Appendix D

Survey Questionnaire on
The Use of Portal (Processional 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: Information Quality**

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

<table>
<thead>
<tr>
<th>No Influence</th>
<th>Very Low</th>
<th>Low</th>
<th>Moderate</th>
<th>High</th>
<th>Very High</th>
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<td>1</td>
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</tbody>
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1. **Providing**
   - 1.1 Role specific (e.g. managerial, administrative, etc) information.
   - 1.2 Accurate and up-to-date information.
   - 1.3 Information relevant to the topic of the tasks.
   - 1.4 Reliable information.
   - 1.5 Clear and well-organized information.
   - 1.6 Customized information presentation.

**Section Three: System Quality**

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

<table>
<thead>
<tr>
<th>No Influence</th>
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</tbody>
</table>

1. **Safety**
   - 1.1 Availability of security team.
   - 1.2 Provide secure access to all the available applications and facilities.
   - 1.3 Provide a sense of assurance that any personal information will not be misused by authorized people.

2. **Timely**
   - 2.1 Load time.
   - 2.2 Processing time.
   - 2.3 Response time to requests (actions/clicks).
3. **Communication & Collaboration**

3.1 Horizontal Communication (among employees).

3.2 Vertical Communication (between manager and employees).

3.3 The communicational tools (e-mail, chat room, etc).

3.4 Collaboration facility with other employees.

4. **Availability**

4.1 Availability of portal at anytime.

4.2 The portal operates from anywhere (other branches, home, etc).

4.3 Convenience of access.

4.4 Single point of access.

5. **User interface**

5.1 Simplicity in the interface.

5.2 Attractive and impressive looking interface.

5.3 Organize the look and feel of the portal to suit the user needs and tastes.

6. **Navigation**

6.1 Fast navigation.

6.2 Simple and easy navigation.

7. **Satisfaction**

7.1 The quality of the information provided by a portal.

7.2 The quality of the services provided by a portal.

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*Thank you for completing this questionnaire*