APPENDIX M: SYSTEM EVALUATION QUESTIONNAIRE

The goal of this questionnaire is to evaluate the usefulness of the Knowledge Management System in practice. This questionnaire is divided into TWO (2) parts:

Part A: Overall assessment;
Part B: General comments.

Please answer **ALL questions** by ticking ($\checkmark$) at the appropriate box where applicable. There is no right or wrong answers. If you are unsure what your answer is, simply indicate your best answer from the options. This survey contains Part A and Part B in 3 printed pages (including this page).

Note: This questionnaire is meant for **research purposes only**. All data collected and analysis
from it will be treated with the strictest confidentiality. Returned survey forms will duly
be destroyed upon completion of the research project.

Thank you very much for participating in this study.

Kalaimagal Ramakrishnan
PhD candidate
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Please fill up the information below:

Designation: ☐ Graduated Student ☐ Current Student

☐ Employer ☐ HEI

PART A: Satisfaction and functionality of the proposed KM Tool

Please tick (√) the appropriate box based on the following rating

1. Strongly Disagree   2. Disagree   3. Somewhat Agree   4. Agree   5. Strongly Agree

		1	2	3	4	5
	Satisfaction					
1	Do you agree the KMS is easy for new users to learn to perform the task? (Learnability)					
2	Do you agree the KMS is easy to accomplish the task? (Intuitiveness)					
3	Is the content easy to understand and internalize? (Ease of Comprehension)					
4	Are fonts big enough? (Legibility)					
5	Is there enough contrast between the text and its background? (Legibility)					
6	Is the information accurate, of high quality and well-written? (Reading Enjoyment)					
7	Is the KMS webpage categorized and organized well? (Information Architecture)					
8	Do you feel satisfied after interacting with the website? (Fulfillment)					
9	Do you feel that you have obtained value from using the website? (Usefulness)					
10	Is the experience of being on the website fun and not burdensome? (Enjoyment)					
11	Do you feel happy, excited, pleased, etc. when you interact with the site? (Positive Emotions)					
	Overall Functionality of the Modules					
12	The system improves the user's knowledge on the skills required by employers for the field of study or the course offered.					
13	The proposed KMS allow users to view the overall current curriculum					
14	The statistics which shows the curriculum weightage; theory application and system application for a course is very useful for users					
15	The upload resume function is very simple to use					
16	It is very easy to view the job vacancies					
	Question 17 to 20 only for academic and non-academic staff					
17	The variance between employer requirements and faculty offer is very helpful in curriculum review process in the future.					
18	The table that shows the variance is very clear					
19	The bar chart that shows the top ten skills required by the employers are very helpful for curriculum review process					
20	I'm satisfied with the remarks (the action to be taken based on the percentage of variance shown)					
	Question 21 to 25 only for Employers					
21	The skills shown in the upload job vacancy page is satisfactory and up-to-date					
22	The job vacancy page is very easy to understand & user friendly					
23	It is very convenient to view the applicant's details					
24	It is very fast to download the student's resume					
25	The sort function in applicant's details are very helpful in filtering the interested candidates					
26	Overall, I'm satisfied with the proposed KM tool and it could be helpful in curriculum review process					

Part B: General Comments

27. In your opinion, what are the strong points of the Tool (if any)?

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28. In your opinion, what are the weaknesses of the Tool (if any)?

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29. Please give your comments and recommendations (if any) on other issues that would help to improve your satisfaction on the use of the Tool.

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30. Other Comments.

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- **Thank you -**