**Questionnaire**

Dear Respondent,

We are conducting a case study on Gurasa purchase. Please read the questions below and kindly give the appropriate response by either ticking in the bracket [√] in the spaces provided. This study is purely for academic purposes and all information given shall be treated confidentially.

1. I am a

Lecturer Student Staff

1. Have you ever encountered problem with long queues at the Gurasa joint?

Yes No

1. Have you ever lost interest due to long queues?

Yes No

1. Have you ever been given wrong order?

Yes No

1. If yes to Q4, how often in percentage do you encounter wrong orders?
2. 100% [ ]
3. 75% [ ]
4. 50% [ ]
5. 25% [ ]
6. 10% or less [ ]
7. How long does it take you to receive your order after ordering?
8. 10 – 20 minutes [ ]
9. 21 – 20 minutes [ ]
10. 31 – 40 minutes [ ]
11. 41 – above [ ]
12. Do you think that a computerized ordering system will lessen the time consumed during the processing of purchase?

Yes No

1. Do you think that will benefit students on the services of the computerized ordering system?

Yes No

1. Do you think the computerized ordering system will speed up the process of ordering?

Yes No

10. Would you prefer manual purchase or a delivery system, why?

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11. In what ways do you think the college will benefit on the services of the computerized ordering system?

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12. Do you think it is technically feasible for this college to have system like this?

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Thank you!