

## Demographics

### Statistiken

Please indicate your current age in years.

N	Gültig	78
	Fehlend	1
Mittelwert		33,51
Standardfehler des Mittelwerts		1,069
Median		30,50
Std.-Abweichung		9,445
Varianz		89,214
Spannweite		50
Minimum		18
Maximum		68
Perzentile	25	26,75
	50	30,50
	75	40,25

**Please enter your  
biological gender here**

	N	%
	1	1,3%
Diverse	3	3,8%
Female	45	57,0%
Male	30	38,0%

Please enter your current job position here

	N	%
	1	1,3%
account manager	1	1,3%
Accounts Team Leader	1	1,3%
Administration Manager	1	1,3%
Administrative Assistant	1	1,3%
Administrator	1	1,3%
Analytics and Visualisation Engineer	1	1,3%
Assessor	1	1,3%
Assistant Manager	1	1,3%
Business Owner	1	1,3%
Call Center Agent	1	1,3%
Case Manager	1	1,3%
Category Manager	1	1,3%
Chef	1	1,3%
Civil Engineering Tech	1	1,3%
Computer Lab Facilitator	1	1,3%
Computer Scientist	1	1,3%
Copywriter	1	1,3%
Corporate services manager	1	1,3%
Creative Coordinator	1	1,3%
Customer Service	1	1,3%
Customer representative	1	1,3%
Delivery driver	1	1,3%
Dental Therapist	1	1,3%
Digital Marketer	1	1,3%
Editor	1	1,3%
Educator	1	1,3%
Expert	1	1,3%
Finance Manager	1	1,3%
Financial Advisor	1	1,3%
Front Desk Agent	1	1,3%
GIS Analyst	1	1,3%
Intern	1	1,3%
Junior Consultant	1	1,3%
Junior IT Associate	1	1,3%
Lab Technician	1	1,3%
Legal Officer	1	1,3%
Librarian	1	1,3%
Lower Management	1	1,3%
Manager	1	1,3%
Marketing	1	1,3%
medical assistant/scribe	1	1,3%
Middle Management Production	1	1,3%
Nurse	1	1,3%
Online Merchandising Lead	1	1,3%
Personal Assistant	1	1,3%
Preschool teacher	1	1,3%
Procurement administrator	1	1,3%
Product Manager	1	1,3%
Production Assistant	1	1,3%
Programmer	1	1,3%
Project Manager	1	1,3%
Rentner	1	1,3%
Research Assistant	1	1,3%
Researcher	3	3,8%
Retail	1	1,3%
Risk and compliance officer	1	1,3%
Security	1	1,3%
Security officer	1	1,3%
Senior Manager	1	1,3%
Software Engineer	1	1,3%
Student and Minijob	1	1,3%
Student Teacher	1	1,3%
Studentin	2	2,5%
Support Specialist in Travel	1	1,3%
Systems support infrastructure manager	1	1,3%
Tax Client Manager	1	1,3%
Teacher	5	6,3%
Teacher supervisor	1	1,3%
Team Leader	1	1,3%
Technical officer	1	1,3%
Warehousing	1	1,3%

Please enter the size of the company you are working at

	N	%
	3	3,8%
250	3	3,8%
50-2	2	2,5%
less than 10	6	7,6%
10-49	14	17,7%
50-249	22	27,8%
250 and more	28	35,4%
less	1	1,3%

#### Statistiken

		[SAP S/4HANA FIORI] Please indicate to what extent you are already familiar with the GUIs shown. If you know neither the GUIs nor the associated systems, please always select "1 (the GUIs are not familiar to me)".	[Oracle NetSuite Site Success] Please indicate to what extent you are already familiar with the GUIs shown. If you know neither the GUIs nor the associated systems, please always select "1 (the GUIs are not familiar to me)".	[Microsoft Dynamics 365] Please indicate to what extent you are already familiar with the GUIs shown. If you know neither the GUIs nor the associated systems, please always select "1 (the GUIs are not familiar to me)".	[Salesforce Sales Executive Dashboard] Please indicate to what extent you are already familiar with the GUIs shown. If you know neither the GUIs nor the associated systems, please always select "1 (the GUIs are not familiar to me)".
N	Gültig	78	78	78	78
	Fehlend	1	1	1	1
Mittelwert		1,73	1,72	2,47	1,77
Standardfehler des Mittelwerts		,135	,149	,183	,145
Median		1,00	1,00	2,00	1,00
Std.-Abweichung		1,192	1,318	1,617	1,278
Varianz		1,420	1,738	2,616	1,634
Spannweite		4	6	6	6
Minimum		1	1	1	1
Maximum		5	7	7	7
Perzentile	25	1,00	1,00	1,00	1,00
	50	1,00	1,00	2,00	1,00
	75	2,00	2,00	4,00	2,00

**[SAP S/4HANA FIORI]** Please indicate to what extent you are already familiar with the GUIs shown. If you know neither the GUIs nor the associated systems, please always select "1 (the GUIs are not familiar to me)".

	N	%
1 (I am not familiar with this GUI)	51	64,6%
2	11	13,9%
3	5	6,3%
4 (I already used this GUI several times)	8	10,1%
5	3	3,8%
Fehlend System	1	1,3%

**[Oracle NetSuite Site Success]** Please indicate to what extent you are already familiar with the GUIs shown. If you know neither the GUIs nor the associated systems, please always select "1 (the GUIs are not familiar to me)".

	N	%
1 (I am not familiar with this GUI)	53	67,1%
2	10	12,7%
3	7	8,9%
4 (I already used this GUI several times)	3	3,8%
5	3	3,8%
6	1	1,3%
7 (I am very familiar with this GUI)	1	1,3%
Fehlend System	1	1,3%

**[Salesforce Sales Executive Dashboard] Please indicate to what extent you are already familiar with the GUIs shown. If you know neither the GUIs nor the associated systems, please always select "1 (the GUIs are not familiar to me)".**

	N	%
1 (I am not familiar with this GUI)	50	63,3%
2	12	15,2%
3	5	6,3%
4 (I already used this GUI several times)	8	10,1%
5	2	2,5%
7 (I am very familiar with this GUI)	1	1,3%
Fehlend System	1	1,3%

**[Microsoft Dynamics 365] Please indicate to what extent you are already familiar with the GUIs shown. If you know neither the GUIs nor the associated systems, please always select "1 (the GUIs are not familiar to me)".**

	N	%
1 (I am not familiar with this GUI)	30	38,0%
2	18	22,8%
3	10	12,7%
4 (I already used this GUI several times)	9	11,4%
5	6	7,6%
6	4	5,1%
7 (I am very familiar with this GUI)	1	1,3%
Fehlend System	1	1,3%

### Häufigkeiten von \$ESCompany

		Antworten		Prozent der Fälle
		N	Prozent	
ESCompany <sup>a</sup>	[SAP S/4HANA] Does your Company use any of these Enterprise Systems?	12	12,8%	15,8%
	[Oracle NetSuite] Does your Company use any of these Enterprise Systems?	4	4,3%	5,3%
	[Microsoft Dynamics] Does your Company use any of these Enterprise Systems?	24	25,5%	31,6%
	[Salesforce] Does your Company use any of these Enterprise Systems?	10	10,6%	13,2%
	[No Enterprise System] Does your Company use any of these Enterprise Systems?	26	27,7%	34,2%
	[Other Enterprise System] Does your Company use any of these Enterprise Systems?	18	19,1%	23,7%
Gesamt		94	100,0%	123,7%

a. Dichotomie-Gruppe tabellarisch dargestellt bei Wert 1.

### How often do you use any Enterprise System at work?

	N	%
	2	2,5%
Hourly or more often	6	7,6%
Several Times per day	14	17,7%
Once per day	1	1,3%
Several Times per Week	5	6,3%
Once per week	2	2,5%
Several Times per Month	6	7,6%
Several Times per Year	5	6,3%
Never	30	38,0%
Neve	5	6,3%
Seve	3	3,8%

**Which tasks do you use the Enterprise System for?**

	N	%
	33	41,8%
All the accounting functions	1	1,3%
Analysing sales	1	1,3%
business administration	1	1,3%
Check for things tha need to be done and comparison of data	1	1,3%
Client and market segmentation and sales	1	1,3%
Customer and client contacts and tracking of pending tickets.	1	1,3%
Customer incoming calls, calls abandoned. Total customers that logged claim, total customers that were service providers. Number of claims accepted. Number of claims rejected. Number of claims paid, amount paid.	1	1,3%
Customer relations	1	1,3%
Daily tasks such as capturing important data, compiling presentations	1	1,3%
Data analysis	1	1,3%
Data analytics, productivity	1	1,3%
Editing letters	1	1,3%
Email check on cases, to close case, to interact with travel agents, to interact with support staff, to solve denied cases. To see case load, and to see chat line and people on chat	1	1,3%
Estimating	1	1,3%
Finance - acquittals	1	1,3%
Finance related work.	1	1,3%
For information flow	1	1,3%
For monitoring around the premises	1	1,3%
Functions related to my specific job as support	1	1,3%
Habe es in der Vergangenheit genutzt zur Kontrolle	1	1,3%
I don't use it very often, but when I do I use it for to help doing reports about our business	1	1,3%
I don't use them in this current job. Have used them in a previous job for sales figures.	1	1,3%
I have used the Enterprise System for an assignment in university, we currently do not use any systems at work. The tasks for the assignment included storing and managing data into different usable formats and allowing for real-time information to be analysed and monitored.	1	1,3%
I use it for invoicing and payments.	1	1,3%
It-Prüfung	1	1,3%
Keeping track of the assembled production team as well as the hours worked, payroll, positions and equipment used for production means.	1	1,3%
Managing our systems	1	1,3%
Marketing statistics	1	1,3%
Monitor sales and stock	1	1,3%
None	1	1,3%
organize jobs inside the airport	1	1,3%
Presentation and visualisation of data	1	1,3%
Promotion management, sales, data, etc	1	1,3%
Real-time processing in a large manufacturing enterprise.	1	1,3%
Reisekostenabrechnung	1	1,3%
Reporting	1	1,3%
Sales tracking Reporting back	1	1,3%
Scheduling drive times, communicating with manager, getting paid.	1	1,3%
To look at business stats. I don't use it for my job at all though. As I work in warehousing...	1	1,3%
to manage client responses and polls	1	1,3%
to monitor the business	1	1,3%
To registrate the arrival and departure from clients.	1	1,3%
Tracking the status of orders and inventory	1	1,3%
Tracking, statistics and analysis of data	1	1,3%
Updating web pages	1	1,3%
We use to pull out the data of our clients. services rendered and and the revenue made by the company quarterly	1	1,3%

## System Usability Scale

### Statistiken

		SAPSUSTotal	OracleSUSTotal	MicrosoftSUSTotal	SalesforceSUSTotal
N	Gültig	79	79	79	79
	Fehlend	0	0	0	0
Mittelwert		18,3291	20,8481	22,0000	25,8481
Standardfehler des Mittelwerts		,79794	,76649	,74237	,66661
Median		18,0000	21,0000	22,0000	26,0000
Std.-Abweichung		7,09229	6,81267	6,59837	5,92493
Varianz		50,301	46,413	43,538	35,105
Spannweite		34,00	32,00	34,00	28,00
Minimum		1,00	5,00	2,00	11,00
Maximum		35,00	37,00	36,00	39,00
Perzentile	25	13,0000	15,0000	18,0000	22,0000
	50	18,0000	21,0000	22,0000	26,0000
	75	23,0000	27,0000	27,0000	30,0000

### Statistiken

		SAPSUSScore	OracleSUSScore	MicrosoftSUSScore	SalesforceSUSScore
N	Gültig	79	79	79	79
	Fehlend	0	0	0	0
Mittelwert		45,8228	52,1203	55,0000	64,6203
Standardfehler des Mittelwerts		1,99486	1,91621	1,85594	1,66652
Median		45,0000	52,5000	55,0000	65,0000
Std.-Abweichung		17,73072	17,03169	16,49592	14,81233
Varianz		314,378	290,078	272,115	219,405
Spannweite		85,00	80,00	85,00	70,00
Minimum		2,50	12,50	5,00	27,50
Maximum		87,50	92,50	90,00	97,50
Perzentile	25	32,5000	37,5000	45,0000	55,0000
	50	45,0000	52,5000	55,0000	65,0000
	75	57,5000	67,5000	67,5000	75,0000