THE TOP-RANKED ASPECTS LIST FOR THE M-GOVERNMENT DOMAIN

Rank-sorted	UX aspect	Total score
1	Safety	0.1758476
2	Information Quality	0.1602591
3	Updateness	0.1265152
4	Functionality	0.098078
5	Trustworthiness	0.0868371
6	Valuable	0.0752024
7	Usability	0.0613664
8	Accessibility	0.0522484
9	User Support	0.0479085
10	Effort	0.0408947
11	Quality Of Interaction	0.035696
12	Context Of Use	0.0220621
13	External Application Assistants	0.0170846

AHP Consistency Results Table

Matrix	n	λ_max	CI	RI	CR	Status
Criteria (4×4)	4	4.2153	0.0718	0.9	0.0797	Acceptable
User Profiles (13×13)	13	14.0906	0.0909	1.56	0.0583	Acceptable
App Domain Specificity (13×13)	13	14.6689	0.1391	1.56	0.0892	Acceptable
Task Complexity (13×13)	13	14.1865	0.0989	1.56	0.0634	Acceptable
Feasibility (13×13)	13	14.4866	0.1239	1.56	0.0794	Acceptable

THE TOP-RANKED ASPECTS LIST FOR THE SPM TOOLS DOMAIN

Rank-sorted	UX aspect	Total score
1	Functionality	0.2217605
2	Information Quality	0.1607094
3	Effort	0.1425649
4	Usability	0.1338266
5	Safety	0.0927586
6	Quality Of Interaction	0.0791902
7	Updateness	0.0707994
8	Accessibility	0.05042
9	User Support	0.0479703

AHP Consistency Results Table

Matrix	n	λ_max	CI	RI	CR	Status
Criteria (4×4)	4	4.211	0.07	0.9	0.078	Acceptable
User Profiles (9×9)	9	9.815	0.102	1.45	0.07	Acceptable
App Domain Specificity (9×9)	9	9.762	0.095	1.45	0.066	Acceptable
Task Complexity (9×9)	9	9.957	0.12	1.45	0.083	Acceptable
Feasibility (9×9)	9	9.39	0.049	1.45	0.034	Acceptable

All **CR < 0.10**, IC and CR were calculated using the principal-eigenvector method, with consistency index (CI = (λ_max - n)/(n - 1)) and consistency ratio (CR = CI/RI) as defined by Saaty.