

APPENDIX 1 - QUESTIONNAIRE



**UNIVERSITI MALAYA
FACULTY OF BUSINESS & ACCOUNTANCY
MASTER OF BUSINESS ADMINISTRATION**

Research Title: Success Factors and Challenges for E-procurement in International Business

Dear Sir/Madam,

I am conducting a study on success factors and challenges for e-procurement in International Business. This research is conducted as a partial requirement for the completion of the Master of Business Administration, University of Malaya.

I would appreciate if you could spend a few minutes (not more than 10 minutes) of your time to answer the questions in the following pages. All information will be used for academic purpose only and will be kept strictly private and confidential.

Your kind cooperation and participation in this survey is valued and highly appreciated.

This research is conducted under the supervision of Dr. Nurmazilah Mahzan. Should you have any enquiries, please do not hesitate to contact me at 012-2081048 or email me at ckleek@hotmail.com

Sincerely,

Supervisor,

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Part 1: Company Information

Instruction: Please mark (X) for an appropriate answer in the column provided

1. Type of Company

- | | | | |
|--------------------------|---------------|--------------------------|---------|
| <input type="checkbox"/> | Manufacturing | <input type="checkbox"/> | Service |
| <input type="checkbox"/> | Trading | | |

2. Paid-up Capital

- | | | | |
|--------------------------|-----------------------|--------------------------|-------------------------|
| <input type="checkbox"/> | MYR 2 | <input type="checkbox"/> | > MYR 50K but ≤ MYR 99K |
| <input type="checkbox"/> | > MYR 2 but ≤ MYR 50K | <input type="checkbox"/> | > MYR 99K |

3. Years of Operation

- | | | | |
|--------------------------|--------------------------|--------------------------|---------------------------|
| <input type="checkbox"/> | ≤ 1 year | <input type="checkbox"/> | > 10 years but ≤ 20 years |
| <input type="checkbox"/> | > 1 year but ≤ 5 years | <input type="checkbox"/> | > 20 years but ≤ 30 years |
| <input type="checkbox"/> | > 5 years but ≤ 10 years | <input type="checkbox"/> | > 30 years |

4. Size of Company (numbers of employees)

- | | | | |
|--------------------------|-----------------|--------------------------|-----------------|
| <input type="checkbox"/> | 2 – 10 persons | <input type="checkbox"/> | 21 – 50 persons |
| <input type="checkbox"/> | 11 – 20 persons | <input type="checkbox"/> | 51 and above |

5. Annual Turnover

- | | | | |
|--------------------------|--------------------------|--------------------------|-------------------------|
| <input type="checkbox"/> | ≤ MYR 50K | <input type="checkbox"/> | > MYR 500K but ≤ MYR 1m |
| <input type="checkbox"/> | > MYR 50K but ≤ MYR150K | <input type="checkbox"/> | > MYR 1m |
| <input type="checkbox"/> | > MYR 150K but ≤ MYR500K | | |

6. Quality Organisation Certification (ISO/ TUV)?

- | | | | |
|--------------------------|-----|--------------------------|----|
| <input type="checkbox"/> | Yes | <input type="checkbox"/> | No |
|--------------------------|-----|--------------------------|----|

7. Experience dealing with Overseas Business Partner?

- | | | | |
|--------------------------|-----|--------------------------|----|
| <input type="checkbox"/> | Yes | <input type="checkbox"/> | No |
|--------------------------|-----|--------------------------|----|

Part 2: Business Pattern

Instruction: Please mark (X) on the appropriate column or space provided

1. How often do you dealing with overseas business partners?

<input type="checkbox"/>	0-1 time
<input type="checkbox"/>	2-3 times
<input type="checkbox"/>	4-5 times
<input type="checkbox"/>	more than 6 times

2. How much time you spend for business dealing each time?

<input type="checkbox"/>	less than 30 minutes
<input type="checkbox"/>	30 - 60 minutes
<input type="checkbox"/>	60 - 90 minutes
<input type="checkbox"/>	more than 90 minutes

3. Please indicate value of the each dealing with overseas business partners?

<input type="checkbox"/>	less than RM 10,000
<input type="checkbox"/>	RM 10,001 - RM20,000
<input type="checkbox"/>	RM 20,001 - RM 50,000
<input type="checkbox"/>	RM 50,001 - RM 100,000
<input type="checkbox"/>	RM 100,001 - RM 300,000
<input type="checkbox"/>	more than RM 300,001

4. What is the method of communication to deal with overseas business partners?

<input type="checkbox"/>	Telephone and Fax
<input type="checkbox"/>	Emails
<input type="checkbox"/>	B2B
<input type="checkbox"/>	Others (Please specify): _____

5. Please indicate how often do you deal with the business partners from following countries?

	Always	Often	Occasionally	Rarely	Never
a) United State America	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) United Kingdom	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Euro Country (eg. Italy, Spain and etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Japan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) China	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) ASEAN Country (eg. Singapore, Vietnam and etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Please **rank** the following format choice according to your **preference** (1 as your most preferred country, and 4 as the least preferred)

- a) United State America _____
- b) United Kingdom _____
- c) Euro Country _____
- d) China _____
- e) Japan _____
- f) China _____
- g) ASEAN _____

7. Your most **preferred** country for business partner is _____

Part 3: Success Factors of E-procurement

Instruction: Please mark (X) at the appropriate column which indicate the level of perceive importance of success factors when implementing e-procurement system at your organization.

Scales:

1= Not Important At All, 2= Not Important, 3=Neutral, 4=Important, 5=Extremely Important

1) Vendor Management

- a) To increase pool of supplier
- b) To categorise suppliers into grouping according to their nature of business/industry
- c) To understand suppliers' company background
- d) To identify the strengths of the supplier
- e) To identify their major customer base
- f) To uunderstand the direction of supplier towards quality policy (ISO, TUV, HACCP etc)

1	2	3	4	5

2) Contract Management

- a) Able to consolidate the agreement
- b) Able to renew suppliers agreement promptly
- c) Standardization on the format of agreement
- d) To create and provide contractual purchases for users to place order directly from system

1	2	3	4	5

Scales:

1= Not Important At All, 2= Not Important, 3=Neutral, 4=Important, 5=Extremely Important

3) Spend Analysis

- a) To generate the report for analysis on buying pattern within organization
- b) To analyze cost saving achievement
- c) Analysis of spending by respective unit to provide higher degree of visibility
- d) To identify the potential cost saving activities
- e) To become control centre for product data, product catalogue and price update for procurement

1	2	3	4	5

4) Features and infrastructure of E-procurement

- a) High degree of accessible to e-procurement system by internal customers ie. users
- b) The system is administrated by purchasing department and senior management.
- c) Ability of integration with other systems.
- d) Network security and backup of e-procurement system is required for contingency planning.

1	2	3	4	5

Part 4: Challenges of E-procurement

Instruction: Please mark (X) at the appropriate column which most closely matches your feeling when implementing e-procurement system

Scales:

1= Strongly Disagree, 2= Disagree, 3=Neutral, 4=Agree, 5=Strongly Agree
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1) System integration

- a) To standardize format setting in procurement system
- b) Hardly to keep controls and data management standards when interface/integrate with other e-procurement system
- c) Lack of benchmark reference
- d) Immaturity of the e-procurement software

1	2	3	4	5

2) Resistance of end user and immaturity of e-procurement-based market service

- a) Internal end users are resisted to learn multiple procurement system
- b) Lack of preparation to implement and fully utilise e-procurement system
- c) Lack of maturity degree in consultancy services from system provider
- d) Immaturity of marketplace service

1	2	3	4	5

3) Cost of Implementation

- a) Software Cost
- b) Implementation Cost
- c) Training cost
- d) Indirect cost such as administration fee, consultation fee and etc

1	2	3	4	5

Part 5: Intention of Implement E-Procurement System

Instruction: Please mark (X) at the appropriate column which most closely matches your intention of implement e-procurement system

Scales:

1= Strongly Disagree, 2= Disagree, 3=Neutral, 4=Agree, 5=Strongly Agree

	1	2	3	4	5
1. I plan to implementing e-procurement system					
2. I will budget resources to implement e-procurement					
3. I will provide training for all users before implement e-procurement system					
4. Cost will be an important factor to implement e-procurement system					
5. I intend to implement e-procurement in furture					

*******Thank you very much for your time*******