaluation processes.

Research Model

The recent Delone and McLean Information Success Model was used by the researchers to measure the effectiveness of the PeopleSoft system. The Model was developed by William H. Delone and Ephraim R. McLean in 1992. After its introduction, many critics uttered for an update that occurred in 2003. The group studied its meanings and the performance of dimensions in regards to the D&M Information systems success model, compared them with different e-HRM properties, and combined the various points of view into a revised classification scheme. The research was conducted in a quantitative method that corresponded to 30 frontline and technical employees at Belize Telemedia Limited. This survey incorporated the following measurements from the D&M IS model:

Information Quality*:* It focuses on the excellence of the system formation and how reliable it is to the PeopleSoft users. It also measures the availability of information to the users when they are ready to use it and if it is helpful when performing their task.

System Quality*:* It is an interactive feature that reflects functionality, performance attributes, usability, user-friendliness and easy.

Complementary Technology Quality: Measure the technology adequacy and its performance when the user accesses the PeopleSoft program.

Computer Self-Efficacy Measure: Focuses on the self-efficacy of the users and the impact it causes on their expectations.

Service Quality: This deals with the service provider and their actions of support whenever a problem is encounter within the PeopleSoft system. While carrying the performance it encounters properties such as employee capacity, performance, empathy, and receptivity.

User satisfaction: It tackles the nostalgic attitude of the users towards the information system which tests the user's overall satisfaction with the effectiveness of the process and its aspirations of its users.

User: Measures smart stream and its users expected real usage.

Perceived Net Benefit: It measures productivity, job enhancement, goal achievement, and end-user goal achievement by using the PeopleSoft information system. It also implements qualities such as the development of quality and job skills.

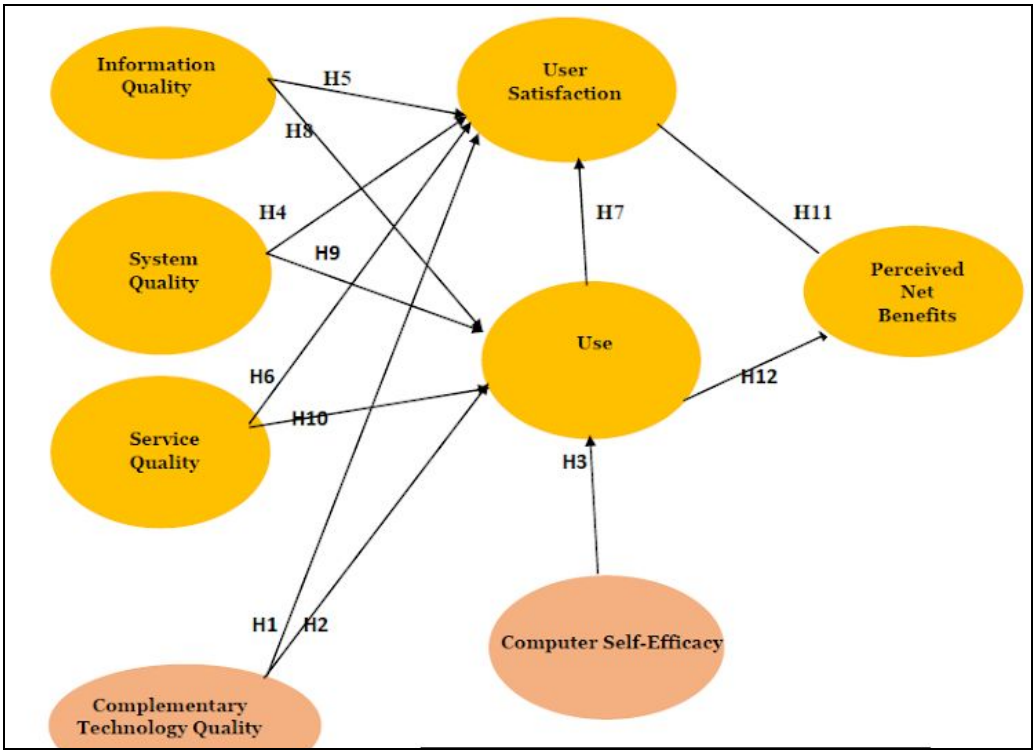

Figure 1. Updated Delone & Mclean Information System Success Model

Figure 1 illustrates the model of progress. This DeLone and McLean Model (2003) creates a theoretical relationship between the PeopleSoft information system and the measurement for its success. The following hypotheses were therefore determined.

Hypothesis

H1: Complementary reliability of technology will have a positive effect on user satisfaction.
H2: Complementary value of technology will have a positive impact on the use of the device.
H3: Quality of system will positively impact user satisfaction.
H4: Quality of information will positively impact the user's satisfaction.
H5: Service quality will positively impact the user's satisfaction.
H6: Use will positively impact user satisfaction
H7: Information quality will have a positive impact on its use
H8: System quality will positively impact use.
H9: Service quality will positively impact the use.
H10: User satisfaction will positively impact the perceived net benefit.
H11: Use will positively impact the anticipated net benefit.
H12: Computer self-efficacy will positively impact system use.

Methodology

PeopleSoft now provides users with an integrated ERP software package that assists in the day-to-day execution of various business operations. PeopleSoft applications are used by human resource departments in large corporations. These applications include human resource management systems (HRMS), customer relationship management (CRM), financials and supply chain management (FSCM)

and enterprise performance management (EPM). For this research, a questionnaire was developed to collect the data. Our questions are based on the McLean and DeLone model (2003). The measurement items are as follows: information quality systems, systems quality, complementary technology quality, service quality, user satisfaction, use, and perceived net benefit.

A quantitative approach was adopted in an effort to ensure validity of the analysis. All items were measured a 7- point scale with anchors ranging from strongly agree (7) to strongly disagree (1). 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). Thereafter, the measurements were developed, the validity of the variables were tested (Bernroider, 2008). The use of the 7 – point liker scale was applied with the intent of capturing agreement or disagreements on the various constructs in the model and to incorporate a neutral mid-point. This scale allows for ease in analyzing the data collected. A sample of the survey can be found at Appendix A.

Questionnaires consist of the same set of questions that are asked in that order to gathered data. 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.

Participants

The participants selected to evaluate the success of this information system were the frontline and technical employees at Belize Telemedia Limited.

Table 1. Institute of Archaeology Measurements from Questionnaire

-Construct-	Survey Questions	Source
Information Quality	IQ 1: PeopleSoft information system provides information that is exactly what you need. IQ 2: PeopleSoft information system provides information you need at the right time. IQ 3: PeopleSoft information system provide information that is relevant to your job. IQ 4: PeopleSoft information system provides sufficient information. IQ 5: PeopleSoft information system provides information that is easy to understand. IQ 6: PeopleSoft information system provides up-to-date Information.	(Bailey & Pearon, 1983)
System Quality	SQ 1: PeopleSoft information system is easy to use. SQ 2: PeopleSoft information system is userfriendly. SQ 3: PeopleSoft information system provides high-speed information access. SQ 4: PeopleSoft information system provides interactive features between users and system	(AlShibly, 2011)
Complementary Technology Quality	CTQ 1: The software on the device (desktop computer, laptop, mobile device) used to access PeopleSoft information system is adequate.	(Teece, 1986)

	CTQ 2: The device hardware (desktop computer, laptop, mobile device) used to access PeopleSoft information system is adequate. CTQ 3: The speed of the Internet connection used to access PeopleSoft information system is adequate. CTQ 4: The reliability of the Internet connection used to access PeopleSoft information system is adequate	
Computer Self Efficacy	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 l 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.	(Compeau & Higgins, 1995)
Service Quality	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	(Chang , Wang, & Yang, 2009)
User Satisfaction	US 1: Most of the users bring a positive attitude or evaluation towards PeopleSoft information system function. US 2: You think that the perceived utility about PeopleSoft information system is high. US 3: PeopleSoft information system has met your expectations. US 4: You are satisfied with PeopleSoft information system.	(Seddon & Yip, 1992)
Use	U1: The frequency of use with PeopleSoft information system is high. U2: You depend upon PeopleSoft information system. U3: I was able to complete a task using the PeopleSoft information system even if there was no one around to tell me what to do as I go.	(Balaban, 2013);(Rai & Welker, 2002)

	U4: I have the knowledge necessary to use PeopleSoft information system.	
Perceived Net Benefits	NB 1: PeopleSoft information system helps you improve your job performance. NB 2: PeopleSoft information system helps the organization save cost. NB 3: PeopleSoft information system helps the organization achieve its goal. NB 4: Using PeopleSoft information improves the assessment and training. NB 5: Using PeopleSoft information system in workplace increases the productivity. NB 6: Overall, using PeopleSoft information system enhances recruitment and performance management.	(AlShibly, 2011); (Tansley, Newell, & Williams, 2001)

Table 1. Measurements from Questionnaire

Table 1. presents the research constructs and the survey questions used to measure each category from Strongly Disagree (1) to Strongly Agree (7).

Data Analysis

This research paper aims to present the effectiveness of PeopleSoft for frontline and technical employees. All 30 questioners consisted of 46 questions with responses that had a range from one (1) which is "strongly disagree" to seven (7) which is "strongly agree". The data collected was then recorded in an Excel spreadsheet where charts were created to further analyses the data. The histograms below are averages of each category of questions to have you understand the data collected.

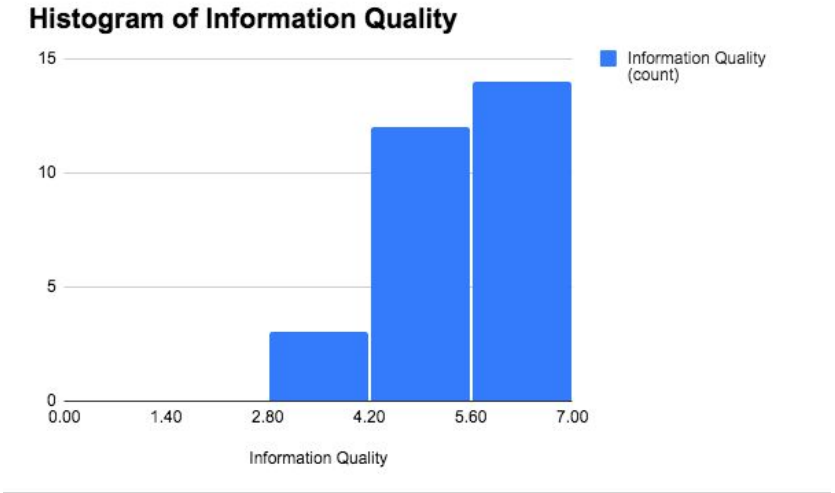

Figure 1. Histogram of Information Quality

Figure 1. Information Quality has an average of 5.53 out of 7 or 79% meaning majority of the participants are satisfied when recording data and accessing information from the system.

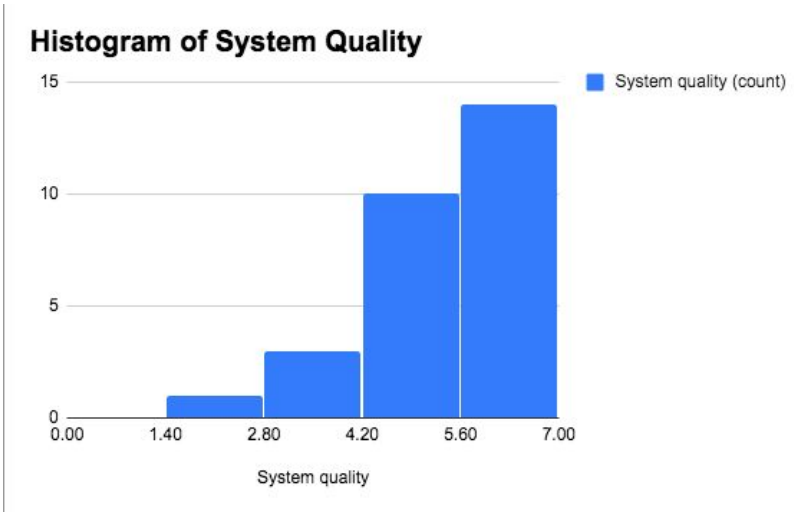

Figure 2. Histogram of System Quality

Figure 2. System Quality has an average of 5.47 out of 7 or 78% which is a positive outcome as many participants are satisfied with the system's functionality and it is user-friendly.

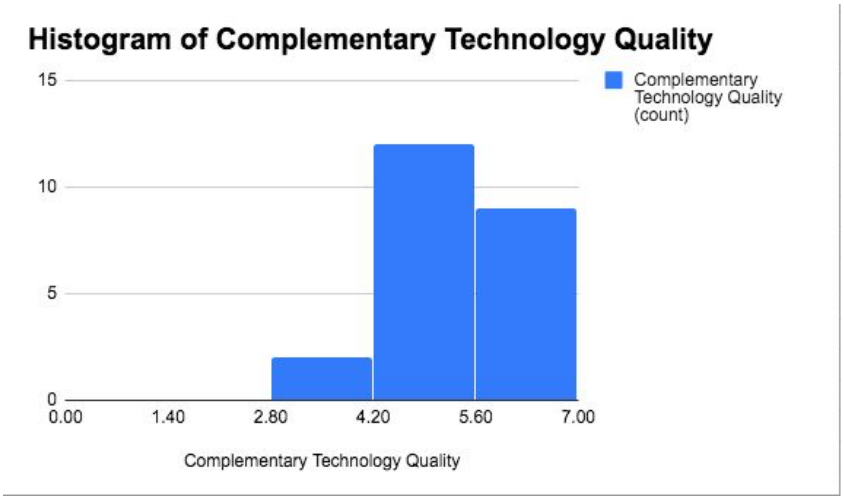

Figure 3. Histogram of Complementary Technology Quality

Figure 3. Complementary Technology Quality has an average of 6.11 out of 7 or 87% meaning that majority of the participants are satisfied with the technological quality and internet speed when using the PeopleSoft system.

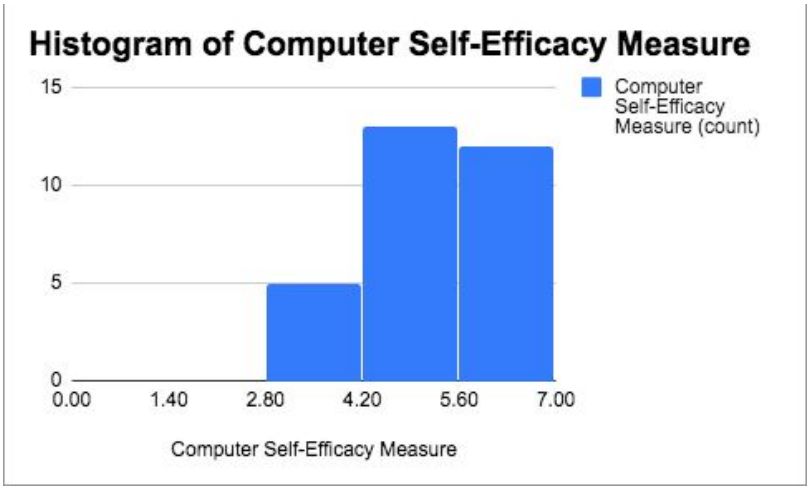

Figure 4. Histogram of Computer Self-Efficacy Measure

Figure 4. Computer Self-Efficacy Measure has an average of 5.16 out of 7 or 73% resulting in several participants being satisfied as they found themselves to be successful in using the system and it met their expectations.

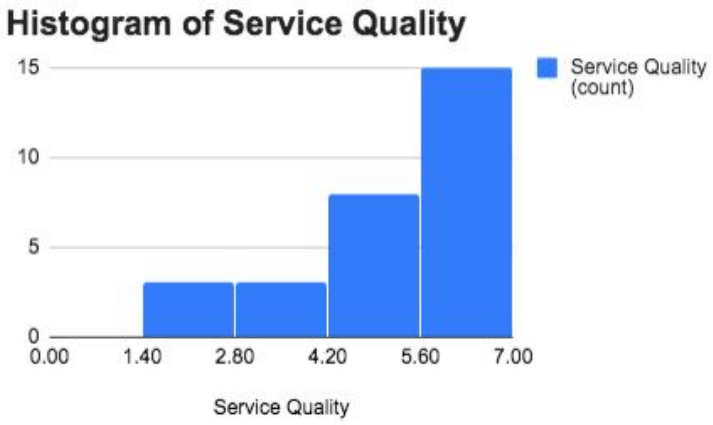

Figure 5. Histogram of Service Quality

Figure 5. Service Quality has an average of 5.16 out of 7 or 73% resulting in several participants being satisfied with the service provider in fixing any issues encountered when using the system.

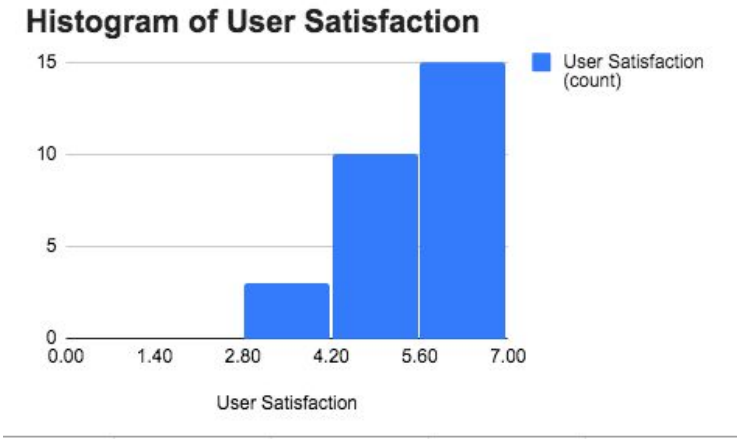

Figure 6. Histogram of User Satisfaction

Figure 6. User Satisfaction has an average of 5.24 out of 7 or 74% resulting in several participants being satisfied and had a positive attitude when using the system.

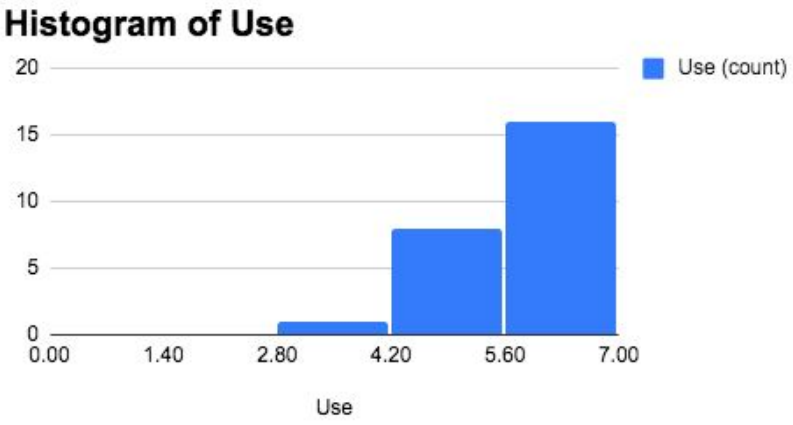

Figure 7. Histogram of Use

Figure 7. User has an average of 5.54 out of 7 or 79% meaning that majority of the participants are satisfied with their experience when using PeopleSoft.

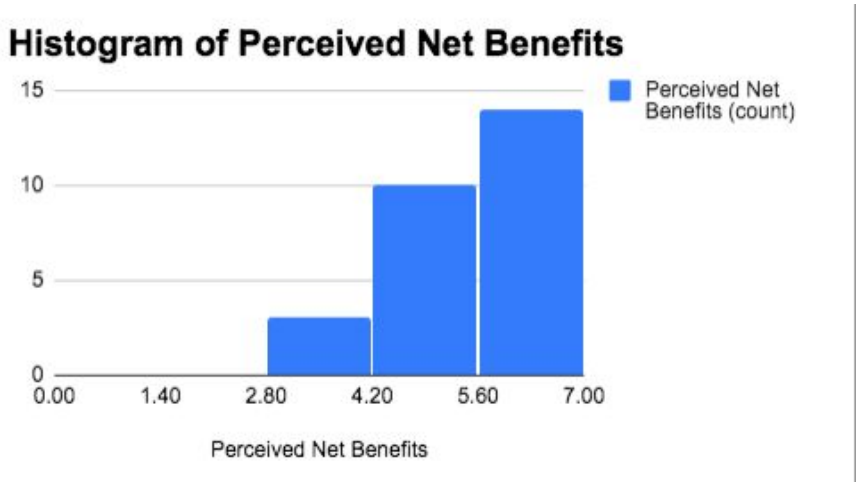

Figure 8. Histogram of Perceived Net Benefits

Figure 8. Perceived Net Benefit has an average of 6.99 out of 7 or 99% meaning that almost all participants were satisfied with its productivity, job enhancement and allows them to achieve their daily tasks.

Discussion

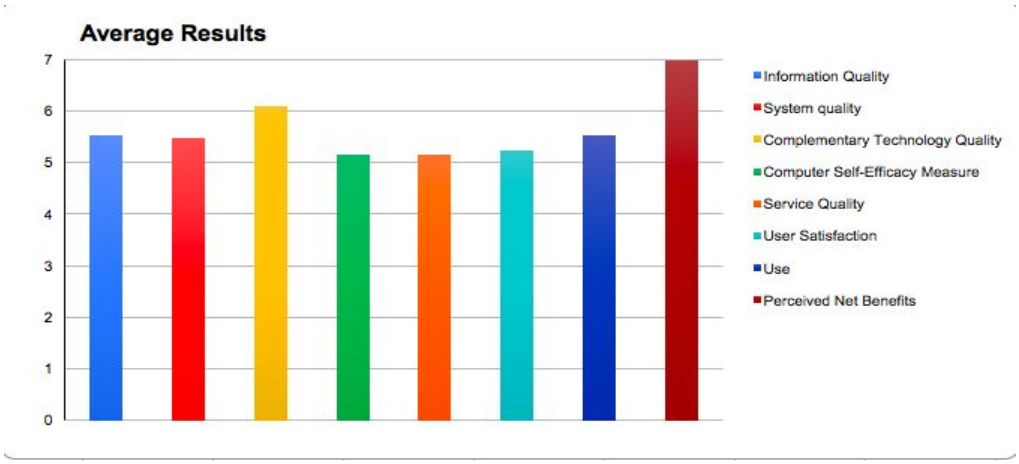

Figure 9. Illustrates the Average Responses for each category

Figure 9. User Satisfaction has an average of 5.24 or 74%. With the lowest averages being Computer Self-Efficacy Measure and Service Quality at 73% shows that majority of employees are satisfied with the PeopleSoft System that Belize Telemedia Ltd. uses. The charts above ranging from 1 to 9 shows were can be improved to allow for higher productivity with The PeopleSoft System which will add more value to the company. Based on the charts above the PeopleSoft system is a quality system that should be continuously used for Belize Telemedia Ltd. due to the consistency in the results; that being a continuous pattern of 70% and above for satisfaction for each category of questions.

Conclusion

Management Information Systems have a variety of advantages but it can also be costly. Even so, by investing in the most appropriate information system it can add value, increase revenue, manage and analyze data for the firm. This way day-to-day operations will see an increase in productivity and better decision making in alignment with the firms goals.

This study demonstrated the effectiveness of the People Soft Application used by the employees of the Belize Telemedia Ltd. that being their front line and technical employees. As illustrated by the above histograms and over all infromation, majority of the employees were very satisfied with the application they were utilizing. Perceived benefits had the highest percentage of satisfaction. This was suggesting employees strongly agree that PeopleSoft improve their job performance, productivity, and daily tasks, while also helping the company save costs and achieve its goals.

Complementary Technology Quality follows with the second-best percentages providing that they had adequate, software, hardware and reliable internet connection to utilize this application. The Delone & and McLean Infomation Success Model was an appropriate method to measure the success of the PeopleSoft system at Belize Telemedia Ltd. Employees were least satisfied with the Computer Self-Efficacy Measure and Service Quality but these do not hinder the overall function of the system allowing the company to keep utilizing it.

Limitation

There were few limitations while carrying out this study such as there not being enough time to distribute the surveys resulting in employees receiving them at different times. Some employees received them in the morning and others in the afternoon due to their schedules. Another limitation was that the sample size was too small, 30 participants from a population of 150 employees reduces the accuracy of the study.

Future Work

To collect accurate and sufficient data we recommend the the study be replicated and but with all 150 employees along with hypothesis testing . We also recommend Belize Telemedia Limited to work on making the system being more user friendly. The results from the Computer Self Efficacy Measure and Service Quality shows that employee cannot operate the application without instruction or assistance from the operators. In addition, we also recommend that Belize Telemedia Ltd. to improve these areas by providing training and improving the system's features to enable adequate user-friendliness.

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Appendix A

Purpose

This research is required for the CMPS3012 MIS course at University of Belize This questionnaire asks for information about yourself and how often you use the Information System PeopleSoft. The data gathered will be analyzed to determine the success of PeopleSoft at Belize Telemedia Ltd (BTL).

Please answer each question based on your use of PeopleSoft. 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 level of education:	High School ☐ Associate Degree ☐ Bachelor's Degree ☐ Master's Degree ☐ PhD.☐
Please indicate how long you have been working at BTL:	<5 ☐ 5-10 ☐ 11-15 ☐ >15 ☐

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

2. Information Quality	Disagree ----------Agree
The PeopleSoft system provides information that is exactly what you need	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐
The PeopleSoft system provides information you need at the right time	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐
The PeopleSoft system provides information that is relevant to your job/position	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐
The PeopleSoft system provides information that is easy to understand	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐
The PeopleSoft system provides up-to-date information.	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐
The PeopleSoft system provides sufficient information.	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐
3. System Quality	**Disagree ----------Agree**
The INFORMATION system is easy to use.	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐
The INFORMATION system is user-friendly.	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐
The INFORMATION system provides high-speed information access.	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐
The INFORMATION system provides interactive features between users and the system.	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐
4. Complementary Technology Quality	**Disagree ----------Agree**
The software on the device (desktop, laptop, mobile device) used to access the INFORMATION SYSTEM is adequate.	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐
The device hardware (desktop, laptop, mobile device) used to access the INFORMATION SYSTEM is adequate.	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐
The speed of the Internet connection used to access the INFORMATION SYSTEM is adequate.	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐
The reliability of the Internet connection used to access the INFORMATION SYSTEM is adequate.	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐
5. Computer Self-Efficacy Measure	**Disagree ----------Agree**
I COULD COMPLETE THE JOB USING THE INFORMATION SYSTEM...	
...if there was no one around to tell me what to do.	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐

...if I had never used an information system like it before.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
...if I had only the information system manuals for reference.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
...if I had seen someone else using the information system before trying it myself.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
...if I could call someone for help if I got stuck.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
...if someone else had helped me get started.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 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 ☐
...if I had just the built-in help facility for assistance.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
...if someone showed me how to do it first	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
...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**
The support staff keeps the INFORMATION SYSTEM software up to date.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
When users have a problem, the INFORMATION SYSTEM support staff show a sincere interest in solving it	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
The INFORMATION SYSTEM support staff responds promptly when users have a problem.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
The INFORMATION SYSTEM support staff tells users exactly when services will be performed.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
7. User Satisfaction	**Disagree ----------Agree**
Most of the users have a positive attitude or evaluation towards the INFORMATION SYSTEM function.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
You think that the perceived utility of the INFORMATION SYSTEM is high.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
The INFORMATION SYSTEM has met your expectations.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
You are satisfied with the INFORMATION SYSTEM.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
8. Use	**Never ----------Often**
Your frequency of use of the INFORMATION SYSTEM is high.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
You depend upon the INFORMATION SYSTEM.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
You were able to complete a task using the INFORMATION even when there was no one around to tell you what to do.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
You have the knowledge necessary to use the INFORMATION.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
9. Perceived Net Benefits	**Never ----------Often**
The INFORMATION SYSTEM helps you improve your job performance.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
The INFORMATION SYSTEM helps the company save costs.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
The INFORMATION SYSTEM helps the company achieve its goals.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
Using the INFORMATION SYSTEM improve your daily tasks.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
Using the INFORMATION SYSTEM in the workplace increases your productivity.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐
Overall, using PeopleSoft enhances work performance.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐

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

Thank you for your participation.