

# Expert Systems In Data Processing: Applications Using IBM's KnowledgeTool

Table 1: Hypothesis Testing Description

Hypothesis Number	Independent Variable	Measure Component Items	Alpha
H1	Problem Difficulty	Problem size (# of variables) Complexity Variable Interdependence Expertise needed Input uncertainty Instability of domain Labor intensity needed Unstructuredness	.69
H2	Developer Skill	People Models Systems Computers Organizations Society skills	.68
H3	End-User Characteristics	Positive Attitude on ES Expectations Computer/AI knowledge	.76
H4	Impact on Job	Increase importance of users job Decrease amount of work required Decrease accuracy demanded Increase skills needed Increase job appeal Increase feedback on job performance Increase freedom in how to do job Increase opportunity for advancement Increase job security Increase relationship with peers Increase in job satisfaction	.89
H5	Expert Characteristics	Communication skills Cooperation Availability Computers/AI background	.63
H6	Shell Characteristics	Flexibility in knowledge representation & inference engine Developer interface End-User interface System interface Portability (different platforms) Easy to use Easy to learn Training & vendor support Response time Appropriate to problem	.94
H7	User Involvement	Initiating the project Establishing project objective Determining user requirements Determining ways to meet requirements Identifying sources of data/information Outlining information flow Developing input forms/screens Developing output forms/screens Determining systems availability/access	.94
H8	Management Support	Understanding ES potential benefits Management encouragement to use ES Have necessary help/resources Management interest in end-user satisfaction	.84

\*Measuring scale for all variables: 1=completely disagree, 2=moderately disagree, 3=somewhat disagree, 4=neither agree/disagree, 5=somewhat agree, 6=moderately agree, 7=completely agree.  
NOTE: All major variables are measured by the average responses for their component items.

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