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| System quality | | (Amoli & Farhoomand, 1996; DeLone & McLean, 1992). |
| Reliability | Our ERP system is reliable. Our ERP system has consistent information. | |
| Correctness | I find it easy to correct the errors related to my work using our ERP system. Our ERP system helps me reduce the errors in my job. | |
| Response time | Our ERP system reacts and responds quickly when I enter the data. Our ERP system responds quickly to my inquiries. | |
| Integration | Our ERP system allows for integration with other systems. Our ERP system effectively combines data from different areas of the university. Our ERP system is designed for all levels of user. | |
| User performance | | (Amoli & Farhoomand, 1996; Antonis & Pamela, 2007; Arning & Ziefle, 2007; Goodhue & Thompson, 1995). |
| Efficiency | I can accomplish my work quickly because of the quality of the ERP system. Our ERP system lets me do more work than was previously possible. Our ERP system has a positive impact on my productivity. Our ERP system reduces the time taken to accomplish my tasks. Our ERP system increases the cases I perform in my job. Using our ERP system in my job enables me to accomplish tasks more quickly. Overall, our ERP system improves my efficiency in my job. Our ERP improves my performance quality. | |
| Effectiveness | Our ERP helps me solve my job problems. Our ERP reduces performance errors in my job. Our ERP system enhances my effectiveness in my job. | |
| Creativity | Our ERP helps me to create new ideas in my job. Our ERP system enhances my creativity. Overall our ERP system helps me achieve my job goals. | |