# Appendices

## Appendix A: Interview questions focusing on the experience of used IS

**Note**: As a semi-structured interview the questions may vary depending on the individual’s experience and which IS the organization uses.

1. Specify your current position?
2. How long have you worked for the organization and how long have you worked with the current IS?
3. What are your responsibilities?
4. On a scale 0-5, 5 being the best score, how would you rate your knowledge on the selected IS?

0 1 2 3 4 5

1. On a scale 0-5, 5 being the best score, how would you grade your working experience with the selected IS.

0 1 2 3 4 5

Depending on answer and whether *Organization A* or *B*,advance with questions on particular IS

1. Is the current IS a:
   1. Total new system?
   2. An older one with updates?
2. What are the candidate’s general views on the IS?
3. Which services and functions have been enhanced or improved by the IS?
4. How has the time of processing, delivery of service, and response to customers/clients been impacted by the IS?
5. Has the IS reduced any costs that you are aware of?

b. If yes: Which costs and in what way

1. Has the system yielded any financial benefit or profit for the organization, that you know of?
2. Have you experienced any change in customer/client satisfaction since the implementation?
   1. No changes at all
   2. A small negative change
   3. A big negative change
   4. A small positive change
   5. A big positive change
3. To your knowledge, have the IS resulted in any change of expended resources?

b. If yes: Which and in what way?

1. Have the IS resulted in any changes in your workload seen to service output and handling of your responsibilities? Has the system made it easier to complete your tasks and assists you to provide a better output? (How has it changed from previous instalments) [barracks for *Organization B*]
2. Has the selected IS resulted in any changes in service quality in comparison to previous instalments/(before the implementation) *[Barracks for Organization A*] ?
   1. No changes, service quality is at the same level as before
   2. Small change in service quality than before:
      1. Negative
      2. Positive
   3. Big change in service quality than before:
      1. Negative
      2. Positive
3. How has the adaptability towards various services you are assigned to using the system changed from previous instalments (before the implementation) *[Barracks for Organization A]*? Has it become easier, compare to before, to complete different assignment/tasks. Does the system allows for easy navigation and handling of multiple diverse assignments? Please map out below. -5 meaning it is worse than before and 5 that it is a great improvement.

-5 -4 -3 -2 -1 0 1 2 3 4 5

1. Is the current IS more stable/reliable to work in compared to previous instalments (compared to before it was installed), i.e., can you work in the system without it crashing, lagging etc., does it handle increase activity from multiple users better than previous instalments? [barracks for *Organization A*]
   1. There is no difference in system reliability
   2. There is a small difference system reliability
      1. Negative
      2. Positive
   3. There is a big difference in system reliability
      1. Negative
      2. Positive
2. With the selected IS, has it resulted in any structural changes in the organization in terms of how activities/tasks are assigned?
   1. If yes: Have these changes been beneficial for the you, according to you?
      1. Yes
      2. No
3. How has - b, c, d - changed from previous instalments of IS (before IS implemented) [barracks for *Organization A*]

b. Time-saving in terms of processing, delivery of service, and response to customers/clients

c. Workload in terms of output

d. System Reliability

1. Has the selected implementation way of the organization’s IS resulted in a more well-being workplace?

b. In what specific ways, better and worse, has the IS affected the organization according to the candidate?

## Appendix B - Consent to Participate in Research Study

**Title/Topic: Interview**

**Date**:

**Contact information to the researchers**

Name: Author 1

Mobile number: +46 xxxx xxx

Email: xxx

Location: Sweden, xxxxx

**Purpose of Study:**

To gather information related to the chosen IS and its result when implemended in regards to efficiency.

**Procedure:**

A 30- 40 minute one-on-one interview in person or by communication platform (Skype) depending on the preferred method of the the participant.

**Risk and Responsibility:**

The questionnaires pose no potential risk to the subjects or organizations. The participants will receive a full description of the research objectives well before and at the start of the interview. A copy of the interview long with other collected data from the interview will be available for participants if requested.

**Confidentiality**

All information collected will remain anonymous and confidential at all times and remain solely the property of the university.

**Right to Refuse:**

At any point during the study, participant may refuse to continue. After the study has been commenced, participants have the right to withdraw their participation if requested.

**Questions**

If at any point in time would you have questions please do not hesitate to ask.

**Signature Signature**

Participant:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Researcher:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: Date: