APPENDIX C

Questionnaire for Manager

Business to Business (B2B)

Name:

Gender:

Age:

E-mail:

Department:

Designation:

Educational Qualification:

Annual Income:

1. Which sector title best describes you?
   - Online Travel Industry
   - Online Financial Services
   - e-Tailing
   - Digital Downloads
   - Online Classified
   - Other

2. Your company’s annual turnover
   - Less than 5 Crore
   - 5 Crore – 50 Crore
   - 50 Crore – 200 Crore
   - More than 200 Crore

3. Your company’s monthly visitors
   - Less than 50K
   - 50K – 5Lakh
   - 5Lakh – 25Lakh
   - More than 25Lakh

For Q4 to 11, Please select your level of agreement to the following questions.

4. Cooperation among companies provides variety of business options
   - Strongly Agreeable
   - Agreeable
   - Neither Agreeable Nor Disagreeable
   - Disagreeable
   - Strongly Disagreeable

5. Business with companies increase the revenue & customers
6. Sharing the Business need to make strategic change
O Strongly Agreeable  O Agreeable  O Neither Agreeable Nor Disagreeable  O Disagreeable  O Strongly Disagreeable

7. Possibility of social conflicts in personnel
O Strongly Agreeable  O Agreeable  O Neither Agreeable Nor Disagreeable  O Disagreeable  O Strongly Disagreeable

8. Uncertainty in strong decisions
O Strongly Agreeable  O Agreeable  O Neither Agreeable Nor Disagreeable  O Disagreeable  O Strongly Disagreeable

9. No adequate security measures to safeguard websites
O Strongly Agreeable  O Agreeable  O Neither Agreeable Nor Disagreeable  O Disagreeable  O Strongly Disagreeable

10. It creates competitive behaviour, not cooperative
O Strongly Agreeable  O Agreeable  O Neither Agreeable Nor Disagreeable  O Disagreeable  O Strongly Disagreeable

11. Possibility to fail in a future major transactions
O Strongly Agreeable  O Agreeable  O Neither Agreeable Nor Disagreeable  O Disagreeable  O Strongly Disagreeable

For Q.12 to 35, Indicate the extent to which you expect various outcomes are important for online shopping.

12. Suitability in the functions of the websites to remove the confusion of daily procedures
O Highly Important  O More Important  O Desirable  O Least Important  O Not at all Important

13. Accuracy in information provided among companies.
O Highly Important  O More Important  O Desirable  O Least Important  O Not at all Important

14. Interoperability in software components of companies
O Highly Important  O More Important  O Desirable  O Least Important  O Not at all Important

15. Security in transactions & data
O Highly Important  O More Important  O Desirable  O Least Important  O Not at all Important

16. Client Support to fully satisfy the customer requirements on the website.
17. Flexibility in work environment based on changing demands.
18. Understandability to take the collective decisions
19. The availability of the information to improve the learning ability, and not the hiding of the information
20. Web site should be easy to operate
21. Time behaviour, that is, the time to execute the requested functions
22. Resource behaviour, that is, quantity and type of resources need to execute the requested functions
23. Process Performance, that is, the continuous improvement in performance.
24. Page generation speed
25. The maturity to understand the problems among companies
26. Fault tolerance, means, ability to sort out any problems itself immediately and not to disturb or stop the purchase process due to any reason
27. Recoverability, that is, the ability to recover the data from the point of a failure occurred due to any reason.
28. Analyzability, the ability to diagnose the deficiencies, causes of failures, or for identification of parts to be modified.
O Highly Important   O More Important   O Desirable   O Least Important   O Not at all Important

29. Changeability, that is, the amount of effort to accept the change in a system
O Highly Important   O More Important   O Desirable   O Least Important   O Not at all Important

30. Stability, that is, the system need to be stable in any negative impact that may be caused by system changes or any reason
O Highly Important   O More Important   O Desirable   O Least Important   O Not at all Important

31. Testability, that is, the effort needed to verify (test) a system change
O Highly Important   O More Important   O Desirable   O Least Important   O Not at all Important

32. Adaptability, that is, the ability to adapt or support new specifications
O Highly Important   O More Important   O Desirable   O Least Important   O Not at all Important

33. Installability, that is, the effort required to install the software
O Highly Important   O More Important   O Desirable   O Least Important   O Not at all Important

34. Co-existence, that is, about how well different software can exist among companies different operational environment
O Highly Important   O More Important   O Desirable   O Least Important   O Not at all Important

35. Replaceability, that is, the ability to the plug and play the software components
O Highly Important   O More Important   O Desirable   O Least Important   O Not at all Important

36. Comment, will online shopping replace the retail sector?