

# Appendix A

## Factors Short-Names

**Table 1: Factors Short-Names**

Category	Factor	Short Name
Technical Characteristics	Ease of use	<b>EOU</b>
	Usefulness	<b>U</b>
	Perceived Visual Attractiveness	<b>VATT</b>
	Compatibility	<b>C</b>
	Trialability	<b>TR</b>
	Observability	<b>OBS</b>
	Perceived enjoyment	<b>ENJ</b>
	Playfulness	<b>P</b>
Individual Characteristics	Technology Experience	<b>TE</b>
	Attitude	<b>ATT</b>
	Motivation	<b>MOT</b>
	Resistance to Change	<b>RTC</b>
	Self-Efficiency	<b>SE</b>
	Trust	<b>T</b>
	Voluntariness	<b>VOL</b>
	Awareness	<b>AW</b>
	Interest	<b>IN</b>
	Risk Aversion	<b>RA</b>
	Loyalty	<b>L</b>
	Personal Innovativeness	<b>PI</b>
	Confirmation	<b>CNF</b>
	Anxiety	<b>ANX</b>
	Behavioural Control	<b>BC</b>
Long vs Short-Term Orientation	<b>LTO</b>	

Category	Factor	Short Name
Organizational	Facilitating Conditions	<b>FC</b>
	Cost	<b>CO</b>
	Financial Resource	<b>FR</b>
	Training	<b>TN</b>
	Business Experience	<b>BE</b>

<b>Characteristics</b>	Organizational Size	<b>OS</b>
<b>Environmental Characteristics</b>	Social Influence	<b>SI</b>
	Competitive Pressure	<b>CP</b>
	Collectivism vs Individualism	<b>CI</b>
<b>Information Quality</b>	Information Content	<b>IC</b>
	Understandability	<b>UND</b>
	Information Presentation	<b>IP</b>
<b>System Quality</b>	Safety	<b>SF</b>
	Timely	<b>TI</b>
	Communication	<b>COM</b>
	Accessibility	<b>ACC</b>
	User Interface	<b>UI</b>
	Flexibility	<b>FLX</b>

**Table 2:Sub-Factors Short-Names**

<b>Factor</b>	<b>Sub-Factor</b>	<b>Short Name</b>
<b>Technological Characteristics</b>		
<b>Easiness</b>	Easy to Learn.	<b>EOU1</b>
	Easy to use.	<b>EOU2</b>

	Easy to interact with.	<b>EOU3</b>
	Easy to remember how to use.	<b>EOU4</b>
	Easy to find desired information and services.	<b>EOU5</b>
	Easy to become skillful.	<b>EOU6</b>
<b>Usefulness</b>	Enhance the efficiency.	<b>U1</b>
	Improve the rate of performance.	<b>U2</b>
	Increase the rate of productivity.	<b>U3</b>
	Improvement in processes e.g. purchasing or selling products.	<b>U4</b>
<b>Visual Attractiveness</b>	The layout of the portal.	<b>VATT1</b>
	The colors and font size that are used on the portal.	<b>VATT2</b>
	The graphics and multimedia(e.g. animation, audio) at the portal.	<b>VATT3</b>
<b>Compatibility</b>	Past experience of the work (complement to it).	<b>C1</b>
	Existing work practices and habits.	<b>C2</b>
	Favorite way to work (work style).	<b>C3</b>
	Existing tools and applications.	<b>C4</b>
<b>Trialability</b>	Well-tested before using.	<b>TR1</b>
	Pilot testing of the various services provided through portal.	<b>TR2</b>
<b>Observability</b>	Obtain feedback from end users about advantages or gains.	<b>OBS1</b>
	Obtain feedback from other (people outside organization) about advantages or gains.	<b>OBS2</b>
<b>Enjoyment</b>	Provide the means or ways for fun and pleasure.	<b>ENJ</b>

<b>Factor</b>	<b>Sub-Factor</b>	<b>Short Name</b>
<b>Individual Characteristics</b>		
<b>Technology Experience</b>	Prior experience of internet technologies (WWW, intranet, etc).	<b>TE1</b>
	Using similar web-based systems (MSN, Yahoo, ACM, etc).	<b>TE2</b>
<b>Attitude</b>	Portal (as object).	<b>ATT1</b>
	Adopting portal.	<b>ATT2</b>
	Implementing and using portal.	<b>ATT3</b>
<b>Motivation</b>	Related directly with portal use.	<b>MOT1</b>
	To attain an end state that is separate from portal use.	<b>MOT2</b>
<b>Resistance to Change</b>	Preferring the old method of work than change.	<b>RTC1</b>
	Personal experiences with the consequences of change.	<b>RTC2</b>
	Current level of support for change to be successful.	<b>RTC3</b>
	Having the ability to perform the tasks by portal independently.	<b>SE1</b>

<b>Self-Efficiency</b>	Skills gained through learning, and intelligence.	<b>SE2</b>
	Confidence in success.	<b>SE3</b>
	Personal ease or difficulty of using the portal, based on one's prior experiences.	<b>SE4</b>
<b>Trust</b>	Feeling that the portal is trustworthy.	<b>T1</b>
	Confidence in the portal ability.	<b>T2</b>
	Trust among users of portal.	<b>T3</b>
<b>Awareness</b>	Having enough knowledge about portal services.	<b>AW1</b>
	Having enough knowledge about portal use.	<b>AW2</b>
	Having enough knowledge about portal benefits.	<b>AW3</b>
<b>Voluntariness</b>	The portal use is voluntary and not mandatory/compulsory.	<b>VOL1</b>
	Having freedom to decide how to accomplish the tasks (using the portal or traditional methods).	<b>VOL2</b>

<b>Factor</b>	<b>Sub-Factor</b>	<b>Short Name</b>
<b>Interest</b>	Provide explicit, transparent policy, procedures, training.	<b>IN1</b>
	Develop a community of learning with clear, shared objectives.	<b>IN2</b>
	Legitimacy of evaluation based on personal values, beliefs and commitment and the authority of each user's personal experience.	<b>IN3</b>
<b>Risk Aversion</b>	Worry about using new technology of doing things.	<b>RA1</b>
	Hesitation and fear of mistakes.	<b>RA2</b>
	The willingness to avoid risks, challenges and uncertainty choices.	<b>RA3</b>
<b>Loyalty</b>	Full commitment towards the portal.	<b>L1</b>
	Be the portal is the first choice to perform the tasks.	<b>L2</b>
	Making recommendations for the use of portal.	<b>L3</b>
<b>Personal Innovativeness</b>	Availability of creative thought and the inventor.	<b>PI1</b>
	Giving priority to innovation.	<b>PI 2</b>
	Give opportunities to try out the ideas and creativity (Encourage creativity).	<b>PI 3</b>
<b>Confirmation</b>	Confirmation of portal adoption.	<b>CNF1</b>
	Confirmation of initial expectations from using portal.	<b>CNF2</b>
<b>Environmental Characteristics</b>		
	Direct (advice by the important people for you to use portal).	<b>SI1</b>
	Indirect (through your observation to those who use portal).	<b>SI2</b>

<b>Social Influence</b>	The use of portal in order to keep up with what their peers are doing.	<b>SI3</b>
<b>Competitive Pressure</b>	Competitive thinking.	<b>CP1</b>
	The portal use by competitors.	<b>CP2</b>
	The success of competitors in the use of portal.	<b>CP3</b>

<b>Factor</b>	<b>Sub-Factor</b>	<b>Short Name</b>
<b>Information Quality</b>		
<b>Information Content</b>	Role specific (e.g. managerial, administrative, etc) information.	<b>IC1</b>
	Accurate and up-to-date information.	<b>IC2</b>
	Information relevant to the topic of the tasks.	<b>IC3</b>
	Reliable information.	<b>IC4</b>
<b>Information Presentation</b>	Clear and well-organized information.	<b>IP1</b>
	Customized information presentation.	<b>IP2</b>
<b>System Quality</b>		
<b>Safety</b>	Availability of security team.	<b>SF1</b>
	Provide secure access to all the available applications and facilities.	<b>SF2</b>
	Provide a sense of assurance that any personal information will not be misused by authorized people.	<b>SF3</b>
<b>Timely</b>	Load time.	<b>TI1</b>
	Processing time.	<b>TI2</b>
	Response time to requests (actions/clicks).	<b>TI3</b>
<b>Communication &amp; Collaboration</b>	Horizontal Communication (among employees).	<b>COM1</b>
	Vertical Communication (between manager and employees).	<b>COM2</b>
	The communicational tools (e-mail, chat room, etc).	<b>COM3</b>
	Collaboration facility with other employees.	<b>COM4</b>
<b>Accessibility</b>	Availability of portal at anytime.	<b>ACC1</b>
	The portal operates from anywhere (other branches, home, et).	<b>ACC2</b>
	Convenience of access.	<b>ACC3</b>
	Single point of access.	<b>ACC4</b>
<b>Navigation</b>	Fast navigation.	<b>N1</b>
	Simple and easy navigation.	<b>N2</b>
<b>Factor</b>	<b>Sub-Factor</b>	<b>Short</b>

		<b>Name</b>
<b>User Interface</b>	Simplicity in the interface.	<b>UI1</b>
	Attractive and impressive looking interface.	<b>UI2</b>
	Organize the look and feel of the portal to suit the user needs and tastes.	<b>UI3</b>
<b>Satisfaction</b>	The quality of the information provided by a portal.	<b>S1</b>
	The quality of the services provided by a portal.	<b>S2</b>
<b>Organizational Characteristics</b>		
<b>Security Policies</b>	Authentication mechanisms or access control.	<b>SP1</b>
	Confidentiality mechanisms (encryption, archive files, etc).	<b>SP2</b>
	E-mail security against interception.	<b>SP3</b>
	Monitoring and recording.	<b>SP4</b>
<b>Facilitating Conditions</b>	Provision of appropriate communication mechanisms for problem resolution (e.g., email, telephone, site visits, etc.).	<b>FC1</b>
	Availability of reliable and experienced team to assistance.	<b>FC2</b>
	Availability of vendor-maintained FAQs for system support.	<b>FC3</b>
	Availability of relevant documentation and instructions to use portal.	<b>FC4</b>
	Availability of tools to use portal (PC, internet connection).	<b>FC5</b>
<b>Cost</b>	The price of portal.	<b>CO1</b>
	Implementing and running portal.	<b>CO2</b>
	Time lost in learning and training.	<b>CO3</b>
<b>Financial Resource</b>	To adopt and use a portal.	<b>FR1</b>
	To maintain a portal.	<b>FR2</b>
<b>Training</b>	Provide necessary training and knowledge to use portal.	<b>TN1</b>
	Continuous and periodic learning/training.	<b>TN2</b>
	Workshops and conferences.	<b>TN3</b>