***Table 16. Tabulated rating of individual End-users and overall rating per quality attribute***

U1 as User1

***Table 16. Tabulated rating of individual End-users and overall rating per quality attribute***

R1 as Respondent1

| **Quality Attribute** | **Description** | **R1** | **R2** | **R3** | **R4** | **R5** | **R6** | **R7** | **R8** | **R9** | **R10** | **R11** | **R12** | **R13** | **R14** | **R15** | **R16** | **R17** | **R18** | **R19** | **R20** | **Overall Rating** | **Overall Rating Per Quality Attribute** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | The system performs the  required tasks. | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 4.6 | 4.7 |
| The system provides accurate  results. | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 4.7 |
| The system accomplishes the  desired tasks and objectives. | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4.8 |
|  | The system is user-friendly. | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4.8 | 4.7 |
| The system is easy to use and  navigate. | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4.8 |
| The system allows customization based on  preferences. | 5 | 4 | *5* | *4* | *4* | *4* | *5* | *5* | *5* | 5 | *5* | *4* | *5* | *5* | *4* | *4* | *5* | *5* | *4* | *4* | 4.6 |
| It is to learn how to use the system. | 4 | 5 | *4* | *5* | *4* | *5* | *5* | *5* | *5* | 5 | *4* | *4* | *5* | *5* | *5* | *4* | *5* | *5* | *5* | *4* | 4.7 |
|  | The system is accessible and operational when required for use. | 5 | 4 | *4* | *4* | *4* | *5* | *5* | *5* | *5* | 5 | *5* | *5* | *5* | *5* | *4* | *5* | *5* | *5* | *5* | *4* | 4.7 | 4.7 |
| I have experienced system crashes or unexpected errors. | 5 |  | *5* | *5* | *4* | *5* | *5* | *5* | *5* | 5 | *4* | *5* | *5* | *5* | *5* | *4* | *5* | *4* | *5* | *4* | 4.7 |
|  | It is much better compared to  the old system being utilized. | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4.8 | 4.7 |
| I am satisfied with the system’s  reporting and analytics capabilities. | 5 | 5 | *4* | *5* | *4* | *4* | *5* | *3* | *5* | 5 | *5* | *4* | *5* | *4* | *4* | *5* | *5* | *5* | *4* | *4* | 4.4 |
| It is easier to complete tasks  with the use of this system. | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4.8 |
| The system meets your  expectations in terms of overall performance. | 4 | 5 | *5* | *5* | *4* | *5* | *5* | *5* | *5* | 5 | *5* | *4* | *5* | *5* | *5* | *4* | *5* | *4* | *5* | *4* | 4.7 |
|  | The system adequately  safeguards against unauthorized access. | 4 | 4 | *4* | *5* | *4* | *5* | *5* | *5* | *5* | 5 | *5* | *4* | *5* | *5* | *5* | *4* | *5* | *5* | *4* | *4* | 4.7 | *4.8* |
| The system has secure access through password. | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4.9 |
| The user can only view the information based on their account type.. | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4.8 |
| The user can perform his/her dedicated tasks properly. | 5 | 5 | *4* | *5* | *5* | *5* | *5* | *4* | *5* | 5 | *4* | *5* | *5* | *5* | *4* | *5* | *5* | *5* | *4* | *4* | 4.7 |
| The system prevents unauthorized access to the tasks of other users. |  | 5 | *5* | *5* | *4* | *5* | *5* | *5* | *5* | 5 | *5* | *4* | *5* | *5* | *5* | *5* | *5* | *4* | *5* | *4* | 4.8 |

| **Quality Attribute** | **Description** | **R1** | **R2** | **R3** | **R4** | **R5** | **R6** | **R7** | **R8** | **R9** | **R10** | **R11** | **R12** | **R13** | **R14** | **R15** | **R16** | **R17** | **R18** | **R19** | **R20** | **Overall Rating** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | The system performs the  required tasks. | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 4.6 |
| The system provides accurate  results. | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 4.7 |
| The system accomplishes the  desired tasks and objectives. | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4.8 |
|  | The system is user-friendly. | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4.75 |
| The system is easy to use and  navigate. | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4.75 |
| The system allows customization based on  preferences. | 5 | 4 | *5* | *4* | *4* | *4* | *5* | *5* | *5* | 5 | *5* | *4* | *5* | *5* | *4* | *4* | *5* | *5* | *4* | *4* | 4.56 |
| It is to learn how to use the system. | 4 | 5 | *4* | *5* | *4* | *5* | *5* | *5* | *5* | 5 | *4* | *4* | *5* | *5* | *5* | *4* | *5* | *5* | *5* | *4* | 4.67 |
|  | The system is accessible and operational when required for use. | 5 | 4 | *4* | *4* | *4* | *5* | *5* | *5* | *5* | 5 | *5* | *5* | *5* | *5* | *4* | *5* | *5* | *5* | *5* | *4* | 4.72 |
| I have experienced system crashes or unexpected errors. | 5 |  | *5* | *5* | *4* | *5* | *5* | *5* | *5* | 5 | *4* | *5* | *5* | *5* | *5* | *4* | *5* | *4* | *5* | *4* | 4.72 |
|  | It is much better compared to  the old system being utilized. | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4.75 |
| I am satisfied with the system’s  reporting and analytics capabilities. | 5 | 5 | *4* | *5* | *4* | *4* | *5* | *3* | *5* | 5 | *5* | *4* | *5* | *4* | *4* | *5* | *5* | *5* | *4* | *4* | 4.44 |
| It is easier to complete tasks  with the use of this system. | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4.75 |
| The system meets your  expectations in terms of overall performance. | 4 | 5 | *5* | *5* | *4* | *5* | *5* | *5* | *5* | 5 | *5* | *4* | *5* | *5* | *5* | *4* | *5* | *4* | *5* | *4* | 4.72 |
|  | The system adequately  safeguards against unauthorized access. | 4 | 4 | *4* | *5* | *4* | *5* | *5* | *5* | *5* | 5 | *5* | *4* | *5* | *5* | *5* | *4* | *5* | *5* | *4* | *4* | 4.67 |
| The system has secure access through password. | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4.95 |
| The user can only view the information based on their account type.. | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4.95 |
| The user can perform his/her dedicated tasks properly. | 5 | 5 | *4* | *5* | *5* | *5* | *5* | *4* | *5* | 5 | *4* | *5* | *5* | *5* | *4* | *5* | *5* | *5* | *4* | *4* | 4.95 |
|  | The system prevents unauthorized access to the tasks of other users. |  | 5 | *5* | *5* | *4* | *5* | *5* | *5* | *5* | 5 | *5* | *4* | *5* | *5* | *5* | *5* | *5* | *4* | *5* | *4* | 4.79 |

***Table 17. Tabulated rating of individual IT Experts and overall rating per quality***

***attribute.***

| **Quality Attribute** | **Description** | **Respondent 1** | **Respondent 2** | **Respondent 3** | **Overall**  **Rating** |
| --- | --- | --- | --- | --- | --- |
| **Functionality** | Functionality covers the required tasks. | 4 | 4 |  |  |
| The system provides the a ppropriate results with accuracy. | 5 | 5 |  |  |
| The system functions to accomplish the desired tasks and objectives. | 5 | 5 |  |  |
| **Performance Efficiency** | Response and processing time is at an acceptable rate when performing specific functionality. | 5 | 5 |  |  |
| Amounts and types of resources used by the system when performing its functions, meet requirements of the user. | 4 | 5 |  |  |
| Limitation like internet connectivity and processing time do not affect the overall performance of the system. | 4 | 4 |  |  |
| **Compatibility** | The system performs its required functions efficiently while sharing a common environment and resources with other products, without detrimental impact on any other product. | 5 | 5 |  |  |
| System works well when exchanging information with different units of the organization. | 5 | 4 |  |  |
| **Usability** | Usefulness of the software/hardware to the intended users. Presence of the basic or expected functions of the system. | 5 | 5 |  |  |
| Use of the system is easily learned by the intended users. | 5 | 5 |  |  |
| Functions of the system are designed to be easily adaptable for users. | 5 | 4 |  |  |
| System protects user against making errors | 5 | 4 |  |  |
| User interface like its colors and icons enables pleasing and satisfying interactions for the users. | 4 | 5 |  |  |
| – System can be used by people with the widest range of characteristics and capabilities to achieve a specific goal in a specified context of use. | 5 | 4 |  |  |
| **Reliability** | System components meet the needs for reliability under normal operation**.** | 4 | 5 |  |  |
| System components are operational and accessible when required for use. | 5 | 5 |  |  |
| System components operate as intended despite the presence of hardware or software faults. | 5 | 4 |  |  |
| In the event of an interruption or a failure, the system can recover the data directly affected and re-establish its normal state. | 4 | 4 |  |  |
| **Security** | System ensures that data is accessible only to those authorized users. | 5 | 4 |  |  |
| System prevents unauthorized access to, or modification of, computer programs or data. | 5 | 4 |  |  |
| **Maintainability** | **–** System failure of one component has minimal impact on another part of the computer program. | 4 | 4 |  |  |
| **–** Data from another part of the system is easily shared with other units or entities. | 5 | 5 |  |  |
| Errors or failures of the system are easily diagnosed and the mechanism to determine cause of failure is easily identified**.** | 5 | 5 |  |  |
| System can be effectively and efficiently modified without introducing defects or degrading existing quality. | 5 | 5 |  |  |
| Effectiveness and efficiency with which test criteria can be established for the system and tests can be performed to determine whether those criteria have been met. | 4 | 5 |  |  |
| **Profitability** | Appropriate interface for novice/new user. Appropriate interface for the user’s device display or screen. System was designed to perform even in mobile devices. | 5 | 4 |  |  |
| **–** Effectiveness and efficiency with which the system can be successfully installed and/or uninstalled in a specified environment. | 5 | 5 |  |  |
| System can replace another software for the same purpose in the same environment. | 5 | 4 |  |  |

***Table 18. Tabulated rating of Employer***

| **Quality Attribute** | **Description** | **R1** | **R2** | **R3** | **R4** | **R5** | **Overall Rating** |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | The system performs the  required tasks. | 4 | 5 | 5 | 5 | 5 |  |
| The system provides accurate  results. | 5 | 5 | 5 | 5 | 4 |  |
| The system accomplishes the  desired tasks and objectives. | 5 | 5 | 5 | 5 | 5 |  |
|  | The system is user-friendly. | 4 | 5 | 5 | 5 | 5 |  |
| The system is easy to use and  navigate. | 5 | 5 | 5 | 5 | 5 |  |
| The system allows customization based on  preferences. | 5 | 5 | *5* | *5* | *4* |  |
| It is to learn how to use the system. | 4 | 5 | *5* | *5* | *5* |  |
|  | The system is accessible and operational when required for use. | 4 | 5 | *4* | *4* | *5* |  |
| I have experienced system crashes or unexpected errors. | 5 | 5 | *4* | *4* | *4* |  |
|  | It is much better compared to  the old system being utilized. | 4 | 5 | 4 | 4 | 5 |  |
| I am satisfied with the system’s  reporting and analytics capabilities. | 5 | 5 | *5* | *5* | *4* |  |
| It is easier to complete tasks  with the use of this system. | 5 | 5 | 4 | 4 | 5 |  |
| The system meets your  expectations in terms of overall performance. | 5 | 5 | *4* | *4* | *5* |  |
|  | The system adequately  safeguards against unauthorized access. | 4 | 5 | *5* | *5* | *5* |  |
| The system has secure access through password. | 5 | 5 | 4 | 4 | 4 |  |
| The user can only view the information based on their account type.. | 5 | 5 | 4 | 4 | 5 |  |
| The user can perform his/her dedicated tasks properly. | 5 | 5 | *5* | *5* | *5* |  |
| The system prevents unauthorized access to the tasks of other users. | 5 | 5 | *5* | *5* | *5* |  |