QATAR UNIVERSITY

COLLEGE OF BUSINESS AND ECONOMICS

EXPLORING THE FACTORS AFFECTING USERS' ACCEPTANCE OF METRASH2

SYSTEM IN QATAR: AN INTEGRATED MODEL STUDY

BY

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ABSTRACT

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Title: Exploring The Factors Affecting The Users' Acceptance Of Metrash2 System In Qatar, An Integrated Model Research

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Qatar started using the online information technology to improve the quality of services delivered to the public. The main purpose of this research is to explore the factors that affect users' adoption of Metrash2 application in Qatar. The research examined six important factors derived from theories of technology acceptance.

Quantitative data was collected through an online questionnaire using sample of 301 respondents that live in Qatar and 35 instruments. The collected data were analyzed using SPSS software, through Correlation and multiple regression techniques. The results indicated that the predictors affect the users' acceptance with 67.4%. In addition, Perceived Usefulness (PU), Information Quality (IQ) and Service Quality (SVQ) have significant positive impacts on users' acceptance of Metrash2 application. On the other hand, Perceived Ease of Use (PEOU) and System Quality (SQ) were found to be not significant in this research.

Keywords: Metrash2; TAM; ISSM; E-government; Qatar, Adoption, Acceptance; MOI.

DEDICATION

I dedicate this research to my small family, Aya, Moaz and Aisha who have suffered from

my shortcomings due to the amount of time I've dedicated to MBA program. Thank you

so much for being the support I needed, and I apologize for all my shortcomings.

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CHAPTER 1: GENERALITY OF THE RESEARCH

1.1. Introduction of the Research

From 1990s up to date, the governments worldwide recognized that the information technology (IT) improved the life quality of the people and the whole society, because of the accelerated development of the internet and the technology. Therefore, the governments in the world used the IT as an opportunities to meet the citizens' needs (Al Athmay, K. Fantazy and V.Kumar, 2016).

In other words, many governments worldwide including Qatari government have planned and implemented programs to integrate the IT into their services delivered to the citizens to improve its quality. E-government aim to achieve several objectives such as improve the transaction speed up, strengthen the relationship between the government and the public, improve the efficiency and the effectiveness of the delivered services, improve the productivity and finally improve the users' satisfaction. E-government services extended to several stakeholders not only the citizens such as business, and other agencies, employees, therefore, e-government became an important tool for public and businessmen to conduct their transaction on line (R. Danila & A. Abdulla, 2014).

Despite The governments across the world consumed a lot of investments and efforts in establishing and integrating IT systems into their services to improve the quality of the delivered services, these governments faced a lot of challenges during the journey of implementing IT systems such as poor service quality, inflexible system, bad feeling of the users about the overall online system and users' dissatisfaction, leading to failure of implementation.

In this context, there are many studies focused on the investigation of the users'

adoption of e-government services, these studies explored the main issues in adopting online system, it suggests that how the government matches and satisfy the needs and the preferences of the users is the main obstacle in the users' satisfaction of adopting a new online system, this obstacle has created a big challenge faced by the governments in implementing the online system (Al Athmay, Fantazy & Kumar, 2016). In other words, most of mandatory online system fail because of the government does not give a priority to improve the features of the system to match the needs of the users (Al Athmay, Fantazy & Kumar, 2016).

On the other hand, researches also suggested that the governments that pay an attention to improve the quality of the online systems to meet the users' need have succeeded to establish an effective e-government services, accordingly exploring the factors that effect on the e-government development became a valuable research field (Gupta, Dasgupta & Gupta, 2008).

The target of this research is to investigate the significant elements that affect the users' adoption of Metrash2 system services in Qatar. Accordingly, the results and findings will guide the decision makers in Qatar to understand deeply the citizens' and residents' needs of Metrash2 services, to implement an effective system. The objective from doing this research is to explore the Metrash2 system features in term of perceived usefulness, perceived ease of use, system quality, information quality and service quality that would affect users' acceptance of Metrash2 system. Research of this paper was conducted in Qatar. Lack of such studies motivated the paper to adopt this type of research which based mainly on quantitative approach by distributing an on-line questionnaire survey to measure the hypothesis constructs.

1.2.: Problem Statement

   The main problem that this paper tries to solve it, is helping the Qatar government to discover the main factors that drive the public to adopt the Metrash2 system services. accordingly, the results from this paper will guide the decision makers in Qatar government to develop Metrash2 application by improving its design, tools and features, and overall quality to enhance the users' acceptance.

1.3: The Research Questions

   The main goal of this study is to answer the following questions related to the acceptance of Metrash2 system.

1-What are the essential drivers or factors that affect the users' acceptance of Metrash2 system?

2-What are the recommendations for decision makers in Qatar to improve Metrash2 system design and tools in orders to increase the users' adoption?

1.4: The Importance and Significance of the Research

   In one side, after investigation many literatures, I found that there is no any paper investigated the factors affecting the Metrash2 system services adoption of users in Qatar, accordingly, this paper will be the first one which explore the factors and drivers affecting the satisfaction of users towards Metrash2 system in Qatar. on the other side, this research will give the opportunities for the decision makers in Qatar to enhance the performance of Metrash2 application according to the users' needs.

1.5: The Organization of the Research

Section 2 focuses on the literature review of the proposed models for e-government adoption of use, followed by the research hypotheses subject test in the paper. Section 3 will carry the research methodology including data collection methods, questionnaire design and measures. Section 4 will present discussion and analysis of results. In section 6,7 and 8, I will discuss the managerial implementation, limitations and recommendations for next researches.

CHAPTER 2: LITERATURE REVIEW

2.1: E-Government in Qatar

In 5 February 2008, Qatar launched the e-government website Hukoomi, with cooperation with other governmental entities and the public sector, allowing citizens, residents, businesses and visitors to use all current online e-government services, easily and quickly. On the other hand, each governmental entity tries to improve its services through engaging in the online technology by establishing its specific application to enable its clients to use the services by using mobile phones and tablets. in the same context.

The Ministry of Interior (MoI) improved its services by integrating the information technology through using Metrash2 system. Metrash2 system is the online application of MoI, by which it delivers its services online. Metrash2 system will provide easy, quickly, efficient and effective transactions for all the residents and citizens in Qatar (www.moi.gov.q).

Some of Metrash2 Services:

- Making exit permit online through the application for all people resident in Qatar.

- You can pay any traffic violence through the application.

- You can see your official documents registered in MoI.

2.2: Overview of E-Government Adoption

E-government is a complex process, came from utilizing the available online information technology delivered from the government to the citizens (Muhammad,

Naguib & Gias, 2017). To encourage the citizens to participate in any public events (Abu shanab, 2016). Accordingly, its importance came from the enhancement of the relationship between the government and the citizens.

We can define e-government as the utilization of ICT, internet and mobile technology to deliver the required services online, enhance the performance of the governmental entities, encourage the public to participate successfully (Kurfalı, *et. al.,* 2016).

The success of any e-government project depends mainly on the involvement of public and business to use these investments to finish their transactions efficiency and effectively without the need to go to the governmental offices physically (Muhammad *et. al.,* 2017). On the other hand, 20% of the successful e-government project depend on the technology implementation itself and the other 80% is mainly come from the people, the process and the organization (Sang & Lee, 2009).

2.3: Theoretical Models

E-government adoption is an important area for research, there are many studies investigated the factors affecting the e-government adoption, these researches and studies focused mainly on the factors that impact the attitude of citizens toward the acceptance of using e-government (Kumar, Sachan & Mukherjee, 2018). The acceptance, the attitude and adoption of users for new technology are the key factors which determines the success or the failure of the e-government project (Kumar *et. al.,* 2018). We can identify the acceptance of the users of a new technology as it is the first decision made by the individual to interact with the new e-system (Lean, Zailani,

Ramayah & Fernando, 2009). there are many theoretical models have been created to use in many papers to determine the factors affecting the acceptance of users toward new e- system (Kumar *et. al.,* 2018). But in this paper, we will focus mainly on TAM and ISSM models for extracting the constructs of the research.

By reviewing the literature review related to the adoption of new technology specially e-government, we found an abundant research in the concerned area of investigation, the models in assessment the factors affecting the adoption of users towards a new technology give me a useful insight for understanding which variable would affect the intention of users to adopt a specific new innovative information technology (Al Athmay, Fantazy and & Kumar, 2016). many papers have studied different factors affecting the adoption of users of ISs, the paper of (Al Athmay *et. al.,* 2016). explored the employees' adoption of the electronic governmental aspects, such as the overall quality of the system, the content, the service, the easy and the usefulness of the system. and their results approved that all the factors have a positive impact on the adoption of new ISs. From another side (Be´langer & Carter, 2008). explored, that perceived usefulness and perceived ease of use affect the adoption of online system.

The journey of the literature for determining the predictors of the acceptance of new e- system, started scattered, with time and years running, researchers, have begun to collect all the scattered approaches and techniques into models to identify the important factors, later they integrated the previous models together to reduce any limitations of the individual model forming a comprehensive e-government model (Kumar *et. al.,* 2018).

In this research, we will integrate two models, technology acceptance model (TAM) and information system success model (ISSM) in investigating of the significant factors influencing the users' acceptance of Metrash2 in Qatar.

2.3.1: Technology Acceptance Model (TAM)

The technology acceptance model (TAM) focuses on the relationship between the causes and the consequences of system design, usefulness, comfort of use, attitude toward the usage and the actual use behavior (Shareef, Kumar & Dwivedi, 2011). The main goal of technology acceptance model (TAM model) is the investigation of the different determinants of the acceptance of the new ISs technology, Furthermore, it can be used to explain the user behavior for acceptance of new ISs technology through theoretical justification (Muhammad, Naguib & Gias, 2017).

The technology acceptance model (TAM) is the popular model used to research the significant factors affecting the adoption of users towards new information system technology or new innovative technology (Wikipedia.com). It gives us the opportunity to investigate the external variable on the adoption of new ISs. (ke, Chansu, *et al*., 2010). Basically, it came from the investigation of the users' adoption of new e-mail system within the companies and the organizations (Ooi, Keng-Boon *et al.,* 2016).

The technology acceptance model (TAM) suggests that there many factors affect the decisions of users how and when to use the new technology (Wikipedia.com). It determines the essential relationship between the users' attitude and perceptions towards new innovative ISs and their behavior of the acceptance of that innovative ISs (Leong, Lai-Ying *et al.,* 2013). There are many researches assured that, technology acceptance

model (TAM) is the most explanatory power model in predicting the acceptance of several new ISs usage (Mallat, Niina *et al.,* 2008).

The technology acceptance model (TAM) model consists of two constructs, (PU) perceived of usefulness and (PEOU) perceived of ease of use (Leong, Lai-Ying *et al.,* 2013). The user will use the new innovative ISs if he believes that the new technology will increase his productivity, PU is identified as the extent to which the user or the individual how much he believes that the new system will improve his job and his performance, on the other hand, perceived of ease of use (PEOU) can be defined as the degree to which the user believes that the new innovative ISs will not require extensive physical or mental effort, (Leong, Lai-Ying *et al.,* 2013). The two variables of technology acceptance model (TAM) model will try to determine the users' intention to adopt a new ISs, later it will predict the actual new ISs adoption (Mallat, Niina *et al.,* 2008). on the other hand, some studies found that technology acceptance model (TAM) model explains approximately 53% of the variance in the users' behavior to adopt new technology, in other word, it was validated by several researches in the context of mobile commerce and e-government new ISs. (Leong, Lai-Ying *et al.,* 2013). In brief technology acceptance model (TAM) model gives us good information about the mechanism in which how the selection of the design of a new innovative technology will affect the acceptance of users to adopt this new innovative ISs, in addition it gives us the opportunity to forecast and assess the users, acceptance of new ISs. (Danila & Abdulla, 2014).
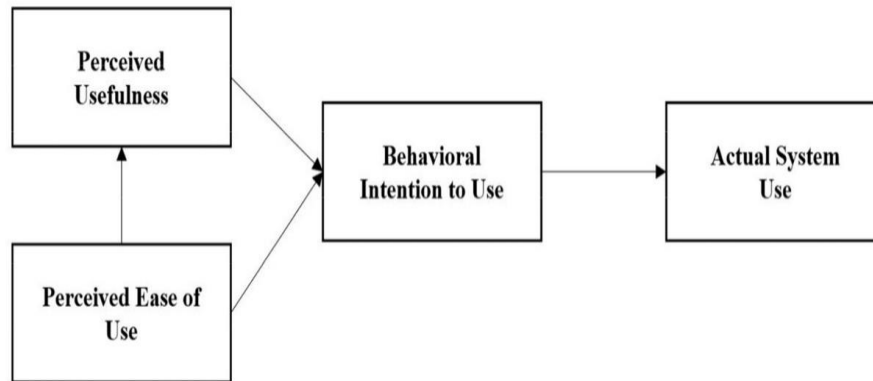
Figure 1: The technology acceptance model (TAM model) (Davis, 1989).

2.3.2: Information System Success Model (ISSM)

It is the model created by Delone & Mclean in 1992 to explore the success implementation of the new online system, regarding to the whole quality from the view of information, tools, features and the service. Many studies explored that the information quality has a strong impact on perceived usefulness, in addition, it affects the user satisfaction potentially, accordingly there is a positive relationship between the information quality and the intention to use of new e-system. On the other hand, the studies explored that there is a positive relationship between the system quality and the perceived ease of use, in other words the perceived ease of use increase the user satisfaction which lead to increase the adoption of new e-system (Chen & Tsai, 2017).
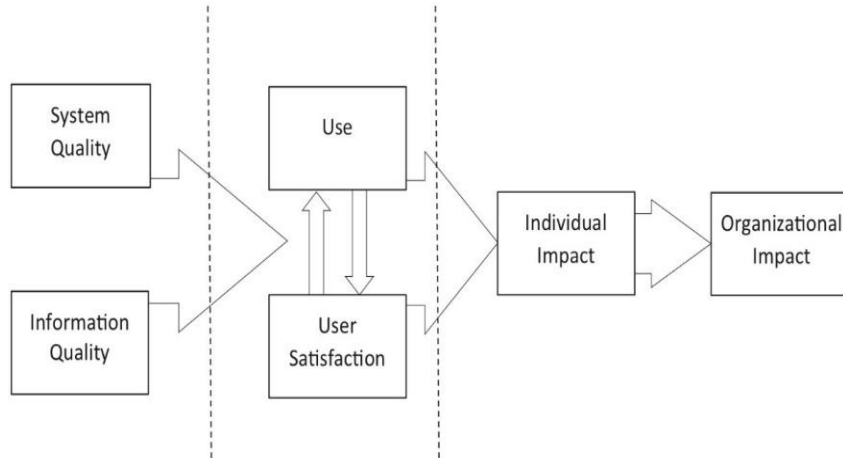
Figure 2: Information System Success Model (ISSM) (Delone & Mclean, 1992).

Ten years later, Delone & Mclean revised the Information System Success Model (ISSM) model and updated it by creating another quality metric, service quality and they combined the individual and the organizational impact into one variable which is the net benefit. The updated Information System Success Model (ISSM) consists of also six interrelated and interdependent factors of the determination of the success of any e-system, on the other side, the updated version has been widely used in the evaluation the user satisfaction and the continuance adoption of new e-system (Stevanovic *et al.,* 2016).
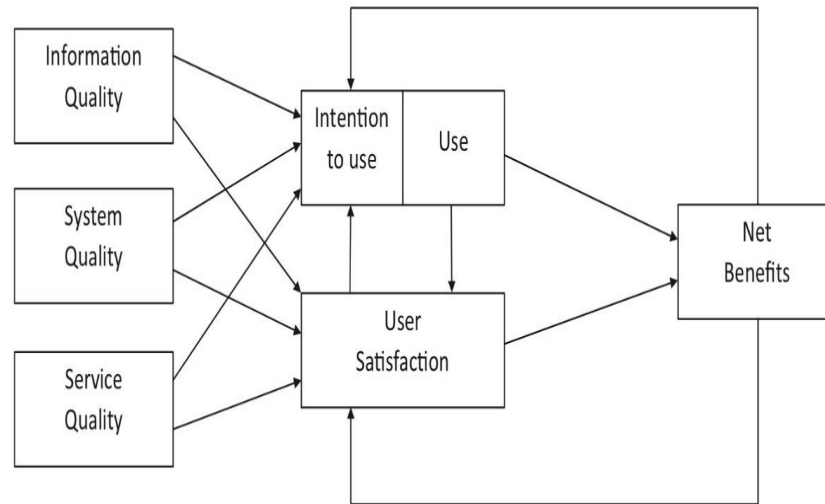
Figure 3: Updated Information System Success Model, ISSM, (Delone & Mclean, 2003).

2.4: Hypothesis Formulation

Firstly, the public and the business should be aware that the Metrash2 application and its application for mobile devices are available in Qatar as the electronic government proposed services and the total benefits introduced by the government while they are using the concerned portal site, secondly, they have to trust the governmental organizations and Metrash2 application and its application as well, because there are some transactions to be finished, they must pay its value by their credit card, thirdly and finally, the users should have the minimal skills and capabilities to know how to use the Metrash2 application and its application. Accordingly, in this section I am trying to build my hypotheses based on the mention models TAM and ISSM.

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2.4.1: Perceived Usefulness (PU)

Davis (1989) defined perceived usefulness (PU) as the degree to which the individual could perceive that using a specific new ISs would increase his performance, task, job and the productivity in the organizational context (Lin *et al,* 2011). PU is the one of the two essential indicators of use intention by applying TAM model (Amin & Hanudin, 2007). Another definition of perceived usefulness PU as it is the extent to which the user believes that using the new technology or ISs would speed up the transaction process (Cabanillas & Francisco *et al.,* 2014). E-government to be adopted by the users, the system should contain number of features that generate a usefully output information or data and more benefits such as the time required to finish the transaction compared to if the user finished the same transaction at the physical governmental offices, the time of transaction is very critical factor to determine the success of the e-government (Tan & Wei-Han *et al.,* 2014).

> **H1:** *Perceived usefulness will have a significant positive impact on users'*
> *intention to use Metrash2 system.*

2.4.2: Perceived Ease of Use (PEOU)

In addition to the previous construct, perceived usefulness PU, there is another construct derived from technology acceptance TAM model which is perceived ease of use PEOU (Loong Chong *et al.,* 2010). perceived ease of use PEOU is defined as the level to which, the users feel that a specific technology is very easy for him to use and to adopt without or free of physical or mental efforts (Rakhi & Srivastava, 2014). The user

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may believe that the technology is very useful for him but at the same time he or she might feel that technology is difficult to use which effect on its adoption (Loong Chong *et al.,* 2010). The adoption rate of a technology will be high rate if the users felt that this technology is less complicated to use it (Leong, Lai- Yang *et al.,* 2013). According to Rogers (1995), the complexity of using a specific technology could restrain its acceptance (Loong Chong *et al.,* 2010). Accordingly, perceived ease of use PEOU has a great influence on the adoption of a new technology (Cabanillas & Francisco *et al.,* 2014). Like perceived usefulness, perceived ease of use has also been supported by various ISs adoption as an important influencer in the acceptance of different technologies (Loong Chong *et al.,* 2010).

> *H2: Perceived ease of use will have a significant positive impact on users' intention to use Metrash2 system.*

2.4.3: System Quality (SQ)

System quality refers to the technical tools of any online system and it is the construct that measure the performance of the ISs in terms of ease of use, user friendliness, and usability. Accordingly, we can use it to measure the user satisfaction and intention of use of a new technological system (Stevanovic *et al.,* 2016). In other words, System quality refers to the essential design, tools and features of a special system that could produce a specific type of information or data. Chen and Hsaio (2012) explored many studies in the adoption of new technologies and they found that, system quality has a significant influence on the perceived ease of use, accordingly it will affect the adoption

and the intention of use of new technology, furthermore, there are many papers support the point of view of Chen and Hsaio (2012), (Chen & Tsai, 2017).

H3: System quality will have a significant positive impact on users' intention to use Metrash2 system.

2.4.4: Information Quality (IQ)

From one side, Information quality or IQ is the quality of the e-government output received by the users from the ISs of the government (Stevanovic *et al.,* 2016). furthermore, it refers to the accuracy, reliability, completeness, timelines and correlation of the data from the information system (Chen & Tsai, 2017). In other words, the quality of information could be measured its relevance, readability, and we can measure information reliability by its accuracy, dependability, and consistency. Many researchers found that information quality IQ has a strong impact on the perceived usefulness of the users, accordingly it affects the user satisfaction towards a new ISs, in addition it has a significant effect on the adoption and continuance of use a new ISs (Chen & Tsai, 2017).

H4: Information quality will have a significant positive impact on users' intention to use Metrash2 system.

2.4.5: Service Quality (SVQ)

Service quality SVQ is another construct to measure the success of ISs, it was added to Delone & Mclean ISSM updated version (2003). It refers to the quality that the users of e-government expect to receive from the governmental organization through the ISs from the perspective of readiness of the employees to provide a suitable service, the safety of the transactions while the users are using the online system, the availability of the system to users, the full attentions of the employees of online system towards the users, the full support for users, the responsiveness between the employees and the users, the communication, the interaction between the employees of the online system and the users and finally, providing customization service to the users (Stevanovic *et al.,* 2016). Delone & Mclean (2003) found that the service quality has a significant impact on the user satisfaction and the intention to use the ISs (Stevanovic *et al.,* 2016). Accordingly, I can introduce the following hypothesis:

> **H5***: Service quality will have a significant positive impact on users'*
> *intention to use Metrash2 system.*

2.4.6: Intention to Use /Use (IU/U)

From one side we can define the intention of use as follow, it is the degree and the way the public utilize the capabilities of online system., this construct measures the attitude or the behavior of the public towards a new ISs, regarding the dependency, the frequency of use as well as the tendency and the duration of future use (Aldholay *et al.,* 2018) From another side, there are many studies adopted the following definition as

follow, the online system could give a strong effect on the users' behavior to adopt it (Al Athmay, Fantazy & Kumar, 2016). According to Delon & Mclean (2003) model, I can formulate the following hypothesis:

>   ***H6:*** *Intention to Use /Use (IU/U) will have a significant positive impact on users' intention to use Metrash2 system.*

2.5: Proposed Theoretical Framework

This research will investigate the validity of technology acceptance TAM model and information system success ISSM model by researching the different factors affecting the the adoption of Metrash2 system in Qatar, the theoretical framework will be created by integration the both technology acceptance TAM model and information system success ISSM model.

The technology acceptance TAM model variable will discuss the non-technical factors like the psychological effect on the users' perception toward Metrash2 system. On the other hand, the information system success ISSM model will investigate the technical factors related to the Metrash2 system which in turn will affect the users' adoption and acceptance.
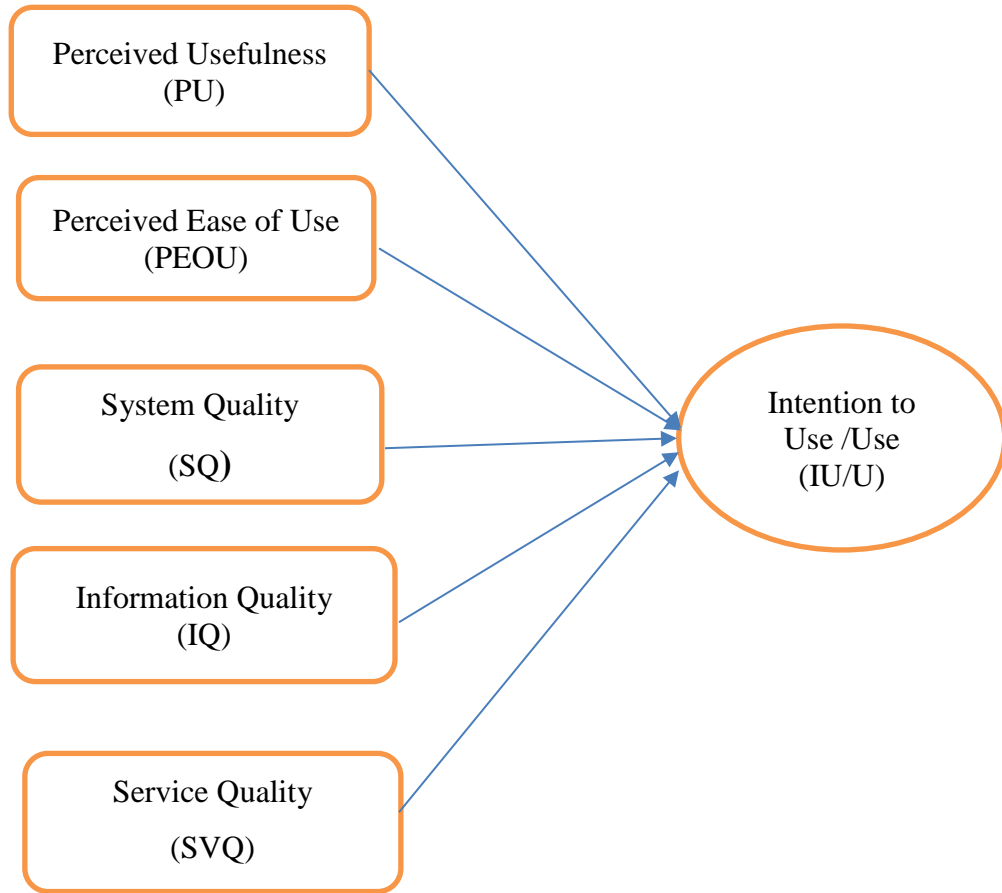
Figure 4: Research Model

CHAPTER 3: RESEARCH METHODOLOGY

In this part, the paper will introduce the details of the methodology which it adopted to this research, the measurement instrument, the data collection, analysis, the characteristics of the sample and the techniques used for data processing.

3.1 Instrument

The paper adopted in this study the cross-sectional survey method as the instrument for this paper to measure the factors affecting the adoption of Metrash2 system in Qatar. by creating a questionnaire. The questionnaire is consisting of two sections of questions, the first section is collecting demographic data about the respondents and general details such as their gender, age group, employment status, education level, Metrash2 usage, awareness about the Metrash2 system.

Furthermore, the second section is the essential part of the questionnaire, it is the core of that research, in which the study invited the respondents to answer some questions about the factors that affect their adoption toward Metrash2. In that questionnaire, the study used five parts of questions to measure the independents variables which are perceived usefulness (PU), perceived ease of use (PEU), information quality (IQ), system quality (SQ), and finally the service quality (SVQ). Furthermore, there is one set of questions to measure the dependents variable intention to us / use (IU/U).

The study used multiple statement to measure each construct, four or five statements are used for each independent or dependent variable written in English, the statement was selected from the previous studies to meet the validity and the reliability of the measurement instrument. The Arabic statements were translated by the researcher and

reviewed by his colleague who is a former MBA student, another translation was also done from Arabic to English by an English teacher, to be sure that both the meaning of English and Arabic are the same each statement.

Each statement is measured by a rank from 1 to 5 wherein 1 is indicating to strongly agree and 5 is indicating to strongly disagree, on another hand, 2 is indicating to agree and 4 is indicating to disagree, accordingly 3 is indicating to the neutral state, neither agree nor disagree. Before spreading the questionnaire to the sample, pilot test is done by asking 10 respondents to go through this questionnaire to answer all the questions, the main purpose of that pilot test is to check the clarity of the statements both in Arabic and in English in addition to check if there is any difference in the meaning between the Arabic and the English statements.

The paper used Survey Monkey tool to spread the research questionnaire to the sample by online way, the participations in that survey were completely volunteers, the respondents can decline to participate in the survey or they can also withdraw at any time. The paper did not ask the respondents to submit their personal data such as the name, the mobile number and so on, accordingly the participation was completely anonymous, the other data were treated at a high level of confidentiality. The respondents were informed about some conditions before starting to answer the survey, such as the expected time to answer all the survey is less than 15 minutes and all submitted information will be treated confidentially and privacy. The data collected from the survey monkey was proceeded using the Microsoft Excel and the statistical package for social science (SPSS).

Table 1: Questionnaire Questions for Perceived usefulness (PU)

Perceived usefulness	PU	Source
Using Metrash2 services would help me to finish my transactions faster.	PU1	(Saxena, 2017; Abu Shanab, 2017)
Using Metrash2 services would make my life easier.	PU2	(Saxena, 2017; Abu Shanab, 2017)
Using Metrash2 services would improve my performance in my workplace.	PU3	(Kurfalı, *et. al.,* 2016).
Overall, I think, using Metrash2 services is useful.	PU4	(Saxena, 2017; Chen & Tsai, 2017).

Table 2: Questionnaire Questions for Perceived ease of use (PEOU)

Perceived ease of use	PEOU	Source
It is easily for me to operate Metrash2 system.	PEOU1	(Saxena, 2017; Chen & Tsai, 2017).
I can very easily learn how to operate Metrash2 system	PEOU2	(Chen & Tsai, 2017; Abu Shanab, 2017).
It is easy to me to get what I need from Metrash2 system	PEOU3	(Chen & Tsai, 2017; Abu Shanab, 2017).
Overall, I think Metrash2 system is easy to use.	PEOU4	(Sang, & Lee, 2009; Chen & Tsai, 2017).

Table 3: Questionnaire Questions for System Quality (SQ)

System Quality	SQ	Source
I think Metrach2 system is very secure enough to conduct my transaction online.	SQ1	(Stevanovic *et al.,* 2016; Zolotov, *et.al.,* 2017)
I could use Metrash2 system at anytime, anywhere, I want.	SQ2	(Stevanovic *et al.,* 2016; Zolotov, *et.al.,* 2017)
I find Metrash2 system is flexible to interact with.	SQ3	(Aldholay, *et. al.,* 2018; Stevanovic *et al.,* 2016)
Metrash2 system provides convenient access.	SQ4	(Zolotov, *et.al.,* 2017)
Use of Metrash2 system can provide desired service.	SQ5	(Stevanovic *et al.,* 2016; Zolotov, *et.al.,* 2017).

Table 4: Questionnaire Questions for Information Quality (IQ)

Information Quality	IQ	Source
I think Metrash2 system provides accurate and credible information.	IQ1	(Stevanovic *et al.,* 2016; Chen & Tsai, 2017).
I think Metrash2 system provides complete and informative information.	IQ2	(Stevanovic *et al.,* 2016; Chen & Tsai, 2017).
I think Metrash2 system provides updated / recent information.	IQ3	(Stevanovic *et al.,* 2016; Chen & Tsai, 2017).
I think Information content of Metrash2 system fits my needs.	IQ4	(Stevanovic *et al.,* 2016; Chen & Tsai, 2017).

Table 5: Questionnaire Questions for Service Quality (SVQ)

Service Quality	SVQ	Source
Metrash2 services are always ready to help.	SVQ1	(Stevanovic *et al.,* 2016).
Metrash2 services give you individual attention.	SVQ2	(Stevanovic *et al.,* 2016).
Metrash2 services are available all times.	SVQ3	(Stevanovic *et al.,* 2016).
Metrash2 services System understand my specific needs.	SVQ4	(Stevanovic et al., 2016).

Table 6: Questionnaire Questions for Intention to Use/Use (IU/U)

Intention to Use/Use	IU/U	Source
I am dependent on Metrash2 system services.	IU/U1	(Saxena, 2017; Chen & Tsai, 2017; Stevanovic *et al.,* 2016).
I will give priority to using Metrash2 system services.	IU/U2	(Saxena, 2017; Chen & Tsai, 2017; Stevanovic *et al.,* 2016).
I will increase the frequency with which I use Metrash2 system services.	IU/U3	(Saxena, 2017; Chen & Tsai, 2017; Stevanovic *et al.,* 2016).
I will continue use Metrash2 system services in the future.	IU/U4	(Saxena, 2017; Chen & Tsai, 2017; Stevanovic *et al.,* 2016).

3.2: Sampling and Data Collection

The target population of the sample of this research compose from all the people who are living in Qatar, I reached to the mentioned population by spreading the questionnaire link online, by using the social media sites, email, WhatsApp and so on.

The date of spreading the online survey was from 28/04/2018 to 15/05/2018, 335 respondents participated in the survey, 301 of them were valid, the remaining 34 were not valid because of incompleteness, the completeness rate was 90%.

CHAPTER 4: DATA ANALYSIS

4.1: Respondents Profile

This chapter describes the analysis of the general information collected by the responded in the first part of the questionnaire. The general information consists of the gender, the age, the education status, the current occupation, the awareness of metrash2 services, the use of metrash2 services and the purpose from using metrash2 services system. The frequency and the percentage of the general information were used to analyze the sample properties.

Table 7: Demographic Profile of Respondents

The gender

	The percentage	The frequency
Female	41.52%	137
Male	58.48%	193

The age

	The percentage	The frequency
18 to 24	16.82%	56
25 to 34	28.83%	96
35 to 44	32.43%	108
45 to 54	15.62%	52
55 to 64	5.71%	19
Other	0.60%	2

The education

	The percentage	The frequency
Graduate	68.86%	230
Undergraduate	22.75%	76
Other	8.38%	28

The current occupation status

	The percentage	The frequency
Government employee	40.90%	137

Semi government employee	7.46%	25
Private sector employee	20.30%	68
Student	18.81%	63
Business owner	3.58%	12
Other	8.96%	30

The awareness of Metrash2 services

	The percentage	The frequency
Yes	88.92%	297
No	11.08%	37

The previous use of Metrash2 system

	The percentage	The frequency
Yes	77.84%	260
No	22.16%	74

The purpose of Metrash2 services

	The percentage	The frequency
Personal	58.61%	160
Family	38.10%	104
Company	3.30%	9

4.1.1 Respondents Distribution According to the Gender Variable

Males represent 58.42% of the respondents and the other 42.52% are female respondents.

The distribution of the respondents is homogenous with that of the population in Qatar. Because the male population in Qatar is more than the female population, where young males leave their countries without their families to seek higher income in Qatar.

4.1.2 Respondents Distribution According to the Age

16.8% of the respondents are less than 24 years old, and 21.3% of the respondents are above 44 years old on the other hand, more than half of the population is located between the age 25 up to 44 years old, and the respondents' median is located at the end of the age between 25 and 34 years. Thus, median of the respondents is in line with the median age of Qatar population which is equal to 33 years (Indexmundi, 2018).

4.1.3 Respondents Distribution According to Education Level

More than half of the respondents are graduated from the University, this is compatible with the general trend of Qatar, because of the attraction of highly skilled and professional workers. on the other hand, and 22% of the respondents are still undergraduate.

4.1.4 Respondents Distribution According to Employment Status

60% of the respondents are employees, whereas the students' distribution is only 18.8%. the respondents' distribution is line with Qatar's distribution because most of the population in Qatar are expatriates and their life in Qatar is related to the employment status, once they finished their job, they will return to their countries.

4.1.5 Respondents Distribution According to the Awareness about Metrash2 System

88.9% of the respondents are aware about Metrash2 system services

4.1.6 Respondents Distribution According to the Use of Metrash2 System

77.8% of the respondents used the services of Metrash2 system before, accordingly they have enough experience about the system features and the quality.

4.1.7 Respondents Distribution According to the Purpose of Using Metrash2 System

96.7% of the respondents use the services of Metrash2 system for their family and for themselves, on the other hand, the rest used it for professional use to get services through the application for their company.

4.2 Factors Analysis

Table 9 depicts the result of Kaiser-Meyer-Olkin of Sampling Adequacy which is 0.96, this result exceeds the recommended value of 0.6 (Kaiser, 1970). In addition, the Bartlett's Test of Sphericity is statistically significant (p=0.00) (Bartlett, 1954).

Table 8: KMO and Bartlett's Test

Meyer-Olkin Measure of Sampling Adequacy.		0.964
Bartlett's Test of Sphericity	Approx. Chi-Square	7652.586
	Df	406
	Sig.	0.000

Table 9 shows that all the variable loaded in factor 1, and some loaded in factor 2 and factor 4, accordingly, paper is not excluded any variable.

Table 9: Component Matrix

	Component		
	1	2	3
PU1	.650	.570	
PU2	.711	.493	
PU3	.703		
PU4	.739	.401	
POEU1	.716		
POEU2	.797		
POEU3	.796		
POEU4	.807		
SQ1	.765		
SQ2	.769		
SQ3	.827		
SQ4	.776		
SQ5	.819		
IQ1	.838		
IQ2	.772		
IQ3	.802		
IQ4	.797		
SVQ1	.808		
SVQ2	.798		
SVQ3	.781		
SVQ4	.756		
IU/U1	.721		
IU/U2	.765		.410
IU/U3	.769		.402
IU/U4	.796		

Extraction Method: Principal Component Analysis.

a. 3 components extracted.

Paper does not exclude any item as shown in table 10 that all variables' extraction is

more than 0.5 (Hair *et al.,* 2006).

Table 10: Communalities

	Initial	Extraction
PU1	1.000	.759
PU2	1.000	.756
PU3	1.000	.597
PU4	1.000	.706
POEU1	1.000	.560
POEU2	1.000	.723
POEU3	1.000	.715
POEU4	1.000	.742
SQ1	1.000	.587
SQ2	1.000	.630
SQ3	1.000	.698
SQ4	1.000	.651
SQ5	1.000	.742
IQ1	1.000	.710
IQ2	1.000	.705
IQ3	1.000	.682
IQ4	1.000	.716
SVQ1	1.000	.657
SVQ2	1.000	.696
SVQ3	1.000	.650
SVQ4	1.000	.688
IU/U1	1.000	.592
IU/U2	1.000	.700
IU/U3	1.000	.730
IU/U4	1.000	.684
Extraction Method: Principal Component Analysis.		

4.3 Reliability Analysis and Cronbach's Alpha

Table 11, show the results of the reliability test, this test is used to measure the internal consistency and the reliability of the variables (Pallant, 2002). In addition, the Cronbach's Alpha value should be minimal of 0.70 (Nunnaly, 1978).

Table 11: Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.971	.972	25

Table 12 shows the Cronbach's Alpha value for each variable or question if the variable is deleted. from the table, each variable if deleted, the value of Cronbach's value will not be increased. Accordingly, all the questions are reliable.

Table 12: Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
PU1	40.99	213.891	.620	.	.970
PU2	40.93	211.930	.685	.	.970
PU3	40.57	208.783	.681	.	.970
PU4	41.00	213.344	.711	.	.970
POEU1	40.71	209.096	.691	.	.970
POEU2	40.75	208.976	.775	.	.969
POEU3	40.61	206.167	.776	.	.969
POEU4	40.75	209.276	.783	.	.969
SQ1	40.70	209.187	.738	.	.970
SQ2	40.81	210.351	.740	.	.970
SQ3	40.63	207.900	.807	.	.969
SQ4	40.61	208.217	.754	.	.970
SQ5	40.74	209.322	.794	.	.969
IQ1	40.75	208.492	.816	.	.969
IQ2	40.43	205.427	.753	.	.970
IQ3	40.64	207.332	.780	.	.969
IQ4	40.55	206.335	.779	.	.969
SVQ1	40.61	209.073	.787	.	.969
SVQ2	40.51	206.497	.783	.	.969
SVQ3	40.74	210.119	.754	.	.970
SVQ4	40.44	206.929	.739	.	.970
IU/U1	40.29	205.655	.699	.	.970
IU/U2	40.48	207.671	.748	.	.970
IU/U3	40.49	207.019	.751	.	.970
IU/U4	40.75	210.512	.774	.	.969

Table 13: Reliability Analysis and Cronbach's Alpha

Factor	Number of items	Items	Cronbach's Alpha	Mean	SD
PU	4	PU1, PU2, PU3, PU4	0.87	4.5	0.595
PEOU	4	PEOU1, PEOU2, PEOU3, PEOU4	0.904	4.4	0.695
SQ	5	SQ1, SQ2, SQ3, SQ4, SQ5	0.898	4.3	0.63
IQ	4	IQ1, IQ2, IQ3, IQ4	0.902	4.2	0.729
SVQ	4	SVQ1, SVQ2, SVQ3, SVQ4	0.873	4.2	0.672
IU/U	4	IU/U1, IU/U2, IU/U3, IU/U4	0.897	4.1	0.734

The previous table show that all value of Cronbach's Alpha is more than 0.700, accordingly we can conduct our analysis

4.4 Correlation

Table 14 shows the value of Pearson's correlation coefficient to calculate the correlation between all variables. The Correlation is significant at the 0.01 level (2-tailed). All the variables, PU, POEU, SQ, IQ and SVQ are highly positively correlated with IU because all the value of Pearson's correlation coefficient between each construct and IU is > 0.5.

Table 14: Correlation Matrix

		PU	POEU	SQ	IQ	SVQ	IU
PU	Pearson Correlation	1					
	Sig. (2-tailed)						
	N	283					
POEU	Pearson Correlation	.691**	1				
	Sig. (2-tailed)	.000					
	N	281	282				
SQ	Pearson Correlation	.725**	.810**	1			
	Sig. (2-tailed)	.000	.000				
	N	282	281	283			
IQ	Pearson Correlation	.673**	.747**	.858**	1		
	Sig. (2-tailed)	.000	.000	.000			
	N	282	281	282	283		
SVQ	Pearson Correlation	.687**	.775**	.843**	.823**	1	
	Sig. (2-tailed)	.000	.000	.000	.000		
	N	282	281	282	282	283	
IU	Pearson Correlation	.664**	.683**	.740**	.743**	.797**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	281	280	281	281	282	282

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

Based on the result from the previous tablet, all the variables have a statistically significant linear relationship (p<0.001) between each two variables. on the other hand, the direction of the relationship between each two variables is positive meaning that the

variables tend to increase together. In other words, the correlation between these variables are large or strong (r>0.5).

4.5 Linear Regression

This stage wants to predict the independent variables which impact significantly on the dependent variable. First, the multi-collinearity test should be done before regression test to exclude any similarities between the variables (predictors). Table 14 show that, there is no similarity between the selected independent variables PU, IQ, and SVQ because of the variance inflation VIF which is used as indicator of multicollinearity, is larger than 1 and lower than 10 (Hair *et al.,* 1995). Accordingly, multicollinearity should not be a concern. So, the regression will be proceeded.

Table 15: Coefficients [a] for all variables

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1 (Constant)	.172	.077		2.242	.026		
PU	.216	.065	.176	3.345	.001	.438	2.284
POEU	.044	.067	.042	.667	.505	.303	3.302
SQ	.031	.097	.027	.320	.749	.173	5.797
IQ	.187	.073	.186	2.572	.011	.230	4.342
SVQ	.508	.079	.465	6.458	.000	.232	4.306

a. Dependent Variable: IU

Table 16: Model Summery[a] for all variables

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.821[a]	.673	.667	.42336

a. Predictors: (Constant), SVQ, PU, POEU, IQ, SQ

R Square is 0.673, which means that all the independents variables entered (PU, POEU, SQ, IQ, SVQ) affect all together on the dependent variable (IU) with 67.3%.

Table 17: ANOVA[a] for all variables.

	Model	Sum of Squares	df	Mean Square	F	Sig.
1	Regression	100.084	5	20.017	111.678	.000[b]
	Residual	48.573	271	.179		
	Total	148.657	276			

a. Dependent Variable: IU

b. Predictors: (Constant), SVQ, PU, POEU, IQ, SQ

ANOVA table for the regression of full model shows that the model has statistically significant capability with a P value less than 0.001. which means that there is at least one independent variable that has an impact on IU. The table of the coefficient for all variable shows the strength of each variable contributes to the dependent variable IU. It shows that there is no statistically significant effect of

POEU and SQ on IU, because their P values are 0.505 and 0.749 respectively. Accordingly, the changes in the predictors of POEU and SQ are not associated with the change in IU.

Another regression model was done without the predictor of system quality SQ because its P value is greater than the one of POEU perceived ease of use, the result found that still POEU statistically insignificant. Therefore, another regression test was done without both SQ system quality and perceived ease of use POEU as follow.

Table 18: Model Summery[a] for Reduced Model

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.821[a]	.674	.671	.42037

a. Predictors: (Constant), SVQ, PU, IQ

R square is equal to 0.671 which means that 67.1 % of the variance in the dependent variable IU is explained by the reduced model.

Table 19: ANOVA[a] for Reduced Model

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	100.985	3	33.662	190.491	.000[b]
	Residual	48.772	276	.177		
	Total	149.757	279			

a. Dependent Variable: IU

b. Predictors: (Constant), SVQ, PU, IQ

ANOVA table for the reduced model show that the three predictors perceived usefulness PU, information quality IQ and service quality SVQ are statistically significant because of their P values are less than 0.05.

Table 20: Coefficients[a] for reduced model

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.177	.075		2.358	.019
	PU	.233	.061	.189	3.852	.000
	IQ	.209	.063	.208	3.343	.001
	SVQ	.539	.070	.494	7.734	.000

a. Dependent Variable: IU

Form the previous analysis, it is evidence that there are three factors from the five are contribute to the model, these factors are PU, IQ and SVQ. Accordingly, the overall multiple regression equation can be written as follow:

IU = 0.177 + 0.233 PU + 0.209 IQ + 0.539 SVC + ERROR

CHAPTER 5: DISCUSSION

5.1 Summary of Findings

The paper found that, there are a significant positive impacts of perceived usefulness PU, information quality IQ and the service quality SVQ on the intention of use Metrash2 system in Qatar. On the other hand, the paper explored that there is no impact of perceived ease of use POEU and system quality SQ on the intention of use of Metrash2 system in Qatar.

5.2 Discussion of Findings

This research found that perceived usefulness PU is a significant predictor, it has a positive impact on the intention of use Metrash2 system. Therefore, it is a valuable factor affecting the users' acceptance of Metrash2 services. This finding is consistent with the previous studies which explored the factors affecting users' acceptance of online systems and adoption of new information technology system, as the study mentioned before in the literature review. Accordingly, the users in Qatar will adopt Metrash2 system if they perceived its usefulness in their life to conduct their ministry of interior's services. This finding is consisting with TAM model.

Likewise, IQ and SVQ are also significant constructs in predicting the users' acceptance of Metrash2 system. This result is in line with the previous results that explored the effect of information quality and the service quality of the online system on the users' acceptance, wherein these studies found that the users will adopt the new information system if they perceived the high quality of the information content and the high quality of the service of the system. In the same context in Qatar, the public users of

Metrash2 system will adopt it if they feel that Metrash2 system deliver a high quality of information contents and a high quality of delivered services. These findings are consistent with the Updated information system success model (ISSM), Delone & Mclean model.

On the other hand, this research found that there is no impact of PEOU perceived ease of use and SQ system quality on the users' acceptance of Metrash2 system services in Qatar. this result is contradicted with the results the paper got it in the previous studies, as the paper mentioned before in the literature review. in technology acceptance model TAM model, perceived ease of use PEOU has a significant impact on the users' adoption of new technology, similarly, in information system success model IMMD found that SQ system quality has a significant impact on the users' adoption of new information system quality.

The explanation of this result that almost of the respondents are under the age of 40 years old, in addition, they are highly educated, therefore their willingness to adopt Metrash2 system services in Qatar dominate the difficulty of use the system even also dominate the poor quality of the system. There is also another explanation, the Ministry of Interior MIO in Qatar is going to mandate the use of Metrash2 system, accordingly no chance for public to refuse using it, therefore they will use it and adopt it mandatory even if the system is poor quality and they perceived it difficult of use.

CHAPTER 6: CONCLUSIONS AND FUTURE WORK

6.1 Conclusion

The online window has become a vital widow for people, due to their mobile

devices which they can use it anywhere, anytime and where they move. Therefore, the

governments started to catch this opportunity by introducing its services online by using

online system. This paper focused on exploring the factors affecting the users' acceptance

of Metrash2 system services in Qatar, the research used an integrated model through

merging technology acceptance model TAM and information system model ISSM. The

research found that perceived usefulness PU, information quality IQ and service quality

SVQ have a significant positive impact on the users' adoption of Metrash2 system

services in Qatar. On the other hand, the research found that no impact for perceived ease

of use PEOU and system quality SQ on the users' acceptance of Metrash2 system

services in Qatar.

The finding of this research is significant as it provides very important

information to the decision makers who are responsible for the management of Metrash2

system in Qatar. It may help them to find the correct tools to run Metrash2 application.

Table 21: Hypothesis Results

	Hypothesis	*St. b*	*t.*	*Sig.*	**Result**
H1	*Perceived usefulness will have a significant positive impact on users' intention to use Metrash2 system*	.176	3.345	.001	Support
H2	*Perceived ease of use will have a significant positive impact on users' intention to use Metrash2 system.*	.042	.667	.505	Not support
H3	*System quality will have a significant positive impact on users' intention to use Metrash2 system.*	.027	.320	.749	Not support
H4	*Information quality will have a significant positive impact on users' intention to use Metrash2 system.*	.186	2.572	.011	Support
H5	*Service quality will have a significant positive impact on users' intention to use Metrash2 system.*	.465	6.458	.000	Support

6.2 Implications and Recommendations

The findings derived from this research could be useful for the decision makers who manage Metrash2 system, below are some recommendations for them to enhance the users' experience of Metrash2 system:

- They should emphasize the usefulness of using Metrash2 system, this could be done by promoting and advertising the advantage of using Metrash2 system such as time and effort saving.

- The decision makers should take care about the soft contents of the system by introducing an updated, a reliable and an accurate information to the users.

- Customer service support should be available to assist users in case of any incident faced. Online and outside Qatar support should be also available and ready to help the public.

6.3 Limitations and Future Directions

Although the results obtained from this research, could be useful for the decision makers who want to enhance the services of Metrash2 system, this research has many limitations, I would highlight below:

- This research explored only the factors derived from TAM and ISSM models which explained only 74% of the variance on IU. Therefore, further studies are required to investigate the factors of other models such as: UTAUT, DOI and psychological models.

- This research did not explore the effect of culture on the adoption of metrash2 system in Qatar. Qatar is diversified country with different cultures nationalities. therefore, the inclusion of cultural construct may be required by further research.

- Since, 4% of the respondents are business owner and 3% of the respondents used Metrash2 system for professional use. There for additional studies may be required to focus more on exploring the factors from the business perspective.

- All the respondents are public users of Metrash2 system in Qatar. Accordingly, further research may be required to investigate the factors affecting Metrash2 system from the perspective of employees of MIO who are working on Metrash2 system or any other online system.

- The research did not set the moderating effect of the gender, sex, education and the experience. So, additional researches may be required to explore these factors.

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APPENDICES

Appendix A: Survey Item Statistics

Descriptive Statistics

	N	Mean	Std. Deviation
PU1	275	4.64	.654
PU2	275	4.57	.692
PU3	275	4.21	.847
PU4	275	4.64	.601
POEU1	275	4.36	.819
POEU2	275	4.40	.740
POEU3	275	4.25	.866
POEU4	275	4.40	.724
SQ1	275	4.35	.770
SQ2	275	4.45	.715
SQ3	275	4.28	.762
SQ4	275	4.25	.797
SQ5	275	4.39	.713
IQ1	275	4.40	.729
IQ2	275	4.07	.924
IQ3	275	4.29	.811
IQ4	275	4.20	.853
SVQ1	275	4.25	.725
SVQ2	275	4.16	.842
SVQ3	275	4.39	.709
SVQ4	275	4.09	.869
IU/U1	275	3.93	.977
IU/U2	275	4.12	.828
IU/U3	275	4.13	.854
IU/U4	275	4.40	.678
Valid N (listwise)	275		

Appendix B: Research Ethics Review Exemption

Qatar University Institutional Review Board
QU-IRB

April 22, 2018

Mr. Ahmed Hassan
CBE Graduate Student
Qatar University
Tel.: 66094660
Email: ah1404132@qu.edu.qa

Dear Mr. Ahmed Hassan,

Sub.: Research Ethics Review Exemption / CBE Graduate Student Project
Ref.: Project titled, "Factors affecting users' acceptance of Metrash2 system in Qatar, an integrated model study"

We would like to inform you that your application along with the supporting documents provided for the above proposal, is reviewed and having met all the requirements, has been exempted from the full ethics review.

Please note that any changes/modification or additions to the original submitted protocol should be reported to the committee to seek approval prior to continuation.

Your Research Ethics Approval No. is: **QU-IRB 931-E/18**

Kindly refer to this number in all your future correspondence pertaining to this project.

Best wishes,

Dr. Khalid Al-Ali
Chairperson, QU-IRB

Institutional Review Board
(IRB)
Office Of Academic Research

Qatar University-Institutional Review Board (QU-IRB), P.O. Box 2713 Doha, Qatar
Tel +974 4403-5307 (GMT +3hrs) email: QU-IRB@qu.edu.qa

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Appendix C: The Questionnaire

2. Demographic Data
معلومات ديموغرافية

Metrash2 is an application used to introduce the ministry of interior's services through the internet, it is a part from e-government of Qatar state.

مطراش ٢ هو جزء لا يتجزأ من حكومة دولة قطر الالكترونية تستخدمه وزارة الداخلية لتقديم خدماتها عبر الانترنت

1. What is your gender?
ما هو جنسك؟

◯ Female/انثى

◯ Male/ذكر

2. What is your age?
ما هو عمرك؟

◯ 18 to 24   ◯ 45 to 54

◯ 25 to 34   ◯ 55 to 64

◯ 35 to 44   ◯ Other/اخري

3. What's your Education?
ما هو مستوي تعليمك؟

◯ متخرج من الجامعة /Graduate

◯ طالب جامعي /Undergraduate

◯ Other/اخري

4. What's your current Occupation ?
ما هي مهنتك الحالية؟

◯ Government employee/ موظف حكومي   ◯ Student/طالب

◯ Semi government employee/موظف شبه حكومي   ◯ Other/اخري

◯ Private sector employee/موظف قطاع خاص

5. Are you aware of Metrash2 services?

هل لديك دراية بخدمات مطراش٢؟

○ Yes/نعم

○ No/لا

6. Did you use Metrash2 services before?

هل سبق لك من قبل استخدام خدمات مطراش٢؟

○ Yes/نعم

○ No/لا

3. Survey questions
أسئلة الاستبيان

7. Using Metrash2 services would help me to finish my transactions faster

استخدام خدمات مطراش٢ ستساعدني علي إنهاء معاملاتي بسرعة

◯ Strongly agree/أوافق بشدة   ◯ Disagree/لا أوافق

◯ Agree/أوافق   ◯ Strongly disagree/ لا أوافق بشدة

◯ Neither agree nor disagree/محايد

8. Using Metrash2 services would make my life easier

استخدام خدمات مطراش٢ ستجعل حياتي اكثر سهولة

◯ Strongly agree/أوافق بشدة   ◯ Disagree/لا أوافق

◯ Agree/أوافق   ◯ Strongly disagree/ لا أوافق بشدة

◯ Neither agree nor disagree/محايد

9. Using Metrash2 services would improve my performance in my workplace

استخدام خدمات مطراش٢ ستحسن آدائي في عملي

◯ Strongly agree/أوافق بشدة   ◯ Disagree/لا أوافق

◯ Agree/أوافق   ◯ Strongly disagree/ لا أوافق بشدة

◯ Neither agree nor disagree/محايد

10. Overall, I think, using Metrash2 services is useful

بشكل عام استخدام خدمات مطراش٢ مفيد

◯ Strongly agree/أوافق بشدة   ◯ Disagree/لا أوافق

◯ Agree/أوافق   ◯ Strongly disagree/ لا أوافق بشدة

◯ Neither agree nor disagree/محايد

11. it is easily for me to operate Metrash2 system

انه من السهل علي تشغيل نظام مطراش٢

◯ Strongly agree/أوافق بشدة   ◯ Disagree/لا أوافق

◯ Agree/أوافق   ◯ Strongly disagree/ لا أوافق بشدة

◯ Neither agree nor disagree/محايد

12. I can very easily learn how to operate Metrash2 system

أستطيع تعلم كيفية تشغيل نظام مطراش٢ بسهولة عالية

○ Strongly agree/أوافق بشدة　　　　　　○ Disagree/لا أوافق

○ Agree/أوافق　　　　　　　　　　　○ Strongly disagree/لا أوافق بشدة

○ Neither agree nor disagree/محايد

13. It is easy to me to get what I need from Metrash2 system

انه من السهل علي الحصول علي ما اريد من نظام مطراش٢

○ Strongly agree/أوافق بشدة　　　　　　○ Disagree/لا أوافق

○ Agree/أوافق　　　　　　　　　　　○ Strongly disagree/لا أوافق بشدة

○ Neither agree nor disagree/محايد

14. Overall, I think Metrash2 system is easy to use

بشكل عام اعتقد ان نظام مطراش٢ سهل الاستخدام

○ Strongly agree/أوافق بشدة　　　　　　○ Disagree/لا أوافق

○ Agree/أوافق　　　　　　　　　　　○ Strongly disagree/لا أوافق بشدة

○ Neither agree nor disagree/محايد

15. I think Metrach2 system is very secure enough to conduct my transaction online

اعتقد ان نظام مطراش٢ أمن كفاية لإتمام معاملاتي عبر الانترنت

○ Strongly agree/أوافق بشدة　　　　　　○ Disagree/لا أوافق

○ Agree/أوافق　　　　　　　　　　　○ Strongly disagree/لا أوافق بشدة

○ Neither agree nor disagree/محايد

16. I could use Metrash2 system at any time, any where, I want

أستطيع استخدام نظام مطراش٢ في آي وقت وفِي آي مكان متي شئت

○ Strongly agree/أوافق بشدة　　　　　　○ Disagree/لا أوافق

○ Agree/أوافق　　　　　　　　　　　○ Strongly disagree/لا أوافق بشدة

○ Neither agree nor disagree/محايد

17. I find Metrash2 system is flexible to interact with

اجد نظام مطراش٢ مرن اثناء التفاعل معه

○ Strongly agree/أوافق بشدة　　　　　　○ Disagree/لا أوافق

○ Agree/أوافق　　　　　　　　　　　○ Strongly disagree/لا أوافق بشدة

○ Neither agree nor disagree/محايد

18. Use of Metrash2 system can provide desired service.

استخدام نظام مطراش٢ يزودك بالخدمة المطلوبة

◯ Strongly agree/ أوافق بشدة   ◯ Disagree/لا أوافق

◯ Agree/أوافق   ◯ Strongly disagree/لا أوافق بشدة

◯ Neither agree nor disagree/محايد

19. Metrash2 system provides convenient access.

نظام مطراش٢ سهل الوصول اليه

◯ Strongly agree/أوافق بشدة   ◯ Disagree/لا أوافق

◯ Agree/أوافق   ◯ Strongly disagree/لا أوافق بشدة

◯ Neither agree nor disagree/محايد

20. I think Metrash2 system provides accurate and credible information

اعتقد ان نظام مطراش٢ يزودني بمعلومات دقيقة وذات مصداقية

◯ Strongly agree/أوافق بشدة   ◯ Disagree/لا أوافق

◯ Agree/أوافق   ◯ Strongly disagree/لا أوافق بشدة

◯ Neither agree nor disagree/محايد

21. think Metrash2 system provides complete and informative information

اعتقد ان نظام مطراش٢ يزودني بمعلومات كاملة وغزيرة

◯ Strongly agree/أوافق بشدة   ◯ Disagree/لا أوافق

◯ Agree/أوافق   ◯ Strongly disagree/لا أوافق بشدة

◯ Neither agree nor disagree/محايد

22. I think Metrash2 system provides updated / recent information

اعتقد ان نظام مطراش٢ يزودني بمعلومات محدثة/حديثة

◯ Strongly agree/أوافق بشدة   ◯ Disagree/لا أوافق

◯ Agree/أوافق   ◯ Strongly disagree/لا أوافق بشدة

◯ Neither agree nor disagree/محايد

23. I think Information content of Metrash2 system fits my needs.

أعتقد أن محتوي معلومات نظام مطراش٢ يناسب إحتياجاتي

○ Strongly agree/أوافق بشدة   ○ Disagree/لا أوافق

○ Agree/أوافق   ○ Strongly disagree/لا أوافق بشدة

○ Neither agree nor disagree/محايد

24. Metrash2 services are always ready to help

خدمات مطراش٢ دائما جاهزة للمساعدة

○ Strongly agree/أوافق بشدة   ○ Disagree/لا أوافق

○ Agree/أوافق   ○ Strongly disagree/لا أوافق بشدة

○ Neither agree nor disagree/محايد

25. Metrash2 services give you individual attention

خدمات مطراش٢ تشعرك بالاهتمام الشخصي

○ Strongly agree/اوافق بشدة   ○ Disagree/لا اوافق

○ Agree/اوافق   ○ Strongly disagree/لا اوافق بشدة

○ Neither agree nor disagree/محايد

26. Metrash2 services are available all times

خدمات مطراش٢ متوفرة في جميع الأوقات

○ Strongly agree/اوافق بشدة   ○ Disagree/لا اوافق

○ Agree/اوافق   ○ Strongly disagree/لا اوافق بشدة

○ Neither agree nor disagree/محايد

27. Metrash2 services system understand my specific needs

نظام خدمات مطراش٢ يفهم احتياجاتي المحددة

○ Strongly agree/اوافق بشدة   ○ Disagree/لا اوافق

○ Agree/اوافق   ○ Strongly disagree/لا اوافق بشدة

○ Neither agree nor disagree/محايد

28. I am dependent on Metrash2 system services

انا معتمد علي خدمات نظام مطراش٢

○ اوافق بشدة/Strongly agree   ○ لا اوافق/Disagree

○ اوافق/Agree   ○ لا اوافق بشدة/Strongly disagree

○ محايد/Neither agree nor disagree

29. I will increase the frequency with which I use Metrash2 system services.

سوف أزيد من معدل استخدامي لخدمات مطراش٢

○ اوافق بشدة/Strongly agree   ○ لا اوافق/Disagree

○ اوافق/Agree   ○ لا اوافق بشدة/Strongly disagree

○ محايد/Neither agree nor disagree

30. I will give priority to using Metrash2 system services.

سوف أعطي أولوية لإستخدام خدمات مطراش٢

○ أوافق بشدة/Strongly agree   ○ لا أوافق/Disagree

○ أوافق/Agree   ○ لا أوافق بشدة/Strongly disagree

○ محايد/Neither agree nor disagree

31. I will continue to use Metrash2 system services in the future

انا سآستمر في استخدام خدمات نظام مطراش٢ في المستقبل

○ اوافق بشدة/Strongly agree   ○ لا اوافق/Disagree

○ اوافق/Agree   ○ لا اوافق بشدة/Strongly disagree

○ محايد/Neither agree nor disagree

32. Services of Metrash2 system are of high quality

خدمات نظام مطراش٢ عالية الجودة

○ اوافق بشدة/Strongly agree   ○ لا اوافق/Disagree

○ اوافق/Agree   ○ لا اوافق بشدة/Strongly disagree

○ محايد/Neither agree nor disagree

33. Services of Metrash2 system has met my expectations

خدمات نظام مطراش٢ كانت علي مستوي توقعاتي

○ اوافق بشدة/Strongly agree   ○ لا اوافق/Disagree

○ اوافق/Agree   ○ لا اوافق بشدة/Strongly disagree

○ محايد/Neither agree nor disagree

34. I am comfortable with using Metrash2 system

اشعر بالارتياح حينما استخدم نظام مطراش٢

◯ Strongly agree/اوافق بشدة   ◯ Disagree/لا اوافق

◯ Agree/اوافق   ◯ Strongly disagree/لا اوافق بشدة

◯ Neither agree nor disagree/محايد

35. Overall, I am satisfied with Metrash2 system services

بشكل عام أنا راضٍ عن خدمات نظام مطراش٢

◯ Strongly agree/اوافق بشدة   ◯ Disagree/لا اوافق

◯ Agree/اوافق   ◯ Strongly disagree/لا اوافق بشدة

◯ Neither agree nor disagree/محايد