

Terminologies

Information Technology (IT): is the study, design, development, implementation, support or management of computer-based information systems, particularly software applications and computer hardware [5].

Information System (IS): is historically defined as *a bridge* between the business world and computer science, but this discipline is slowly evolving towards a well-defined science [1].

Instrument: is a tool used to acquire/gather the data (e.g., form, survey questionnaire).

Customer Relationship Management (CRM): Is industry term for the set of methodologies and tools that help an enterprise manage customer relationships in an organized way [6].

Supply Chain Management (SCM): is the management of a network of interconnected businesses involved in the ultimate provision of product and service packages required by end customers.

Personal Digital Assistance (PDAs): is a mobile devices, also known as palmtop computers. PDAs are used to organize a person's life by task assign notes, holding contacts, and connecting to the Internet.

Human Resource (HR): is a term used to refer to how people are managed by organizations.

Employee Self-Service (ESS): is aimed at facilitating the roles of employees in general [7].

Model of PC Utilization (MPCU): represents a model to predict IT utilization behavior adapted for personal computing [8].

Scale: is a set of numbers or amounts. Used to measure or compares the level of something [2].

Computerized Accounting System (CAS): saves a great deal of time and effort, considerably reduces mathematical errors, and allows for much more timely information than does a manual system [9].

Enterprise Resource Planning (ERP): is a term usually used in conjunction with ERP software or an ERP system which is intended to manage all the information and functions of a business or company from shared data stores [10].

Software Process Innovation (SPI): is a software process technology (such as relational databases, fourth-generation languages, CASE tools and object technologies). These technologies are termed SPIs because, when acquired and deployed, they change an IT group's process for developing software applications [11].

Expectation-Confirmation Theory (ECT): is a theory widely used to study consumer satisfaction, post-purchase behavior and service marketing in general [12].

Human Computer Interaction (HCI): is the study of interaction between people (users) and computers. It is often regarded as the intersection of computer science, behavioral sciences, design and several other fields of study [13].

Graphical User Interface (GUI): is a type of user interface item that allows people to interact with programs by offers graphical icons, and visual indicators [3].

Statistical Package for Social Sciences (SPSS): is a computer program used for statistical analysis.