

APPENDIXES

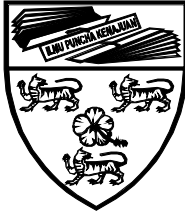
Appendix 1 – Questionnaire Form

Appendix 2 – SPSS Report – Factor Analysis

Appendix 3 – SPSS Report – Descriptive Statistics

Appendix 1

Questionnaire Form



**UNIVERSITY OF MALAYA
FACULTY OF BUSINESS & ACCOUNTANCY**

A Survey on:

**What Happens After Enterprise Resource Planning (ERP) Implementation:
Understanding the Impact of Inter-dependence and Differentiation on Plant-
level Outcomes**

Dear Sir/Madam,

The main objective of this study is to effectively study the intermediate benefits of ERP at a local level by taking a post-implementation focus.

This survey is conducted as partial requirement for completion of Master of Business Administration degree from the University of Malaya.

Kindly **answer all questions**. Your response to each question in this questionnaire will only be analyzed in aggregate forms and be **kept strictly confidential**. In other words, individuals who respond to this questionnaire will not be identified. The survey will take approximately 10 minutes and your participation is very much appreciated.

Should you have any question or comment regarding this questionnaire, do not hesitate to contact me.

Thank you for your co-operation and assistance.

Prepared by,
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Part C – Background and Activities of the Company

Please tick the answer and fill in the blanks when necessary.

1) **Please indicate your company's PRIMARY business activity. (Choose one only)**

- Manufacturing or Processing of Industrial Goods
- Manufacturing or Processing of Consumer Goods
- Wholesaling
- Retailing
- Services, please indicate : _____

2) **Please specify the industry of your company**

- | | |
|---|--|
| Plastic Products <input type="checkbox"/> | Textile & Clothing <input type="checkbox"/> |
| Furniture & Fixture <input type="checkbox"/> | Electric & Electronics <input type="checkbox"/> |
| Construction-related <input type="checkbox"/> | Rubber Products <input type="checkbox"/> |
| Food & Beverages <input type="checkbox"/> | Automotive / Autoparts & Transportation <input type="checkbox"/> |
| Chemical Products <input type="checkbox"/> | Other, please indicate _____ <input type="checkbox"/> |

3) **Please indicate Years of operation**

- Less than 1
- 1 to 2
- 2 to 3
- 3 to 4
- 4 to 5
- 5 to 10
- More than 10

4) **Please specify the numbers of employees**

- Less than 50
- 50 to 100
- 100 to 300
- 300 to 500
- 500 and above

5) **Country Of origin**

- Malaysia
- ASEAN countries (Thailand, Vietnam, etc)
- Europe (UK, France, etc)
- Middle East (UAE, Qatar, Saudi Arabia, etc)
- Asia (China, Taiwan, Hong Kong, Korea, etc)
- Americas (United States, Canada, South America, etc)
- Australia and New Zealand
- others _____

6) **Number of Branches/Manufacturing sites**

- 1 Branches/Manufacturing sites
- 2 Branches/Manufacturing sites
- 3 Branches/Manufacturing sites or more

7) **Job Function**

Scheduler/Planner/Buyer	<input type="checkbox"/>
Materials Manager/ Purchasing Manager	<input type="checkbox"/>
Operations Manager	<input type="checkbox"/>
Plant Manager	<input type="checkbox"/>
Other Position _____	<input type="checkbox"/>

8) **Software Vendor**

SAP	<input type="checkbox"/>
JD Edwards	<input type="checkbox"/>
QAD	<input type="checkbox"/>
Baan	<input type="checkbox"/>
Oracle	<input type="checkbox"/>
PeopleSoft	<input type="checkbox"/>
Others _____	<input type="checkbox"/>

9) **ERP Time Elapsed (Years)**

Since Implementation at Plant (since "go-live")

Less than 1 year	<input type="checkbox"/>
1 to 2 years	<input type="checkbox"/>
2 to 3 years	<input type="checkbox"/>
3 to 4 years	<input type="checkbox"/>
4 to 5 years	<input type="checkbox"/>
More than 5 years	<input type="checkbox"/>

**** *Thank you for your time and cooperation in completing this questionnaire* ****

Appendix 2

SPSS Report – Factor Analysis

Appendix 3

SPSS Report – Descriptive Statistics