

Appendix B

Survey Questionnaire on The Adoption & 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

How long have you been developing the portal as a professional?

- Less than Year Year
 2-5 Years 6-10 Years
 11-15 Years

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

- Beginner level
 Middle level
 Expert level

Your Email:.....

Section Two: Please rate the degree of importance of the following factors....

Technological Characteristics

Ease of Use **Factor Order:...**

Ease of use refers to the degree to which the prospective user expects effortless (free of effort/free up effort) in using a B2E portal.

- Least Important Less Important Neutral Important Most Important

Usefulness **Factor Order:...**

Usefulness refers to the degree to which an individual believes that there are gains from the use of the B2E portal (e.g. enhance job performance and increase the productivity).

- Least Important Less Important Neutral Important Most Important

Compatibility **Factor Order:...**

Compatibility refers to the extent to which a B2E portal is perceived to fit together with potential adopters' habits and practices.

- Least Important Less Important Neutral Important Most Important

Trialability **Factor Order:...**

Trialability refers to the degree to which a B2E portal may be sufficiently tested prior to adoption.

- Least Important Less Important Neutral Important Most Important

Observability **Factor Order:...**

Observability refers to the degree to which the availability of the B2E portal and results is visible to others.

- Least Important Less Important Neutral Important Most Important

Perceived Enjoyment **Factor Order:...**

Perceived enjoyment refers to the amount of pleasure derived from the activity of using the B2E portal.

- Least Important Less Important Neutral Important Most Important

Perceived Visual Attractiveness **Factor Order:...**

Perceived visual attractiveness refers to the degree to which a person believes that the visual elements (or direct system features) is aesthetically pleasing to the eye.

- Least Important Less Important Neutral Important Most Important

Playfulness **Factor Order:...**

Playfulness refers to an individual's tendency to interact spontaneously with a B2E portal.

- Least Important Less Important Neutral Important Most Important

Individual Characteristics

Long-term Orientation **Factor Order:...**

Long-term orientation refers to the fostering of efforts (to learn or to master the skill) that are oriented or looking toward future rewards.

- Least Important Less Important Neutral Important Most Important

Confirmation **Factor Order:...**

Confirmation refers to the person decision to use the B2E portal with intentional commitment.

- Least Important Less Important Neutral Important Most Important

Technology Experience **Factor Order:...**

Technology experience refers to the period of time an individual has been using the B2E portal and ongoing use to it.

- Least Important Less Important Neutral Important Most Important

Personal Innovativeness **Factor Order:...**

Personal innovativeness refers to a process of developing and expressing novel ideas that are likely to be used and individuals' keenness to change.

- Least Important Less Important Neutral Important Most Important

Voluntariness **Factor Order:...**

Voluntariness refers to the feelings of freedom and choicefulness to use a B2E portal experienced as emanating from one's phenomenal sense of self.

- Least Important Less Important Neutral Important Most Important

Behavioural Control **Factor Order:...**

Behavioural control refers to the extent to which a person feels able to enact the behaviour and feels in control of the action.

- Least Important Less Important Neutral Important Most Important

Loyalty **Factor Order:...**

Loyalty refers to feeling of belongingness, attachment and connected to others result to caring by those others.

Least Important Less Important Neutral Important Most Important

Self-Efficiency **Factor Order:...**

Self-efficiency refers to a judgment of one's ability to use a technology (e.g., B2E Portal) to accomplish a particular job or tasks successfully.

Least Important Less Important Neutral Important Most Important

Awareness **Factor Order:...**

Awareness refers to having knowledge and understanding of something that gained through higher qualifications.

Least Important Less Important Neutral Important Most Important

Attitude **Factor Order:...**

Attitude refers to an individual user's beliefs and feelings (positive/negative) about performing the target behavior weighted by evaluations of these beliefs.

Least Important Less Important Neutral Important Most Important

Risk Aversion **Factor Order:...**

Risk aversion refers to the employee's behaviors under uncertain outcomes that differ from their desirability.

Least Important Less Important Neutral Important Most Important

Resistance to Change **Factor Order:...**

Resistance to change refers to an individual negative motivator to achieve change and preference for existing familiar behaviours over novel ones.

Least Important Less Important Neutral Important Most Important

Trust **Factor Order:...**

Trust refers to the employees willingness to rely on the organisations and systems which maintaining the privacy of their information.

Least Important Less Important Neutral Important Most Important

Motivation **Factor Order:...**

Motivation refers to an individuals engage in activities because they lead to desirable consequences.

- Least Important Less Important Neutral Important Most Important

Cognitive Interest **Factor Order:...**

Interest refers to a cognitive or intellectual energy and kind of consciousness accompanying stimulating attention and permanent mental disposition directed towards specific behaviour.

- Least Important Less Important Neutral Important Most Important

Anxiety **Factor Order:...**

Anxiety refers to a complex combination of negative emotions that includes apprehension and worry when it comes to performing a behavior or learning to use this technology, reasons for fear (e.g. press the wrong key or fear of other possible mistakes).

- Least Important Less Important Neutral Important Most Important

Organizational Characteristics

Facilitating Conditions **Factor Order:...**

Facilitating conditions refers to the degree to which an individual believes that the organization exists to add new sources of information (both internal and external) and provide individuals or a group to assist their employees to use of the B2E portal.

- Least Important Less Important Neutral Important Most Important

Cost **Factor Order:...**

Cost refers to the price required for executing the B2E Portal.

- Least Important Less Important Neutral Important Most Important

Financial Resource **Factor Order:...**

Financial resource refers to the state where a person or an organization is in a position of financial adequacy. That is they have enough cash to meet all their requirements.

- Least Important Less Important Neutral Important Most Important

Business Experience **Factor Order:...**

Business experience refers to taking a company to the next level, sales experience, producing business results, marketing talent, management acumen, technical savvy and an entrepreneurial nature.

Least Important Less Important Neutral Important Most Important

Training **Factor Order:...**

Training refers to the acquisition of knowledge and skills as a result of the teaching of vocational or practical skills and knowledge.

Least Important Less Important Neutral Important Most Important

Organizational Size **Factor Order:...**

Organizational size refers to the number of employees and the number of units belonging to the same company, the size of budget, sales turnover (or the sales volume).

Least Important Less Important Neutral Important Most Important

Environmental Characteristics

Social Influence **Factor Order:...**

Social Influence refers to an individual's perception of the social pressures that important others believe he/she should use the B2E portal.

Least Important Less Important Neutral Important Most Important

Competitive Pressure **Factor Order:...**

Competitive pressure refers to the intensity level of competition that causes a company to feel it is underperforming.

Least Important Less Important Neutral Important Most Important

Collectivism/Individualism **Factor Order:...**

Collectivism/Individualism refers to the relative importance of the role of the individual versus the role of the group because the power of society is unlimited.

Least Important Less Important Neutral Important Most Important

Information Quality

Information Content **Factor Order:...**

Information content defined as the relevancy, accuracy, currency, and reliability of information presented to each employee based on his/her role in the organization.

Least Important Less Important Neutral Important Most Important

Understandability **Factor Order:...**

Understandability refers to the ease of reading and understanding and the clarity of the information.

Least Important Less Important Neutral Important Most Important

Information Presentation **Factor Order:...**

Information presentation *refers to* the form (such as text, graphics, audio and video) in which a snapshot of information content is presented to users.

Least Important Less Important Neutral Important Most Important

System Quality

Safety **Factor Order:...**

Safety refers to integrity, confidentiality, security, privacy, protection, authorization, criticality and sensitivity of information.

Least Important Less Important Neutral Important Most Important

Timely **Factor Order:...**

Timely refers to timeliness, responsiveness and response time.

Least Important Less Important Neutral Important Most Important

Communication **Factor Order:...**

Communication refers to the extent to which the portal could mediate interaction (i.e. information sharing and collaboration among employees themselves, between managers and employees) within the organization and the results from interaction.

Least Important Less Important Neutral Important Most Important

Accessibility **Factor Order:...**

Accessibility refers to the ability of the portal to be accessed anytime and anywhere through the Intranet, Internet, or even mobile devices.

Least Important Less Important Neutral Important Most Important

Flexibility**Factor Order:...**

Flexibility refers to the ability to identify the need for a change and then adapt to the change in a manner that benefit the system performance.

Least Important Less Important Neutral Important Most Important

User Interface**Factor Order:...**

User Interface refers to a communication interface between the user and the system and through it the users request the services and dealing with the system to perform the tasks.

Least Important Less Important Neutral Important Most Important