

University of Science and Technology
Faculty of Computer Science &
Information Technology
Faculty of Post Graduate Studies

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**Measuring user satisfaction in Ahfad Integrated
Information System**

By:

Mongeda Mohammed Ahmed Yousif.

Supervisor:

Dr. Noureldien Abdelrhman Noureldien.

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Abstract

Many attentions have been given to the implementation of information system in public and private organizations.

Understanding the meaning of information system investment in organizations is important because there are a lot of benefits that can be achieved from deploying information system.

User satisfaction has been the most widely used evaluation concept in information system evaluation. The purpose of this study is to evaluate the information system in general and to focus on measuring the level of satisfaction.

In this research, we adopted Doll and Torkzadeh model which defines five factors (content, accuracy, format, ease of use and timeliness).

The result show that the majority of respondents answered agree by 57.6%, while the lowest percentage was Strongly disagree to rate 2.66% for all the factors. Based on the above

results the study found that the end user of this system is satisfied with this system.



المستخلص

لقد لقي تطبيق نظام المعلومات الكثير من الاهتمام في المنظمات العامة والخاصة. كما أن فهم معنى الاستثمار في نظام المعلومات في المنظمات أمر مهم لما له من فوائد كثيرة يمكن تحقيقها من خلال استخدام و تطبيق نظام المعلومات.

رضا المستخدم تعتبر من المفاهيم الأساسية الأكثر استخداما على نطاق واسع في تقييم نظم المعلومات هي رضا المستخدم.

الغرض من هذه الدراسة هو تقييم نظام المعلومات على النحو العام، والتركيز على قياس مستوى رضا المستخدم التي تم تنفيذها في نظام الأحفاد المتكامل.

في هذه الدراسة اعتمدنا نموذج ل Doll و Torkzadeh الذي حدد خمسة عوامل (المحتوى والدقة والتنسيق، وسهولة الاستخدام، و التوقيت) .

بينما اقل نسبة هي %59.6 بعد جمع وتحليل البيانات اعلي نسبة موافقة علي هذا النظام لعدم موافقتهم علي هذا النظام وبناءً علي ذلك نخلص علي ان هذا النظام يجد %2.66 القبول والرضاء لدي مستخدمي النظام.

1.1 Introduction

User satisfaction has been the most widely used evaluation concept in information system evaluation ((IT consider critical factor)).

1.2 Research Problem

One of major concerns for organizations deploying an information system is to evaluate the

Satisfaction of the users of the information system.

How to measure user satisfaction, what methods and techniques more and adequate? These questions and others represent an active research area in the field of information systems

1.3 Research objective

- To measure level of satisfaction of end user in Ahfad Integrated Information System.
- Does Ahfad integrated system provide the output (information) precisely, sufficient, up to date in time

1.4 Research Tools

To achieve the goal of this study we used the questionnaire which contained 13 close questionss based on Doll and Torkzedahs (1988).with A five point Liker (1=strongly agree 2= agree 3= neither 4= strongly disagree 5=disagree) .

1.5 Research organization

This research consists of five chapters. Chapter two discusses the criteria for measuring information success with six major dimensions of success includes: system quality, information quality, use, user satisfaction, individual impact, and organizational Impact. Chapter three focus on how to measure end user satisfaction. Chapter four measures the end user Satisfaction in Ahfad integrated information system. Chapter five includes conclusions and recommendation to improve instrument to measuring end user satisfaction in the future.

