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Questionnaire

A Study of ERP model: with special reference to Educational Institutes in Aurangabad city

(Identity of the respondent will be kept confidential and information will not be disclosed anywhere)

This questionnaire is intended to assess the impact of ERP system in educational institutes of Aurangabad City.
Questionnaire is administered to end user

Dear Respondent,

This survey is conducted as a part of my doctoral work to assess the impact of ERP system in educational institutes of Aurangabad city.
I request you to kindly provide your valuable responses which will help me for analyzing the impact of ERP system. Further I assure you that all the information collected from you will be strictly used for academic purposes only.

Name of the Respondent : ---------------------------------------------------------------
Name of the Institution : ---------------------------------------------------------------
Personal Mobile no (If would like to give): ---------------

Demographic Questions

1. Age
   a) 20-30 years  b) 30-40 years  c) 40-50 years  d) 50-60 years  e) 60 years & above
2. Gender : Male/ Female
3. How long have you been working at this institution?
   a) 1-5 years  b) 5 – 10 years  c) 10-20 years  d) 20 – 25 years  e) 25 & above
4. Designation : -------------------------------
5. How would you describe your expertise in using a Computer?
   a) Beginner  b) Frequent user  c) Expert
6. Please specify the highest level of qualification attained?
   a) S.S.C
   b) H.S.C
   c) Technical diploma
   d) Bachelors degree
   e) Masters degree
   f) Doctoral degree
7. Which modules have been implemented in your institution?

1. ____________________ 2. ____________________ 3. ____________________
4. ____________________ 5. ____________________ 6. ____________________

8. How often do you use this system?

a) 0-2 hours per day          b) 2-4 hours per day
  c) 4-6 hours per day         d) 6 & above per day

Please tick mark in the box which represent your satisfaction level.

Five points scale :   1 = Almost never;         2 = Some of the time;    3 = About half of the time;
                      4 = Most of the time;       5 = Almost always.

<table>
<thead>
<tr>
<th>Question</th>
<th>Almost never</th>
<th>Some of the time</th>
<th>About half of the time</th>
<th>Most of the time</th>
<th>Almost always</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information Quality</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>9. Does ERP system provide the accurate information which you need?</td>
<td></td>
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<td>10. Does the system provide reports that seem to be just about exactly what you need.</td>
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<tr>
<td>11. ERP system reduced paper handling and re-entry of data, less duplication of effort.</td>
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<tr>
<td>12. Does the information content meet you needs</td>
<td></td>
<td></td>
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<tr>
<td>13. Does ERP system fully meet the institution requirement and no more modification/ updation was needed.</td>
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</tr>
<tr>
<td>System Quality</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>14. Does ERP system provide up to date information</td>
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<tr>
<td>15. Do you get the information you need in time</td>
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<tr>
<td>16. Is ERP system accurate?</td>
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<tr>
<td>17. Time required for day to day decision making is reduced</td>
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</tbody>
</table>
18. ERP system provide the information in accurate time

19. ERP system assist the management in day to day decision making process.

<table>
<thead>
<tr>
<th>User Satisfaction</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
</table>

20. Using ERP system in my job enable me to accomplish task more quickly.


22. Are you satisfied with ERP system

<table>
<thead>
<tr>
<th>Ease of Use</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
</table>

23. Learning to operate the ERP system is easy to me

24. Is the ERP system user friendly

25. Easier to use than the old system

26. It is easy for me to become skillful at using the ERP system

<table>
<thead>
<tr>
<th>Performance</th>
<th>1</th>
<th>2</th>
<th>3</th>
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<th>5</th>
</tr>
</thead>
</table>

27. ERP system has reduce our institution activity work

28. ERP system has improve work efficiency & increased institution accountability.

29. ERP system improved transparency in finance & administration activities.

30. Increase interaction across the institution.

31. The workload of our institution has decreased significantly.

32. The nature of work of our institution has changed significantly

33. Insufficient supports and services from vendor.

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### Technology implementation

<table>
<thead>
<tr>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
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<th>5</th>
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</thead>
<tbody>
<tr>
<td>34. Does ERP system contains software bugs or data errors</td>
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<tr>
<td>35. Solved maintenance problem associated with the old system</td>
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</table>

**Five points scale:** 1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree.

### Cost

<table>
<thead>
<tr>
<th></th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>36. ERP system is less costly to maintain than the system that was replaced.</td>
<td></td>
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<tr>
<td>37. ERP system are less costly to upgrade than the system that were replaced.</td>
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<td>38. The ERP project is worth the money we spend on it.</td>
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<td>39. ERP system implemented within our original budget.</td>
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### User involvement & training

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<th>3</th>
<th>4</th>
<th>5</th>
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</thead>
<tbody>
<tr>
<td>40. User are not adequately trained by the management to use the ERP system.</td>
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<td>41. Failure to check unauthorized access to information</td>
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<tr>
<td>42. End user involved &amp; participated in the Implementation.</td>
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</tbody>
</table>

If you have any other comments about ERP system at your institution, please feel free to share them with us
Thanking you                                Signature