FACTORS INFLUENCING USER SATISFACTION LEVEL TOWARDS ETP SYSTEM AMONG INLAND REVENUE BOARD (IRB) OFFICERS IN MALAYSIA

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By

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ABSTRACT

This study examines the factors influencing user satisfaction level with the use of the Enterprise Taxpayer Profile (ETP) system among officers in the Inland Revenue Board of Malaysia. The ETP system, based on the Data Warehouse (DW) method, was developed and implemented in 2008 to enhance the operating systems and boost the capacity of governmental institutions. To assess user satisfaction with the ETP system, four independent variables were adapted, namely System Quality (SQ), Information Quality (IQ), Service Quality (SVQ), and System Use (SU), using the updated DeLone and McLean Model of Information Systems Success. The study was conducted in IRBM's branches throughout Malaysia and involved 140 officers from the Audit Department. Multiple regression analysis was used to examine the relationship of the variables. The findings indicate that System Quality (SQ), Information Quality (IQ), and Service Quality (SVQ) have a significant positive relationship and contribute to IRBM officers' satisfaction with the adoption of the ETP system. The high level of user satisfaction achieved by IRBM through the ETP system serves as a benchmark for the organization and demonstrates that IRBM is on the right track in achieving its system development goals. Furthermore, users' proposals for IRBM include providing more recent data, such as online trading information, and increasing links with other government agencies such as the Malaysian Quarantine and Inspection Services Department (MAQIS).

Keywords: user satisfaction, Enterprise Taxpayer Profile, system quality, information quality, service quality

ABSTRAK

Kajian ini membincangkan faktor-faktor yang mempengaruhi tahap kepuasan pengguna terhadap penggunaan sistem Enterprise Taxpayer Profile (ETP) dalam kalangan pegawai di Lembaga Hasil Dalam Negeri Malaysia. Sistem ETP telah dibangunkan dan dilaksanakan pada tahun 2008, dan berdasarkan kaedah Gudang Data (DW). DW adalah salah satu pendekatan yang boleh digunakan oleh organisasi awam untuk meningkatkan sistem pengendalian mereka dan meningkatkan kecekapan institusi kerajaan. Empat pembolehubah tidak bersandar iaitu Kualiti Sistem (SQ), Kualiti Maklumat (IQ), Kualiti Perkhidmatan (SVQ), dan Penggunaan (SU) ETP telah disesuaikan untuk menilai kepuasan pengguna terhadap ETP dengan menggunakan Model Kemas Kini Kejayaan Sistem Maklumat Delone dan McLean. Kajian ini dijalankan di cawangan LHDNM di seluruh Malaysia melibatkan 140 pegawai dari Jabatan Audit. Analisis regresi berganda digunakan untuk mengkaji hubungan pembolehubah. Dapatan kajian menunjukkan bahawa Kualiti Sistem (SQ), Kualiti Maklumat (IQ), Kualiti Perkhidmatan (SVQ) mempunyai hubungan positif yang signifikan dan menyumbang kepada kepuasan pegawai LHDNM terhadap penggunaan ETP. Tahap kepuasan pengguna yang tinggi yang dicapai oleh LHDNM melalui ETP berfungsi sebagai penanda aras bagi organisasi dan menunjukkan LHDNM berada di landasan yang tepat dan betul dalam mencapai matlamat pembangunan sistemnya. Di samping itu, cadangan pengguna untuk LHDNM adalah untuk menyediakan data yang lebih terkini seperti maklumat dagangan dalam talian dan memperbanyakkan capaian pautan dengan agensi kerajaan lain seperti Jabatan Perkhidmatan Kuarantin Dan Pemeriksaan Malaysia (MAQIS).

Kata kunci: kepuasan pengguna, Enterprise Taxpayer Profile, kualiti sistem, kualiti maklumat, kualiti perkhidmatan

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LIST OF ABBREVIATIONS

ETP	Enterprise Taxpayer Profile
H1	Hypothesis 1
H2	Hypothesis 2
H3	Hypothesis 3
H4	Hypothesis 4
H5	Hypothesis 5
H6	Hypothesis 6
H7	Hypothesis 7
IQ	Information Quality
IRBM	Inland Revenue Board of Malaysia
IS	Information System
SPSS	Statistical package for Social Science
SQ	System Quality
SVQ	Service Quality
US	User Satisfaction

CHAPTER 1

INTRODUCTION

1.1 Introduction

An overview of the research topic is provided in this chapter. It starts with the background of the research, followed by the problem statements. The remainder of this chapter then goes on to detail the research questions and objectives. After that, this chapter is going to explore the scope of the study as well as the importance of the research.

1.2 Background of the Research

Information systems (IS) are one of the main concerns for governments and public bodies in most emerging countries. The culture of data-driven decision-making within public bodies around the world is continuously cultivated and rapidly expanding to provide the best services. Big Data (BD) is a key subject in the current state of the global economy. The Malaysian government's approach to embracing 5G technology reflects its dedication to ensuring that digital technology becomes the most crucial pillar of its nation-building program. The Malaysian Government's dedication to BD is shown in one of its 11th Plan (2016-2020) initiatives to use data to enhance results and save costs in government operations (Hamzah et al., 2020).

Since 2014, the government has circulated open data, exchanged data across agencies, and used Big Data Analytics (BDA). The advancement of Information Technology (IT) has shifted the emphasis from technical efficiency to service and IS efficiency, improving the delivery and accessibility of government activities to the advantage of the public and technology users. In addition to IT qualities, Sausi (2021) reveal that developing trust in the system is vital for

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APPENDIX A SURVEY FORM

QUESTIONNAIRE

FACTORS INFLUENCING USER SATISFACTION LEVEL TOWARDS ENTERPRISE TAXPAYER PROFILE (ETP) SYSTEM AMONG INLAND REVENUE BOARD (IRB) OFFICERS IN MALAYSIA

Dear participant,

This questionnaire is designed to study the factors influencing user satisfaction towards the Enterprise Taxpayer Profile (ETP) system among Inland Revenue Board (IRB) officers in Malaysia. Your participation is highly appreciated.

This study is conducted as a partial fulfilment for my Master of Science (International Accounting). The information you provide for the purpose of this study will be kept **STRICTLY CONFIDENTIAL** and intended for academic purposes only.

Your input is highly valued. Thank you very much for your time and cooperation.

Yours sincerely,

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SOAL SELIDIK

FAKTOR-FAKTOR YANG MEMPENGARUHI TAHAP KEPUASAN PENGGUNA TERHADAP SISTEM ENTERPRISE TAXPAYER PROFILE (ETP) DALAM KALANGAN PEGAWAI LEMBAGA HASIL DALAM NEGERI (LHDN) DI MALAYSIA

Peserta yang dihormati,

Soal selidik ini direka untuk mengkaji faktor yang mempengaruhi kepuasan pengguna terhadap sistem *Enterprise Taxpayer Profile* (ETP) dalam kalangan Pegawai Lembaga Hasil Dalam Negeri (LHDN) di Malaysia. Penyertaan anda amat dihargai.

Kajian ini dilakukan sebagai memenuhi sebahagian daripada keperluan Sarjana Sains (Perakaunan Antarabangsa). Maklumat yang anda berikan untuk tujuan kajian ini akan **DIRAHSIAKAN** dan untuk tujuan akademik sahaja.

Maklumbalas anda amatlah dihargai. Terima kasih atas kerjasama yang diberikan.

Yang ikhlas,

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SECTION A: DEMOGRAPHIC INFORMATION
BAHAGIAN A: MAKLUMAT DEMOGRAFI

Please tick (√) in the box provided.
Sila tandakan (√) di dalam kotak yang disediakan.

1) Gender / *Jantina*

	Male / *Lelaki*
	Female / *Perempuan*

2) Age / *Umur*

	< 20
	21 – 30
	31 – 40
	41 – 50
	51 +

3) Race / *Bangsa*

	Malay / *Melayu*
	Chinese / *Cina*
	Indian / *India*
	Others / *Lain – lain* _____

4) Highest Academic Qualification / *Tahap Pendidikan Tertinggi*

	Diploma / STPM / A-Level
	Bachelor Degree / *Sarjana Muda*
	Master / *Sarjana*
	PhD / *Doktor Falsafah*
	Others / *Lain-lain*_____

5) Designation / *Jawatan*

	E1-E2
	E3-E4
	L1 – L2
	Others / *Lain-lain*_____

6) User Experience with ETP */ Pengalaman Pengguna dengan ETP*

	0 - 3 years / *Tahun*
	3 - 5 years / *Tahun*
	5 - 10 years / *Tahun*
	> 10 years / *Tahun*

7) How would you rate your skills using ETP?
Bagaimana anda menilai kemahiran anda menggunakan ETP?

	Very weak / *Sangat Lemah*
	Weak / *Lemah*
	Not Sure / *Tidak Pasti*
	Good / *Baik*
	Very Good / *Sangat Baik*

SECTION B: INFLUENCING FACTORS AND USER SATISFACTION LEVEL TOWARD ENTERPRISE TAXPAYER PROFILE SYSTEM ADOPTION
BAHAGIAN B: FAKTOR PENENTUAN DAN TAHAP KEPUASAN PENGGUNAAN SISTEM ETP

Based on the scale given below, please **circle the appropriate number that best described you in each statement**. The numbers below has the following meaning respectively.
Berdasarkan skala yang diberi, sila ***bulatkan nombor yang paling menggambarkan anda dalam setiap pernyataan****. Nombor-nombor di bawah masing-masing mempunyai makna berikut:-*

1	**2**	**3**	**4**	**5**
Strongly Disagree	Disagree	Not Sure	Agree	Strongly Agree
Sangat Tidak Setuju	*Tidak Setuju*	*Tidak Pasti*	*Setuju*	*Sangat Setuju*

SYSTEM QUALITY ***KUALITI SISTEM***		**Strongly Disagree**	**Disagree**	**Not Sure**	**Agree**	**Strongly Agree**
1.	I think the ETP system is easy to use. *Saya berpendapat sistem ETP senang digunakan.*	**1**	**2**	**3**	**4**	**5**
2.	I think the ETP system is user friendly. *Saya berpendapat sistem ETP adalah mesra pengguna.*	**1**	**2**	**3**	**4**	**5**
3.	For me the ETP system is stable. *Bagi saya sistem ETP adalah stabil.*	**1**	**2**	**3**	**4**	**5**
4.	For me the response time of ETP system is acceptable. *Bagi saya masa tindak balas sistem ETP boleh diterima.*	**1**	**2**	**3**	**4**	**5**

INFORMATION QUALITY ***KUALITI MAKLUMAT***		**Strongly Disagree**	**Disagree**	**Not Sure**	**Agree**	**Strongly Agree**
5.	The knowledge or information provided by ETP is available at a time suitable for its use. *Pengetahuan atau maklumat yang disediakan oleh ETP tersedia pada masa yang sesuai untuk digunakan.*	**1**	**2**	**3**	**4**	**5**
6.	The knowledge or information provided by ETP is important and helpful for my works. *Pengetahuan atau maklumat yang diberikan oleh ETP adalah penting dan berguna untuk kerja saya.*	**1**	**2**	**3**	**4**	**5**
7.	The knowledge or information provided by ETP is meaningful and understandable. *Pengetahuan atau maklumat yang diberikan oleh ETP adalah bermakna dan difahami.*	**1**	**2**	**3**	**4**	**5**
8.	The knowledge classification or index in ETP is clear and unambiguous. *Klasifikasi atau indeks pengetahuan dalam ETP adalah jelas.*	**1**	**2**	**3**	**4**	**5**

SERVICE QUALITY ***KUALITI PERKHIDMATAN***		**Strongly Disagree**	**Disagree**	**Not Sure**	**Agree**	**Strongly Agree**
9.	The ETP help desk is very helpful to me. *Meja bantuan ETP amat membantu saya.*	**1**	**2**	**3**	**4**	**5**
10.	ETP provides user guides and accurate information. *ETP menyediakan panduan pengguna dan maklumat yang tepat.*	**1**	**2**	**3**	**4**	**5**
11.	ETP provides helpful expert directory for my works. *ETP menyediakan direktori pakar yang berguna untuk kerja saya.*	**1**	**2**	**3**	**4**	**5**

12.	Learning to operate ETP is easy. *Pembelajaran untuk mengendalikan ETP adalah mudah.*	**1**	**2**	**3**	**4**	**5**

SYSTEM USE ***PENGGUNAAN SISTEM***		**Strongly Disagree**	**Disagree**	**Not Sure**	**Agree**	**Strongly Agree**
13.	I use ETP to help me make decisions. *Saya menggunakan ETP untuk membantu saya membuat keputusan.*	**1**	**2**	**3**	**4**	**5**
14.	I would like to recommend using ETP to my colleagues. *Saya akan mencadangkan pengunaan ETP kepada rakan sekerja saya.*	**1**	**2**	**3**	**4**	**5**
15.	I use ETP to communicate knowledge and information with colleagues. *Saya menggunakan ETP untuk menyampaikan pengetahuan dan maklumat dengan rakan sekerja.*	**1**	**2**	**3**	**4**	**5**
16.	I utilize ETP to facilitate my works. *Saya menggunakan ETP untuk memudahkan kerja saya.*	**1**	**2**	**3**	**4**	**5**

USER SATISFACTION ***KEPUASAN PENGGUNA***		**Strongly Disagree**	**Disagree**	**Not Sure**	**Agree**	**Strongly Agree**
17.	I am satisfied with the quality of the ETP system. *Saya berpuas hati dengan kualiti sistem ETP.*	**1**	**2**	**3**	**4**	**5**
18.	I am satisfied with the quality of information displayed in ETP. *Saya berpuas hati dengan kualiti maklumat yang dipaparkan dalam ETP.*	**1**	**2**	**3**	**4**	**5**

19.	I am satisfied with the quality of ETP service. *Saya berpuas hati dengan kualiti perkhidmatan ETP.*	**1**	**2**	**3**	**4**	**5**
20.	Using ETP was a pleasant experience. *Menggunakan ETP adalah satu pengalaman yang menyenangkan.*	**1**	**2**	**3**	**4**	**5**
21.	Overall, I was satisfied with ETP usage experience. *Secara keseluruhan, saya berpuas hati dengan pengalaman penggunaan ETP.*	**1**	**2**	**3**	**4**	**5**

22. State your suggestion for improving the ETP system.
Nyatakan cadangan anda untuk menambah baik sistem ETP.

_____

_____

_____

_____

_____

THANK YOU VERY MUCH FOR YOUR VALUABLE TIME AND SUPPORT.
TERIMA KASIH ATAS MASA DAN SOKONGAN ANDA.

APPENDIX B SPSS RESULT

Frequency Table

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	50	35.7	35.7	35.7
	Female	90	64.3	64.3	100.0
	Total	140	100.0	100.0	

Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	21 - 30 years	18	12.9	12.9	12.9
	31 - 40 years	60	42.9	42.9	55.7
	41 - 50 years	58	41.4	41.4	97.1
	51 years and above	4	2.9	2.9	100.0
	Total	140	100.0	100.0	

Race

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Malay	132	94.3	94.3	94.3
	Chinese	5	3.6	3.6	97.9
	Indian	1	.7	.7	98.6
	Others	2	1.4	1.4	100.0
	Total	140	100.0	100.0	

Academic

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Diploma / STPM / A-Level	4	2.9	2.9	2.9
	Bachelor Degree	120	85.7	85.7	88.6
	Master	13	9.3	9.3	97.9
	PhD	1	.7	.7	98.6
	Others	2	1.4	1.4	100.0
	Total	140	100.0	100.0	

Designation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	E1 - E2	89	63.6	63.6	63.6
	E3 - E4	42	30.0	30.0	93.6
	Others	9	6.4	6.4	100.0
	Total	140	100.0	100.0	

Experience

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 - 3 years	20	14.3	14.3	14.3
	3 - 5 years	30	21.4	21.4	35.7
	5 - 10 years	54	38.6	38.6	74.3
	> 10 years	36	25.7	25.7	100.0
	Total	140	100.0	100.0	

Rate Skills

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very weak	2	1.4	1.4	1.4
	Weak	2	1.4	1.4	2.9
	Not sure	10	7.1	7.1	10.0
	Good	93	66.4	66.4	76.4
	Very good	33	23.6	23.6	100.0
	Total	140	100.0	100.0	

Correlations

Correlations

		System Quality	Information Quality	Service Quality	System Use	User Satisfaction
System Quality	Pearson Correlation	1	.754**	.621**	.575**	.713**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	140	140	140	140	140
Information Quality	Pearson Correlation	.754**	1	.689**	.687**	.745**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	140	140	140	140	140
Service Quality	Pearson Correlation	.621**	.689**	1	.602**	.686**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	140	140	140	140	140
System Use	Pearson Correlation	.575**	.687**	.602**	1	.605**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	140	140	140	140	140
User Satisfaction	Pearson Correlation	.713**	.745**	.686**	.605**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	140	140	140	140	140

**. Correlation is significant at the 0.01 level (2-tailed).

Frequency Table

B1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	D	1	.7	.7	.7
	NS	9	6.4	6.4	7.1
	A	89	63.6	63.6	70.7
	SA	41	29.3	29.3	100.0
	Total	140	100.0	100.0	

B2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	D	6	4.3	4.3	4.3
	NS	14	10.0	10.0	14.3
	A	90	64.3	64.3	78.6
	SA	30	21.4	21.4	100.0
	Total	140	100.0	100.0	

B3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	2	1.4	1.4	1.4
	D	11	7.9	7.9	9.3
	NS	29	20.7	20.7	30.0
	A	77	55.0	55.0	85.0
	SA	21	15.0	15.0	100.0
	Total	140	100.0	100.0	

B4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	D	3	2.1	2.1	2.1
	NS	18	12.9	12.9	15.0
	A	96	68.6	68.6	83.6
	SA	23	16.4	16.4	100.0
	Total	140	100.0	100.0	

B5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	2	1.4	1.4	1.4
	D	6	4.3	4.3	5.7
	NS	28	20.0	20.0	25.7
	A	83	59.3	59.3	85.0
	SA	21	15.0	15.0	100.0
	Total	140	100.0	100.0	

B6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	D	1	.7	.7	.7
	NS	6	4.3	4.3	5.0
	A	82	58.6	58.6	63.6
	SA	51	36.4	36.4	100.0
	Total	140	100.0	100.0	

B7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	D	1	.7	.7	.7
	NS	14	10.0	10.0	10.7
	A	91	65.0	65.0	75.7
	SA	34	24.3	24.3	100.0
	Total	140	100.0	100.0	

B8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	D	6	4.3	4.3	4.3
	NS	20	14.3	14.3	18.6
	A	94	67.1	67.1	85.7
	SA	20	14.3	14.3	100.0
	Total	140	100.0	100.0	

B9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	D	6	4.3	4.3	4.3
	NS	53	37.9	37.9	42.1
	A	66	47.1	47.1	89.3
	SA	15	10.7	10.7	100.0
	Total	140	100.0	100.0	

B10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	1	.7	.7	.7
	D	16	11.4	11.4	12.1
	NS	40	28.6	28.6	40.7
	A	68	48.6	48.6	89.3
	SA	15	10.7	10.7	100.0
	Total	140	100.0	100.0	

B11

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	D	8	5.7	5.7	5.7
	NS	38	27.1	27.1	32.9
	A	79	56.4	56.4	89.3
	SA	15	10.7	10.7	100.0
	Total	140	100.0	100.0	

B12

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	D	3	2.1	2.1	2.1
	NS	13	9.3	9.3	11.4
	A	91	65.0	65.0	76.4
	SA	33	23.6	23.6	100.0
	Total	140	100.0	100.0	

B13

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	D	1	.7	.7	.7
	NS	15	10.7	10.7	11.4
	A	87	62.1	62.1	73.6
	SA	37	26.4	26.4	100.0
	Total	140	100.0	100.0	

B14

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	D	1	.7	.7	.7
	NS	10	7.1	7.1	7.9
	A	87	62.1	62.1	70.0
	SA	42	30.0	30.0	100.0
	Total	140	100.0	100.0	

B15

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	D	3	2.1	2.1	2.1
	NS	13	9.3	9.3	11.4
	A	84	60.0	60.0	71.4
	SA	40	28.6	28.6	100.0
	Total	140	100.0	100.0	

B16

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	D	1	.7	.7	.7
	NS	8	5.7	5.7	6.4
	A	84	60.0	60.0	66.4
	SA	47	33.6	33.6	100.0
	Total	140	100.0	100.0	

B17

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	D	8	5.7	5.7	5.7
	NS	26	18.6	18.6	24.3
	A	87	62.1	62.1	86.4
	SA	19	13.6	13.6	100.0
	Total	140	100.0	100.0	

B18

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	D	11	7.9	7.9	7.9
	NS	32	22.9	22.9	30.7
	A	80	57.1	57.1	87.9
	SA	17	12.1	12.1	100.0
	Total	140	100.0	100.0	

B19

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	D	4	2.9	2.9	2.9
	NS	30	21.4	21.4	24.3
	A	89	63.6	63.6	87.9
	SA	17	12.1	12.1	100.0
	Total	140	100.0	100.0	

B20

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	D	1	.7	.7	.7
	NS	15	10.7	10.7	11.4
	A	98	70.0	70.0	81.4
	SA	26	18.6	18.6	100.0
	Total	140	100.0	100.0	

B21

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	D	4	2.9	2.9	2.9
	NS	14	10.0	10.0	12.9
	A	97	69.3	69.3	82.1
	SA	25	17.9	17.9	100.0
	Total	140	100.0	100.0	

Descriptives

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
B1	140	2	5	4.21	.585
B2	140	2	5	4.03	.699
B3	140	1	5	3.74	.860
B4	140	2	5	3.99	.617
System Quality	140	2.00	5.00	3.9946	.59333
B5	140	1	5	3.82	.789
B6	140	2	5	4.31	.586
B7	140	2	5	4.13	.598
B8	140	2	5	3.91	.673
Information Quality	140	2.50	5.00	4.0429	.52624
B9	140	2	5	3.64	.730
B10	140	1	5	3.57	.858
B11	140	2	5	3.72	.730
B12	140	2	5	4.10	.638
Service Quality	140	2.00	5.00	3.7589	.59177
B13	140	2	5	4.14	.618
B14	140	2	5	4.21	.597
B15	140	2	5	4.15	.667
B16	140	2	5	4.26	.595
System Use	140	3.00	5.00	4.1929	.53505
B17	140	2	5	3.84	.726
B18	140	2	5	3.74	.774
B19	140	2	5	3.85	.656
B20	140	2	5	4.06	.565
B21	140	2	5	4.02	.629
User Satisfaction	140	2.00	5.00	3.9014	.57402
Valid N (listwise)	140				

Descriptives

Descriptive Statistics

	N	Skewness		Kurtosis	
	Statistic	Statistic	Std. Error	Statistic	Std. Error
System Quality	140	-.518	.205	.998	.407
Information Quality	140	-.281	.205	.590	.407
Service Quality	140	-.053	.205	.238	.407
System Use	140	-.077	.205	-.316	.407
User Satisfaction	140	-.449	.205	1.091	.407
Valid N (listwise)	140				

Reliability

Reliability Statistics

Cronbach's Alpha	N of Items
.871	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
B1	11.76	3.635	.742	.836
B2	11.95	3.213	.771	.817
B3	12.24	2.858	.700	.864
B4	11.99	3.511	.752	.829

Reliability Statistics

Cronbach's Alpha	N of Items
.799	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
B5	12.35	2.445	.553	.792
B6	11.86	2.910	.589	.761
B7	12.04	2.660	.725	.700
B8	12.26	2.624	.621	.743

Reliability Statistics

Cronbach's Alpha	N of Items
.807	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
B9	11.39	3.391	.624	.759
B10	11.46	3.042	.610	.773
B11	11.31	3.282	.676	.734
B12	10.94	3.701	.609	.769

Reliability Statistics

Cronbach's Alpha	N of Items
.886	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
B13	12.63	2.753	.704	.870
B14	12.56	2.666	.799	.835
B15	12.62	2.597	.716	.869
B16	12.51	2.683	.791	.838

Reliability Statistics

Cronbach's Alpha	N of Items
.905	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
B17	15.67	5.201	.758	.886
B18	15.77	5.055	.742	.892
B19	15.66	5.349	.810	.875
B20	15.44	5.932	.721	.895
B21	15.49	5.446	.817	.874

Reliability Statistics

Cronbach's Alpha	N of Items
.951	21

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
B1	79.25	94.851	.727	.948
B2	79.44	93.197	.725	.948
B3	79.72	91.958	.654	.950
B4	79.47	94.496	.716	.948
B5	79.64	92.893	.655	.949
B6	79.16	95.400	.675	.949
B7	79.34	94.613	.731	.948
B8	79.55	94.307	.667	.949
B9	79.82	95.299	.536	.951
B10	79.89	91.420	.690	.949
B11	79.74	94.969	.560	.951
B12	79.36	93.945	.737	.948
B13	79.32	95.054	.667	.949
B14	79.25	95.239	.676	.949
B15	79.31	94.663	.644	.949
B16	79.20	95.744	.633	.949
B17	79.63	92.566	.743	.948
B18	79.73	92.516	.696	.949
B19	79.61	93.879	.721	.948
B20	79.40	94.990	.741	.948
B21	79.44	93.745	.767	.948

Regression

Variables Entered/Removed[a]

Model	Variables Entered	Variables Removed	Method
1	Service Quality, System Quality, Information Quality[b]	.	Enter

a. Dependent Variable: System Use

b. All requested variables entered.

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.712[a]	.507	.496	.37993	1.872

a. Predictors: (Constant), Service Quality, System Quality, Information Quality

b. Dependent Variable: System Use

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	20.161	3	6.720	46.557	.000[b]
	Residual	19.631	136	.144		
	Total	39.793	139			

a. Dependent Variable: System Use

b. Predictors: (Constant), Service Quality, System Quality, Information Quality

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.197	.257		4.664	.000
	System Quality	.071	.085	.078	.835	.405
	Information Quality	.478	.103	.470	4.633	.000
	Service Quality	.208	.077	.230	2.702	.008

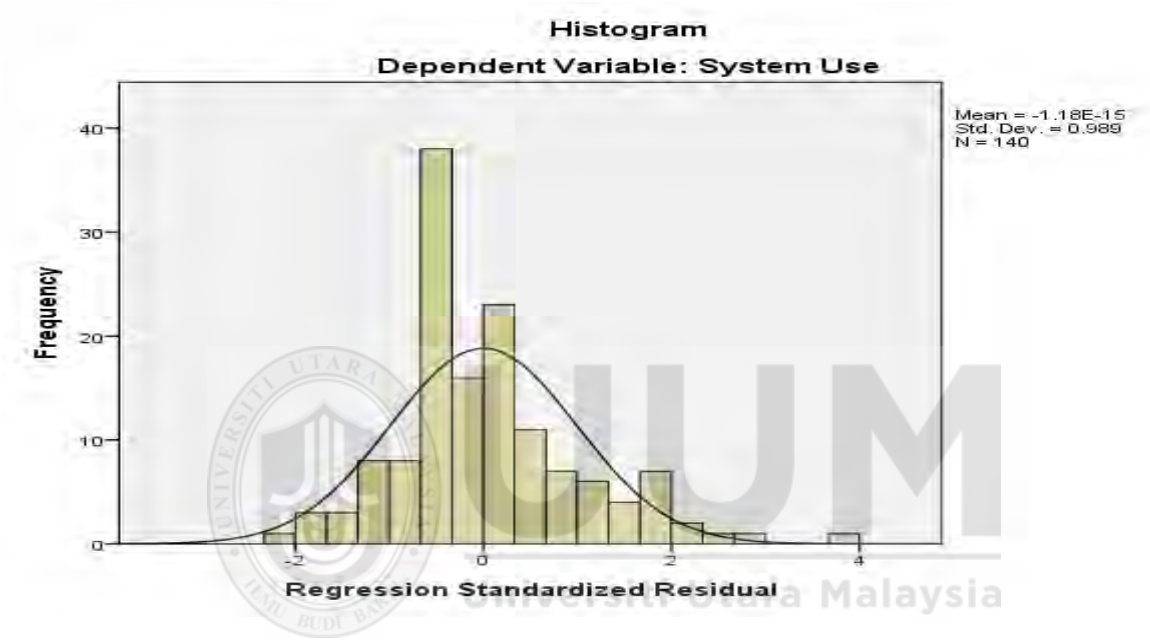
a. Dependent Variable: System Use

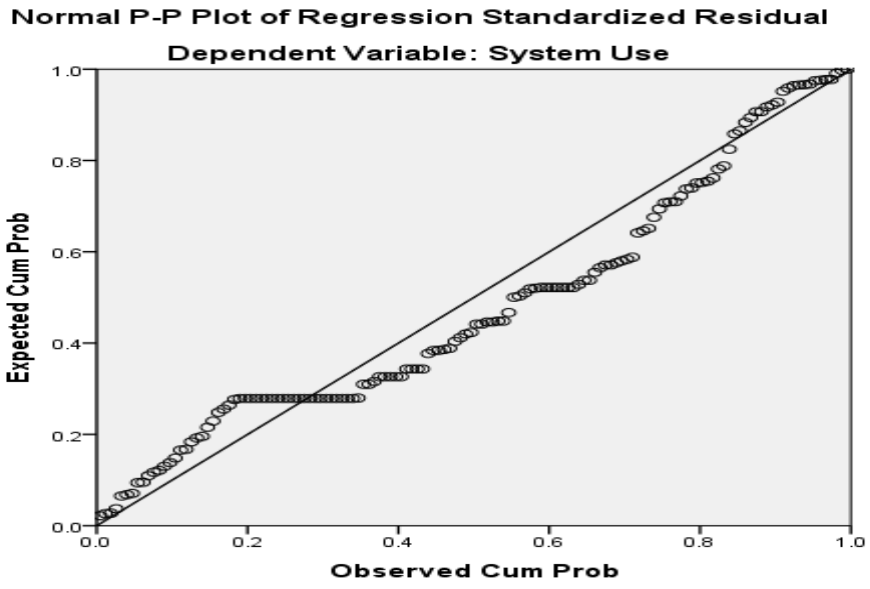
Residuals Statistics[a]

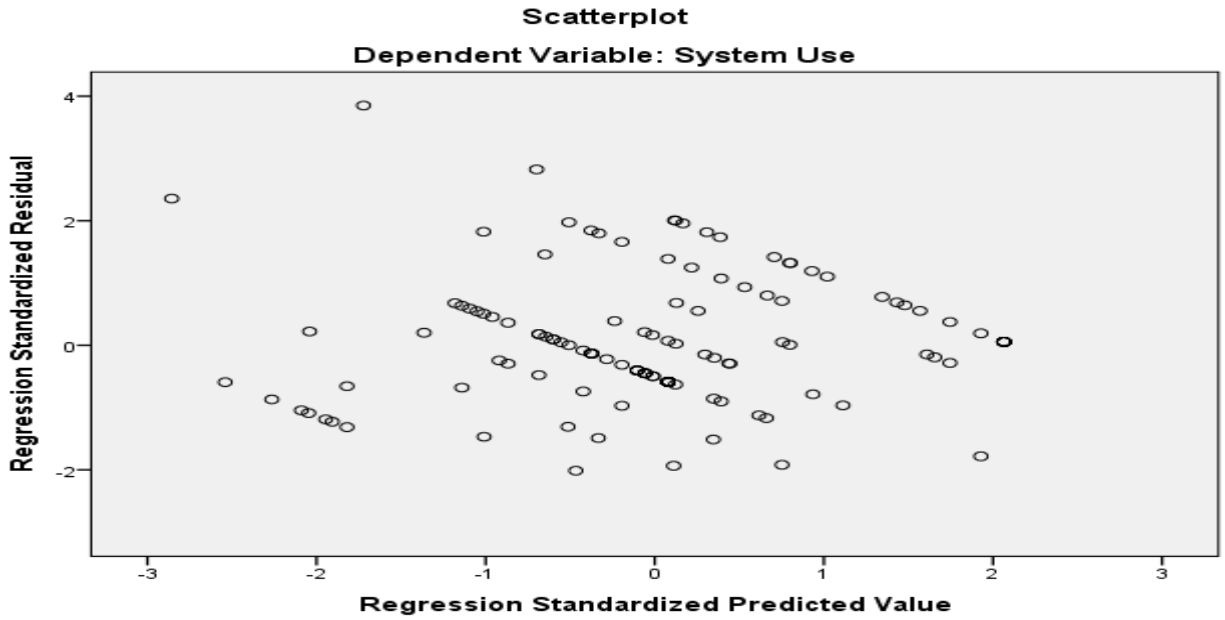
	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	3.1049	4.9792	4.1929	.38085	140
Residual	-.76506	1.46290	.00000	.37581	140
Std. Predicted Value	-2.857	2.065	.000	1.000	140
Std. Residual	-2.014	3.850	.000	.989	140

a. Dependent Variable: System Use

Charts







Regression

Variables Entered/Removed[a]

Model	Variables Entered	Variables Removed	Method
1	System Use, System Quality, Service Quality, Information Quality[b]	.	Enter

a. Dependent Variable: User Satisfaction

b. All requested variables entered.

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.806[a]	.649	.639	.34499	2.042

a. Predictors: (Constant), System Use, System Quality, Service Quality, Information Quality

b. Dependent Variable: User Satisfaction

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	29.732	4	7.433	62.450	.000[b]
	Residual	16.068	135	.119		
	Total	45.800	139			

a. Dependent Variable: User Satisfaction

b. Predictors: (Constant), System Use, System Quality, Service Quality, Information Quality

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.188	.251		.749	.455
	System Quality	.271	.077	.281	3.523	.001
	Information Quality	.330	.101	.302	3.273	.001
	Service Quality	.246	.072	.253	3.425	.001
	System Use	.089	.078	.083	1.140	.256

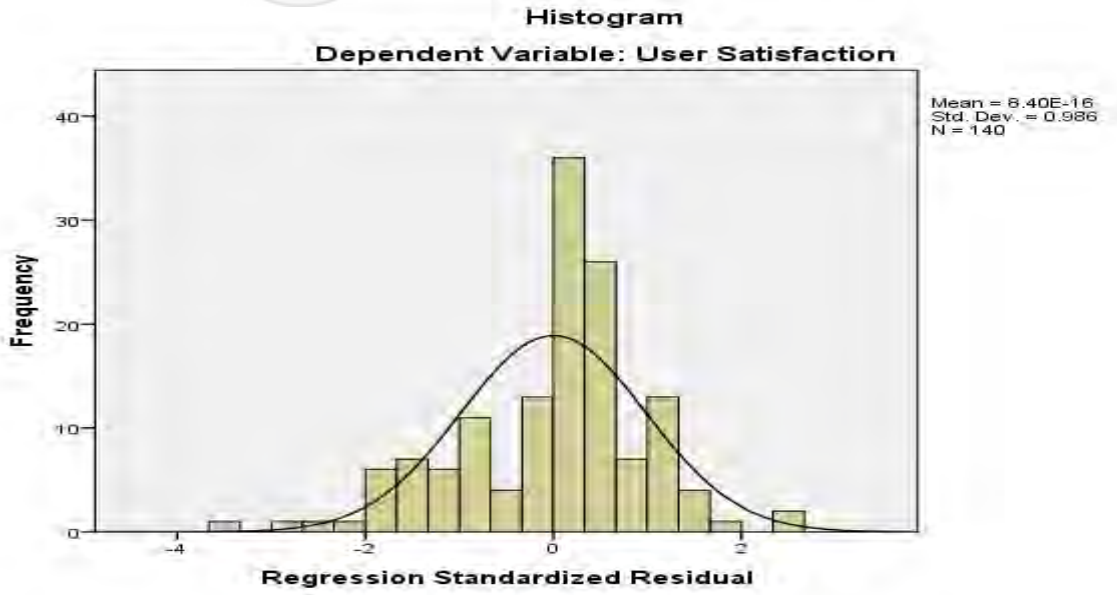
a. Dependent Variable: User Satisfaction

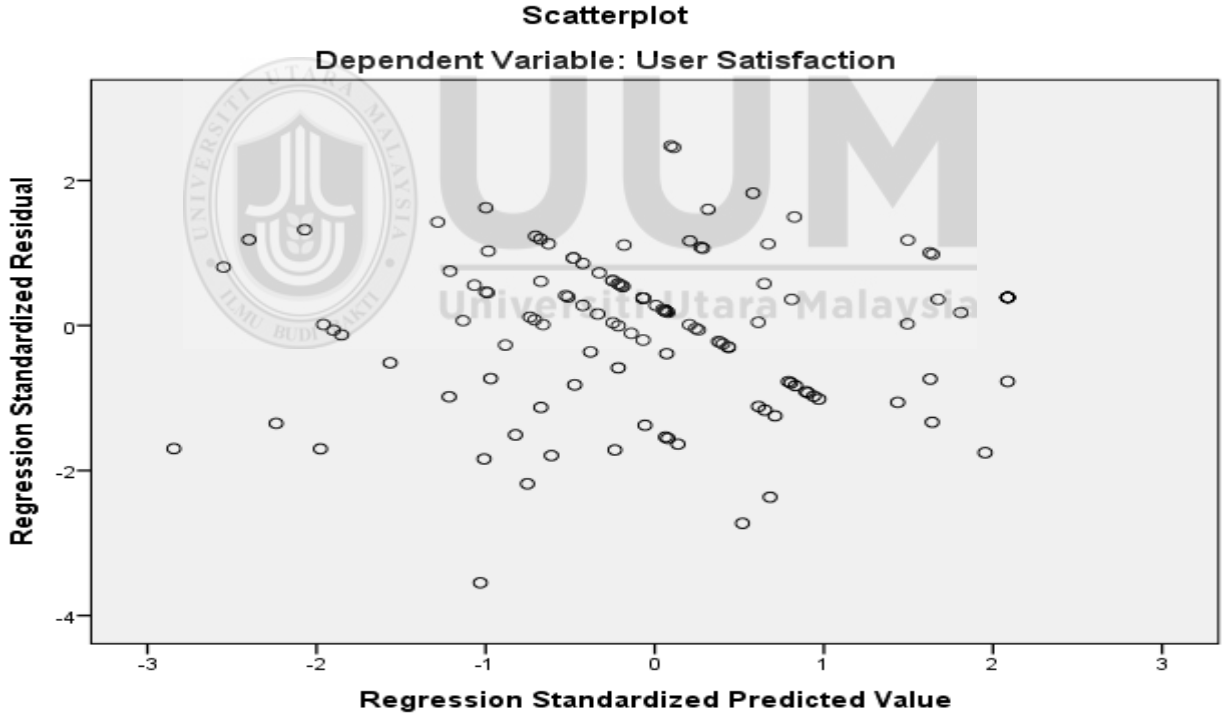
Residuals Statistics[a]

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	2.5862	4.8665	3.9014	.46249	140
Residual	-1.22418	.85474	.00000	.33999	140
Std. Predicted Value	-2.844	2.087	.000	1.000	140
Std. Residual	-3.548	2.478	.000	.986	140

a. Dependent Variable: User Satisfaction

Charts





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