Annexure
QUESTIONNAIRE
(Category- Manager of The Organized Retail Store)

The objective of this research is to study the supply chain management for perishable food products in organized retail vis-à-vis unorganized retail in Pune.

The purpose of this study is solely academic and for fulfillment of academic curriculum of Ph.D programme of University of Pune. This is further assured that the answer given will be kept completely confidential.

1. Name of Respondent:
2. Designation:
3. Qualification:
4. Monthly gross sales of store:
   a) Up to Ten Lakh         b) Between 11 Lakh to 20Lakh
   c) Between 20 Lakh to 30 Lakh d) More than 30 lakh
5. How many years of experience you do you have in retail business?
   a) > 5 years                   b) 5-10years
   c) 11-15years                 d) < 15 years
6. No. of staff working in your shop/firm (full time basis)
   a) > 10         b) 10-20         c) 20-30             d) < 30
7. Which device you generally utilize for various purposes including order placement.
   Mobile phone □       Letter □       Internet □
   Approach in person□   Other (Pl. Specify) □
7.1 What are the procedures for order placement of perishable food product?
   a) Directly from producer/Farmer
   b) Directly from vendor
   c) From branded company
   d) From middle party
   e) From Co-operative Society or Self help group (SHG)
   f) Any other
8. Average period required for selling the perishable products in your shop?
   a) > 3 days      b) 3-5 days       c) 5-10 days       d) 10-20 days
9. Are you utilizing computers in business (i.e. recording of stock/generating bills etc.).
   a) Supplier can share information of stock and automatic replenishment (integrated computer software) □
   b) ERP Package □
   c) Using internet for order placement (e-demand) □
   d) For billing & stock record both (use of bar code) □
   e) For billing only □
   f) Any other □
   g) No use of computer □

10. Do you think that integration of supply chain system between retailer and wholesalers/stockiest/supplier/manufacturer by use of computer & internet will improve the current/existing system and increase your profit.
    Agree □  Disagree □

11. Are there any investment plan for up-gradation/integration to improve supply chain in near future or are in pipeline.
    Yes □  NO □
    11.1 If yes, up to what extent (Please specify amount)____________________

12. Do you think that there is a threat to unorganized retail from organized retail as they are more integrated in terms of supply chain and able to cut their cost of operation and providing more value to customer?
    Agree □  Disagree □

13. Is there any instance occurring when product is demanded by customers is not available and you are advising to take substitute product.
    Often □  Sometimes □  Very rare □  Not at all □
    13.1 Your advice is intended due to:
        a) Better quality of product □
        b) Customer is known and you don’t want any complain in future □
        c) More profit margin associated with product □
        d) Less/no stock available of particular product □
        e) None of above □

13.2 What is the replenishment time period i.e. how orders (frequency) are placed to supplier?
    Daily □  Alternate days □  Twice in a week □
Once in week □  Fortnightly □

13.3 Are you getting full supply whatever you are ordering and it is **not** curtailed /rationed by your supplier?

- Often □
- Sometimes □
- Very rare □
- Not at all □

13.4 If it is curtailed, then are you projecting demand more than your requirement?

- Often □
- Sometimes □
- Very rare □
- Not at all □

13.5 Are you keeping more stock when scheme/ offers are given by stockiest/ manufacturers

- Often □
- Sometimes □
- Very rare □
- Not at all □

14 Are there any help/services which are provided by supplier/stockiest/manufacturer regarding better facilitation of product /up-gradation of merchandising in store.

- Often □
- Sometimes □
- Very rare □
- No service □

15. How deliveries are made most of the time?
   a) By representative of supplier/stockiest/manufacturer automatically by seeing your stock position on computer (if it is integrated) □
   b) After sending request on telephone/internet, they dispatch the Consignment □
   c) By representative of supplier/stockiest/manufacturer by regular visit □
   d) Going personally, paying advance, than dispatch Consignment □
   e) Self collection □

15.1 Do you have your collection centres/ collection Agents at production points/ farmer’s end for perishable food products?

- Yes □
- NO □

15.2 How many collection centre: __________

15.3 No. of employees in collection centre __________

15.4 Mark the option for products at collection centre.

1. Vegetable and fruits □
2. Milk Product □
3. Meat and Eggs □
4. Bread □
5. Other product □
16  Do you have your own vehicles for collection from production point/ farmer’s end/ from agent / wholesaler?

Yes □  NO □  Outsourced □  Casual Hiring □

If Yes/ Outsourced, than

16.1 How many vehicles do you have or utilizing for collection?

Please specify number ______________________

16.2 What is the Capacity of Vehicle and their number?

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<tr>
<th>Capacity</th>
<th>Number</th>
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16.3 Do you use refrigerated vehicle for transportation of perishable products?

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<th>Capacity</th>
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17. Do you have Deep-freezers? If yes, what is the capacity?

Yes □  Capacity:____________    NO □

17.1 Do you recommend public cold storage facility at mundi?

Yes □  NO □

17.2 Do you use refrigerated vehicles for transportation of perishable products?

Yes □  NO □

17.3 Do you want that public transport facility should be provided for collection of perishable from producer’s/ Farmer’s end?

Yes □  NO □

18.  Do you have any processing facility at collection centre/ distribution centres or at retail stores ( Use of preservatives to extend the life of product)?

Yes □  NO □
19. Which type of products are preferred more by Consumers in respect of perishable food items? (Select any one)

Private Level □ Branded □ Loose □

20. Are you selling sub-standard perishable product at reduced price to lower segment hotel/restaurants.

Yes □ NO □

21. After expiry of life product, whether the item (Life expired) returned to supplier/manufacturer/Producer?

Yes □ NO □

22. Is there any wastage occurs at your store in terms of perishable food products?

Yes □ NO □

22.1. What is the disposal procedure for waste perishable food product?

a) Disposed in dust bin □
b) Throw/dumped in open space □
c) Throw on street (For Street cattle) □
d) Other Method □

23. Does your organization involved in contract farming?

Yes □ NO □

23.1. Does your organization provide any help/ advise to farmers for improvement in agricultural production process?

Yes □ NO □

24. Any Suggestion/ Remarks:
Annexure-II

**QUESTIONNAIRE**
*(Category-Shop Owner of Unorganized Retail)*

The objective of this research is to study the supply chain management for perishable food products in organized retail vis-à-vis unorganized retail in Pune.

The purpose of this study is solely academic and for fulfillment of academic curriculum of Ph.D programme of University of Pune. This is further assured that the answer given will be kept completely confidential.

1. Name of Respondents/store/shop:
2. Address/Locality:
3. Qualification:
4. Monthly gross sales of store/shop in INR
   - > 50,000
   - 50,000 - 1 Lakh
   - 1 lakh - 3 Lakh
   - < 3 Lakh
5. From how many years you are in this business?
   - a) > 5 years
   - b) 5-10 years
   - c) 11-15 years
   - d) < 15 years
6. No. of persons involve in your shop/firm (full time basis)?
   - Only yourself (Owner)
   - 02
   - 03
   - 04
   - More than 5
7. Which device you generally utilize for various purpose including order placement
   - Mobile phone
   - Letter
   - Internet
   - Approach in person
   - Other (Pl. Specify) ____________
7.1 What are the procedures for order placement of perishable food product?
   - a) Directly from producer/Farmer
   - b) Directly from vendor
   - c) From branded company
   - d) From middle party
   - e) From Co-operative Society or Self help group (SHG)
   - f) Any other
8. Average period required for selling the perishable products in your shop?

   > 3 days □  3-5 days □  5-10 days □  10-20 days □

9. Are you utilizing computer in business (i.e. recording of stock/generating bills etc.).

   a) Supplier can share information of stock and automatic replenishment (integrated computer software) □
   b) Using internet for order placement (e-demand) □
   c) For billing & stock record both (use of bar code) □
   d) For billing only □
   e) ERP Package □
   f) Any other □
   g) No use of computer □

10. Do you think that integration of supply chain system between retailer and wholesalers/ stockiest / supplier / manufacturer by use of computer & internet will improve the current/ existing system and increase your profit?

    Agree □  Disagree □

11. Are you ready to invest amount for up-gradation /integration to improve supply chain?

    Yes □  NO □

    If yes, up to which extent (Please specify amount)________________

12. Do you think that there is a threat to unorganized retail from organized retail as they are more integrated in terms of supply chain and able to cut their cost of operation and providing more value to customer?

    Agree □  Disagree □

13. Is there an instance occurring when product is demanded by customer is not available and you are advising to take substitute product?

    Often □  Sometimes □  Very rare □  Not at all □

13.1 Your advice is intended due to:

   f) Better quality of product □
   g) Customer is known and you don’t want any complain in future □
   h) More profit margin associated with product □
   i) Less/no stock available of particular product □
   j) None of above □
13.2 What is the replenishment time period i.e. how orders (frequency) are placed to supplier?

Daily ☐  Alternate days ☐  Twice a week ☐  Once in week ☐  Fortnightly ☐

13.3 Are you getting full supply whatever you are ordering and it is not curtailed/ rationed by your supplier?

Often ☐  Sometimes ☐  Very rare ☐  Not at all ☐

13.4 If it is curtailed, than are you projecting demand more than your requirement?

Not at all ☐  Very rare ☐  Sometimes ☐  Often ☐

13.5 Are you keeping more stock when scheme/ offers are given by stockiest/ manufacturer?

Often ☐  Sometimes ☐  Very rare ☐  Not at all ☐

14. Is there any help/service which is provided by supplier/stockiest/manufacturer regarding better facilitation of product /up-gradation of merchandising in store?

Often ☐  Sometimes ☐  Very rare ☐  No service ☐

15. How deliveries are made most of the time?

f) By representative of supplier/stockiest/manufacturer automatically by seeing your stock position on computer ( if it is integrated) ☐
g) After sending request on telephone, they dispatch the Consignment ☐
h) By representative of supplier/stockiest/manufacturer by regular visit ☐
i) Going personally, paying advance, than dispatch Consignment ☐
j) Self collection ☐

16. Do you have your own vehicles for collection from production point/ farmer’s end/ from agent/ wholesaler?

Yes ☐  NO ☐  Outsourced ☐  Casual Hiring ☐

17. Do you have Deep-freezer? If yes, what is the capacity?

Yes ☐  Capacity: ____________  NO ☐

17.1 Do you recommend public cold storage facility at mundi?

Yes ☐  NO ☐
17.2 Do you use refrigerated vehicle for transportation of perishable products?
Yes □ NO □

17.3 Do you want that public transport facility should be provided for collection of perishable from producer’s/ Farmer’s end?
Yes □ NO □

18. Do you have any processing facility at collection centre/ distribution centres or at retail stores (Use of preservatives to extend the life of product)?
Yes □ NO □

19. Which type of products are preferred more by Consumers in respect of perishable food items?
Private Level □ Branded □ Loose □

20. Are you selling sub-standard perishable products at reduced price to lower segment hotel/ restaurants?
Yes □ NO □
If Yes, then, please specify the Quantity & sale value of product on average basis.
1. _______________ _______________
2. _______________ _______________
3. _______________ _______________

21. After expiry of life product, whether the item (Life expired) returned to supplier/manufacturer?
Yes □ NO □

22. What is the disposal procedure for waste perishable food product?
   a) Disposed in dust bin □
   b) Throw/dumped in open space □
   c) Throw on street (For Street cattle) □
   d) Any other Method (Pl. Specify) □

23. Any suggestion/ remarks:
Annexure-III

QUESTONNAIRE
(Category-Consumers’)

The objective of this research is to study the supply chain management for perishable food products in organized retail shop vis-à-vis unorganized retail shops in Pune.

The purpose of this study is solely academic and for fulfillment of academic curriculum of Ph. D programme of University of Pune. This is further assured that the answer given will be kept completely confidential.

A.1. Name of Respondent:

2. Address/Locality:

3. Age-

4. Sex: Male □ Female □

5. Occupation-
   Employee □ Business □ Housewife □ Studying □ Any other □

6. Qualification-
   Matriculate □ Graduate □ Post-Graduate □ Professional education □

7. Monthly Income of Respondent in INR
   a) > 10,000 □ b) 10,000-20,000 □ c) 20,000-30,000 □
   d) 30,000-40,000 □ e) 40,000-50,000 □ f) < 50,000 □

8. How often do you and your family visit a Shopping Mall (Organized retail shops)?
   Daily □ Thrice in a week □ Twice in a week □ Once in week □ Occasionally □

9. Average monthly purchasing of perishable food products in INR is:
   > Rs.2000 □ 2000-4000 □ 4000-6000 □ 6000-8000 □ <8000 □

10. Frequency of purchasing of perishable food product:
    Daily □ Thrice in a week □ Twice in a week □ Once in week □ Occasionally □
11. As a Consumer, what will be parameters for purchasing of perishable food products?

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<td>UNORGANIZED RETAIL</td>
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B.1. Do you think the prices of perishable items are lesser in organized retail shops in comparison to local Shops?
   Strongly agree □ Agree □ Disagree □ Strongly Disagree □

2. Do you think that services are better in organized retail shop in comparison to local shops?
   Strongly agree □ Agree □ Disagree □ Strongly Disagree □

3. Do you think that quality of perishable items are better in Organized retail shops in comparison to local shop?
   Strongly agree □ Agree □ Disagree □ Strongly Disagree □

4. Do you think that various offers given in Organized retail shops are attracting you more in comparison to local shop?
   Strongly agree □ Agree □ Disagree □ Strongly Disagree □

5. Are you feeling convenient in information search about product in Organized retail shop in comparison of local shop?
   Strongly agree □ Agree □ Disagree □ Strongly Disagree □

6. Do you think that food products are well maintained as per food safety norms in organized retail shops in comparison to local shops?
   Strongly agree □ Agree □ Disagree □ Strongly Disagree □

7. Do you think that queues for billing in organized retail shops are more in comparison to local shop?
   Strongly agree □ Agree □ Disagree □ Strongly Disagree □

8. Checking of items at exit point of a Mall/org retail is often creates harassment for consumer?
   Strongly agree □ Agree □ Disagree □ Strongly Disagree □
9. Parking facility is more convenient at organized retail shop in comparison of local shop?
   Strongly agree □  Agree □  Disagree □  Strongly Disagree □

10. The entertainment facilities provided in organized retail shops/ Mall are attracting the people to make more purchase?
    Strongly agree □  Agree □  Disagree □  Strongly Disagree □

11. Distant location of organized retail shops are compelling you to make a purchase in local shops?
    Strongly agree □  Agree □  Disagree □  Strongly Disagree □

12. Do you think that packing/ packaging of perishable products is more attractive at organized retail shop in respect to local shops?
    Strongly agree □  Agree □  Disagree □  Strongly Disagree □

13. Behaviour of salesmen/staff is generally more professional at organized retail shops in comparison to local shops?
    Strongly agree □  Agree □  Disagree □  Strongly Disagree □

14. Do you think that personal bonding/relationship with local shop owners prevents you from purchasing at Organized retail shops?
    Strongly agree □  Agree □  Disagree □  Strongly Disagree □

15. Do you think that there is more wastage of food products in local mandi in comparison to organized retail shop?
    Strongly agree □  Agree □  Disagree □  Strongly Disagree □

16. Do you feel any inverse relationship for the purchases made at early hours and late hours in terms of price and quality of perishable foods like vegetable/fruits at local mandi?
    Strongly agree □  Agree □  Disagree □  Strongly Disagree □

17. Which retail do you like most for purchase of perishable products? (Put 1,2,3,4,5...In order of preference)
    Corner Store □  Departmental store □  Local Mandi □  More □
    Reliance Fresh □  Food Bazar □  Spencer’s □  Gultekdi (APMC Market Yard) □
    Any other □  ( _____________)

18. Reason for First preference:
    Nearby Location □  Price □  Quality □  Variety □  Any other □  ( _____________)

Signature of respondent……………………..