

Data-Driven Evaluation of User Acceptance and Usability Readiness for an Enterprise Electronic Document Management System Across Four Regional Offices

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Abstract

Distributed enterprises need reliable access to controlled organizational documents, but support for a centralized repository does not necessarily imply that employees find it easy to use. This study examined initial acceptance and perceived usability of an Electronic Document Management System (EDMS) at DAMRI, an Indonesian transport enterprise. The analysis retained all 65 questionnaire records from Jakarta, Semarang, Surabaya, and Jayapura. It combined a study-specific, ten-item acceptance questionnaire with a contextualized System Usability Scale (SUS), descriptive regional comparisons, and illustrative open-ended feedback. The mean User Acceptance Index was 86.31% of the maximum score, whereas the mean SUS score was 64.54. Internal consistency coefficients were 0.967 and 0.747, respectively. Acceptance and SUS scores were positively associated ($r = 0.587$, $p < 0.001$). Item responses identified perceived learning effort, assistance needs, and document-information presentation as areas for attention. Comments concerning training, access permissions, approval procedures, and document availability helped interpret these responses. Regional estimates varied, but small subgroups and differences in respondent composition prevented attribution to office effects. Some respondents explicitly reported that they had not personally used the system, limiting interpretation as a uniform post-task usability assessment. The findings support the organizational relevance of a centralized repository and identify improvements for further evaluation; they do not establish operational deployment readiness, causal determinants of usability, or measured efficiency gains.

Keywords: Electronic Document Management System, User Acceptance, System Usability Scale, Acceptance–Usability Gap, Transport Industry, Implementation Readiness

1. Introduction

Public transportation enterprises depend not only on vehicles, routes, schedules, and passenger services, but also on a large volume of controlled organizational information that coordinates daily operations across geographically distributed units [1], [2], [3]. Standard operating procedures, work instructions, policies, technical guidelines, management decisions, and other formal records define how operational activities should be executed and provide a common reference for employees performing similar responsibilities in different locations. The increasing volume and diversity of such documents make their availability, consistency, and traceability increasingly important. Centralized document management has therefore become an essential organizational capability because fragmented storage, duplicated files, and inconsistent distribution can increase retrieval effort and reduce employees' ability to identify authoritative information [4], [5].

These challenges are particularly relevant to DAMRI, an Indonesian state-owned road transportation enterprise operating multiple passenger and logistics services through a geographically distributed organizational structure [6]. Documents originating from the head office must be distributed and used by employees across regional and branch offices, while local units may simultaneously produce and manage documents associated with their operational responsibilities [7], [8], [9]. Under decentralized practices, multiple copies of the same document may remain in circulation after a revision is issued, and employees may need to rely on email, messaging applications, local storage,

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or direct communication to determine which document is currently valid. Such conditions can create uncertainty regarding document ownership, status, revision history, and applicability, particularly when formal documents directly influence operational procedures and organizational decisions [7], [10], [11]

To address these limitations, DAMRI developed a web-based Electronic Document Management System (EDMS) that centralizes organizational documents and their associated metadata within a controlled repository. The system supports document search and filtering, file preview and download, revision history, document hierarchy, approval workflows, access control, user roles, and audit trails. These functions are intended to establish a more reliable relationship among documents, organizational units, users, permissions, and workflow states. However, the technical availability of repository functions does not necessarily indicate that a system is ready for organization-wide implementation. Enterprise systems frequently require users with heterogeneous roles, digital experience, tenure, and organizational responsibilities to interact with the same information infrastructure, making differences in user experience an important implementation consideration.

An employee can support the purpose of a repository while finding its interface or document procedures difficult to understand. For DAMRI, these appraisals concern two different questions: whether centralized documents address an organizational need, and whether the available system is perceived as straightforward to use. Examining both questions is more useful than treating a favorable acceptance rating as sufficient evidence for implementation. It is also necessary to distinguish perceptions collected during an introductory evaluation from verified performance in completing document tasks.

The practical question addressed here is how acceptance ratings, perceived usability, and specific user comments can be interpreted together to guide the next stage of EDMS development. Existing work on document governance and enterprise software provides the context for this question [12], [13], while SUS research distinguishes perceived usability from broader implementation outcomes [14]. The present study does not claim a new psychometric scale, a predictive readiness model, or a representative comparison of regional offices.

The study examines three questions: how the participating employees appraised the EDMS as an organizational repository; which item responses and comments identify areas needing attention; and how those appraisals vary descriptively across the four participating offices. Its contribution is a case-specific interpretation of acceptance and usability evidence that connects document governance, interface requirements, and user support. Aggregate scores establish the overall pattern, item responses locate specific concerns, regional summaries show the context of the sample, and open-ended comments help identify actions for subsequent verification.

2. Literature Review

Electronic Document Management Systems (EDMS) provide a structured environment for storing, retrieving, controlling, and distributing organizational documents throughout their life cycle [12], [13]. Unlike conventional file storage, an EDMS manages not only document files but also metadata describing ownership, category, version, approval status, access rights, and revision history. This distinction becomes important in organizations where documents function as formal operational references because uncontrolled copies may be renamed, redistributed, or retained after newer versions have been issued [7], [12]. Centralized repositories attempt to reduce such fragmentation by establishing an authoritative source in which document identity, status, and provenance can be systematically maintained. In addition, metadata-based document management improves information organization and enables documents to be retrieved through structured attributes rather than relying exclusively on folder hierarchies or manually remembered file locations [15].

The effectiveness of an enterprise repository also depends on the integration between document governance and organizational processes. Centralization alone does not guarantee reliable information management; supporting mechanisms such as version control, approval workflows, role-based permissions, document classification, and auditability are required to determine how documents move from creation to authorized organizational use [16]. Enterprise information systems commonly involve multiple user groups whose responsibilities and information requirements differ across organizational units, making integration between system functions and actual business processes particularly important [17], [18]. In geographically distributed organizations, these challenges become more

pronounced because users may access the same repository under different operational, technical, and organizational conditions. Consequently, document governance should be treated as a combination of technical repository capabilities and rules that determine who can create, review, approve, access, and modify controlled information, consistent with the document-control problems identified in distributed environments [4], [10].

The System Usability Scale provides ten alternating positive and negative statements for summarizing perceived usability [14], [19], [20]. In this study, the statements were contextualized in Indonesian for the DAMRI website. Retaining the ten-item structure and scoring rule does not by itself establish measurement equivalence with every published SUS application. Item responses can help locate concerns for investigation, but individual items are not treated as independently validated measures of learnability, support quality, or functional integration [15], [21].

Acceptance and usability are related but not interchangeable. The study-specific acceptance questionnaire covers usefulness, work relevance, intention to use, and appraisals of repository functions. SUS provides a broader summary of perceived interaction with the system. Some content overlaps because acceptance items also ask about login, navigation, search, and document information. Therefore, a positive correlation between the two questionnaires cannot establish that they measure distinct latent constructs, and their numerical difference cannot be interpreted as a calibrated difference between organizational value and usability.

Document retrieval and governance also involve more than interface layout. Metadata, document status, revision history, permissions, and approval responsibilities determine which information an employee can find and use [15], [22], [23]. The present evaluation examines these relationships as a source of practical interpretation, not as an experiment establishing that any specific design change will improve operational performance. Deployment readiness would additionally require evidence about completed tasks, system reliability, access security, and sustained use, which is outside the evidence collected here.

3. Methodology

3.1. Research Design and Dataset

Figure 1 show the research and analytical framework for each phase. This study used a cross-sectional evaluation of the DAMRI EDMS during its pre-implementation phase. The participating locations were Jakarta, Semarang, Surabaya, and Jayapura. Employees were introduced to the repository and its principal functions, including authentication, document search, filtering, preview, document hierarchy, approval status, and revision information.

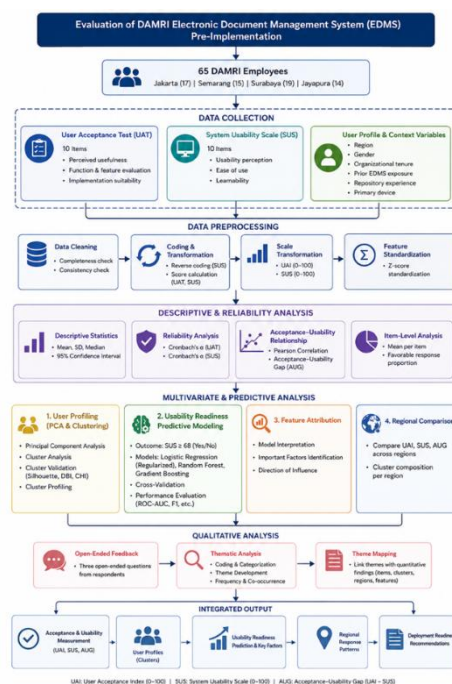


Figure 1. Research and Analytical Framework

The evaluation dataset comprises 65 complete questionnaire records, summarized in [table 1](#). All 65 respondents recorded consent, and all records were retained without modifying item responses or imputing missing UAT or SUS answers.

Table 1. Regional sample and recorded respondent characteristics.

Characteristic	Jakarta	Semarang	Surabaya	Jayapura	Total
Questionnaire records	17	15	19	14	65
Staff	12	4	8	4	28
Assistant Manager	4	3	4	2	13
Manager	1	0	4	3	8
Other reported titles	0	8	3	5	16
Tenure above 10 years	1	14	17	13	45
Reported EDMS exposure: “Yes”	8	1	8	3	20
Reported EDMS exposure: “No”	9	14	11	11	45
Work-unit placeholder entries	9	14	14	10	47

The sample is interpreted as a nonprobability employee sample because the available evaluation documentation does not establish a probability sampling frame. Eligible employee totals and invitation counts are not included in the analysis dataset; consequently, regional response rates cannot be calculated. The field for division or work unit contained placeholder entries in 47 records. The remaining 18 entries included both organizational units and location descriptions, preventing a reliable departmental stratification. Reported job titles are summarized in Table 1 without inferring document-management responsibilities from a title alone.

The sample included 40 men and 25 women, 39 respondents with a bachelor's degree, and 62 who reported using a laptop or desktop computer. Thirty-seven respondents described themselves as first-time users of a comparable repository. These variables describe the participating group rather than the workforce of DAMRI as a whole. More importantly, questionnaire completeness is not equivalent to verified hands-on exposure. The question asking whether respondents had tried the EDMS did not specify whether it referred to a time before or during the evaluation session. Furthermore, some open-ended comments explicitly stated that the respondent had not personally operated or accessed the system. No standardized task-completion record establishes comparable interaction for all participants. The full sample is therefore retained as an evaluation of initial acceptance and perceived usability under heterogeneous exposure, not presented as 65 verified post-task usability tests. The repository interfaces available for evaluation are shown in [figure 2](#).

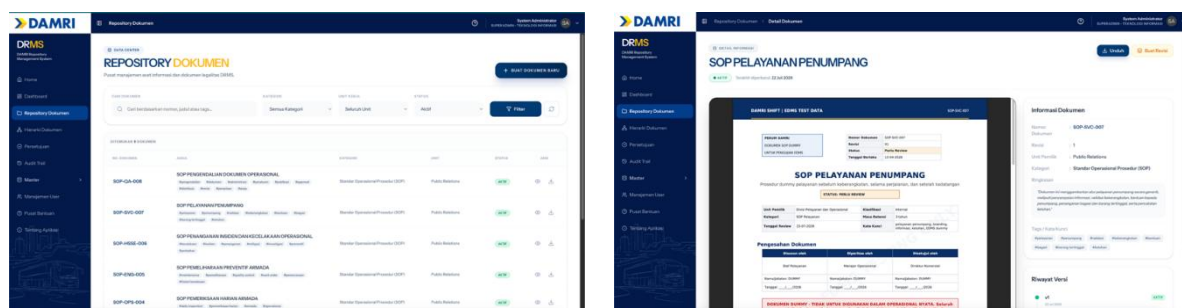


Figure 2. Core document repository and retrieval interface of the DAMRI EDMS.

3.2. Evaluation Instrument and Scoring

The instrument included a study-specific, ten-item user acceptance questionnaire, labelled User Acceptance Test (UAT), and a contextualized ten-item SUS questionnaire. Both used five-point responses from 1 (strongly disagree) to 5 (strongly agree). Here, UAT denotes questionnaire-based acceptance ratings; it does not denote a set of observed functional test cases with pass or fail outcomes. [Table 2](#) makes the coverage of the acceptance items explicit. This mapping describes the item content and is not a factor structure or a set of validated subscales. The available study documentation does not establish a formal expert content-validation exercise or a validated latent structure for the UAT block. Its index is therefore interpreted as an equally weighted descriptive composite of these ten appraisals. Several

items concern ease of interaction and overlap conceptually with SUS. Internal consistency is reported, but it is not used as evidence of content validity, construct validity, or discriminant validity.

Table 2. Content coverage of the acceptance questionnaire.

Items	Content represented
UAT1	Perceived usefulness for company document management
UAT2	Suitability for finding and accessing company documents
UAT3	Intention to use the system if implemented
UAT4	Perceived centralization, organization, and monitoring of documents
UAT5-UAT9	Login, navigation, search, filtering, and clarity of document details
UAT10	Overall perceived suitability as the company repository

For respondent i , the UAT total was calculated using Equation (1), where the response variable represents the original rating for respondent i and item j . N denotes the full sample of 65 respondents.

$$UAT_i = \sum_{j=1}^{10} X_{ij} \quad (1)$$

The User Acceptance Index was calculated as the percentage of the maximum possible total of 50.

$$UAI_i = \frac{UAT_i}{50} \times 100 \quad (2)$$

Because the minimum possible UAT total is 10, this index ranges from 20 to 100, not from 0 to 100. It is a percentage of the maximum questionnaire score and is not the percentage of employees accepting the system. The overall index is the arithmetic mean of individual indices:

$$\overline{UAI} = \frac{1}{N} \sum_{i=1}^N UAI_i \quad (3)$$

For SUS, S denotes the original response and C denotes its adjusted contribution; subscripts i and j identify respondents and items. For positive items $j = 1, 3, 5, 7$, and 9 , the contribution was calculated as:

$$S'_{ij} = S_{ij} - 1 \quad (4)$$

For negative items $j = 2, 4, 6, 8$, and 10 , the contribution was calculated as:

$$S'_{ij} = 5 - S_{ij} \quad (5)$$

The individual score and sample mean were then calculated using Equations (6) and (7):

$$SUS_i = 2.5 \sum_{j=1}^{10} S'_{ij} \quad (6)$$

$$\overline{SUS} = \frac{1}{N} \sum_{i=1}^N SUS_i \quad (7)$$

The SUS score ranges from 0 to 100 and is not a percentage [14]. Individual scores were retained at their original 2.5-point increments. They were not rounded to whole numbers before descriptive grouping. To make the distribution transparent, four numeric bands were used: below 50, 50 to below 68, 68 to 80 inclusive, and above 80. These are study-defined reporting bands, not validated organizational-readiness categories.

The value of 68 was used only as a historical general reference. Prior studies [14] identifies it as the mean underlying the Sauro-Lewis curved grading framework. It was not treated as a DAMRI-specific target, a regulatory requirement, or a deployment pass mark. The contextualized wording and uneven exposure in this evaluation further limit direct normative comparison.

For acceptance, the original descriptive interpretation was retained: UAI below 37, 37 to below 53, 53 to below 69, 69 to below 85, and 85 to 100, labelled very low, low, moderate, good, and very good. These labels are specific to the study instrument rather than externally validated acceptance thresholds. Favorable item responses were defined as 4 or 5 for UAT and positive SUS items, and 1 or 2 for negative SUS items; neutral responses were not counted as favorable.

An unadjusted descriptive score difference, termed the Acceptance-Usability Gap (AUG) for notation only, was calculated from unrounded respondent scores:

$$AUG_i = UAI_i - SUS_i \quad (8)$$

This subtraction does not place the questionnaires on a common psychometric metric. The instruments differ in content, wording direction, theoretical range, and scoring structure. A positive difference means only that the numeric UAI exceeds the numeric SUS score under the chosen scoring conventions. Zero does not establish conceptual agreement, and the difference has no validated clinical, operational, or organizational meaning. It was not used for hypothesis testing, classification, or decisions about individual employees. The original scoring rules were retained rather than rescaling one questionnaire to make the difference appear smaller or larger.

3.3. Analytical Procedure and Model Validation

The analysis followed a descriptive and interpretive sequence. First, all 65 records were checked for complete UAT and SUS values and valid response coding. Second, internal consistency was calculated separately for the ten UAT items and the ten SUS items after reversing the negative statements. Cronbach's alpha used sample item variances and the variance of the corresponding summed score. Corrected item-total correlations and alpha-if-item-deleted values were calculated as revision-stage diagnostics. These diagnostics did not lead to the deletion or alteration of any item or respondent.

Third, frequencies, percentages, means, sample standard deviations, medians, and item-level favorable response proportions summarized the observed responses. Conventional 95% confidence intervals for a mean were calculated as the mean plus or minus the relevant Student t critical value, with n minus one degrees of freedom, multiplied by the standard error of the mean. The same procedure was applied separately within each office. The intervals describe uncertainty under the conventional respondent-level model; they do not correct nonprobability selection or possible dependence among employees within offices. The pooled association between UAI and SUS was summarized by Pearson correlation:

$$r = \frac{\sum_{i=1}^N (UAI_i - \overline{UAI})(SUS_i - \overline{SUS})}{\sqrt{\sum_{i=1}^N (UAI_i - \overline{UAI})^2 \sum_{i=1}^N (SUS_i - \overline{SUS})^2}} \quad (9)$$

The corresponding two-sided p-value and a 95% Fisher-transformation confidence interval were reported. This association was treated as exploratory. It does not establish causality, independent constructs, or effects within each office, and it may include shared questionnaire content, response tendencies, and between-office composition differences.

Fourth, regional estimates were examined alongside recorded job titles, tenure, and reported exposure. No adjusted office effect, regional superiority, or ranking of implementation capability was estimated. The analytical scope was limited to descriptive statistics, measurement diagnostics, the pooled association, and contextual comparisons. No multivariate profiling or predictive model is reported.

4. Results and Discussion

4.1. Respondent Profile and Measurement Diagnostics

All 65 records contained valid five-point answers to the twenty core questionnaire items. None was excluded or imputed. The sample distribution is reported in Table 1 rather than repeated in a second demographic table. Table 3 reports measurement diagnostics before aggregate indices are interpreted.

Table 3. Internal consistency and item-total diagnostics.

Questionnaire	Items	Cronbach alpha	Corrected item-total range
UAT	10	0.967	0.798 to 0.873
SUS, negative items reversed	10	0.747	0.088 to 0.627

The UAT coefficient indicates high internal consistency in this sample, but does not establish that all ten appraisals form a validated, unidimensional acceptance construct. Likewise, the lower SUS coefficient cannot be used to infer that it measures a broader set of dimensions. Of particular note, SUS10 had a corrected item-total correlation of 0.088. Its diagnostic alpha-if-deleted value was 0.773, compared with 0.747 for the full instrument. All ten SUS items were nevertheless retained. SUS10 is used to identify a specific expressed learning concern, not as proof of a separate learning construct or as a reason to modify the standard scoring after observing the data.

4.2. User Acceptance and Perceived Usability

The mean UAI was 86.31% of the maximum score (SD = 13.51 percentage points; median = 86.00%; 95% CI = 82.96% to 89.66%). Under the instrument's descriptive categories, 36 respondents were in the very good band and 24 in the good band, together comprising 60 of 65 respondents (92.3%). These results (table 4) describe favorable appraisals within the participating sample, rather than a workforce acceptance rate.

Table 4. Item-level acceptance results.

Item	Main aspect	Mean	Favorable
UAT1	Usefulness for document management	4.46	92.3%
UAT2	Suitability for document access	4.42	92.3%
UAT3	Intention to use	4.37	89.2%
UAT4	Centralized document management	4.45	90.8%
UAT5	Login and registration	4.28	84.6%
UAT6	Main-menu accessibility	4.26	90.8%
UAT7	Document search	4.22	84.6%
UAT8	Document filtering	4.26	89.2%
UAT9	Document-detail information	4.14	78.5%
UAT10	Overall repository suitability	4.31	89.2%

Usefulness (UAT1), centralization (UAT4), and suitability for document access (UAT2) received the highest means. UAT9, concerning document-detail information, had the lowest acceptance mean of 4.14, with 78.5% favorable responses. This remained a positive assessment. Its relative position identifies an area worth examining, but does not establish that document metadata were unusable or that revisions were technically incorrect. The mean SUS score was 64.54 (SD = 13.12; median = 65.00; 95% CI = 61.29 to 67.79), with observed values from 30.0 to 97.5. Table 5 reports the raw item means, which must be interpreted according to item direction.

Table 5. Item-level SUS responses.

Item	Direction	Raw mean	Favorable
SUS1	Positive	4.18	83.1%
SUS2	Negative	2.57	53.8%
SUS3	Positive	4.03	76.9%
SUS4	Negative	2.94	35.4%
SUS5	Positive	3.97	76.9%
SUS6	Negative	2.54	55.4%
SUS7	Positive	3.77	67.7%
SUS8	Negative	2.38	67.7%
SUS9	Positive	3.91	75.4%
SUS10	Negative	3.62	15.4%

SUS10 had a raw mean of 3.62 and only 15.4% favorable responses, indicating agreement among many respondents that substantial learning would be required. SUS4 had 35.4% favorable responses concerning the need for assistance. These findings identify perceived learning and support needs in the present sample. They do not establish observed task failure, the amount of training actually needed, or a causal explanation of the overall SUS score.

4.3. Acceptance and Usability Association

UAI and SUS scores were positively associated ($r = 0.587$, two-sided $p < 0.001$; 95% CI for $r = 0.400$ to 0.727). The coefficient describes a moderate pooled association: respondents with higher acceptance appraisals tended to give higher SUS scores. Because both questionnaires were completed in the same evaluation and some items overlap, this finding is not independent validation of two distinct constructs and does not show that usability caused acceptance.

The sample mean UAI minus the mean SUS score was 21.77 (see [table 6](#)). This is an unadjusted difference between two differently scored questionnaires. It is not a 21.77-point operational deficit or a standardized measure of a mismatch. The substantive interpretation rests on the response content: participants endorsed usefulness and centralization while also reporting learning and assistance needs.

Table 6. Acceptance–Usability Summary

Indicator	Value
Mean UAI (% of maximum)	86.31
UAI standard deviation (percentage points)	13.51
Mean SUS score	64.54
SUS standard deviation	13.12
Unadjusted UAI minus SUS difference	21.77
Pearson r, pooled sample	0.587
95% confidence interval for r	0.400 to 0.727
Two-sided p-value	< 0.001

4.4. Distribution of SUS Scores

Using unrounded individual scores, 23 respondents (35.4%) scored at least 68, whereas 42 (64.6%) scored below 68. Four respondents had a score of 67.5 and remain below 68; rounding before classification would obscure this distinction. The numeric bands and counts are reported explicitly in [table 7](#), without a Ready/Needs improvement label.

Table 7. Distribution of unrounded SUS scores

SUS score band	n	Percentage
Below 50	6	9.2%
50 to below 68	36	55.4%
68 to 80, inclusive	16	24.6%
Above 80	7	10.8%
Total	65	100.0%

The mean of 64.54 is below the historical general reference of 68 discussed in [\[18\]](#). This is a contextual comparison of a perception score, not evidence that the EDMS has failed an operational acceptance criterion. The result must be read together with the stage of development, contextualized questionnaire wording, heterogeneous exposure, and the absence of standardized task-performance evidence. For the present evaluation, item responses are more useful for identifying what should be examined next than for assigning a binary implementation status.

4.5. Descriptive Regional Comparisons

Semarang had the highest observed sample mean for both scores (see [table 8](#)). Its SUS interval, however, ranged from 64.32 to 82.35 and included the reference value of 68. The observed mean therefore should not be described as demonstrating a reliably superior or deployment-ready office. Jakarta and Jayapura also differed in acceptance and usability appraisals, but their results do not isolate an office effect.

Table 8. Regional score estimates with conventional 95% confidence intervals.

Office	n	UAI mean (95% CI)	SUS mean (95% CI)	UAI minus SUS
Jakarta	17	75.29 (66.26 to 84.32)	59.26 (51.76 to 66.77)	16.03
Semarang	15	95.47 (92.38 to 98.56)	73.33 (64.32 to 82.35)	22.13
Surabaya	19	86.53 (81.78 to 91.27)	64.47 (60.39 to 68.56)	22.05
Jayapura	14	89.57 (84.25 to 94.90)	61.61 (56.95 to 66.26)	27.96

The available characteristics show why direct regional explanations would be premature. Only one of 17 Jakarta respondents reported tenure above ten years, compared with 14 of 15 in Semarang, 17 of 19 in Surabaya, and 13 of 14 in Jayapura. The numbers answering yes to the EDMS exposure question were eight, one, eight, and three, respectively. Thus, Semarang's higher mean cannot simply be attributed to a larger proportion reporting EDMS exposure. These observed composition differences, the ambiguous timing of exposure, and possible variations in evaluation conditions prevent attribution of regional means to geography, training quality, or network performance. No adjusted regional effects or inferential regional ranking are claimed.

Jayapura's combination of favorable repository appraisal and a lower SUS mean is consistent with the overall observation that perceived organizational relevance can coexist with interaction concerns. Technical conditions are a plausible consideration because some respondents mentioned network constraints, but no measured latency, controlled connection condition, or region-specific causal analysis links those comments to the observed mean. Regional estimates are therefore used to motivate local verification of support and access requirements, not to identify a weak-performing region.

4.6. Illustrative Feedback and Proposed Improvements

Table 9 links selected comments to questionnaire findings and proposed actions. Quotes are translated from the original Indonesian responses, and the anonymous labels refer to records rather than employee names. The table is illustrative and not a frequency-ranked thematic analysis. The excerpts show how an expressed concern can be interpreted alongside the survey, without treating the comment as an independent performance test.

Table 9. Illustrative links between feedback, item results, and proposed actions.

Topic	Evidence	Translated comment or summary	Proposed action
Learning and assistance	SUS10: 15.4% favorable; SUS4: 35.4% favorable	P39: "For beginners, a learning process is needed to make it easier to use."	Test a short task-based introduction and contextual guidance; retain support for unresolved tasks.
Document details and revision visibility	UAT9: mean 4.14; 78.5% favorable	P06: "Document completeness/document details." P51 described difficulty comparing earlier documents with current versions under branch access restrictions.	Review the clarity of status and revision information and authorized access to historical versions.
Access governance	Concern raised in feedback; not a security audit	P01 requested permissions by branch, division, and position.	Review the permission matrix with document owners; do not equate ease of access with unrestricted access.
Approval procedure	Concern raised in feedback; no measured completion time	P01: "The approval process is rather long and complicated."	Clarify required steps and responsibility; assess whether unnecessary steps exist before changing approvals.
Technical performance	Concern raised in feedback; not measured server performance	P29: "Server speed, synchronization process." P57: "Network constraints."	Measure loading and synchronization under relevant conditions before attributing causes.
Search and integration	Both positive appraisal and requests for further capability	P38 requested searching text within scanned documents. P64 reported difficulty integrating with other existing systems.	Assess search requirements and integration feasibility; do not present requested functions as implemented.
Uneven exposure	Limits interpretation of all questionnaire results	P08: "For now, there are none because I have not tried it directly."	Verify hands-on participation in a subsequent task evaluation; do not count non-use as evidence of no usability problems.

The comments concerning learning provide a direct interpretive link with SUS10 and SUS4. By contrast, the connection between document-detail ratings and revision access is an analytical interpretation, not a measured causal pathway. P06 explicitly mentioned document completeness and details, while P51 explained that restricted historical access could make comparisons difficult. Together, they suggest that clearer display and appropriate version access should be investigated separately: an interface change alone cannot resolve every permission or content-availability issue.

The feedback also contains requests for capabilities beyond the evaluated implementation, including broader branch document submission, stronger search of scanned content, notifications, and integration with other systems. These requests identify possible requirements rather than demonstrated functionality. The presence of a request does not prove a technical defect, and the absence of a complaint does not prove successful task completion.

4.7. Integrated Discussion

The central finding is not that one questionnaire exceeds another by a validated amount. It is that favorable appraisals of the repository's purpose coexist with concerns about learning and using the system. UAT1 and UAT4 address a problem employees can recognize without completing every repository task: bringing scattered company documents into a common organizational reference. SUS4 and SUS10 address the effort they expect or experience when interacting with that reference. These appraisals can therefore differ without being contradictory.

This interpretation connects the organizational problem to the observed responses. A centralized repository is attractive when employees need current SOPs, policies, and decisions. However, operating the repository involves understanding document categories, status, revisions, access rights, and approvals. The results suggest that the value of centralization is easier for participants to recognize than the interaction procedures are to master. This is a plausible explanation

supported by item content and illustrative comments, not a causal model established by the study. Some responses also reflect expectation rather than verified use.

The distinction is consistent with enterprise software research that treats the relationship between systems and end users as more than the availability of functions [16]. This case adds an operationally specific interpretation: difficulty finding or interpreting an authoritative document may involve the interface, document governance, or both. For example, an employee may understand how to search but be unable to inspect an earlier revision because permissions restrict that action. Similarly, approval complexity may arise from necessary authorization rules or from avoidable interaction steps. The present data do not decide which explanation applies to each case, but they identify questions that system owners can investigate.

User assistance should consequently not be reduced to training alone. The combination of learning concerns and requests for simpler use supports examining guidance, terminology, navigation, and the separation of ordinary retrieval tasks from administrative functions. Training may help users understand legitimate document controls, whereas clearer interface presentation may reduce unnecessary learning demands. Neither intervention was tested, so the study does not claim that onboarding by itself will raise SUS or that the core design is already sufficient.

The numerical contrast also has alternative explanations that must remain visible. All acceptance statements are positively worded, while SUS mixes item directions; the acceptance block includes several interaction items; and both instruments were administered within the same organizational setting. Shared response tendencies, content overlap, ceiling effects, and differing exposure may contribute to the results. The high acceptance alpha and moderate UAI-SUS association do not distinguish these explanations. These limitations are why the unadjusted 21.77 difference is not promoted as a new psychometric metric.

Regional summaries add context rather than another level of causal explanation. Their main value is to show that the pooled sample combines offices with different tenure and role profiles. A single deployment plan should therefore verify that access rules and support arrangements meet the needs of actual users in each location, but the survey does not establish that regional tailoring will improve performance. Technical comments motivate measurement of connection and server conditions; regional SUS means cannot substitute for those measurements.

The practical contribution is an evidence-to-action distinction. Acceptance ratings indicate that the repository addresses a recognized need among participants. SUS item responses and comments identify questions about interaction and governance that warrant attention. Objective task and operational evidence remains necessary before claiming that those concerns have been resolved or that the system is ready for unrestricted deployment. The current results can inform that next evaluation without being presented as its replacement.

4.8. Limitations

This is a case-specific evaluation of 65 complete questionnaire records, not a representative survey of DAMRI employees. Eligible staff totals, invitation denominators, and reliable departmental categories were unavailable in the analysis dataset, so response rates, departmental coverage, and nonresponse bias cannot be quantified. Office subgroups contain only 14 to 19 respondents and differ substantially in tenure and other recorded characteristics. Conventional confidence intervals and the pooled correlation do not eliminate selection bias or possible within-office dependence.

A particularly important limitation is uneven and incompletely documented system exposure. Several comments explicitly report non-use, and the exposure item does not distinguish pre-session experience from participation in the evaluation itself. Retaining all 65 records preserves the completed dataset but does not make all SUS responses equivalent to post-task usability observations. The study cannot determine the magnitude or direction of any resulting bias. Benchmark comparisons are therefore contextual and should not be generalized as evidence of verified operational usability.

The UAT block is study-specific and includes content overlapping with SUS. No formal content-validation record, confirmatory construct evidence, or measurement-equivalence evidence for the contextualized SUS wording is established here. Reliability and item diagnostics do not resolve these limitations. The feedback is an illustrative content summary without independently established coding reliability or theme-prevalence estimates. Both the quantitative and qualitative findings are self-reported rather than independent objective triangulation.

No linked telemetry, standardized retrieval times, search-success observations, task-completion measures, error counts, or support-request records were collected in the analyzed dataset. Consequently, the study cannot demonstrate efficiency gains, identify causes of regional differences, or confirm deployment readiness. Future evaluation should specify participants' document responsibilities and hands-on tasks, record behavioral outcomes alongside perceptions, and use a documented sampling and feedback-analysis protocol. These future measurements should not be retrospectively represented as evidence from the completed survey.

5. Conclusion

The DAMRI evaluation shows favorable initial acceptance of a centralized document repository alongside unresolved concerns about learning, assistance, and document information. The main contribution is the distinction between recognizing the organizational value of the system and demonstrating that employees can use it effectively. The acceptance and SUS results should therefore be interpreted together with their measurement limits and the heterogeneous exposure documented in the responses, rather than converted into a binary deployment verdict.

The findings justify examining contextual guidance, document-status and revision presentation, access permissions, and approval procedures before broader implementation decisions. These are proposed priorities, not verified improvements. A subsequent evaluation should confirm actual use through representative document tasks and operational records. The completed survey provides a basis for that work while leaving claims about task efficiency, causal effects, and organization-wide readiness open for direct testing.

6. Declarations

6.1. Author Contributions

Conceptualization: F.K., J.W., and R.P.S.; Methodology: F.K., J.W.; Software: J.W.; Validation: F.K., J.W., and W.G.H.; Formal Analysis: F.K., J.W., R.P.S., W.G.H., and T.P.E.; Investigation: F.K., R.P.S., W.G.H.; Resources: F.K., J.W., and R.P.S.; Data Curation: F.K., and J.W.; Writing Original Draft Preparation: F.K., and J.W.; Writing Review and Editing: F.K., and J.W.; Visualization: J.W.; All authors have read and agreed to the published version of the manuscript.

6.2. Data Availability Statement

The data presented in this study are available on request from the corresponding author.

6.3. Funding

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6.4. Institutional Review Board Statement

Not applicable.

6.5. Informed Consent Statement

Not applicable.

6.6. Declaration of Competing Interest

The authors declare that they have no known competing financial interests or personal relationships that could have appeared to influence the work reported in this paper.

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