

APPENDIX



July 4, 2004

Dear Sir / Madam,

Re : Survey on the impact of ISO 9000 System Implementation: Employees' Perception

The University Malaya is currently conducting a research on the 'Impact of ISO 9000 System Implementation – Employees' Perceptions'.

This purpose of this survey is to explore the impact of ISO 9000 Quality System from the viewpoint of the employees in your organization. Although a lot of studies have proven the positive effects of ISO 9000 on organizational performance, nevertheless some experts continue to question the positive effects of ISO 9000 from the behavioral point of view. It is hoped that the result of this research will help shed more light on the issue and assist organizations to improve implementation aspects of ISO 9000.

Please be assured that all your responses will be treated in strictest confidentiality. Only aggregated results will be reported for academic purposes. There are no hidden meanings behind the questions and there is no right or wrong answer.

Your cooperation is highly appreciated. Please do not hesitate to call me or my research assistant (Puan Aisah Ali) at 03-79555203.

Thank You.

Regards,

Associate Prof. Dr. Mohd Nazari Ismail.
Head
Department of Business Policy and Strategy.

Enc.: Questionnaire

Section 1 : Job Related Variables

Listed below are statements which could be used to describe a job. You are to indicate whether you are strongly agreed or disagreed with the statements. Please be as objective as you can in indicating your feeling towards your job. There is no right or wrong answer and your response will be treated with highly confidential.

Write a number in the blank beside each statement based on the following scale:

1 Strongly Disagree	2 Disagree	3 Somewhat Agree	4 Agree	5 Strongly Agree
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BEFORE AFTER

ISO ISO

- _____ _____ 1. My work has always been recognized by my boss.
- _____ _____ 2. I always feel great achievement in my work.
- _____ _____ 3. I always know how my superior view my performance.
- _____ _____ 4. I received respect and fair treatment from my boss.
- _____ _____ 5. I received good support and guidance from my superior.
- _____ _____ 6. I am satisfied with the pay and fringe benefits from the organization.
- _____ _____ 7. I get rewarded for high level of performance.
- _____ _____ 8. My supervisor generally gives me clear instructions
- _____ _____ 9. During the past 2 years I have not applied for another job.
- _____ _____ 10. I always know the result of my work.
- _____ _____ 11. I always know my responsibility.
- _____ _____ 12. I am personally accountable for my work outcomes.
- _____ _____ 13. I can predict what others will expect of me on the job.
- _____ _____ 14. The works I do is always meaningful.
- _____ _____ 15. I always give suggestions to make the organization a better working place.

- _____ 16. I always volunteer for organization campaigns and other activities
- _____ 17. I always help others to solve problems.
- _____ 18. I have clear planned goals and objectives for my job.
- _____ 19. I am always encouraged to come up with new and better ways of doing things.
- _____ 20. There is a better way to perform my work if I have the choice.
- _____ 21. My job is very stressful.
- _____ 22. My job involved too much paper work.
- _____ 23. I am willing to put in a great deal of effort beyond that normally expected in order to help this organization be successful.
- _____ 24. I am proud to tell others than I am part of this organization.
- _____ 25. I feel very little loyalty to this organization.
- _____ 26. I really care about the fate of this organization.
- _____ 27. I found that my values and the organization's values are very similar.
- _____ 28. I could just as well be working for a different organization as long as the type of work were similar.

Section II : Background Information

The questions in this section gather background information of respondents. All of the information you provided will be used for this research purpose only and will be strictly kept **CONFIDENTIAL**

* Please circle one of the available choices

1. Sex : Male / Female
2. Education : SPM / STPM / DIPLOMA / DEGREE / MASTER DEGREE / PHD
3. You have been working in this organization for :
Less than 2 years / 2-4 years / More than 4 years
4. Type of employment : Full Time / Part Time
5. Your annual income :
Less than RM24,000 / RM24,000 – RM48,000 / More than RM48,000
6. Your industry type : _____
7. Your organization's name : _____

**** THANK YOU*****