APPENDIX A

Questionnaire (English Version)

The Master's Degree of Science (Management Information System) Thammasat University

QUESTIONNAIRE

An exploratory of factors influencing the ERP shipping system adoption in Thai Ship-owner companies.

Introduction

This questionnaire is being used to collected data which is part of a dissertation of the master's degree (MSMIS) presented at Thammasat University, by Atcharaporn Janmethakulwat. The contents of individual questionnaires will not be divulged nor will identify of those completing them.

The objective of this questionnaire is to study the factors that affect ERP shipping system adoption in the organization. The data will be used only for academic purposes and it is not an evaluation of you or your organization. Answers to the question will be reported only in term of statistical summaries of overall organizations, not individual departments.

Please complete the questionnaire to the best of your knowledge and please answer all questions.

Thank you very much.

Ms. Atcharaporn Janmethakulwat.

Part 1: Demographic Data and the Characteristics of ERP Utilization in Your Organization

Please fill in the blank or mark "X" for the correct answer

1. Sex

O Male   O Female

2. Age

O Lower than 21   O 21-30

O 31-40   O 41 up

3. Your current position

O Executive   O Middle Management

O Supervisor   O Staff

4. How many vessels do your companies have?

O 1-15   O 15-30

O 30-45   O 46 up

5. Which type of your vessels?

O Small Handy 10,000-30,000 DWT

O Handymax 30,000-50,000 DWT

O Super Handymax 50,000-60,000 DWT

O Containers

O Oil Tanker

6. How much do you know about ERP Shipping System?

O None   O Little

O Fair   O Much

O Most

7. Your ERP Shipping System usage experience in this organization

O Less than 0.5 years   O 0.5 – 1.0 years

O 1-2 years   O More than 2 years

8. How does your job involve the ERP Shipping system?

O ERP support personnel   O ERP users

O Management   O Other, please specify…………

9. Which's brand of ERP shipping system uses in your company?

O Danaos

O ShipNet

O BASS

O IBM

O Other, please specify …………………………

10. Which are the functions of ERP Shipping System that you have used.

O Crewing

O Accounting/Payment

O Purchase/Supplies

O Database Administration

O Income & Expenses

O International Safety Management (ISM)

O Voyage Estimate

O Inventory Control

O Risk Assessment

O Operation

O Hull Maintenance/Dry docking

O Other, please specify …………………………..

Part 2: Opinions Regarding the Subjective Norm, Job Relevance, Output Quality, System Compatibility, Uncertainty Avoidance, Perceived Consequences and Technology Acceptance Model is Explaining ERP Adoption

Please indicate the level of your opinion by marking "X" for only one number that best describes your opinion about every statement.

No.	Statement	Most	Much	Moderate	Less	Least	Cannot Evaluate
1.	The ERP shipping system is suitable with your company size.	😁	🙂	😐	🙁	😣	😷
2.	You think that ERP shipping system is suitable with large organization.	😁	🙂	😐	🙁	😣	😷
3.	In your organization, the ERP shipping system receives strong active support from top management.	😁	🙂	😐	🙁	😣	😷
4.	Upper management has provided adequate financial and other resources to the ERP shipping system adoption effort in your organization.	😁	🙂	😐	🙁	😣	😷
5.	You think that The success of ERP shipping adoption efforts was due to the active of top management.	😁	🙂	😐	🙁	😣	😷
6.	In your organization, the adoption to use in ERP shipping system is originally arose from top management's aspect.	😁	🙂	😐	🙁	😣	😷
7.	In your organization, the adoption to use in ERP shipping system is originally arose from coworker's aspect.	😁	🙂	😐	🙁	😣	😷
8.	Generally speaking, you would do what top management thinks you should do.	😁	🙂	😐	🙁	😣	😷
9.	Generally speaking, you would do what coworker think you should do.	😁	🙂	😐	🙁	😣	😷
10.	Use of the ERP shipping system you can get data from other department.	😁	🙂	😐	🙁	😣	😷
11.	ERP shipping system can hasten to deliver messages between vessel and office better than general ERP shipping systems.	😁	🙂	😐	🙁	😣	😷
12.	ERP shipping system can provide the accuracy of message delivery between vessel and office better than the other ERP systems.	😁	🙂	😐	🙁	😣	😷
13.	Data and information that I get from ERP shipping system are more compatible with all aspects of your work than old system.	😁	🙂	😐	🙁	😣	😷
14.	Data and information from ERP shipping system fit well with the way you like to work.	😁	🙂	😐	🙁	😣	😷

15.	Data and information from ERP shipping system that is up to date enough to finish you work comparing old system.	😬	🙂	😐	🙁	😖	😣
16.	The incoming data and information from ERP shipping system have the proper procedure for operating.	😬	🙂	😐	🙁	😖	😣
17.	You could complete my tasks using the ERP shipping system, even if you have never used ERP shipping system like this before.	😬	🙂	😐	🙁	😖	😣
18.	Rules and regulations of ERP shipping system is important because they inform you what the expectation of organization is.	😬	🙂	😐	🙁	😖	😣
19.	Standard operating of ERP shipping system procedures are helpful to you on the job.	😬	🙂	😐	🙁	😖	😣
20.	You level of understanding was substantially improved after going through the training program.	😬	🙂	😐	🙁	😖	😣
21.	The training gave you confidence in the ERP shipping system.	😬	🙂	😐	🙁	😖	😣
22.	Use of ERP shipping system will be feasible to issue regulation document.	😬	🙂	😐	🙁	😖	😣
23.	The issuing document is very ease when using ERP shipping system.	😬	🙂	😐	🙁	😖	😣
24.	Use of ERP Shipping system can decrease the time needed for my important job responsibilities.	😬	🙂	😐	🙁	😖	😣
25.	Use of the ERP system you can significantly increase the accuracy of output of my job.	😬	🙂	😐	🙁	😖	😣
26	The ERP shipping system can increase the quantity of output for the same amount of effort.	😬	🙂	😐	🙁	😖	😣
27	Use of ERP shipping system you will increase the opportunity for job rotation.	😬	🙂	😐	🙁	😖	😣
28	Use of ERP shipping system you can work more than one duty.	😬	🙂	😐	🙁	😖	😣
29	Use of ERP shipping system will increase the opportunity for more meaningful work.	😬	🙂	😐	🙁	😖	😣

30	Use of ERP shipping system will increase flexibility of changing business process.	😁	😊	😐	🙁	😣	😖
31	Learning to use ERP Shipping system to support my work would be easy for me.	😁	😊	😐	🙁	😣	😖
32	It would be easy for me to become skillful at using ERP Shipping system.	😁	😊	😐	🙁	😣	😖
33	My interaction with ERP Shipping system to support my task is understandable.	😁	😊	😐	🙁	😣	😖
34	I believe it would be easy to get ERP Shipping to do what I want to do	😁	😊	😐	🙁	😣	😖
35.	Overall, I find that ERP Shipping system is easy to use.	😁	😊	😐	🙁	😣	😖
36	I think that ERP shipping system is very costly	😁	😊	😐	🙁	😣	😖
37	I think that ERP shipping system cannot use all fully functions.	😁	😊	😐	🙁	😣	😖
38	I think that we can use other shipping system instead of ERP shipping system because it's very costly.	😁	😊	😐	🙁	😣	😖
39	Overall, it wastes money to buy ERP shipping system.	😁	😊	😐	🙁	😣	😖
40	I intend to use ERP Shipping system in doing my job	😁	😊	😐	🙁	😣	😖
41	I intend to use ERP Shipping system to improve my work.	😁	😊	😐	🙁	😣	😖
42	Completing my work is dependent very much on the ERP shipping system.	😁	😊	😐	🙁	😣	😖
43	I find that routinely generated reports are significant in my daily work.	😁	😊	😐	🙁	😣	😖
44	ERP shipping system is a valuable aid for you in the performance of your job.	😁	😊	😐	🙁	😣	😖

45. How many percentage are the ERP shipping system used in your overall work.

○ 0-20%   ○ 21-40%   ○ 41-60 %

○ 61-80%   ○ 81-100%

Thank you very much for your assistance in completing this questionnaire.