APPENDIX

Faculty of Accounting & Business
University of Malaya
Master of Business Administration

SURVEY RESEARCH QUESTIONNAIRE

A Survey on:

The Effectiveness of ERP System In Organization

Dear Sir/Madam,

The purpose of this survey is to obtain information about your perception and opinion on **The Effectiveness of ERP System in Organization**.

This survey is conducted as partial requirement for completion the course of Business ethics and corporate governance from the University of Malaya.

Kindly **answer all questions.** All responses to each question in this questionnaire will be **kept strictly confidential.** In other words, individuals who respond to this questionnaire will not be identified. The survey will take approximately 3 minutes of your time and your participation is very much appreciated. There are no right or wrong answers. Your honest response is highly appreciated.

We would like to thank you in advance for your cooperation and assistance.

By,

Seaw Bik Voon

Section A : Respondent Profile

Instruction: Please tick ☑ in the box that represents the most appropriate response on

Age Group	Occupation
○ 21 - 30	○ Professional
○ 31 - 40	○ Senior Manager
○ 41 – 50	○ Manager
○ 51 & above	○ Executive

Gender

○ Male   ○ Female

Education	Population class
○ Professional Qualification	○ Office staff
○ Bachelor's Degree	○ MBA Student
○ Master	
○ PHD	

Monthly Income

○ RM 2000 – RM 4000

○ RM 4001 – RM 6000

○ RM 6001 – RM 8000

○ RM 8001 – RM 10000

○ Above RM 10,000

Annual compensation	**Industry**
○ Under Rm30k	○ Wholesale/retail
○ Rm30k – 39k	○ Transportation
○ Rm40k – 49k	○ Services
○ Rm50 & above	○ Governments
Years of working experience	
○ Less than 5	
○ 5 – 9	
○ 10-14	
○ 15 & above	

Section B: Internal disclosure policies/procedures

The following set of statements describes the internal disclosure policies/procedures. For each statement, please indicate to which extent you would feel closest to the points described in the statements. Kindly put "X" in the boxes to reflect your feedback

Does your company implement ERP system, which allow smoother and more effective operation in organization?

Not agree ➔ *Strongly agree*

	1	2	3	4	5
1. The personnel office	○	○	○	○	○
2. Immediate supervisors	○	○	○	○	○
3. Top management	○	○	○	○	○
4. Head of department	○	○	○	○	○
5. Designated channel	○	○	○	○	○
6. Law enforcement officer	○	○	○	○	○
7. Vendor or supplier	○	○	○	○	○

Indicate your perception of the increase or decrease in effectiveness after the implementation of the ERP system?

Not effective ➔ *Very effective*

	1	2	3	4	5
1. The personnel office	○	○	○	○	○
2. Immediate supervisors	○	○	○	○	○
3. Top management	○	○	○	○	○
4. Head of department	○	○	○	○	○
5. Designated channel	○	○	○	○	○
6. To law enforceme officer	○	○	○	○	○
7. Vendor or supplier	○	○	○	○	○

Indicate your perception of the responsiveness of the company to employees who voice concerns about sensitive issues.

Strongly *Agree* �→ *Strongly not agree*

	1	2	3	4	5
1. Not interested in hearing Employee concerns of Wrongdoing in company.	○	○	○	○	○
2. Encourage employee to Voice their concerns.	○	○	○	○	○
3. Has not provide enough Internal communication Channel for employees.	○	○	○	○	○
4. Carefully investigate employee Concerns.	○	○	○	○	○
5. Is cooperative and supportive Of employees who voice Concerns about ethical issues.	○	○	○	○	○

Thank you very much for your time and participation in this survey.