

The Questionnaires are :

1. What is your name?

☐

2. What is your age?

☐

3. How long does your business exist?

☐

4. How many computers do you have?

☐

5. How many customers and clients do you have within a day?

☐

6. How many hours do you operate your business?

☐

7. Do you have any personal web page?

☐ yes

☐ no.

8. How many employees do you have?

☐ below 10

☐ 10 - 30

☐ 30 - 50

☐ over 50

9. Do you advertise your business?

☐ yes

☐ no

10. Do you work locally or nationally?

☐ locally

☐ nationally

11. Which payment method do you prefer from your customers?

☐ cash on delivery

☐ Prepaid

☐ Card pay

☐ Bank transfer

12. What kind of problems do you encounter?

☐ Technical problems

☐ Customer concerns

☐ Others

13. Do you have any business suppliers?

☐ yes

☐ no.