

Instruction: Answer the following based on your shopping experience before using the proposed system.

**Strongly Agree (SA)   Agree (A)   Disagree (D)   Strongly Disagree (SD)**

### **CUSTOMERS PRE-TEST EVALUATION**

<b>A.</b>	<b>QUANTITATIVE</b>	<b>SA</b>	<b>A</b>	<b>D</b>	<b>SD</b>
1.	If is easy to know if an item I want is available in the shop.				
2.	Transactions are processed quickly and without delay.				
3.	Receipts or transaction records are always accurate.				
4.	Information about items is clear and complete.				
5.	Customer service is responsive to my questions.				
6.	I am satisfied with the smoothness of my buying experience.				
7.	I rarely experience delays when purchasing antiques.				
8.	The shop provides reliable updates about products.				
9.	I feel confident in the accuracy of product availability.				
10.	I am satisfied with my overall shopping experience.				

<b>B.</b>	<b>QUALITATIVE (Open-Ended)</b>
1.	What challenges have you experienced when buying antiques?
2.	How easy is it for you to know if an item is available.
3.	How do you feel about the speed of transactions in the shop?
4.	Have you ever received incorrect receipts or records?
5.	What kind of problems do you encounter when asking about antiques?
6.	What improvements do you think should be made in the transaction process?
7.	How do delays, if any, affect your shopping experience?
8.	What makes your shopping experience enjoyable in the shop?
9.	What suggestions can you give to improve customer service?
10.	What would make you want to return and buy again from this shop?

### **SELLERS PRE-TEST EVALUATION**

<b>A.</b>	<b>QUANTITATIVE</b>	<b>SA</b>	<b>A</b>	<b>D</b>	<b>SD</b>
1.	I can easily monitor the stock levels of antiques in the shop.				
2.	Errors in inventory tracking rarely happen.				
3.	Recording sales transactions is simple and accurate.				
4.	I can quickly determine my daily and monthly sales totals.				

5.	Monitoring popular and less popular items is easy with the current process.				
6.	The current process saves time in managing business operations.				
7.	Generating reports about sales and inventory convenient.				
8.	I feel confident in the accuracy of my shop records.				
9.	The current method helps avoid financial losses.				
10.	Managing the shop with the current system is not stressful.				

<b>B.</b>	<b>QUALITATIVE (Open-Ended)</b>				
1.	What are the biggest challenges you face in tracking your shop's inventory?				
2.	How do you currently record your sales transaction?				
3.	What problems do you encounter when monitoring sales and income?				
4.	How do you identify which items sell the most or least?				
5.	What difficulties do you face in serving your customers?				
6.	What steps take the most time when managing your shop?				
7.	How do you currently prepare reports for sales and inventory?				
8.	What improvements do you want to see in your record-keeping process?				
9.	How do errors in your current system affect your shop?				
10.	What do you think would make your management process easier?				