

# Appendix

**UNIVERSITI MALAYA**  
***Faculty of Business and Accountancy***



Dear Sir/Madam,

This survey is conducted as part of my research project, which shall be submitted as part of the fulfillment of the Master of Business Administration degree from the University of Malaya Graduate School of Business.

The general purpose of this study is to assess **THE ROLE OF ORGANIZATIONAL CAPABILITIES AND KNOWLEDGE MANAGEMENT IN E-BUSINESS IMPLEMENTATION.**

Therefore I am inviting you to participate in this survey by filling up the attached questionnaire. The said questionnaire is constructed in a straight forward manner and should not take more than 10-15 minutes of your valuable time. Please be assured that all information will be treated with the strictest confidentiality and only the aggregate data will be analyzed.

Please answer all the questions in the worksheet and return the completed questionnaire to me by mail or at [ndeen949@yahoo.com.my](mailto:ndeen949@yahoo.com.my).

Thank you for your valuable assistance in participating in the survey.

Yours sincerely,

Nasruddin Bin Khamis  
MBA Student

Supervised by:

Prof Dr. Ainin Sulaiman  
Dean  
Faculty of Business & Accountancy  
University of Malaya

**MAIN INSTRUCTION:** Kindly answer all the questions in Section A – C

**Section A : Organizational learning capabilities**

**Instruction:** Please mark "X" on the specified box that you think is the best described your level of agreement.

		Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
		1	2	3	4	5
<b>Training Availability</b>						
1	My organization views employee training as an investment, not an expense					
2	My organization provided extensive training in e-business					
<b>Technical Expertise</b>						
3	IS employees are generally very knowledgeable regarding technical matters.					
4	My organization contain considerable technical expertise					
<b>Knowledge Level</b>						
5	The organization contains a high level of e-business knowledge					
6	My organization hires highly specialized or knowledgeable personnel for e-business					
7	My organization is dedicated to ensure that employees are very familiar with e-business					
<b>Section B : Knowledge Management capabilities</b>						
<b>Knowledge Acquisition</b>						
8	My organization has processes for acquiring supplier knowledge					
9	My organization has processes for generating new knowledge based on existing knowledge					

10	My organization has processes for acquiring customer knowledge					
11	My organization has processes for acquiring knowledge on developing new products/services.					
<b>Knowledge Application</b>						
12	My organization has processes for integrating different sources and types of knowledge					
13	My organization has processes for transferring organizational knowledge to employees.					
14	My organization has processes for filtering knowledge.					
15	My organization has processes for applying experiential knowledge.					
16	My organization has processes for applying knowledge to solve new problems.					
<b>Knowledge Sharing</b>						
17	My organization has processes for distributing knowledge throughout the organization					
18	My organization has processes for distributing knowledge among our business partners.					
19	My organization has standardized reward system for sharing knowledge					
20	My organization design processes to facilitate knowledge sharing across functional boundries					
<b>Section C : E-business implementation success</b>						
<b>Impact on E-commerce</b>						
21	Implication of e-business, my organization increase market share					
22	Implication of e-business, my organization improve customer service					
23	Implication of e-business, my organization provides better products or services.					
<b>Impact on Internal Efficacy</b>						

24	Implication of e-business, my organization enhance business efficiency					
25	Implication of e-business, my organization enhance staff productivity					
<b>Impact on Coordination</b>						
26	Implication of e-business, my organization reduces transaction costs with business partners.					
27	Implication of e-business, my organization improve coordination with business partners or suppliers					

**Respondent's Profile**

Gender  Male  Female

Ethnicity  Malay  Chinese  
 Indian  Others: \_\_\_\_\_

Marital Status  Single  Married  Divorced

Education  PMR/LCE or below  Certificate/Diploma  Others: \_\_\_\_\_  
 SPM/MCE  Degree/Professional Certificate  
 STPM/HSC  Postgraduate

Does your organization have e-business implementation?  
 Yes Year \_\_\_\_\_  
 No

How many years have you been with your organization  
 > 1 year  1 to 3 years  4 to 10 years  
 More than 10 years

How many employee in your organization  
 1 to 100  101 to 500  501 to 1000  
 More than 1000

What is the major business of your organization

<input type="checkbox"/> Automotive	<input type="checkbox"/> Food Industry	<input type="checkbox"/> Property Management
<input type="checkbox"/> Biotechnology	<input type="checkbox"/> Healthcare	<input type="checkbox"/> Public Utility
<input type="checkbox"/> Civil Service	<input type="checkbox"/> Hospitality/Tourism	<input type="checkbox"/> Retailing
<input type="checkbox"/> Construction	<input type="checkbox"/> Insurance	<input type="checkbox"/> R & D
<input type="checkbox"/> Education & Training	<input type="checkbox"/> Information Technology	<input type="checkbox"/> Telecommunication
<input type="checkbox"/> Engineering Services	<input type="checkbox"/> Manufacturing	<input type="checkbox"/> Warehousing/Logistics
<input type="checkbox"/> Financial Services	<input type="checkbox"/> Oil & Gas	<input type="checkbox"/> Others (please specify)

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