Appendix C

Survey Questionnaire on

The Use of Portal (General Users)

Portal Definition………………………………………………………………………...

A portal is an integrated and personalized web-based application that provides the end user with a single point of access to a wide variety of aggregated content (data, knowledge, and services) and applications, anytime and from anywhere, using any Web-enabled client device.

Goal…………………………………………………………………………………….....

This questionnaire has the objective to collect the information in relation to the adoption and use of portal in different settings. Your answer is important to the accuracy and preciseness of this thesis. In this connection, your personal information shall be kept strictly confidential and the data will be exclusively used for this thesis only.

Instructions………………………………………………………………………………...

Through your using the portal (whether the portal in your company or any kind of public portals) and from your personal point of view and you is a user of the portal, any of these aspects or factors have negative or positive influence on the use of portal.

Section One: Personal Characteristics…………………………………………………...

Please indicate your gender:

❑ Male   ❑ Female

What is your age?

❑ Under 20   ❑ 20-29   ❑ 30-39   ❑ 40-49   ❑ 50 or over

What is the highest level of qualification you possess?

❑ High school   ❑ Diploma

❑ Bachelor   ❑ Master

❑ PhD   ❑ Other:................

Personal Income/Month:

❏ Less than 1,000 SDG ❏ 1,000 SDG

❏ 2,000-5,000 SDG ❏ 6,000-10,000 SDG

❏ Over 10,000 SDG ❏ Other:…………….

How long have you been using the B2E portal?

❏ Less than Month ❏ Month

❏ Less than Year ❏ Year

❏ Years or more

In any of these levels you think your skills and knowledge in the use of the portal?

❏ Beginner level

❏ Middle level

❏ Expert level

For any of these applications you're using the portal in your company?

❏ Provide a single access point to corporate information distributed throughout the enterprise.

❏ Personalization and customization of the content, and search capability.

❏ Communications and collaboration (content management services, share calendars, and define user communities).

❏ Support full-functionality of e-business applications.

❏ Other: ……………………………………………………………………………

Your Email:……………………………………………………………...................

Section Two: Technological Characteristics…..………………………………………

Please indicate the level of influence of the following factors on portal adoption and use, based on the criteria described below

No Influence	Very Low	Low	Moderate	High	Very High
1	2	3	4	5	6

1. Easiness of portal in:

	1	2	3	4	5	6
1.1 Easy to Learn.	☐	☐	☐	☐	☐	☐
1.2 Easy to use.	☐	☐	☐	☐	☐	☐
1.3 Easy to interact with.	☐	☐	☐	☐	☐	☐
1.4 Easy to remember how to use.	☐	☐	☐	☐	☐	☐
1.5 Easy to find desired information and services.	☐	☐	☐	☐	☐	☐
1.6 Easy to become skillful.	☐	☐	☐	☐	☐	☐

2. Usefulness of portal in terms of:

	1	2	3	4	5	6
2.1 Enhance the efficiency.	☐	☐	☐	☐	☐	☐
2.2 Improve the rate of performance.	☐	☐	☐	☐	☐	☐
2.3 Increase the rate of productivity.	☐	☐	☐	☐	☐	☐
2.4 Improvement in processes e.g. purchasing or selling products or services.	☐	☐	☐	☐	☐	☐

3. Visual Attractiveness in:

	1	2	3	4	5	6
3.1 The layout of the portal.	☐	☐	☐	☐	☐	☐
3.2 The colors and font size that are used on the portal.	☐	☐	☐	☐	☐	☐
3.3 The graphics and multimedia (e.g. animation, audio) at the portal.	☐	☐	☐	☐	☐	☐

4. Compatibility with the:

	1	2	3	4	5	6
4.1 Past experience of the work (complement to it).	☐	☐	☐	☐	☐	☐
4.2 Existing work practices and habits.	☐	☐	☐	☐	☐	☐
4.3 Favorite way to work (work style).	☐	☐	☐	☐	☐	☐
4.4 Existing tools and applications.	☐	☐	☐	☐	☐	☐

5. Trialability

	1	2	3	4	5	6

5.1   Well-tested before using.

5.2   Pilot testing of the various services provided

through portal.

6. Visibility of portal results

	1	2	3	4	5	6

6.1   Obtain feedback from end users about advantages

or gains.

6.2   Obtain feedback from other (people outside

organization) about advantages or gains.

7. Enjoyment

	1	2	3	4	5	6

Provide the means or ways for *fun* and *pleasure*.

Section Three: Individual Characteristics…..………………………………….

Please indicate the level of influence of the following factors on portal adoption and

use, based on the criteria described below

No Influence	Very Low	Low	Moderate	High	Very High
1	2	3	4	5	6

1. Technology Experience

	1	2	3	4	5	6

1.1   Prior experience of internet technologies

(WWW, intranet).

1.2   Using similar web-based systems (MSN,

Yahoo, ACM).

2. Feeling toward:

	1	2	3	4	5	6

2.1   Portal (as object).

2.2   Adopting portal.

2.3   Implementing and using portal.

3. The act or process of motivating:

	1	2	3	4	5	6

3.1 Related directly with portal use.

3.2 To attain an end state that is separate from

portal use.

4. Resistance to change: 1   2   3   4   5   6

4.1 Preferring the old method of work than change. ☐☐☐☐☐☐

4.2 Personal experiences with the consequences of ☐☐☐☐☐☐

change.

4.3 Current level of support for change to be ☐☐☐☐☐☐

successful.

5. Self-efficiency   1   2   3   4   5   6

5.1 Having the ability to perform the tasks by portal ☐☐☐☐☐☐

independently.

5.2 Skills gained through learning, and intelligence. ☐☐☐☐☐☐

5.3 Confidence in success. ☐☐☐☐☐☐

5.4 Personal ease or difficulty of using the portal, ☐☐☐☐☐☐

based on one's prior experiences.

6. Trust   1   2   3   4   5   6

6.1 Feeling that the portal is trustworthy. ☐☐☐☐☐☐

6.2 Confidence in the portal ability. ☐☐☐☐☐☐

6.3 Trust among users of portal. ☐☐☐☐☐☐

7. Awareness   1   2   3   4   5   6

7.1 Having enough knowledge about portal services ☐☐☐☐☐☐

7.2 Having enough knowledge about portal use. ☐☐☐☐☐☐

7.3 Having enough knowledge about portal benefits. ☐☐☐☐☐☐

8. Voluntariness   1   2   3   4   5   6

8.1 The portal use is voluntary and not mandatory/ ☐☐☐☐☐☐

compulsory.

8.2 Having freedom to decide how to accomplish ☐☐☐☐☐☐

the tasks (using the portal or traditional methods).

9. Interest   1   2   3   4   5   6

9.1 Provide explicit, transparent policy, procedures, ☐☐☐☐☐☐

training.

9.2 Develop a community of learning with clear, ☐☐☐☐☐☐

shared objectives.

9.3 Legitimacy of evaluation based on personal ☐☐☐☐☐☐

belief and the authority of each user's personal experience.

10. Risk aversion   1 2 3 4 5 6

10.1 Worry about using new technology of doing

    things.

10.2 Hesitation and fear of mistakes.

10.3 The willingness to avoid risks, challenges

    and uncertainty choices.

11. Loyalty   1 2 3 4 5 6

11.1 Full commitment towards the portal.

11.2 Be the portal is the first choice to perform the

    tasks.

11.3 Making recommendations for the use of

    portal.

12. Personal Innovativeness   1 2 3 4 5 6

12.1 Availability of creative thought and the

    inventor.

12.2 Giving priority to innovation.

12.3 Give opportunities to try out the ideas and

    creativity (Encourage creativity).

13. Confirmation   1 2 3 4 5 6

13.1 Confirmation of portal adoption.

13.2 Confirmation of initial expectations from

    using portal.

Section Four: Environmental Characteristics...……………………………………

Please indicate the level of influence of the following factors on portal adoption and use, based on the criteria described below

No Influence	**Very Low**	**Low**	**Moderate**	**High**	**Very High**
1	**2**	**3**	**4**	**5**	**6**

1. Social influence

		1	2	3	4	5	6
1.1	Direct (advice by the important people for you to use portal).	☐	☐	☐	☐	☐	☐
1.2	Indirect (through your observation to those who use portal).	☐	☐	☐	☐	☐	☐
1.3	The use of portal in order to keep up with what their peers are doing.	☐	☐	☐	☐	☐	☐

2. Competitive Pressure

		1	2	3	4	5	6
2.1	Competitive thinking.	☐	☐	☐	☐	☐	☐
2.2	The portal use by competitors.	☐	☐	☐	☐	☐	☐
2.3	The success of competitors in the use of portal.	☐	☐	☐	☐	☐	☐

Thank you for completing this questionnaire