

## APPENDICES

- **Appendix 1: The Questionnaire**

An invitation to participant in a survey on

**"THE EFFECT OF SYSTEMS QUALITY OF STUDENT INFORMATION SYSTEM ON USER'S SATISFACTION"**

**Dear Valued Respondent,**

I am a PHD student of Faculty of Science and Technology, Islamic Science University of Malaysia (USIM), Nilai, Negeri Sembilan.

For your information, Student Information System (SIS) is a software application applied for the purpose of managing student data in educational institutes (University). SIS provides capabilities for entering the database of the University and check student test results, discipline record, and other assessment scores associated with the student that enhance the communication between the students and University management

Therefore, my study intends to discuss the problem of poor system quality of information systems in the Islamic Science University of Malaysia and the lack of awareness to the importance of the intention to use SIS and user's satisfaction due to the weak system quality by the developers of SIS and associated websites of Islamic Science University of Malaysia.

I would be very grateful if you could spare a few minutes of your valuable time to fill in the questionnaire since successful completion of this study is largely dependent upon obtaining an adequate and representative sample. Please be assured that any

information provided in the survey will be strictly confidential and used for research purposes only.

If you have any inquiries, please do not hesitate to contact myself or my supervisor for further clarification.

Thank You Very Much for Your Precious Time and Co Operation

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- **Definitions**

**A. User's Satisfaction:** Computer user satisfaction is defined as the attitude of a user towards a computer system. User's satisfaction is defined also as the perspective and position of the user about information system such as computer application used for different purposes.

**B. System Quality:** System quality represents the quality of information processing itself, which is characterized by employment of information technology for the benefit of users, a system offering key functions and features (denoted as IS excellence), and software that is user friendly, easy to learn, and easily maintainable. System quality includes many factors such as the following:

- i. Usability:** is a quality attribute that assesses how easy user interfaces are to use. The word "usability" also refers to methods for improving ease-of-use during the use of system.
- ii. Functionality:** It means the degree to which the designed product or system will perform to meet its intended purpose. Functionality is understood as the set of features necessary to describe requirements of a future system.
- iii. Flexibility:** Effective information systems should be flexible in using by the user, that is, IS must be able to accommodate a certain amount of variation regarding the requirements of the supported business process and fulfill the demand of users.
- iv. Data Quality:** It is a term used to express the content's quality for information system. It is frequently practically identified as: The fitness to use the information provided by IS. It is also the clarity - completeness and accuracy- of both oral and written information communicated to the user and the ability of staff to listen to and understand the user.
- v. Responsiveness:** It is defined as the particular capability of the system or functional part for completing assigned tasks through a given time. For example, the system must carry out and understand its tasks within a timely manner which refers to the ability of the artificial intelligence of the system.
- vi. Accessibility:** IS accessibility is the quality attributed to webpages of information technology application when their contents can be accessed by an individual regardless of that individual's strong experience, it is a measure of easy to navigate and getting information through the pages of IS application.

**vii.** Timeliness: In information system timeliness refers to whether information requested by the user is up-to-date and available to the user in an accepted time without being outdated.

**viii.** Convenience: Every information system has a specific degree of suitability to some users. Therefore, some users may not find an information system convenience to their needs or purpose. Accordingly, it is important that the IS to be highly convenience for the majority of users.

**C. Student Information System (SIS):** SIS is used to build student schedules, registration every semester, track student attendance in the University, and the most advantage of this system is managing many other student-related data needs in a University that enhances the management of the whole educational process in the University.

**Part One: Demographic Background:**

Q1: What is your gender?

Male

Female

Q2: What is your current study level?

Master.

Ph.D.

Q3: How many times you use SIS during the semester?

Less than 2 times.

2-5 times.

6-9 times.

More than 10 times.

**Part Two: Research Variables:**

In the following sections please circle the appropriate number which represents your best opinion about the following variables:

1. SIS Quality
2. User's Satisfaction
3. Intention to use SIS

Your answers should be one of the following selections:

1. Strongly Disagree
2. Disagree
3. Neutral
4. Agree
5. Strongly Agree

Please tick the box that matches each statement according to your opinion. If you are unsure about some answers, please give your best estimate.

• **Section A: SIS Quality**

No	Paragraphs	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<b>Usability</b>						
1	The current SIS provide information with simple ways to get information.	1	2	3	4	5
2	It is easy to get SIS to do what I need.	1	2	3	4	5
3	I am satisfied with the usability of SIS application.	1	2	3	4	5
4	It is easy to navigate through the current system.	1	2	3	4	5

5	It is easy to practice system interface.	1	2	3	4	5
6	The design of all parts of SIS enhance my intention to use it.	1	2	3	4	5
<b>Functionality</b>						
7	The functionality of SIS is suitable to me.	1	2	3	4	5
8	SIS is precise in providing information for me.	1	2	3	4	5
9	The techniques provided by the current SIS is useful.	1	2	3	4	5
10	The utilities of system help me to get the required information.	1	2	3	4	5
11	I am satisfied with the functionality of SIS application.	1	2	3	4	5
12	The performance of SIS enhance my desire to use it.	1	2	3	4	5
<b>Flexibility</b>						
13	The current SIS is flexible to me.	1	2	3	4	5
14	The SIS is flexible in meeting various demands.	1	2	3	4	5
15	I am satisfied with the flexibility of SIS.	1	2	3	4	5
16	The system help me to navigate without obstacles .	1	2	3	4	5
17	The system enable me to custom my profile	1	2	3	4	5
18	SIS is simple and not complicated thus I have intention to use it.	1	2	3	4	5
<b>Convenience</b>						
19	The current SIS is suitable to me.	1	2	3	4	5
20	I am satisfied with the current SIS application because it fits my needs.	1	2	3	4	5
21	SIS is easy to learn .	1	2	3	4	5
22	I find SIS is not complicated to me .	1	2	3	4	5
23	I find SIS interesting to learn.	1	2	3	4	5
24	The appropriate design of SIS enhance my intention to use it.	1	2	3	4	5

<b>Data quality</b>						
25	The current SIS provide useful information to me.	1	2	3	4	5
26	Information I get from SIS is clear .	1	2	3	4	5
27	The system provide rich information.	1	2	3	4	5
28	I am pleased with usefulness of data I get from SIS .	1	2	3	4	5
29	The information provided by SIS is helpful	1	2	3	4	5
30	The level of quality I found in the information provided by SIS enhance my intention to use it.	1	2	3	4	5
<b>Responsiveness</b>						
31	I find SIS is responsive to me requests	1	2	3	4	5
32	SIS provides me with sufficient information	1	2	3	4	5
33	The SIS responds quickly to my requests	1	2	3	4	5
34	I am happy with the fast feedback of SIS system	1	2	3	4	5
35	The system respond quickly to my request	1	2	3	4	5
36	The responsiveness of SIS enhance my intention to use it	1	2	3	4	5
<b>Accessibility</b>						
37	I find SIS is highly accessible.	1	2	3	4	5
38	The accessibility of SIS saves my time in finding results and scores of student.	1	2	3	4	5
39	I am satisfied with the easy ways to get information from SIS application.	1	2	3	4	5
40	I found it easy to access all pages of SIS application.	1	2	3	4	5
41	I don't have any difficulty to access for information using SIS application.	1	2	3	4	5
42	The accessibility of SIS enhance my intention to use it.	1	2	3	4	5

Convenience						
43	SIS provide information in time.	1	2	3	4	5
44	SIS provides me with up-to-date information.	1	2	3	4	5
45	The SIS carries out my requests in a timely manner.	1	2	3	4	5
46	I am satisfied with the timeliness of SIS application.	1	2	3	4	5
47	The system deliver information quickly.	1	2	3	4	5
48	The timeliness of SIS enhance my intention to use it.	1	2	3	4	5

- **Section B: User's Satisfaction**

No	Paragraphs	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	SIS meets the information processing needs of my business.	1	2	3	4	5
2	I am satisfied with SIS.	1	2	3	4	5
3	SIS provides reports that seem to be just about exactly what I need.	1	2	3	4	5
4	Working with SIS is effort free.	1	2	3	4	5
5	The SIS operation is reliable.	1	2	3	4	5
6	The SIS operates properly.	1	2	3	4	5
7	The SIS functions at all times.	1	2	3	4	5
8	The SIS operates at all times.	1	2	3	4	5
9	The SIS is failure free.	1	2	3	4	5
10	The SIS is available to use at all times.	1	2	3	4	5
11	The SIS is ready to be used.	1	2	3	4	5
12	The SIS is prompt in carrying out my requests.	1	2	3	4	5
13	The SIS is fast in performing my requests.	1	2	3	4	5

- Section C: Intention to use SIS

No	Paragraphs	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<b>Intention To Use SIS</b>						
1	The good performance of SIS increase my intention to use it the future.	1	2	3	4	5
2	The ease of use of SIS increases my intention to use it.	1	2	3	4	5
3	The good utilities of SIS affect my intention to use it positively.	1	2	3	4	5
4	The simple way to get and reach information of SIS affect my intention to use it positively	1	2	3	4	5
5	The rich of data I get from SIS increases my intention to use it.	1	2	3	4	5
6	The fast response of SIS enhance my intention to use it.	1	2	3	4	5
7	I find SIS is highly accessible then I use it more frequent in the future.	1	2	3	4	5
8	The timing of information I get from SIS affects my intention to use in the future.	1	2	3	4	5
9	I find SIS is convenience then I use it more frequent in the future.	1	2	3	4	5
10	When SIS satisfy my needs then I have more intention to use it in the future.	1	2	3	4	5
<b>Islamic Characteristics</b>						
11	The principles of Islam urge me to use SIS.	1	2	3	4	5
12	I am keen to use SIS that is not breaching Islamic principles and Sharia.	1	2	3	4	5
13	I use SIS because it includes many features that are identical with Islamic rules.	1	2	3	4	5
14	I am interesting in using SIS because of its Islamic design.	1	2	3	4	5
15	SIS provide honest information according to Islamic guidance.	1	2	3	4	5

- **Appendix 2: Frequency Tables and Charts**

**Usability\_1**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	13	4.7	4.7
	Disagree	33	12.0	16.7
	Neutral	63	22.9	39.6
	Agree	136	49.5	89.1
	Strongly agree	30	10.9	100.0
	Total	275	100.0	100.0

**Usability\_2**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	5	1.8	1.8
	Disagree	30	10.9	12.7
	Neutral	77	28.0	40.7
	Agree	128	46.5	87.3
	Strongly agree	35	12.7	100.0
	Total	275	100.0	100.0

**Usability\_3**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	5	1.8	1.8
	Disagree	39	14.2	16.0
	Neutral	92	33.5	49.5
	Agree	95	34.5	84.0
	Strongly agree	44	16.0	100.0
	Total	275	100.0	100.0

**Usability\_4**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	3	1.1	1.1	1.1
Disagree	34	12.4	12.4	13.5
Neutral	84	30.5	30.5	44.0
Agree	123	44.7	44.7	88.7
Strongly agree	31	11.3	11.3	100.0
Total	275	100.0	100.0	

**Usability\_5**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	4	1.5	1.5	1.5
Disagree	34	12.4	12.4	13.8
Neutral	88	32.0	32.0	45.8
Agree	113	41.1	41.1	86.9
Strongly agree	36	13.1	13.1	100.0
Total	275	100.0	100.0	

**Usability\_6**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	4	1.5	1.5	1.5
Disagree	34	12.4	12.4	13.8
Neutral	101	36.7	36.7	50.5
Agree	108	39.3	39.3	89.8
Strongly agree	28	10.2	10.2	100.0
Total	275	100.0	100.0	

**Function\_1**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	9	3.3	3.3
	Disagree	47	17.1	20.4
	Neutral	73	26.5	46.9
	Agree	97	35.3	82.2
	Strongly agree	49	17.8	100.0
	Total	275	100.0	100.0

**Function\_2**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	18	6.5	6.5
	Disagree	43	15.6	22.2
	Neutral	76	27.6	49.8
	Agree	105	38.2	88.0
	Strongly agree	33	12.0	100.0
	Total	275	100.0	100.0

**Function\_3**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	9	3.3	3.3
	Disagree	41	14.9	18.2
	Neutral	79	28.7	46.9
	Agree	108	39.3	86.2
	Strongly agree	38	13.8	100.0
	Total	275	100.0	100.0

**Function\_4**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	9	3.3	3.3	3.3
Disagree	40	14.5	14.5	17.8
Neutral	73	26.5	26.5	44.4
Agree	86	31.3	31.3	75.6
Strongly agree	67	24.4	24.4	100.0
Total	275	100.0	100.0	

**Function\_5**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	8	2.9	2.9	2.9
Disagree	42	15.3	15.3	18.2
Neutral	76	27.6	27.6	45.8
Agree	102	37.1	37.1	82.9
Strongly agree	47	17.1	17.1	100.0
Total	275	100.0	100.0	

**Function\_6**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	50	18.2	18.2	18.2
Disagree	91	33.1	33.1	51.3
Neutral	50	18.2	18.2	69.5
Agree	59	21.5	21.5	90.9
Strongly agree	25	9.1	9.1	100.0
Total	275	100.0	100.0	

**Flexibility\_1**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	12	4.4	4.4	4.4
Disagree	21	7.6	7.6	12.0
Neutral	77	28.0	28.0	40.0
Agree	92	33.5	33.5	73.5
Strongly agree	73	26.5	26.5	100.0
Total	275	100.0	100.0	

**Flexibility\_2**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	13	4.7	4.7	4.7
Disagree	19	6.9	6.9	11.6
Neutral	71	25.8	25.8	37.5
Agree	93	33.8	33.8	71.3
Strongly agree	79	28.7	28.7	100.0
Total	275	100.0	100.0	

**Flexibility\_3**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	5	1.8	1.8	1.8
Disagree	44	16.0	16.0	17.8
Neutral	72	26.2	26.2	44.0
Agree	115	41.8	41.8	85.8
Strongly agree	39	14.2	14.2	100.0
Total	275	100.0	100.0	

**Flexibility\_4**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	8	2.9	2.9	2.9
Disagree	39	14.2	14.2	17.1
Neutral	99	36.0	36.0	53.1
Agree	93	33.8	33.8	86.9
Strongly agree	36	13.1	13.1	100.0
Total	275	100.0	100.0	

**Flexibility\_5**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	13	4.7	4.7	4.7
Disagree	21	7.6	7.6	12.4
Neutral	75	27.3	27.3	39.6
Agree	93	33.8	33.8	73.5
Strongly agree	73	26.5	26.5	100.0
Total	275	100.0	100.0	

**Flexibility\_6**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	15	5.5	5.5	5.5
Disagree	20	7.3	7.3	12.7
Neutral	77	28.0	28.0	40.7
Agree	97	35.3	35.3	76.0
Strongly agree	66	24.0	24.0	100.0
Total	275	100.0	100.0	

**Conven\_1**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	7	2.5	2.5	2.5
Disagree	16	5.8	5.8	8.4
Neutral	69	25.1	25.1	33.5
Agree	113	41.1	41.1	74.5
Strongly agree	70	25.5	25.5	100.0
Total	275	100.0	100.0	

**Conven\_2**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	6	2.2	2.2	2.2
Disagree	12	4.4	4.4	6.5
Neutral	63	22.9	22.9	29.5
Agree	112	40.7	40.7	70.2
Strongly agree	82	29.8	29.8	100.0
Total	275	100.0	100.0	

**Conven\_3**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	6	2.2	2.2	2.2
Disagree	24	8.7	8.7	10.9
Neutral	85	30.9	30.9	41.8
Agree	125	45.5	45.5	87.3
Strongly agree	35	12.7	12.7	100.0
Total	275	100.0	100.0	

**Conven\_4**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	6	2.2	2.2	2.2
Disagree	17	6.2	6.2	8.4
Neutral	63	22.9	22.9	31.3
Agree	111	40.4	40.4	71.6
Strongly agree	78	28.4	28.4	100.0
Total	275	100.0	100.0	

**Conven\_5**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	50	18.2	18.2	18.2
Disagree	66	24.0	24.0	42.2
Neutral	56	20.4	20.4	62.5
Agree	68	24.7	24.7	87.3
Strongly agree	35	12.7	12.7	100.0
Total	275	100.0	100.0	

**Conven\_6**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	5	1.8	1.8	1.8
Disagree	14	5.1	5.1	6.9
Neutral	67	24.4	24.4	31.3
Agree	119	43.3	43.3	74.5
Strongly agree	70	25.5	25.5	100.0
Total	275	100.0	100.0	

**Data\_Qua\_1**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	7	2.5	2.5	2.5
Disagree	41	14.9	14.9	17.5
Neutral	74	26.9	26.9	44.4
Agree	88	32.0	32.0	76.4
Strongly agree	65	23.6	23.6	100.0
Total	275	100.0	100.0	

**Data\_Qua\_2**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	2	.7	.7	.7
Disagree	31	11.3	11.3	12.0
Neutral	81	29.5	29.5	41.5
Agree	126	45.8	45.8	87.3
Strongly agree	35	12.7	12.7	100.0
Total	275	100.0	100.0	

**Data\_Qua\_3**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	7	2.5	2.5	2.5
Disagree	40	14.5	14.5	17.1
Neutral	75	27.3	27.3	44.4
Agree	100	36.4	36.4	80.7
Strongly agree	53	19.3	19.3	100.0
Total	275	100.0	100.0	

**Data\_Qua\_4**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	6	2.2	2.2	2.2
Disagree	40	14.5	14.5	16.7
Neutral	77	28.0	28.0	44.7
Agree	104	37.8	37.8	82.5
Strongly agree	48	17.5	17.5	100.0
Total	275	100.0	100.0	

**Data\_Qua\_5**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	6	2.2	2.2	2.2
Disagree	39	14.2	14.2	16.4
Neutral	76	27.6	27.6	44.0
Agree	106	38.5	38.5	82.5
Strongly agree	48	17.5	17.5	100.0
Total	275	100.0	100.0	

**Data\_Qua\_6**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	70	25.5	25.5	25.5
Disagree	66	24.0	24.0	49.5
Neutral	45	16.4	16.4	65.8
Agree	61	22.2	22.2	88.0
Strongly agree	33	12.0	12.0	100.0
Total	275	100.0	100.0	

**Respons\_1**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	21	7.6	7.6	7.6
Disagree	65	23.6	23.6	31.3
Neutral	82	29.8	29.8	61.1
Agree	84	30.5	30.5	91.6
Strongly agree	23	8.4	8.4	100.0
Total	275	100.0	100.0	

**Respons\_2**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	29	10.5	10.5	10.5
Disagree	45	16.4	16.4	26.9
Neutral	74	26.9	26.9	53.8
Agree	97	35.3	35.3	89.1
Strongly agree	30	10.9	10.9	100.0
Total	275	100.0	100.0	

**Respons\_3**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	16	5.8	5.8	5.8
Disagree	36	13.1	13.1	18.9
Neutral	78	28.4	28.4	47.3
Agree	103	37.5	37.5	84.7
Strongly agree	42	15.3	15.3	100.0
Total	275	100.0	100.0	

**Respons\_4**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	17	6.2	6.2	6.2
Disagree	35	12.7	12.7	18.9
Neutral	90	32.7	32.7	51.6
Agree	103	37.5	37.5	89.1
Strongly agree	30	10.9	10.9	100.0
Total	275	100.0	100.0	

**Respons\_5**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	14	5.1	5.1	5.1
Disagree	41	14.9	14.9	20.0
Neutral	94	34.2	34.2	54.2
Agree	87	31.6	31.6	85.8
Strongly agree	39	14.2	14.2	100.0
Total	275	100.0	100.0	

**Respons\_6**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	12	4.4	4.4	4.4
Disagree	36	13.1	13.1	17.5
Neutral	100	36.4	36.4	53.8
Agree	91	33.1	33.1	86.9
Strongly agree	36	13.1	13.1	100.0
Total	275	100.0	100.0	

**Access\_1**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	7	2.5	2.5	2.5
Disagree	44	16.0	16.0	18.5
Neutral	80	29.1	29.1	47.6
Agree	77	28.0	28.0	75.6
Strongly agree	67	24.4	24.4	100.0
Total	275	100.0	100.0	

**Access\_2**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	5	1.8	1.8	1.8
Disagree	49	17.8	17.8	19.6
Neutral	88	32.0	32.0	51.6
Agree	100	36.4	36.4	88.0
Strongly agree	33	12.0	12.0	100.0
Total	275	100.0	100.0	

**Access\_3**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	7	2.5	2.5	2.5
Disagree	41	14.9	14.9	17.5
Neutral	84	30.5	30.5	48.0
Agree	82	29.8	29.8	77.8
Strongly agree	61	22.2	22.2	100.0
Total	275	100.0	100.0	

**Access\_4**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	7	2.5	2.5	2.5
Disagree	42	15.3	15.3	17.8
Neutral	83	30.2	30.2	48.0
Agree	76	27.6	27.6	75.6
Strongly agree	67	24.4	24.4	100.0
Total	275	100.0	100.0	

**Access\_5**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	7	2.5	2.5	2.5
Disagree	45	16.4	16.4	18.9
Neutral	85	30.9	30.9	49.8
Agree	87	31.6	31.6	81.5
Strongly agree	51	18.5	18.5	100.0
Total	275	100.0	100.0	

**Access\_6**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	6	2.2	2.2	2.2
Disagree	29	10.5	10.5	12.7
Neutral	80	29.1	29.1	41.8
Agree	92	33.5	33.5	75.3
Strongly agree	68	24.7	24.7	100.0
Total	275	100.0	100.0	

**Timeliness\_1**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	11	4.0	4.0	4.0
Disagree	25	9.1	9.1	13.1
Neutral	83	30.2	30.2	43.3
Agree	115	41.8	41.8	85.1
Strongly agree	41	14.9	14.9	100.0
Total	275	100.0	100.0	

**Timeliness\_2**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	5	1.8	1.8	1.8
Disagree	23	8.4	8.4	10.2
Neutral	82	29.8	29.8	40.0
Agree	121	44.0	44.0	84.0
Strongly agree	44	16.0	16.0	100.0
Total	275	100.0	100.0	

**Timeliness\_3**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	5	1.8	1.8	1.8
Disagree	37	13.5	13.5	15.3
Neutral	97	35.3	35.3	50.5
Agree	94	34.2	34.2	84.7
Strongly agree	42	15.3	15.3	100.0
Total	275	100.0	100.0	

**Timeliness\_4**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	3	1.1	1.1	1.1
Disagree	40	14.5	14.5	15.6
Neutral	90	32.7	32.7	48.4
Agree	99	36.0	36.0	84.4
Strongly agree	43	15.6	15.6	100.0
Total	275	100.0	100.0	

**Timeliness\_5**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	13	4.7	4.7	4.7
Disagree	35	12.7	12.7	17.5
Neutral	86	31.3	31.3	48.7
Agree	102	37.1	37.1	85.8
Strongly agree	39	14.2	14.2	100.0
Total	275	100.0	100.0	

**Timeliness\_6**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	10	3.6	3.6	3.6
Disagree	28	10.2	10.2	13.8
Neutral	86	31.3	31.3	45.1
Agree	114	41.5	41.5	86.5
Strongly agree	37	13.5	13.5	100.0
Total	275	100.0	100.0	

**Satisfaction\_1**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	12	4.4	4.4	4.4
Disagree	26	9.5	9.5	13.8
Neutral	97	35.3	35.3	49.1
Agree	111	40.4	40.4	89.5
Strongly agree	29	10.5	10.5	100.0
Total	275	100.0	100.0	

**Satisfaction\_2**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	7	2.5	2.5	2.5
Disagree	30	10.9	10.9	13.5
Neutral	78	28.4	28.4	41.8
Agree	119	43.3	43.3	85.1
Strongly agree	41	14.9	14.9	100.0
Total	275	100.0	100.0	

**Satisfaction\_3**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	5	1.8	1.8	1.8
Disagree	33	12.0	12.0	13.8
Neutral	102	37.1	37.1	50.9
Agree	92	33.5	33.5	84.4
Strongly agree	43	15.6	15.6	100.0
Total	275	100.0	100.0	

**Satisfaction\_4**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	8	2.9	2.9	2.9
Disagree	42	15.3	15.3	18.2
Neutral	74	26.9	26.9	45.1
Agree	103	37.5	37.5	82.5
Strongly agree	48	17.5	17.5	100.0
Total	275	100.0	100.0	

**Satisfaction\_5**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	5	1.8	1.8	1.8
Disagree	28	10.2	10.2	12.0
Neutral	75	27.3	27.3	39.3
Agree	131	47.6	47.6	86.9
Strongly agree	36	13.1	13.1	100.0
Total	275	100.0	100.0	

**Satisfaction\_6**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	27	9.8	9.8	9.8
Disagree	57	20.7	20.7	30.5
Neutral	64	23.3	23.3	53.8
Agree	99	36.0	36.0	89.8
Strongly agree	28	10.2	10.2	100.0
Total	275	100.0	100.0	

**Satisfaction\_7**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	16	5.8	5.8	5.8
Disagree	49	17.8	17.8	23.6
Neutral	85	30.9	30.9	54.5
Agree	79	28.7	28.7	83.3
Strongly agree	46	16.7	16.7	100.0
Total	275	100.0	100.0	

**Satisfaction\_8**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	14	5.1	5.1	5.1
Disagree	55	20.0	20.0	25.1
Neutral	84	30.5	30.5	55.6
Agree	84	30.5	30.5	86.2
Strongly agree	38	13.8	13.8	100.0
Total	275	100.0	100.0	

**Satisfaction\_9**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	17	6.2	6.2	6.2
Disagree	74	26.9	26.9	33.1
Neutral	77	28.0	28.0	61.1
Agree	62	22.5	22.5	83.6
Strongly agree	45	16.4	16.4	100.0
Total	275	100.0	100.0	

**Satisfaction\_10**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	17	6.2	6.2	6.2
Disagree	49	17.8	17.8	24.0
Neutral	78	28.4	28.4	52.4
Agree	93	33.8	33.8	86.2
Strongly agree	38	13.8	13.8	100.0
Total	275	100.0	100.0	

**Satisfaction\_11**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	9	3.3	3.3	3.3
Disagree	35	12.7	12.7	16.0
Neutral	83	30.2	30.2	46.2
Agree	106	38.5	38.5	84.7
Strongly agree	42	15.3	15.3	100.0
Total	275	100.0	100.0	

**Satisfaction\_12**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	7	2.5	2.5	2.5
Disagree	49	17.8	17.8	20.4
Neutral	90	32.7	32.7	53.1
Agree	96	34.9	34.9	88.0
Strongly agree	33	12.0	12.0	100.0
Total	275	100.0	100.0	

**Satisfaction\_13**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	14	5.1	5.1	5.1
Disagree	46	16.7	16.7	21.8
Neutral	78	28.4	28.4	50.2
Agree	83	30.2	30.2	80.4
Strongly agree	54	19.6	19.6	100.0
Total	275	100.0	100.0	

**Utility\_1**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	15	5.5	5.5	5.5
Disagree	43	15.6	15.6	21.1
Neutral	76	27.6	27.6	48.7
Agree	105	38.2	38.2	86.9
Strongly agree	36	13.1	13.1	100.0
Total	275	100.0	100.0	

**Utility\_2**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	11	4.0	4.0	4.0
Disagree	33	12.0	12.0	16.0
Neutral	85	30.9	30.9	46.9
Agree	107	38.9	38.9	85.8
Strongly agree	39	14.2	14.2	100.0
Total	275	100.0	100.0	

**Utility\_3**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	7	2.5	2.5	2.5
Disagree	28	10.2	10.2	12.7
Neutral	95	34.5	34.5	47.3
Agree	102	37.1	37.1	84.4
Strongly agree	43	15.6	15.6	100.0
Total	275	100.0	100.0	

**Utility\_4**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	2	.7	.7	.7
Disagree	27	9.8	9.8	10.5
Neutral	94	34.2	34.2	44.7
Agree	106	38.5	38.5	83.3
Strongly agree	46	16.7	16.7	100.0
Total	275	100.0	100.0	

**Utility\_5**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	4	1.5	1.5	1.5
Disagree	48	17.5	17.5	18.9
Neutral	80	29.1	29.1	48.0
Agree	104	37.8	37.8	85.8
Strongly agree	39	14.2	14.2	100.0
Total	275	100.0	100.0	

**Advantage\_1**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	9	3.3	3.3	3.3
Disagree	33	12.0	12.0	15.3
Neutral	87	31.6	31.6	46.9
Agree	107	38.9	38.9	85.8
Strongly agree	39	14.2	14.2	100.0
Total	275	100.0	100.0	

**Advantage\_2**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	9	3.3	3.3	3.3
Disagree	36	13.1	13.1	16.4
Neutral	85	30.9	30.9	47.3
Agree	100	36.4	36.4	83.6
Strongly agree	45	16.4	16.4	100.0
Total	275	100.0	100.0	

**Advantage\_3**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	8	2.9	2.9	2.9
Disagree	37	13.5	13.5	16.4
Neutral	82	29.8	29.8	46.2
Agree	109	39.6	39.6	85.8
Strongly agree	39	14.2	14.2	100.0
Total	275	100.0	100.0	

**Advantage\_4**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	8	2.9	2.9	2.9
Disagree	39	14.2	14.2	17.1
Neutral	95	34.5	34.5	51.6
Agree	95	34.5	34.5	86.2
Strongly agree	38	13.8	13.8	100.0
Total	275	100.0	100.0	

**Advantage\_5**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	7	2.5	2.5	2.5
Disagree	21	7.6	7.6	10.2
Neutral	83	30.2	30.2	40.4
Agree	109	39.6	39.6	80.0
Strongly agree	55	20.0	20.0	100.0
Total	275	100.0	100.0	

**Islamic\_1**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	4	1.5	1.5	1.5
Disagree	29	10.5	10.5	12.0
Neutral	105	38.2	38.2	50.2
Agree	89	32.4	32.4	82.5
Strongly agree	48	17.5	17.5	100.0
Total	275	100.0	100.0	

**Islamic\_2**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	7	2.5	2.5	2.5
Disagree	20	7.3	7.3	9.8
Neutral	79	28.7	28.7	38.5
Agree	111	40.4	40.4	78.9
Strongly agree	58	21.1	21.1	100.0
Total	275	100.0	100.0	

**Islamic\_3**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	5	1.8	1.8	1.8
Disagree	17	6.2	6.2	8.0
Neutral	89	32.4	32.4	40.4
Agree	108	39.3	39.3	79.6
Strongly agree	56	20.4	20.4	100.0
Total	275	100.0	100.0	

**Islamic\_4**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	4	1.5	1.5	1.5
Disagree	23	8.4	8.4	9.8
Neutral	83	30.2	30.2	40.0
Agree	102	37.1	37.1	77.1
Strongly agree	63	22.9	22.9	100.0
Total	275	100.0	100.0	

Islamic\_5

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly disagree	3	1.1	1.1	1.1
Disagree	15	5.5	5.5	6.5
Neutral	87	31.6	31.6	38.2
Valid Agree	106	38.5	38.5	76.7
Strongly agree	64	23.3	23.3	100.0
Total	275	100.0	100.0	

UNIVERSITI SAINS ISLAM MALAYSIA  
 جامعة العلوم الإسلامية  
 ISLAMIC SCIENCE UNIVERSITY OF MALAYSIA

### Appendix 3: Validation Form

#### THE INFLUENCE OF STUDENT INFORMATION SYSTEM QUALITY ON USER'S SATISFACTION

Dear Prof., Assoc. Prof., Dr.

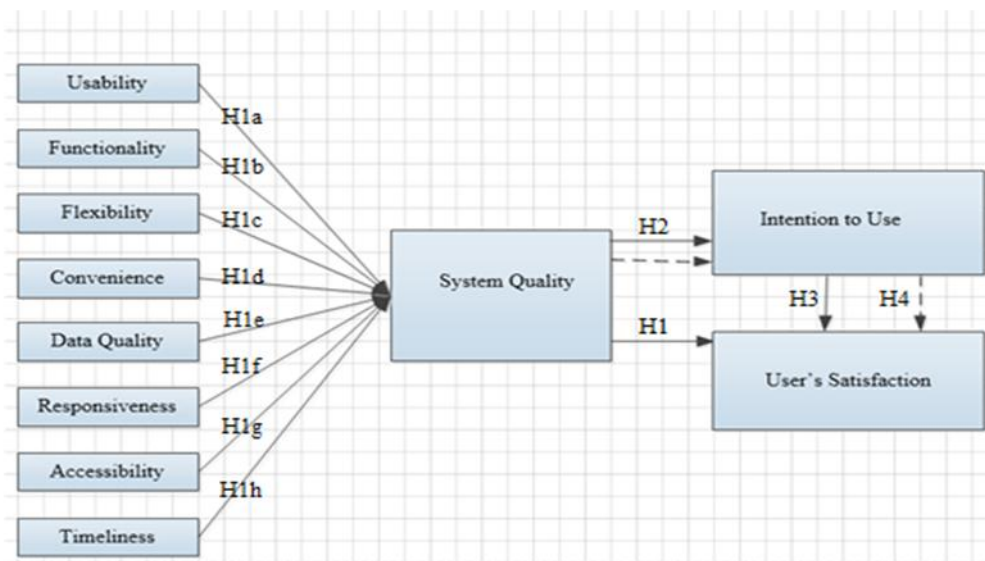
I am a PHD student of Faculty of Science & Technology, Islamic Science University of Malaysia (USIM).

The literature review was conducted and related theories such as D&M and its relationship with Islamic principles and system quality were discussed. Building on the literature, the conceptual model of this study was developed (Conceptual model is given in Figure 1). The methodology, the quantitative approach has been utilized by means of SPSS and SEM. Using purposive sample technique, 285 USIM postgraduate students were selected to be the sample this research. The result of this research showed that all hypotheses are true, using structural equation modeling (SEM) and the measurement of Critical Ratio (C.R) is used to validate each hypothesis. The relationship between system quality and user's satisfaction of SIS is approved (C.R = 4.469), and the relationship between system quality of SIS and intention to use SIS approved (C.R = 5.241), finally the relationship between intention to use SIS and user's satisfaction is approved (C.R = 3.826). Furthermore, the outcome of this study revealed that the intention to use SIS plays a mediating role between user's satisfaction and system quality. The main contribution of this research is the enhancement of knowledge about the quality measure of SIS and the influence of Islamic principles on user's satisfaction in Malaysian educational institutes as well as Muslim countries.

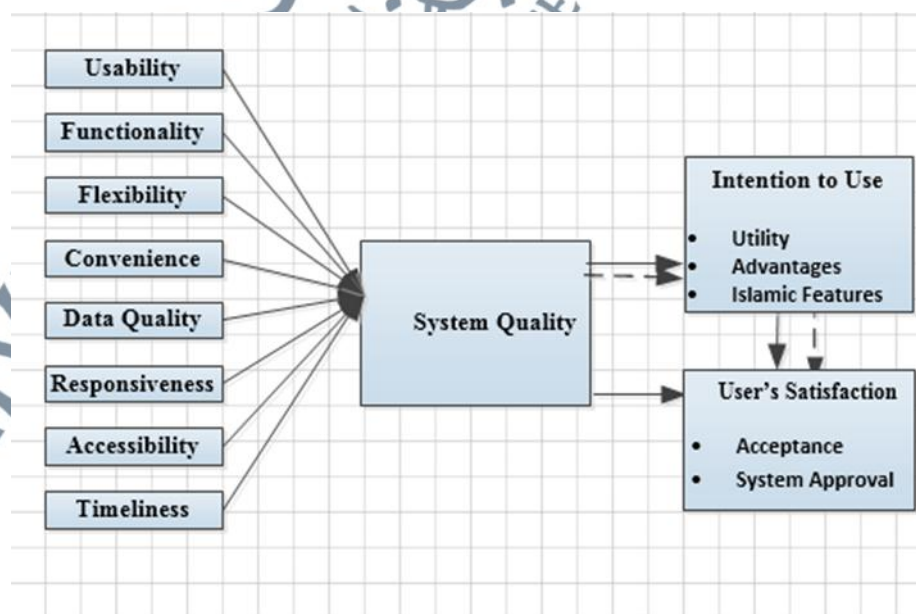
Due to your reputation in the field of software engineering, and your important publications, I would like to ask for your help in validating this model. Please find attached the conceptual model as well as the finalized model.

I am grateful for your time and effort in fulfilling this research endeavour.

• **Initial Model**



• **Finalized Model**



- **Validation form**

Please circle the numbers corresponding to your degree of agreement to each item with the denoted scale:

“1” = strongly disagree; “2” = disagree; “3” = Neutral; “4” = agree; “5” = strongly agree.

Item	1	2	3	4	5
Do you think this model is usable in the context of Malaysia Universities?					
Do you think this model is applicable to SIS system in USIM Malaysia?					
Do you think this model and variables can increase the satisfaction of SIS system in Malaysian?					
Do you think this model can increase the overall satisfaction of SISUSIM by the students in USIM?					

**Overall comment if needed:**

THANK YOU!

**Name:**

**E-mail:**

**Address:**

- **External Experts Responses**

Please circle the numbers corresponding to your degree of agreement to each item with the denoted scale: “1” = strongly disagree; “2” = disagree; “3” = Neutral; “4” = agree; “5” = strongly agree.

Item	1	2	3	4	5
Do you think this model is usable in the context of Malaysia Universities?				√	
Do you think this model is applicable to SIS system in USIM Malaysia?			√		√
Do you think this model and variables can increase the satisfaction of SIS system in Malaysian?					√
Do you think this model can increase the overall satisfaction of SISUSIM by the students in USIM?				√	

**Overall comment if needed:**

**Name:** Abdulmotaleb Zidan

**E-mail:** [zidanmotaleb@yahoo.ca](mailto:zidanmotaleb@yahoo.ca)

Please circle the numbers corresponding to your degree of agreement to each item with the denoted scale: “1” = strongly disagree; “2” = disagree; “3” = Neutral; “4” = agree; “5” = strongly agree.

Item	1	2	3	4	5
Do you think this model is usable in the context of Malaysia Universities?				√	
Do you think this model is applicable to SIS system in USIM Malaysia?					√
Do you think this model and variables can increase the satisfaction of SIS system in Malaysian?				√	
Do you think this model can increase the overall satisfaction of SISUSIM by the students in USIM?				√	

**Overall comment if needed:**

**Name:** OMAR ALI

**E-mail:** [omar.ali@usq.edu.au](mailto:omar.ali@usq.edu.au)

**Address:** 61411593870

Please circle the numbers corresponding to your degree of agreement to each item with the denoted scale: “1” = strongly disagree; “2” = disagree; “3” = Neutral; “4” = agree; “5” = strongly agree.

Item	1	2	3	4	5
Do you think this model is usable in the context of Malaysia Universities?				√	
Do you think this model is applicable to SIS system in USIM Malaysia?				√	
Do you think this model and variables can increase the satisfaction of SIS system in Malaysian?					√
Do you think this model can increase the overall satisfaction of SISUSIM by the students in USIM?				√	

**Overall comment if needed:**

**Name:** Karim Sadik

**E-mail:** [a.sadik@bradford.ac.uk](mailto:a.sadik@bradford.ac.uk)

- **Internal Experts Responses**

Please circle the numbers corresponding to your degree of agreement to each item with the denoted scale: “1” = strongly disagree; “2” = disagree; “3” = Neutral; “4” = agree; “5” = strongly agree.

Item	1	2	3	4	5
Do you think this model is usable in the context of Malaysia Universities?			√		
Do you think this model is applicable to SIS system in USIM Malaysia?				√	
Do you think this model and variables can increase the satisfaction of SIS system in Malaysian?				√	
Do you think this model can increase the overall satisfaction of SISUSIM by the students in USIM?				√	

**Overall comment if needed:**

**Thank you**

Please circle the numbers corresponding to your degree of agreement to each item with the denoted scale: “1” = strongly disagree; “2” = disagree; “3” = Neutral; “4” = agree; “5” = strongly agree.

Item	1	2	3	4	5
Do you think this model is usable in the context of Malaysia Universities?			√		
Do you think this model is applicable to SIS system in USIM Malaysia?		√			
Do you think this model and variables can increase the satisfaction of SIS system in Malaysian?		√			
Do you think this model can increase the overall satisfaction of SISUSIM by the students in USIM?		√			

**Overall comment if needed:**

**Thank you**

Please circle the numbers corresponding to your degree of agreement to each item with the denoted scale: “1” = strongly disagree; “2” = disagree; “3” = Neutral; “4” = agree; “5” = strongly agree.

Item	1	2	3	4	5
Do you think this model is usable in the context of Malaysia Universities?				√	
Do you think this model is applicable to SIS system in USIM Malaysia?				√	
Do you think this model and variables can increase the satisfaction of SIS system in Malaysian?				√	
Do you think this model can increase the overall satisfaction of SISUSIM by the students in USIM?				√	

**Overall comment if needed:**

**Thank you**

Please circle the numbers corresponding to your degree of agreement to each item with the denoted scale: “1” = strongly disagree; “2” = disagree; “3” = Neutral; “4” = agree; “5” = strongly agree.

Item	1	2	3	4	5
Do you think this model is usable in the context of Malaysia Universities?				√	
Do you think this model is applicable to SIS system in USIM Malaysia?				√	
Do you think this model and variables can increase the satisfaction of SIS system in Malaysian?				√	
Do you think this model can increase the overall satisfaction of SISUSIM by the students in USIM?				√	

**Overall comment if needed:**

**Thank you**