

## APPENDIX

1. Name of the respondent:
2. Age of the respondent
  - a) 20-30 b) 30-40 c) 40-50 d) 50-60
3. Gender
  - a) Male b) Female
4. Educational qualification
  - a) Primary b) Secondary c) Under Graduate d) Post Graduate
5. How many times have you used steamer agents services in the past year?
  - a) Never b) 1-3 times c) 4-6 times d) More than 6 times
6. How did you hear about Snow shipping steamer agents services?
  - a) Online search b) Word of mouth c) Advertisement d) Other
7. How would you rate the ease of the booking process?
  - a) Very difficult b) Difficult c) Neutral d) Easy e) Very easy
8. Did the snow shipping team provide clear information about shipping process, including Documentation requirements, customs procedures, and any additional charges?
  - a) Yes b) No c) Not applicable (N/A)
9. How satisfied were you with the communication from Snow shipping throughout the shipping process?
  - a) Very unsatisfied b) Unsatisfied c) Neutral d) Satisfied e) Very satisfied
10. How would you rate the overall quality of the steamer agents and ship chandlers services provided by Snow shipping?
  - a) Very poor b) Poor c) Average d) Good e) Excellent
11. Were your goods handled with care and delivered in good condition?
  - a) Yes, completely b) Yes, to some extent c) No
12. How would you rate the responsiveness and helpfulness of the customer support team at Snow shipping?
  - a) Very unsatisfactory b) Unsatisfactory c) Neutral d) Satisfactory e) Very satisfactory
13. Were your inquiries and concerns addressed in a timely manner?
  - a) Yes b) No c) Not applicable (N/A)

14. Do you believe that the prices charged by Snow shipping for their freight steamer agent services are reasonable?
- a) Yes b) No
15. Do you believe that the quality of service provided by Snow shipping justifies the cost?
- a) Yes b) No
16. Would you recommend Snow shipping steamer agent services to others?
- a) Definitely yes b) Probably yes c) Not sure d) Probably no e) Definitely no
17. How would you rate the overall quality of the steamer agent services provided by snow shipping?
- a) Very poor b) Poor c) Average d) Good e) Excellent
18. How would you rate the timeliness of delivery for your shipments?
- a) Excellent b) Good c) Average d) Poor e) Very poor
19. Did the steamer agent company provide clear and accurate information about documentations and status updates?
- a) Yes, always b) Yes, most of the time c) Occasionally d) Rarely e) No, never
20. How effectively were the issues or problems with your shipments resolved?
- a) Excellent b) Good c) Average d) Poor e) Very poor d) N/A (no issues or problems)
21. How would you rate the accuracy of invoicing and billing for the steamer agent services?
- a) Excellent b) Good c) Average d) Poor e) Very poor
22. How likely are you to use the services of this steamer agents company again in the future?
- a) Very likely b) Likely c) Neutral d) Unlikely e) Very unlikely
23. What factors influenced your decision to choose this steamer agent company over others? (Select all that apply)
- a) Reputation and reliability
- b) Competitive pricing
- c) Range of services offered
- d) Geographic coverage
- e) Previous positive experiences

24. Did the snow shipping company offer a variety of shipping options and services that met your needs?

- a) Yes, a wide variety b) Yes, but limited options c) No, not enough options
- d) No, none at all

25. Did the snow shipping company handle any customs-related procedures efficiently and accurately?

- a) Yes, always b) Yes, most of the time c) Occasionally d) Rarely e) No, never

26. Mode of transportation used for your shipments?

- a) Sea freight b) Air freight c) Road freight d) Rail freight

27. Professionalism and knowledge of the Sea and cargo staffs:

- a) Excellent b) Good c) Average d) Poor e) Very poor

28. Did you receive regular updates about the status of your shipment?

- a) Yes b) No

29. How satisfied were you with the packaging and securing of the goods?

- a) Very unsatisfied b) unsatisfied c) Neutral d) Satisfied e) Very satisfied

30. Were there any damages or loss of goods during transit?

- a) No damages or loss
- b) Minimal damages or loss
- c) Moderate damages or loss
- d) Significant damages or loss
- e) Total loss of goods