

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

No Influence 1	Very Low 2	Low 3	Moderate 4	High 5	Very High 6	
1. Providing						
1.1 Role specific (e.g. managerial, administrative, etc) information.	1	2	3	4	5	6
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2 Accurate and up-to-date information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3 Information relevant to the topic of the tasks.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4 Reliable information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.5 Clear and well-organized information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.6 Customized information presentation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

No Influence 1	Very Low 2	Low 3	Moderate 4	High 5	Very High 6	
1. Safety						
1.1 Availability of security team.	1	2	3	4	5	6
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2 Provide secure access to all the available applications and facilities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3 Provide a sense of assurance that any personal information will not be misused by authorized people.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Timely						
2.1 Load time.	1	2	3	4	5	6
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 Processing time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3 Response time to requests (actions/clicks).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Communication & Collaboration

- | | 1 | 2 | 3 | 4 | 5 | 6 |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 3.1 Horizontal Communication (among employees). | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3.2 Vertical Communication (between manager and employees). | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3.3 The communicational tools (e-mail, chat room, etc). | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3.4 Collaboration facility with other employees. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

4. Availability

- | | 1 | 2 | 3 | 4 | 5 | 6 |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 4.1 Availability of portal at anytime. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4.2 The portal operates from anywhere (other branches, home, etc). | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4.3 Convenience of access. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4.4 Single point of access. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

5. User interface

- | | 1 | 2 | 3 | 4 | 5 | 6 |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 5.1 Simplicity in the interface. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5.2 Attractive and impressive looking interface. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5.3 Organize the look and feel of the portal to suit the user needs and tastes. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

6. Navigation

- | | 1 | 2 | 3 | 4 | 5 | 6 |
|---------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 6.1 Fast navigation. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6.2 Simple and easy navigation. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

7. Satisfaction

- | | 1 | 2 | 3 | 4 | 5 | 6 |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 7.1 The quality of the information provided by a portal. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7.2 The quality of the services provided by a portal. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Thank you for completing this questionnaire