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DEVELOPING A MODEL OF INFORMATION SYSTEMS SUCCESS EVALUATION FOR ASYCUDA CUSTOMS INFORMATION SYSTEM IN JORDAN

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ABSTRACT

The objective of this research is to propose a model which investigates the relationship between the determining factors and Perceived Usefulness for ASYCUDA information system in customs sector in Jordan. This research addresses seven determining factors. These factors are System Quality, Information Quality, Service Quality, System Use, User Satisfaction, Data Interchange Quality, and Training. Development of the model was based on DeLone and McLean information system success model. This research applies a quantitative research method, using questionnaire as the research instrument. A sample of 257 employees who used ASYCUDA were chosen using simple random technique. Data were analysed using descriptive statistics, correlation, factor analysis and multiple regression analysis. The findings of this research have demonstrated that all seven constructs were significantly correlated and predicted Perceived Usefulness of ASYCUDA information system. Three correlated relations were identified to have the largest unique contribution which are Perceived Usefulness and User Satisfaction (β = 0.796), Perceived Usefulness and System Use (β = 0.759), and System Use and User Satisfaction (β = 0.711). However, two relations, though significantly correlated, have the last unique contribution which are Information Quality and Perceived Usefulness (β = 0.296) and System Quality and Perceived Usefulness (β = 0.242). As a conclusion, this study will help Jordan customs to evaluate the success of their information system to identify the possible differences between the goals of the implementation of ASYCUDA and what they actually gained from the information system. This study will support Jordan customs in ensuring that all customs employees have the knowledge, skills, and support in order to work in a higher efficiency atmosphere which creates motivation for work and production. The study also implicates that the developed model can enhance the employees performance and the effectiveness of ASYCUDA information system.

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PEMBANGUNAN MODEL PENILAIAN KEJAYAAN SISTEM MAKLUMAT BAGI SISTEM MAKLUMAT KASTAM ASYCUDA DI JORDAN

ABSTRAK

Objektif kajian ini adalah untuk mencadangkan model bagi mengkaji hubungan di antara faktor-faktor penentu dan Jangkaan Kebergunaan bagi sistem maklumat ASYCUDA dalam sektor kastam di Jordan. Kajian ini melihat kepada tujuh factor penentu. Faktor-faktor ini terdiri daripada Kualiti Sistem, Kualiti Maklumat, Kualiti Perkhidmatan, Penggunaan Sistem, Kepuasan Pengguna, Kualiti Pertukaran Data, dan Latihan. Pembangunan model ini adalah berdasarkan kepada model kejayaan sistem maklumat DeLone dan McLean. Kajian ini mengaplikasikan kaedah penyelidikan kuantitatif, dengan menggunakan borang soalselidik sebagai instrumen kajian. Sample kajian 257 orang pekerja yang menggunakan ASYCUDA telah dipilih secara rawak mudah. Data di analisis menggunakan kaedah statistik deskriptif, korelasi, analisis faktor dan analisis regrasi berganda. Dapatan kajian ini menunjukkan bahawa kesemua tujuh konstruk mempunyai korelasi yang signifikan dan dapat meramal Jangkaan Kebergunaan bagi sistem maklumat ASYCUDA. Tiga hubungan yang didapati memberikan sumbangan unik yang paling besar iaitu Jangkaan Kebergunaan dan Kepuasan Pengguna ($\beta = 0.796$), Jangkaan Kebergunaan dan Penggunaan Sistem ($\beta = 0.759$), dan Penggunaan Sistem dan Kepuasan Pengguna ($\beta = 0.711$). Namun begitu, dua hubungan, walaupun is signifikan, memberikan sumbangan unik yang paling sedikit iaitu Kualiti Maklumat dan Jangkaan Kebergunaan ($\beta = 0.296$) dan Kualiti Sistem dan Jangkaan Kebergunaan ($\beta = 0.242$). Sebagai kesimpulan, kajian ini dapat membantu kastam di Jordan untuk menilai kejayaan sistem maklumat mereka dengan mengenalpasti perbezaan yang wujud di antara matlamat pengimplementasian ASYCUDA dengan apa yang boleh mereka dapat daripada sistem maklumat tersebut. Kajian ini boleh membantu kastam Jordan dalam memastikan kesemua pekerja kastam mempunyai pengetahuan, kemahiran dan sokongan untuk bekerja dalam persekitaran yang lebih efisien dan dalam masa yang sama mewujudkan motivasi untuk bekerja. Kajian ini juga mencadangkan bahawa model yang dibangunkan boleh meningkatkan prestasi pekerja dan keberkesanan sistem maklumat ASYCUDA. Oleh itu, model yang dibangunkan ini boleh digunapakai dalam kajian-kajian akan datang yang berkait dengan ASYCUDA.

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LIST OF ABBRIVIATIONS

ABS	Australian Bureau of Statistics
ASYCUDA	Automated System for Customs Data
ATT	Attitude/Commitment to user involvement
B2C	Business to Customer
BIS	Business-Intelligence Systems
CA	Cognitive Absorption
COM	Competence
COMM	Communications
CONT	Management Control
CPC	Customs Procedure Codes
CSAT	Customer Satisfaction
DI-Q	Data Interchange Quality
DSS	Decision Support System
EDI	Electronic Data Interchange
EMP	Empathy
ES	Enterprise Systems
E-SQ	Electronic Service Quality
ESS	Executive Support System
G2C	Government to Customer
GPS	Global Posisining System
INN	Task Innovation

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IPO	Input, Processing, Output
IQ	Information Quality
IS	Information Systems
IT	Information Technology
JC	Jordan Customs
KMO	Kaiser-Meyer-Olkin
KMS	Knowledge Management Systems
KWS	Knowledge Work System
LMS	Learning Management System
MBO	Management by Objectives
MIS	Management Information System
OLS	Online Learning System
OS	Office System
PEOU	Perceived Ease-of-Use
PROD	Task Productivity
PU	Perceived Usefulness
REL	Reliability
RES	Responsiveness
SAT	Users' Satisfaction
SD	Standard Deviation
SMEs	Small and Medium-sized Enterprises
SPSS	Statistical Package for the Social Sciences
SQ	System Quality

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Srv-Q	Service Quality
TAM	Technology Acceptance Model
TPS	Transaction Processing System
TRA	Training
TTF	Task Technology Fit
UNCTAD	United Nations Conference on Trade and Development
UTAUT	Unified Theory of Acceptance and Use of Technology
VIF	Variance Inflation Factor
WCO	World Customs Organisation

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CHAPTER 1

INTRODUCTION

05

1.1 Introduction

Organisations are facing conditions of globalisation and development in Information Technology (IT) and finding themselves in a great need to increase spending on Information Systems (IS) (Odinioha & Chukwuma, 2013). The reasons for the importance of IS are: effective and efficient coordination between departments, access to relevant data and information, improvement in organizational and departmental techniques, management of work activities, cost reduction, profit increase, and time saving benefit to the workforce (Abu Rumman, 2013).

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Many models have been developed by researchers for the purpose of evaluating IS success (Manchanda & Mukherjee, 2011). The appropriate sets of variables that can be used to determine the users' perception of information systems success are still debatable (Rouibah, 2014). Despite the considerable empirical research that was conducted in information system success field, the relationship between the constructs and determinants of information system success are still not sufficiently clear (Jing & Seon, 2013).

The success of information system developed is critical for research and practice (Al-Debei, Jalal, & Al-Lozi, 2013) Therefore, proposing and developing a model for assessing the success of information system is important issue. Many researchers have tried to find a model capable of assessing the success of IS and determining the factors that influence the success of these systems, and the relationships between these factors (Hussein, 2009).

Obtaining the benefits of information systems is important for organisations to success (Al-Adaileh, 2009). Organisations believe that the investment in IS will have a positive impact on the organisation performance (Nazari & Nazari, 2013). Information and technology that produces it are important resources for organisations. Therefore, the productivity of employees will increase the higher the quality of IS, but what is an IS?

Information systems are defined as an integrated system designed to collect, generate, organize, store, retrieve and transmit information within the organisation or

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outside the organisation to support decision-making and control (Laudon & Laudon, 2007). Information systems can support decision-making, coordination and control, creating new products, analysing, and solving problems (Asemi, Safari & Zavareh, 2011). The continuous growth and succession of information systems increased the acquisitions of IS by organisations in all sectors (Nasiri & Farahbod, 2012). Governments and organisations usually allocated part of the budget to adopt information systems to support their activities (Rana, Dwivedi, & Williams, 2013). The benefits of information systems may be tangible or intangible and organisations need to evaluate these benefits (Myrtidis & weerakkody, 2008).

1.2 Research Background

Assessing the success and effectiveness of information systems has attracted the attention of a large number of researchers in various contexts because the need for organisations to assess their investments in information systems (Al-Adaileh, 2009). As a type of information systems, Automated System for Customs Data (ASYCUDA) is recognized for its capabilities in equalizing and facilitating customs services, and increasing the efficacy of customs (Alipour, Moniri & Tanha, 2011). Countries always seek to facilitate trade procedures to reduce business costs for each party involved in the business process by removing the various barriers to trade that accompany the cross-border movement of goods and services (Alipour et al., 2011). This requires the adoption of the best international standards and IT services.

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Jordan Customs (JC) is a governmental department that responsible for supporting the national economy, promoting investment, facilitating trade, combating smuggling, protecting local society and environment from hazardous materials, and controlling the movements of passengers, goods, and vehicles crossing the Jordanian Kingdom's borders (Al-ma'aitah, 2013). Like any other organisation, JC department had invested on information systems over the last two decades by implementing the ASYCUDA as a computerized customs management system that covers most foreign trade procedures in Jordan.

ASYCUDA is a computerized customs management system that covers most foreign trade procedures, and that is capable of handling manifests, customs declarations, accounting procedures (Abadi, Haghtalab, and Danaee, 2014). ASYCUDA is developed by United Nations Conference on Trade and Development (UNCTAD) and used in more than 80 countries in five continents with more than 61019 users around the world and more than 15.000.000 customs clearance operations per year (Salehi, 2012).

Jordan customs started modernnisation in 1997 by the implementation of ASYCUDA++ programme in order to increase revenue collection and to improve integrity and transperency in customs services and it had been fully operational in 1999 and contreputed to simpler customs clearence, simpler release procedures, and the trade statistics were more accurate and up-to-date (Al-ma'aitah, 2013). Jordan customs continued the modernisation programme in 2006 and it had four components: Establishment of single window locations at several border posts, upgrade of from ASYCUDA++ to

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ASYCUDAWorld, Capacity strengthening which include the training on how to use the new system and the use of Global Posisining System (GPS) devices on transit vehicles, and Improvement of communications between jordan customs and the business community (Dvorsky, 2006).

The implementation of single windows contributed to phisical renovations of customs offices to accommodate ASYCUDA workflow and co-locate and officers from four government agencies, including Jordan Customs, Ministry of Agriculture, Jordan Standards and Metrology Organisation, and Food and Drug Administration (David, 2013). Memorandums of understanding was established between Jordan customs and the participating government agencies, the objective was to organise cargo processing within the single window framework, especially for management, operational coordination and information exchange functions. This memorandum allowed Jordan customs to conduct administrative supervision of the activities performed by participating government agencies and enhance the exchange of information among all government agencies (David, 2013).

This study aimed to identify and analyse IS concepts required to develop information success model for ASYCUDA information system in customs sector at the individual level in Jordan. The proposed model is based on DeLone and McLean (2003) information systems success model.

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1.3 Problem Statement

Major advances in information systems have led to change in every industry sector and the governmental organisations are not exceptional and it has taken advantage of the facilities offered by IS (Fan & Yang, 2015). As a governmental organisation, Jordan Customs has worked to improve the efficiency of customs clearance processes and to facilitate trade, the use of information technologies and using better methods and equipments has been prioritized (Dvorsky, 2006).

Executing ASYCUDA in Jordan customs with regard to expected facilities in this system is for execution of mechanization process, trading without paper (David, 2013). But in practice it is observed that customs formalities are still possible by physical referring of clients and by various controls in different bureaus which are against ASYCUDA purposes. This creates a condition in which all expected facilities and capabilities of ASYCUDA system are used.

Jordan customs has introduced an updated version of ASYCUDA system in 2014; this update caused the system to stop functioning which led to the delay of completion of transactions which causing dissatisfaction with the system. Salehi (2012) observed that users of ASYCUDA have not enough confidence in the system. The major challeng was that ASYCUDA is not meeting expectations of carrying out transactions in a paperless environment, and there are instances where a permit, licence, invoice or any required document is uploaded and when it is viewed on the system it is not clear (Palmer, 2016).

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In 2011, 2015 and 2016 ASYCUDA system has stopped functioning in Jordan for technical problems. According to Wondemagegne (2014) in his study about customs and revenue reforms in Ethiopia, ASYCUDA was found to frequent breakdowns which result delay in the clearance time. Bangladesh customs found that to huge number of users sometimes server become slow and some records are locked for long time and the whole team find out that sometimes bandwidth is not stable fluctuate within high range (Saifuddin, 2015).

ASYCUDA system provides single window facility. The main objectives of the single window are to establish or increase co-operation between customs, other government agencies and border control authorities in order to electronically share documents (data) and establish common procedures for processing and control (Paul & Paul, 2014). The main problem in the implementation of single window is referred to the differences in IT infrastructure between Jordan customs and other Jordanian organisations that use ASYCUDA which it make difficult to exchange data among them. According to Alipour et al. (2011), creating the IT infrastructures is required for optimal execution of ASYCUDA and increasing customs efficacy.

Salehi (2012) found that change resistance is one of the problems that face the progress of ASYCUDA implementation and creating some appropriate rules and regulations, appropriate infrastructure, familiarity of staff and clients with ASYCUDA, accurate system input can provide better implementation of ASYCUDA system which increases the customs effectiveness.

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Based on the above discussion, it is noted that there are some problems in the implementation of ASYCUDA system such as technical problems, IT infrastructure, usage problems, satisfaction with the system. These problems may affect the perceived usefulness of the system. Davis, Bagozzi, and Warshaw (1989) defined perceived usefulness as the degree to which a person believes that using a particular system would enhance his or her job performance, and argued that the enhancement of job performance is related to using the system. Venkatesh and Davis (2000) argued that perceived usefulness is refer to comparing what a system is capable of doing with what users need to get done in their job.

Additionally, these problems may affect the usage of ASYCUDA system where the IS use is the degree and manner in which staff and customers utilize the capabilities of an information system (Petter, DeLone, & McLean, 2008). Another possible effect of these problems is on the user satisfaction of ASYCUDA system which is the overall evaluation of user's experience in using a system and the potential impact of the system (Al-Marashdeh, Sahari, Zin, & Al-Smadi, 2010).

As to summarise the problem statement, it is postulated that if perceived usefulness of ASYCUDA system does not exist among employees then the employees fail to improve their job performance, which is reflected in the quality of work and the services provided by Jordan customs. These results is contrary to the aim of implementation of the ASYCUDA system and to the Customs Department's policies that

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aimed to providing best services in order to improve the national economy and facilitating trade between Jordan and other countries.

In summary, this research addresses the importance of understanding perceived usefulness from the perspective of employees. Even though employees play a vital role in the progress and success of IS. Therefore, it is important to understand factors that could determine perceived usefulness of ASYCUDA system from the viewpoints of employees in order to improve their work performance and enhance the services provided which helps to achieve the goals and policies of the Jordan customs.

1.4 Research Objectives

The main goal of this research is to develop IS success model that can used to measure the perceived usefulness of SYCUDA IS at the individual level. While the objectives of conducting this research are:

1- To investigate whether there is a significant relationship between (System Quality, Information Quality, Service Quality, System Use, User Satisfaction, Data Interchange Quality, and Training) and Perceived Usefulness.

2- To investigate whether there is a significant relationship between (System Quality, Information Quality, Service Quality, and Perceived Usefulness) and System Use.

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3- To investigate whether there is a significant relationship between (System Quality, Information Quality, System Use, Service Quality, and Perceived Usefulness) and User Satisfaction.

1.5 Research Questions

This research is intended to answer the following questions:

1- Is there a significant relationship between (System Quality, Information Quality, Service Quality, System Use, User Satisfaction, Data Interchange Quality, and Training) and Perceived Usefulness?

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2- Is there a significant relationship between (System Quality, Information Quality, Service Quality, and Perceived Usefulness) and System Use?

3- Is there a significant relationship between (System Quality, Information Quality, System Use, Service Quality, and Perceived Usefulness) and User Satisfaction?

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1.6 Research Hypotheses

In order to address the research questions, the following hypotheses were developed.

H1a: There is a positive relationship between ASYCUDA System Quality and ASYCUDA system Use.

H1b: There is a positive relationship between ASYCUDA System Quality and ASYCUDA system Users' Satisfaction.

H1c: There is a positive relationship between ASYCUDA System Quality and Perceived Usefulness.

H2a: There is a positive relationship between ASYCUDA Information Quality and ASYCUDA system Use.

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H2b: There is a positive relationship between ASYCUDA Information Quality and ASYCUDA system Users' Satisfaction.

H2c: There is a positive relationship between ASYCUDA Information Quality and Perceived Usefulness.

H3a: There is a positive relationship between ASYCUDA Service Quality and ASYCUDA system Use.

H3b: There is a positive relationship between ASYCUDA Service Quality and ASYCUDA system Users' Satisfaction.

H3c: There is a positive relationship between ASYCUDA Service Quality and Perceived Usefulness.

H4: There is a positive relationship between ASYCUDA system Users' Satisfaction and Perceived Usefulness.

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H5a: There is a positive relationship between ASYCUDA system Use and ASYCUDA system Users' satisfaction.

H5b: There is a positive relationship between ASYCUDA system Use and Perceived Usefulness.

H6a: There is a positive relationship between Perceived Usefulness and ASYCUDA system Users' Satisfaction.

H6b: There is a positive relationship between Perceived Usefulness and ASYCUDA system Use.

H7: There is a positive relationship between ASYCUDA Data Interchange quality and Perceived Usefulness.

H8: There is a positive relationship between ASYCUDA users' Training and Perceived Usefulness.

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1.7 Research Framework

The research framework indicates the guidelines in building the right approach for this research. The conceptual framework is developed and embraces eight variables, which are used to develop the basic model of relationship among system quality, information quality, service quality, system use, user satisfaction, data interchange quality, training, and perceived usefulness. Discussion on the research framework is presented in chapter two, section 2.9.

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1.8 Significance of the Study

Evaluating the success of information system and defining the success factors of information system are important issues for organisations. Research on ASYCUDA was hoped to provide a complete documentation to evaluate the success of this information system. The tools and model developed in this research can be used to gather information in evaluating the success of ASYCUDA. The collected data was analysed to provide a profile in measuring the success of ASYCUDA in other environment.

This study will contribute to IS success model development series by employing IS success model to evaluate the success of ASYCUDA system. This study will add to the knowledge base by developing and validating a model that explains the factors which affect the success of ASYCUDA system. The significance of the research findings is in the benefit of the results to both researchers and practitioners in this field. The determination of the factors affecting ASYCUDA success will form a base for more research in other environment.

The findings of this study will support the organisations that use ASYCUDA system with guidelines for implementing high quality information system which is more useful and effective, and that meet the needs and expectations of users. In addition, it will promote awareness among organisations by providing evidence that ASYCUDA plays a significant positive role in improving the quality of performance.

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1.9 Research Scope and Limitations

The aim of this study is to investigate proposed model in testing the success of ASYCUDA system in Jordan. The study concentrated in measuring the system quality, information quality, service quality of ASYCUDA system and how these constructs affect the user's satisfaction, usage of ASYCUDA and perceived usefulness. In addition, to evaluate the influence of data interchange quality, training, using ASYCUDA and user's satisfaction on perceived usefulness. This study tries to investigate factors that could contribute to the success of ASYCUDA system in Jordan.

The purpose of this research is to identify factors that are significant among the adoption of DeLone and McLean (2003) IS success model, in addition to the selected variables and relationships to be included in the proposed model. As this research is confined in the area of IS success, the model developed in this research is encouraged to be extended to other areas of IS in general and in customs sector in particular as to enrich the theoretical contributions of knowledge in the future.

1.9.2 Research Limitations

1. The major limitation of this study is that it was restricted to the Jordanian organisations that use the ASYCUDA system. Therefore, it was restricted within the national boundary of the study setting.

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2. According to various differences (social and cultural values) between Jordan and other countries, especially non Arabic countries, the findings of this study could be generalised but with caution.
3. Due to time and money constrains, respondents' selection was limited to the employees that working in main cities in Jordan with few number of respondents that working at the border customs centres.
4. The demographic and organisational factors were not taken into consideration, although pervious researches have discussed the effect of these factors on the system use and users' satisfaction.

1.10 Operational Definition

The following definitions are provided to ensure the understanding of these terms throughout the study:

1. **System Quality (SQ):** The system quality represents the information processing quality, the functions and features of the system, and the software is easy to use and flexible (Gorla, Somers, and Wong, 2010). System quality represents the quality of the ASYCUDA system itself. The system quality measures in this study are Ease to Use, Reliability, Flexibility, Accessibility, Searchability, and Interaction.

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2. **Information Quality (IQ):** Petter, DeLone, and McLean (2008) defined information quality as "the desirable characteristics of an information system outputs. Information quality represents the quality of the information of ASYCUDA system. The information quality measures in this study are Accuracy, Consistency, Reliable, Objective and believable, Useful and helpful, Up to date, Understandable and clear, and Secure.

3. **Service Quality (Srv_Q):** deals with the competency of IT staff, their responsiveness to deal with problems associated with the system, and the attitude and degree of professionalism by which problems are resolved (Prybutok, Zhang, & Ryan, 2008). The service quality measures in this study are: (Reliability (REL), Responsiveness (RES), Communications (COMM), Empathy (EMP), and Attitude/Commitment to user involvement (ATT), Competence (COM).

4. **Data Interchange quality (DI-Q):** represents the quality of electronic data interchange between Jordanian organisations that used ASYCUDA and other agencies or organisations inside or outside Jordan. The data interchange quality measures in this study are: Technological resources, Management support and Perceived benefits.

5. **Training (TRA):** refers to the level of training that employees have received on ASYCUDA system. The training measures in this study are: Level of training, Organisation support and Training material.

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6. **System Use (USE):** represents the actual use of ASYCUDA system users in Jordan. The system use measures in this study are Method of use, Frequency of use, Duration of use, and Variety of use.

7. **Users' Satisfaction (SAT):** represents the user's perception of ASYCUDA system. User satisfaction measures in this study are: the system meets and exceeds user needs and expectations, the system helps user to do his job with minimal time and effort, the system is effective and useful for user, in general the user is satisfied with the system.

8. **Perceived Usefulness (PU):** is used here in this research as a measure for employee's performance achieved from using ASYCUDA system based on employees' perspective. The perceived usefulness measures in this study are: Task Productivity (PROD), Task Innovation (INN), Customer Satisfaction (CSAT), and Management Control (CONT).

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1.11 Thesis Structure

The structure of this thesis is outlined based on the following manner:

Chapter One – Introduction

This chapter covers on the nature of the study. It discusses on the background of the study, problem statement, research objectives, research questions, research hypotheses,

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scope and limitations of the study, significant of the research, and the operational definitions.

Chapter Two – Literature Review

Chapter two elaborates on ASYCUDA IS, comparing different IS success models, researches on IS success, researches based on Delone and McLean IS success model, the predictor and the criterion variables that will be utilized in this research. The selection of these determinants were derived from past literatures written by authors who have specialized in the study of IS success. Finally, this chapter discusses the research framework.

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Chapter Three – Research Methodology

This chapter addresses the data collection procedures and methods on how this research is conducted. This section contains some of the justifications on what type of research will be investigated, the research design, software for data analysis, the research instrument, the operationalization of the constructs, the sampling techniques, pilot study and explanation of the reliability and validity of the questionnaire before the actual practice of collecting data takes places.

Chapter Four – Findings

This chapter reports the results of testing the conceptual model and hypotheses and to support the research questions and objectives that have been decided. The output of this

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research is also discussed in this study to find the similarities with previous study done on this field.

Chapter Five – Discussions and Conclusion

This section discusses the overall empirical findings and suggests the implications and contributions to help interested and dedicated parties in improving the quality of ASYCUDA IS and improving employees performance. This chapter concludes by recommending and suggesting avenues for the possibilities of conducting future research in order to strengthen the theoretical knowledge and to contribute to a broader explorations and advances on the accuracy of the predictions of this subject matter.

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1.12 Summary

IS has an important role in organisations and it has effect on the business operations. Evaluating the success of information systems has been considered as one of the most important issues in information system field. Many models have been developed by researchers for the purpose of evaluating IS success. The success of information system developed is critical for research and practice.

This research addresses the importance of understanding perceived usefulness from the perspective of employees. Even though employees play a vital role in the progress and success of IS. Therefore, it is important to understand factors that could

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determine perceived usefulness of ASYCUDA system from the viewpoints of employees in order to improve their work performance and enhance the services provided which helps to achieve the goals and policies of the Jordan customs. The theoretical framework that guided this study is Delone and McLean (2003) information system success model.

In order to develop a ground for developing theoretical framework of this study, more knowledge about ASYCUDA system, review of different information system success models, review of the studies that used DeLone and McLean (2003) model, and identify the key variables for research will be discussed in next chapter.

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