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# Figures and tables

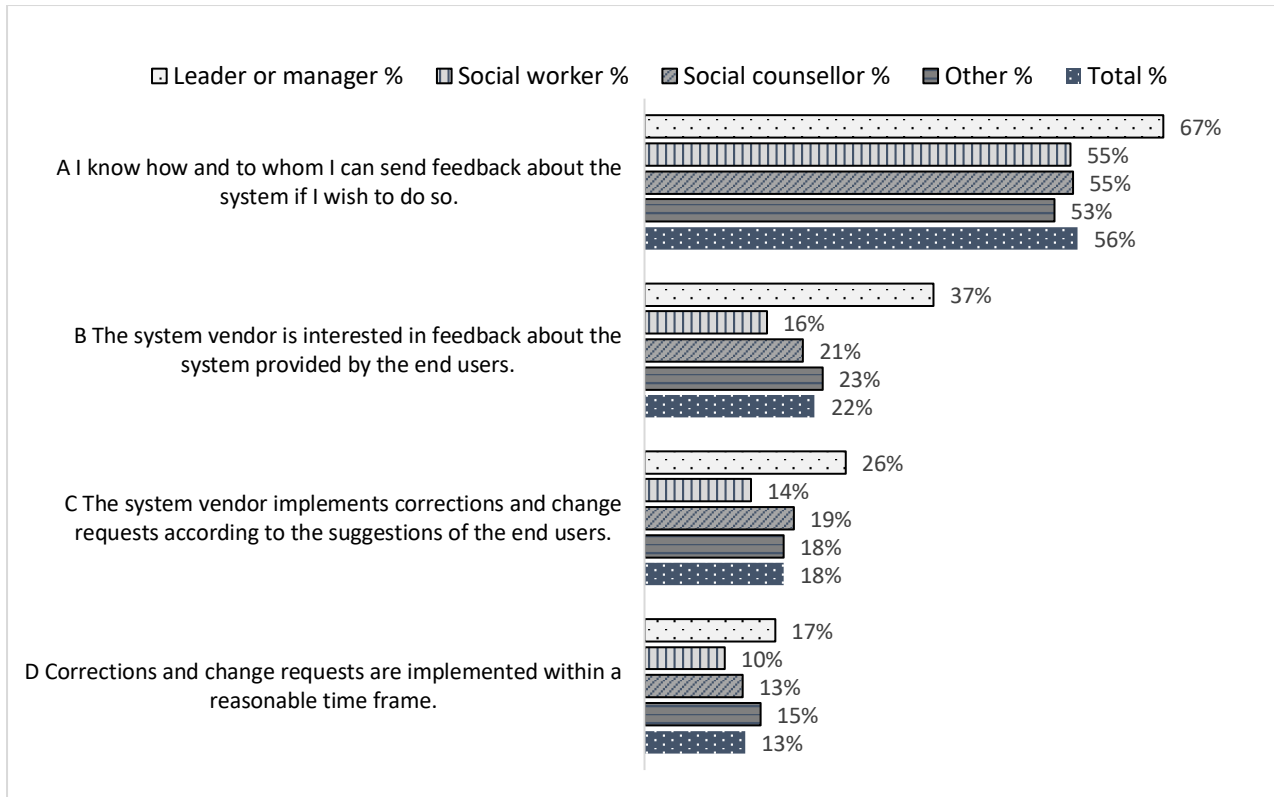
**Table 1.** Development-related questions in the questionnaire.

<p><b>Q1. Think of the experiences you have had in providing feedback about your CIS. Please indicate your responses to the following statements.</b></p> <p><i>Scale: Fully agree / Somewhat agree / Neither agree nor disagree / Somewhat disagree / Fully disagree</i></p>	<p>A I know how and to whom I can send feedback about the system if I wish to do so.</p> <p>B The system vendor is interested in feedback about the system provided by the end users.</p> <p>C The system vendor implements corrections and change requests according to the suggestions of the end users.</p> <p>D Corrections and change requests are implemented within a reasonable time frame.</p>
<p><b>Q2. Have you participated in systems development work?</b></p>	<p>A lot A little Not at all</p>
<p><b>Q3. In which ways would you be interested in participating in systems development work in the future? You may choose one or more alternatives.</b></p> <p><i>Scale: Fully agree / Somewhat agree / Neither agree nor disagree / Somewhat disagree / Fully disagree</i></p>	<p>A I'd be interested in showing software developers how I work and describing my software-related needs.</p> <p>B I'd be interested in participating in a development work group made up of other system end users.</p> <p>C I'd be interested in providing suggestions and feedback about how the software can be designed and changed to the vendor using a dedicated website.</p> <p>D I'd be interested in providing suggestions and feedback about how the software can be designed and changed to the vendor using email.</p> <p>E I'd be interested in telling the person in charge of information systems development for the organization about usage-related problems.</p> <p>F I am not interested in participating.</p> <p>G How else would you like to participate?</p>

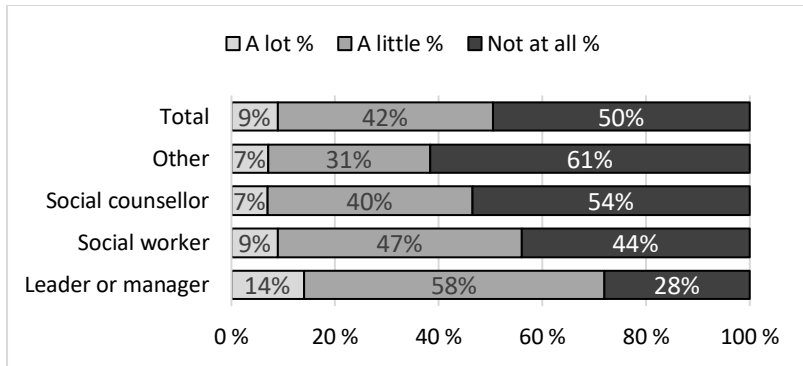
**Table 2.** Data characteristics (n=1145).

	n	%
<b>Age</b>	<b>1143</b>	
< 35	245	21.4
35-44	357	31.2
45-54	307	26.9
< 55	234	20.5
<b>Education</b>	<b>1125</b>	
Master's degree or higher	380	33.8
Bachelor's degree	586	52.1
College-level education	159	14.1
<b>Gender</b>	<b>1138</b>	
Female	1068	93.3
Male	67	5.9
Other	3	0.3
<b>Employment sector</b>	<b>1145</b>	
Public sector	911	79.6
Private sector or non-governmental organizations	193	16.9
Healthcare sector	32	2.8
Unemployed	9	0.8
<b>Specialty</b>	<b>1139</b>	

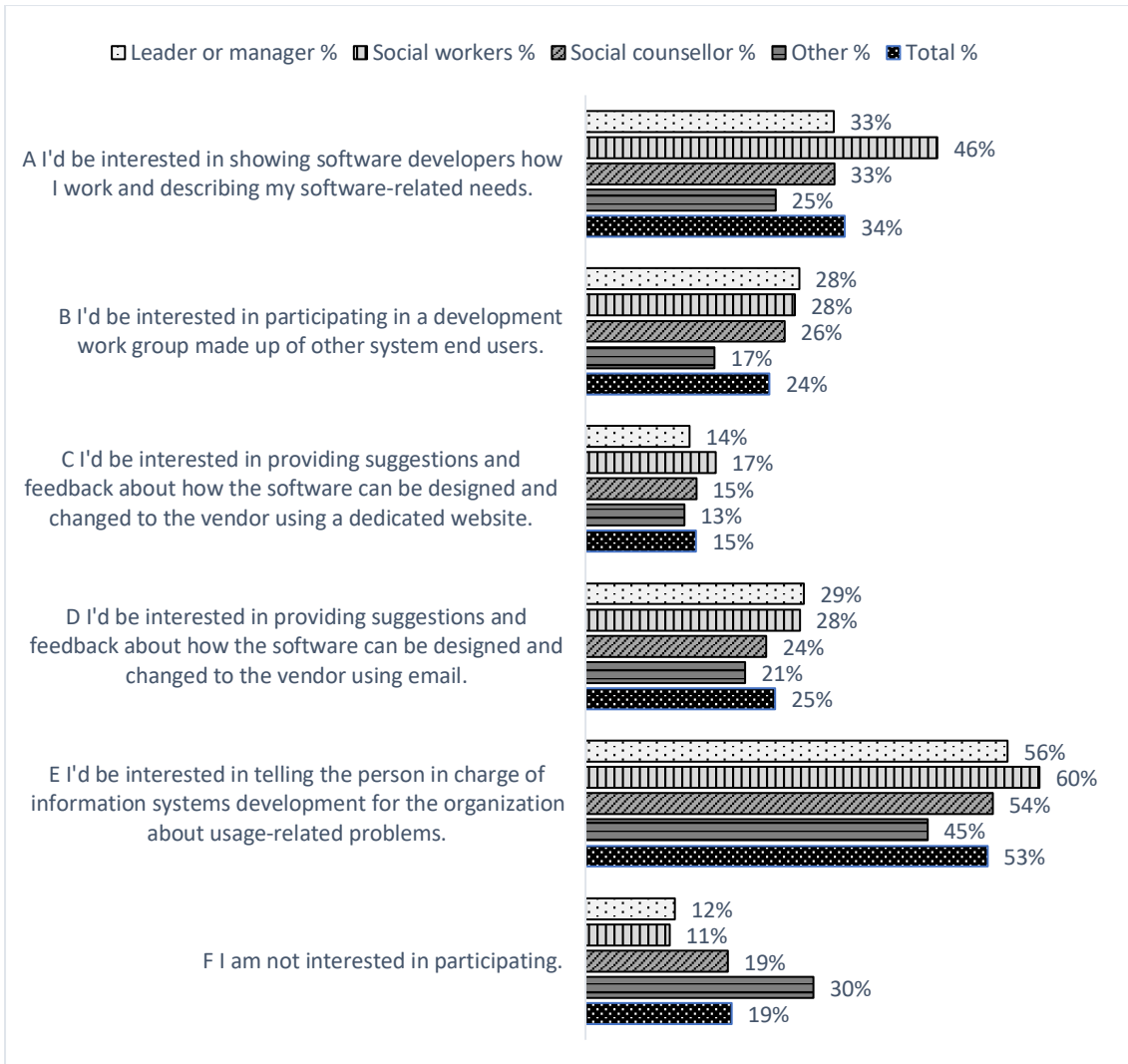
Child welfare	398	35.0
Services for working age	194	17
Elderly services	125	11
Family law services	16	1.4
Services for the disabled	184	16.2
Services for the substance abusers	35	3.1
Generalist	86	7.6
Other	101	8.9
<b>Environment</b>	<b>1144</b>	
Non-institutional care	783	68.4
Emergency services	33	2.9
Institutional services	266	23.3
Healthcare	62	5.4
<b>Role</b>	<b>1140</b>	
Managers	157	13.8
Social workers	302	26.5
Social counsellors	343	30.1
Other	338	29.6



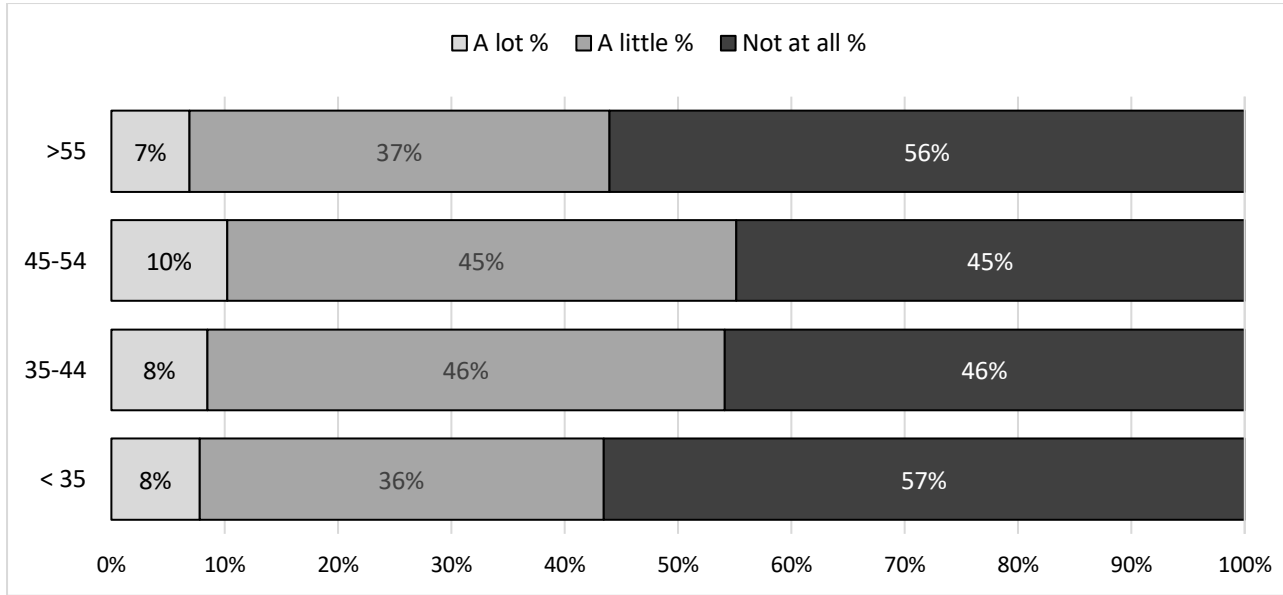
**Figure 1.** Experiences with providing feedback. Percentage of those who agree with the statement. Percentages for those who disagree and exact numbers of respondents per statement are provided in Supplementary table 1.



**Figure 2.** Participation in IS development work. Exact numbers of respondents are provided in Supplementary table 3.



**Figure 3.** Preferred methods of participation in IS development. Percentage of those who agree with the statement. Percentages for those who disagree and exact numbers of respondents per statement are provided in Supplementary table 2.



**Figure 4.** Participation in IS development work by age group. Exact numbers of respondents are provided in Supplementary table 4.



**Supplementary table 1. Feedback**

	Q1.A I know how and to whom I can send feedback about the system if I wish to do so. (Missing N=15)				Q1.B The system vendor is interested in feedback about the system provided by the end users. (Missing N=32)				Q1.C The system vendor implements corrections and change requests according to the suggestions of the end users. (Missing N=32)				Q1.D Corrections and change requests are implemented within a reasonable time frame. (Missing N=36)			
	Agree		Disagree		Agree		Disagree		Agree		Disagree		Agree		Disagree	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
<b>Leader or manager</b>	104	67 %	42	27 %	58	37 %	45	29 %	40	26 %	56	36 %	26	17 %	73	47 %
<b>Social worker</b>	166	55 %	108	35 %	47	16 %	127	43 %	41	14 %	130	44 %	31	10 %	156	53 %
<b>Social counselor</b>	189	55 %	118	35 %	68	21 %	113	34 %	64	19 %	110	33 %	42	13 %	145	44 %
<b>Other</b>	178	53 %	111	33 %	76	23 %	112	34 %	60	18 %	115	35 %	50	15 %	139	42 %
<b>Total</b>	637	56 %	379	34 %	249	22 %	397	36 %	205	18 %	411	37 %	149	13 %	513	46 %
<b>p value</b>	0,047				0,000				0,011				0,089			

**Supplementary table 2. Development**

	Q3.A I would be interested in showing software developers how I work and describing my software-related needs. (Missing N=26)				Q3.B I would be interested in participating in a development work group made up of other system end users. (Missing N=26)				Q3.C I would be interested in providing suggestions and feedback about how the software can be designed and changed to the vendor using a dedicated website. (Missing N=26)				Q3.D I would be interested in providing suggestions and feedback about how the software can be designed and changed to the vendor using email. (Missing N=26)				Q3.E I would be interested in telling the person in charge of information systems development for the organization about usage-related problems. (Missing N=26)				Q3.F I am not interested in participating. (Missing N=26)			
	Agree		Disagree		Agree		Disagree		Agree		Disagree		Agree		Disagree		Agree		Disagree		Agree		Disagree	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
<b>Leader or manager</b>	50	33 %	130	67 %	43	28 %	110	72 %	21	14 %	132	86 %	44	29 %	109	71 %	85	56 %	68	44 %	18	12 %	<b>135</b>	88 %
<b>Social worker</b>	138	46 %	160	54 %	82	28 %	216	72 %	51	17 %	247	83 %	84	28 %	214	72 %	178	60 %	120	40 %	33	11 %	<b>265</b>	89 %
<b>Social counselor</b>	110	33 %	226	67 %	88	26 %	248	74 %	49	15 %	287	85 %	80	24 %	256	76 %	180	54 %	156	46 %	63	19 %	<b>273</b>	81 %
<b>Other</b>	84	25 %	248	75 %	58	17 %	274	83 %	44	13 %	290	87 %	71	21 %	261	79 %	149	45 %	183	55 %	101	30 %	<b>231</b>	70 %
<b>Total</b>	382	34 %	737	66 %	271	24 %	848	76 %	163	15 %	956	85 %	279	25 %	840	75 %	592	53 %	527	47 %	215	19 %	904	81 %
<b>p value</b>	0,000				0,007				0,454				0,148				0,002				0,000			

**Supplementary table 3. Participation**

	Total	A lot		A little		Not at all	
		N	%	N	%	N	%
<b>Total</b>	1129	96	9 %	470	42 %	563	50 %
<b>Leader or manager</b>	156	22	14 %	90	58 %	44	28 %
<b>Social worker</b>	299	27	9 %	140	47 %	132	44 %
<b>Social counsellor</b>	337	22	7 %	134	40 %	181	54 %
<b>Other</b>	337	25	7 %	106	31 %	206	61 %

p value 0,000 , Missing N=16

**Supplementary table 4. Comparison of age groups of participation in development of CIS.**

	Total	A lot		A little		Not at all	
		N	%	N	%	N	%
<b>Total</b>	1134	96	8 %	471	42 %	567	50 %
< 35	244	19	8 %	87	36 %	138	57 %
35-44	353	30	8 %	161	46 %	162	46 %
45-54	303	31	10 %	136	45 %	136	45 %
>55	232	16	7 %	86	37 %	130	56 %

p value 0,031, Missing N=13

**Supplementary table 5.** Comparison of age groups of experiences of giving feedback.

	Q1.A I know how and to whom I can send feedback about the system if I wish to do so. (Missing N=12)				Q1.B The system vendor is interested in feedback about the system provided by the end users. (Missing N=29)				Q1.C The system vendor implements corrections and change requests according to the suggestions of the end users. (Missing N=29)				Q1.D Corrections and change requests are implemented within a reasonable time frame. (Missing N=32)			
	Agree		Disagree		Agree		Disagree		Agree		Disagree		Agree		Disagree	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
< 35	123	51 %	96	40 %	47	20 %	78	33 %	50	21 %	78	33 %	38	16 %	107	44 %
35-44	199	56 %	126	35 %	69	20 %	122	35 %	47	14 %	131	38 %	29	8 %	154	45 %
45-54	184	61 %	84	28 %	77	25 %	103	34 %	67	22 %	111	37 %	45	15 %	144	48 %
> 55	132	57 %	74	32 %	56	25 %	94	42 %	42	19 %	90	40 %	38	17 %	107	47 %
<b>Total</b>	638	56 %	381	34 %	249	22 %	398	36 %	206	19 %	412	37 %	150	14 %	514	46 %
<b>p value</b>	0,143				0,04				0,054				0,013			

**Supplementary table 6.** Comparison of age groups of experiences of preferred ways of participation in future.

	Q3.A I would be interested in showing software developers how I work and describing my software-related needs. (Missing N=22)				Q3.B I would be interested in participating in a development work group made up of other system end users. (Missing N=22)				Q3.C I would be interested in providing suggestions and feedback about how the software can be designed and changed to the vendor using a dedicated website. (Missing N=22)				Q3.D I would be interested in providing suggestions and feedback about how the software can be designed and changed to the vendor using email. (Missing N=22)				Q3.E I would be interested in telling the person in charge of information systems development for the organization about usage-related problems. (Missing N=22)				Q3.F I am not interested in participating. (Missing N=22)			
	Agree		Disagree		Agree		Disagree		Agree		Disagree		Agree		Disagree		Agree		Disagree		Agree		Disagree	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
< 35	95	39 %	148	61%	72	30 %	171	70%	48	20 %	195	80%	83	34 %	160	66%	136	56 %	107	44 %	40	17 %	203	84%

<b>35-44</b>	135	39 %	215	61%	102	29 %	248	71%	59	17 %	291	83%	90	26 %	260	74%	190	54 %	160	46 %	59	17 %	291	83%
<b>45-54</b>	96	32 %	207	68%	71	23 %	232	77%	26	9 %	277	91%	60	20 %	243	80%	161	53 %	142	47 %	64	21 %	239	79%
<b>&gt; 55</b>	56	25 %	171	75%	25	11 %	202	89%	31	14 %	196	86%	45	20 %	182	80%	107	47 %	120	53 %	55	24 %	172	76%
<b>Total</b>	382	34 %	742	66%	270	24 %	853	76%	164	15 %	960	85%	278	25 %	845	75%	594	53 %	530	47 %	218	19 %	906	81%
p value	0,001			0,000			0,001			0,000			0,239			0,080								