

APPENDIX 1: Questionnaires

To all respondents :

This questionnaires are designed to gauge the effectiveness of the IS project that recently implemented in the company.

All the information and answers will be strictly kept confidential.

Your honest reply is very much appreciated.

Thank you for your co-operation.

Section A :

1 Which department are you attached to ?

Engineering	<input type="checkbox"/>	QCD	<input type="checkbox"/>	Production	<input type="checkbox"/>
Planning & Purchasing	<input type="checkbox"/>	IS	<input type="checkbox"/>	Others	<input type="checkbox"/>

2. How long you have been working in this company ?

_____ Years

3. What is your position ?

Non-Executive	<input type="checkbox"/>	Executive	<input type="checkbox"/>
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4. Are you a project team member ?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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5. How active are you in accessing the data provided by the system ?

Very active (access hourly)	<input type="checkbox"/>
Active (access daily)	<input type="checkbox"/>
Quite active (access few times in a week)	<input type="checkbox"/>
Not active (access few time in a month)	<input type="checkbox"/>
Not active at all (Never access at all)	<input type="checkbox"/>

To all respondents : Please circle the most appropriate answer that correspond to your own judgement for Section B and C

Section B :

1. The system provide precise information you need.	Strongly agree 1	Agree 2	Uncertain 3	Disagree 4	Strongly Disagree 5
2. The output information is accurate	Strongly agree 1	Agree 2	Uncertain 3	Disagree 4	Strongly Disagree 5
3. The output information is reliable	Strongly agree 1	Agree 2	Uncertain 3	Disagree 4	Strongly Disagree 5
4. The system has provided more relevant information to you for daily operation and decision making	Strongly agree 1	Agree 2	Uncertain 3	Disagree 4	Strongly Disagree 5
5. The output information does not need any correction	Strongly agree 1	Agree 2	Uncertain 3	Disagree 4	Strongly Disagree 5
6. The system provide sufficient information	Strongly agree 1	Agree 2	Uncertain 3	Disagree 4	Strongly Disagree 5
7. You can get the information you need in time through the system	Strongly agree 1	Agree 2	Uncertain 3	Disagree 4	Strongly Disagree 5
8. The system provide up-to date information	Strongly agree 1	Agree 2	Uncertain 3	Disagree 4	Strongly Disagree 5
9. The output information is presented in useful format.	Strongly agree 1	Agree 2	Uncertain 3	Disagree 4	Strongly Disagree 5
10. The information content meet your requirement	Strongly agree 1	Agree 2	Uncertain 3	Disagree 4	Strongly Disagree 5
11. The system is user friendly	Strongly agree 1	Agree 2	Uncertain 3	Disagree 4	Strongly Disagree 5
12. The system is easy to use	Strongly agree 1	Agree 2	Uncertain 3	Disagree 4	Strongly Disagree 5

13. The system is flexible	Strongly agree 1	Agree 2	Uncertain 3	Disagree 4	Strongly Disagree 5
14. The computer system is free from breakdown	Strongly agree 1	Agree 2	Uncertain 3	Disagree 4	Strongly Disagree 5
15. This system able to improve your job efficiency	Strongly agree 1	Agree 2	Uncertain 3	Disagree 4	Strongly Disagree 5

Section C :

1.	There is strong support of top management in this system implementation	Strongly agree 1	Agree 2	Uncertain 3	Disagree 4	Strongly Disagree 5
2.	The whole project is very well managed from planning until implementation.	Strongly agree 1	Agree 2	Uncertain 3	Disagree 4	Strongly Disagree 5
3.	You have participated actively such as giving suggestion, proposal and feedback in the process of developing this system	Strongly agree 1	Agree 2	Uncertain 3	Disagree 4	Strongly Disagree 5
4.	There is enough training for you on how to find, understand, access or use the systems	Strongly agree 1	Agree 2	Uncertain 3	Disagree 4	Strongly Disagree 5
5.	The IS people you deal with understand the day-to-day objectives of your work group and its mission within the company	Strongly agree 1	Agree 2	Uncertain 3	Disagree 4	Strongly Disagree 5
6.	IS delivered agreed-upon solutions to support your business needs	Strongly agree 1	Agree 2	Uncertain 3	Disagree 4	Strongly Disagree 5
7.	The infrastructure available in company (software and hardware) are enough and compatible with the system requirement	Strongly agree 1	Agree 2	Uncertain 3	Disagree 4	Strongly Disagree 5