

## Appendix C: Descriptive Statistics

The sample includes 30 participants and 33 ITSD incidents. Table C.1 presents descriptive information about the participants.

**Table C.1: Descriptive information about the participants**

Information about the Sample		Number	Percentage
Gender	Male	14	47%
	Female	16	53%
Age	20–30	10	34%
	30–40	16	53%
	40–50	2	7%
	50–60	1	3%
	Over 60	1	3%
Occupation	Self-employed/Business owner	2	7%
	Public officer	10	33%
	Private sector employee	13	43%
	Retired	2	7%
	Student	3	10%

The participants discussed several IT-based services, including telecommunication packages (landline, Internet), mobile Internet, home Internet, mobile applications, e-shopping, e-banking, public services (e.g., renew driver's license), bonus points award service via credit card, automatic tolls, mobile phone value-added services, online medicine prescription, and bank services. The sample includes 33 degradation incidents for the IT-based services, as depicted in Table C.2.

**Table C.2: Sample IT-based services and ITSD incidents**

IT-based service	Types of IT Degradation Incident	Number of Incidents per Type
Telecommunication package service (landline and Internet)	<b>First</b> type of ITSD Incident: Slow and/or disrupted telecommunication package	4 incidents recorded (12%)
	<b>Second</b> type of ITSD Incident: Enterprise information system breakdown	1 incident recorded (3%)
Mobile Internet	<b>First</b> type of ITSD Incident: Slow mobile Internet	1 incident recorded (3%)
	<b>Second</b> type of ITSD Incident: Activation failure	1 incident recorded (3%)
Home Internet	<b>First</b> type of ITSD Incident: Slow home Internet	4 incidents recorded (12%)
	<b>Second</b> type of ITSD Incident: Disrupted home Internet	2 incidents recorded (6%)
Mobile Application	Mobile Application Breakdown	3 incidents recorded (9%)
E-shopping	<b>First</b> type of ITSD Incident: Failure to confirm purchase	1 incident recorded (3%)
	<b>Second</b> type of ITSD Incident: Failure to complete payment	1 incident recorded (3%)

	<b>Third</b> type of ITSD Incident: Product Not Delivered	1 incident recorded (3%)
	<b>Fourth</b> type of ITSD Incident: Failure in recording order	1 incident recorded (3%)
E-banking	<b>First</b> type of ITSD Incident: Account log-in failure	1 incident recorded (3%)
	<b>Second</b> type of ITSD Incident: Failure to access bank services	1 incident recorded (3%)
Public services	Enterprise information system breakdown	1 incident recorded (3%)
Bonus points awarding service via credit card	<b>First</b> type of ITSD Incident: Incorrect data in bonus systems	2 incidents recorded (6%)
	<b>Second</b> type of ITSD Incident: Slow update of bonus systems	1 incident recorded (3%)
Automatic tolls	Failure of automatic tolls service	1 incident recorded (3%)
Mobile phone value added services	Incorrect customer information from the system	1 incident recorded (3%)
Online medicine prescription	Slow e-prescription service	2 incidents recorded (6%)
Bank services	Enterprise information system breakdown	3 incidents recorded (9%)