APPENDIX H

Questionnaire for Manager

Business to Customer (B2E)

Name :
Gender :
Age :
Department :
Designation :
E-mail :

Educational Qualification :
Annual Income :

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

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

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

4. What is the most important motive of Employee Portal?
   O  Requisition of Supplies     O  Self Service Work Environment
   O  Reduce administrative work  O  To use of Intranet & Internet
   O  Personal work & career      O  Other

5. What is the most important benefit, you feel, the Employees are getting of Employee Portal?
For Q.6 to 18, please select your level of agreement to the following questions

6. Employee Portal maintains privacy
   O Strongly Agreeable   O Agreeable   O Neither Agreeable Nor Disagreeable   O Disagreeable   O Strongly Disagreeable

7. Employee Portal maintains security
   O Strongly Agreeable   O Agreeable   O Neither Agreeable Nor Disagreeable   O Disagreeable   O Strongly Disagreeable

8. Employee Portal gives so many benefits to the “Employees”
   O Strongly Agreeable   O Agreeable   O Neither Agreeable Nor Disagreeable   O Disagreeable   O Strongly Disagreeable

9. Employee Portal gives so many benefits to the “Organization”
   O Strongly Agreeable   O Agreeable   O Neither Agreeable Nor Disagreeable   O Disagreeable   O Strongly Disagreeable

10. Organization feels employee is the customer of it
    O Strongly Agreeable   O Agreeable   O Neither Agreeable Nor Disagreeable   O Disagreeable   O Strongly Disagreeable

11. Employee is the “first customer” of the Organization
    O Strongly Agreeable   O Agreeable   O Neither Agreeable Nor Disagreeable   O Disagreeable   O Strongly Disagreeable

12. Company is having narrow mindset for Employee Portal
    O Strongly Agreeable   O Agreeable   O Neither Agreeable Nor Disagreeable   O Disagreeable   O Strongly Disagreeable

13. Organization consistently takes the feedback from the users
    O Strongly Agreeable   O Agreeable   O Neither Agreeable Nor Disagreeable   O Disagreeable   O Strongly Disagreeable

14. Organization consistently takes the feedback from Employees
    O Strongly Agreeable   O Agreeable   O Neither Agreeable Nor Disagreeable   O Disagreeable   O Strongly Disagreeable

15. Organization consistently provides updates to Employees
    O Strongly Agreeable   O Agreeable   O Neither Agreeable Nor Disagreeable   O Disagreeable   O Strongly Disagreeable

16. Employee Portal don’t have return on investment
    O Strongly Agreeable   O Agreeable   O Neither Agreeable Nor Disagreeable   O Disagreeable   O Strongly Disagreeable
17. Absence of organization full support to Employee Portal in development process
   O Strongly Agreeable   O Agreeable   O Neither Agreeable Nor Disagreeable   O Disagreeable   O Strongly Disagreeable

18. Absence of evaluation method to check the usage of employee portal in organization
   O Strongly Agreeable   O Agreeable   O Neither Agreeable Nor Disagreeable   O Disagreeable   O Strongly Disagreeable

For Q.19 to 43, Indicate the extent to which you expect various outcomes are important

19. Suitability in the functions of the Employee Portal to remove the confusion of daily working
   O Highly Important   O More Important   O Desirable   O Least Important   O Not at all Important

20. Accuracy in information provided by the companies.
   O Highly Important   O More Important   O Desirable   O Least Important   O Not at all Important

21. Interoperability in software components
   O Highly Important   O More Important   O Desirable   O Least Important   O Not at all Important

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

23. Organization Support to fully satisfy the employees requirements on the Employee Portal.
   O Highly Important   O More Important   O Desirable   O Least Important   O Not at all Important

24. Flexibility to find the employee changing demands.
   O Highly Important   O More Important   O Desirable   O Least Important   O Not at all Important

25. Understandability to recognize the logical concepts and benefits to employees as well as organization
   O Highly Important   O More Important   O Desirable   O Least Important   O Not at all Important

26. If some queries are there, some small information should be available to learn.
   O Highly Important   O More Important   O Desirable   O Least Important   O Not at all Important

27. Employee Portal should be easy to operate
   O Highly Important   O More Important   O Desirable   O Least Important   O Not at all Important

28. Appearance and presentation of the Employee Portal should be attractive
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<tr>
<td>29. Time behaviour, that is, the time to execute the requested functions</td>
<td>Highly Important</td>
<td>More Important</td>
<td>Desirable</td>
<td>Least Important</td>
</tr>
<tr>
<td>30. Resource behaviour, that is, quantity and type of resources need to execute the requested functions</td>
<td>Highly Important</td>
<td>More Important</td>
<td>Desirable</td>
<td>Least Important</td>
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<td>31. Process Performance, means, the continuous improvement in performance.</td>
<td>Highly Important</td>
<td>More Important</td>
<td>Desirable</td>
<td>Least Important</td>
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<td>32. Page generation speed</td>
<td>Highly Important</td>
<td>More Important</td>
<td>Desirable</td>
<td>Least Important</td>
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<td>33. The maturity of the Employee Portal to understand the employee problems and the frequency of failure of work processes</td>
<td>Highly Important</td>
<td>More Important</td>
<td>Desirable</td>
<td>Least Important</td>
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<td>34. Fault tolerance of the web site, means, ability of the web site to find out any problems itself immediately and not to disturb or stop the purchase process due to any reason</td>
<td>Highly Important</td>
<td>More Important</td>
<td>Desirable</td>
<td>Least Important</td>
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<td>35. Recoverability, that is, the ability to recover the data from the point of a failure occurred due to any reason.</td>
<td>Highly Important</td>
<td>More Important</td>
<td>Desirable</td>
<td>Least Important</td>
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<td>36. Analyzability, the ability to diagnose the deficiencies, causes of failures, or for identification of parts to be modified.</td>
<td>Highly Important</td>
<td>More Important</td>
<td>Desirable</td>
<td>Least Important</td>
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<td>37. Changeability of the Employee Portal, that is, the amount of effort to accept the change in a system</td>
<td>Highly Important</td>
<td>More Important</td>
<td>Desirable</td>
<td>Least Important</td>
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<td>38. Stability of the Employee Portal, that is, the Employee Portal need to be stable in any negative impact that may be caused by system changes or any reason</td>
<td>Highly Important</td>
<td>More Important</td>
<td>Desirable</td>
<td>Least Important</td>
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<td>39. Testability , that is, the effort need to test a system</td>
<td>Highly Important</td>
<td>More Important</td>
<td>Desirable</td>
<td>Least Important</td>
</tr>
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40. Adaptability of the Employee Portal, that is, the ability of the Employee Portal to adapt or support new specifications
41. Installability, that is, the effort required to install the software
42. Co-existence, that is, about how well software can exist with other software products in the same operational environment
43. Replaceability, that is, the ability to plug and play the software components
44. Comment, will Employee Portal replace the traditional work environment?