



Welcome to our Survey

Welcome to our survey on attitudes toward end user trainings. In a previous study we examined the impact of graphical user interfaces of different Enterprise Systems like SAP, Salesforce, Oracle and Microsoft on the attitude of students toward these systems.

In this survey we want to know how the attitude towards e-learning based Enterprise Systems End User trainings is.

Please answer the following questions honestly and subjectively – your answers cannot be traced back to you.

In this section we want to get to know something about you

1. What is your gender?

- ☐ female
- ☐ male
- ☐ diverse

2. What is your age in years?

Age in years

3. Which is the country, you're currently living?

Country: ☐ No answer

4. What is your ethnic affiliation?

Country: ☐ No answer

5. What is your highest educational achievement?

Please select the highest level of qualification you have obtained.

- ☐ Finished school with no qualifications
- ☐ Still in school
- ☐ Secondary school-leaving certificate/Junior High Diploma
- ☐ High school diploma/Intermediate/General Certificate of Secondary Education, secondary school-leaving certificate or equivalent
- ☐ Completed apprenticeship
- ☐ Vocational baccalaureate diploma, vocational secondary certification
- ☐ A-levels/International Baccalaureate/Higher education entrance qualification
- ☐ Bachelors degree
- ☐ Master degree
- ☐ PhD
- ☐ Other degree:

6. What is your current employment status?

- ☐ Pupil/in school
- ☐ Training/apprenticeship
- ☐ University student
- ☐ Employee
- ☐ Civil servant
- ☐ Self-employed
- ☐ Unemployed/seeking employment
- ☐ Other:

7. In which sector is the company you are employed at operating?

Please choose the applicable option

[Please choose] ▼

8. What is the size of the company you are employed at?

Please choose the correct answer.

- ☐ >10
- ☐ 10 – 49
- ☐ 50 – 249
- ☐ 250 <

9. Please rate the following statements according to your opinion.

Technology is beneficial	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Technology helps to improve our lives	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I like to use technology	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I am comfortable using technology	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I am good at using the computer	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Electronical devices cause stress	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
It is easy for me to use technology	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Electronical devices help to get information	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

10. How often do you use Technology in your private life?

Please select the correct indication

- ☐ Several Times per Hour
- ☐ Several Times per Day
- ☐ Daily
- ☐ Several Times per Week
- ☐ Weekly
- ☐ Monthly
- ☐ Less often
- ☐ Never

11. How intensively do you use the internet for the following purposes.

Please rate according to your opinion.

Online-Shopping

Never	Several Times per year	Several Times per month	Several Times per week	Several Times per day
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E-Learning

Never	Several Times per year	Several Times per month	Several Times per week	Several Times per day
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Information

Never	Several Times per year	Several Times per month	Several Times per week	Several Times per day
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Reading the News

Never	Several Times per year	Several Times per month	Several Times per week	Several Times per day
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Online-Banking

Never	Several Times per year	Several Times per month	Several Times per week	Several Times per day
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Social Media

Never	Several Times per year	Several Times per month	Several Times per week	Several Times per day
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Video Streaming

Never	Several Times per year	Several Times per month	Several Times per week	Several Times per day
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Music Streaming

Never	Several Times per year	Several Times per month	Several Times per week	Several Times per day
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Communication

Never	Several Times per year	Several Times per month	Several Times per week	Several Times per day
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Learning Behavior

Everyone has his/her own preferences when it comes to learning. We want to know what yours are.

12. How do you prefer to learn?

Please select all applicable answers

- ☐ Paper and Pen
- ☐ Notes on Computer
- ☐ Notes on Tablet
- ☐ Flash Cards
- ☐ Videos
- ☐ Pictures
- ☐ Text
- ☐ Youtube Tutorials
- ☐ Podcasts
- ☐ Quizzes
- ☐ Summaries

E-learning (electronic learning) refers to all forms of learning that use electronic or digital media for the presentation and distribution of learning materials and/or to support interpersonal communication.

13. Have you ever participated in an e-learning course?

Please select the applicable answer.

- ☐ Yes
☐ No

14. Would you like to participate in an e-learning course?

Please select the applicable answer.

- ☐ Yes
If yes: why?
- ☐ No
If no: why not?

15. Does the company you work for, offer e-learning courses?

Please select your answer.

- ☐ Yes
☐ No

16. For which topics does your company offer e-learning courses?

Please write down the options offered

17. Please select the media the e-learning course you participated in contained

Select all applicable options

- ☐ Video
☐ Audio
☐ Text
☐ Pictures
☐ Lectures

18. Please rate the following statements according to your opinion

E-Learning is beneficial	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
E-Learning is better than traditional Learning	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
E-Learning can enhance traditional Learning	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Traditional Learning is better than E-Learning	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
E-Learning is too overwhelming	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
E-Learning helps making learning more flexible	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
E-learning helps making learning more individual	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I would like to take more e-learning courses	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

An Enterprise System (ES) is an information system whose primary role is to efficiently provide data to operational functions. Enterprise Systems include Enterprise Resource Planning Systems, Customer Relationship Management Systems and Supply Chain Management Systems. Well known examples for ES Provider are SAP, Salesforce, Oracle or Microsoft

19. Does your company use an Enterprise System?

- ☐ Yes
☐ No

20. Which Enterprise Systems are in use in your company?

Please name all

21. Please assess the enterprise system you use the most

Tick one circle per line.

boring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	exciting
not interesting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	interesting
inventive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	conventional
obstructive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	supportive
complicated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	easy
usual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	leading edge
inefficient	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	efficient
clear	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	confusing

22. Please rate the usability of the enterprise system you use the most.

Pick the applicable answer

I think that I would like to use this system frequently

Strongly
Disagree

Disagree

Neutral

Agree

Strongly
Agree

I found the system unnecessarily complex

Strongly
Disagree

Disagree

Neutral

Agree

Strongly
Agree

I thought the system was easy to use

Strongly
Disagree

Disagree

Neutral

Agree

Strongly
Agree

I think that I would need the support of a technical person to be able to use this system

Strongly
Disagree

Disagree

Neutral

Agree

Strongly
Agree

I found the various functions in this system were well integrated

Strongly
Disagree

Disagree

Neutral

Agree

Strongly
Agree

I thought there was too much inconsistency in this system

Strongly
Disagree

Disagree

Neutral

Agree

Strongly
Agree

I would imagine that most people would learn to use this system very quickly

Strongly
Disagree

Disagree

Neutral

Agree

Strongly
Agree

I found the system very cumbersome to use

Strongly
Disagree

Disagree

Neutral

Agree

Strongly
Agree

I felt very confident using the system

Strongly
Disagree

Disagree

Neutral

Agree

Strongly
Agree

I needed to learn a lot of things before I could get going with this system

Strongly
Disagree

Disagree

Neutral

Agree

Strongly
Agree**23. How often do you use this Enterprise System on Working Days?**

Please pick the applicable.

- ☐ Hourly or more often
- ☐ Several Times per day
- ☐ Once per Day
- ☐ Several Times per Week
- ☐ Once per Week
- ☐ Less than once per week

24. Which tasks do you use the System for?

Please name the tasks.

25. Which is the Enterprise System you use the most?

Definition End User Trainings

End User Training means the set of activities intended to educate the future users of Information Systems on the functionality of the system for the purposes of completing their job functions.

26. Did you participate in an end user training for the enterprise system you use the most?

Please select the applicable answer.

- ☐ Yes
- ☐ No

27. Would you have had liked to have an End User Training for the Enterprise System you use the most?

- ☐ Yes
If yes: why?
- ☐ No
If no: why not?

28. How was the End User Training designed?

- ☐ E-Learning
- ☐ Instructor-led
- ☐ Hybrid (E-Learning and Instructor-led)
- ☐ Handbooks

29. Which Media were used in the Training?

Please select the applicable

- ☐ PDF Sheets
- ☐ Printed Handbooks
- ☐ Quizzes
- ☐ Text Sheets
- ☐ Interactive Tasks in the System
- ☐ Videos
- ☐ Case Studies
- ☐ Other

30. Please assess the End User Training you have participated in

Tick one circle per line.

Annoying	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Enjoyable
not understandable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	understandable
creative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	dull
easy to learn	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	difficult to learn
valuable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	inferior
boring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	exciting
not interesting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	interesting
unpredictable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	predictable
fast	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	slow
inventive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	conventional
obstructive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	supportive
good	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	bad
complicated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	easy
unlikable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	pleasing
usual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	leading edge
unpleasant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	pleasant
secure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	not secure
motivating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	demotivating
meets expectations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	does not meet expectations
inefficient	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	efficient
clear	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	confusing
impractical	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	practical
organized	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	cluttered
attractive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	unattractive
friendly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	unfriendly
conservative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	innovative

31. Please rate the usability of the end user training you participated in.

Pick the applicable answer

I think that I would like to participate in this end user training frequently

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

I found the end user training unnecessarily complex

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

I thought the end user training was easy to understand

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

I think that I would need the support of a technical person to be able to use the system the training was for

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

I found the various functions of the system in focus of this end user training were well integrated

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

I thought there was too much inconsistency in this end user training

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

I would imagine that most people would learn to use this system very quickly by attending an end user training

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

I found the end user training very cumbersome

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

I felt very confident using the system after participating in the end user training

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

I needed to learn a lot of things before I could get going with the system

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

32. Did you like how the training has been designed?

Please select the correct answer. If you choose no, what would you have made better?

☐ Yes☐ No.☐ What could have been improved?**33. Do you think, E-Learning would have improved the End User Training?**☐ Yes☐ Why?☐ No☐ Why not?

Thank you for completing this questionnaire!

We would like to thank you very much for helping us.

Your answers were transmitted, you may close the browser window or tab now.

M.Sc. Mareen Wienand – 2022