***Questionnaire Form***

##### How often do you shop on this site?

* Very often
* Seldom
* Not Often

##### Choose 2 products you buy frequently on this site.

* Mobiles
* Accessories
* Perfumes and Oils
* Skincare products

##### What is the biggest challenge you face with shopping online?

* Slow checkout time
* Lack of products I want
* Slow webpage response time

##### How likely are you to recommend this site to other online shoppers?

* Very likely
* Somewhat likely
* Very unlikely

##### What is your biggest concern about online shopping?

* Breach of personal information
* Breach of payment details
* Poor internet connection

##### How much do you spend on online shopping every month?

* Less than 100 USD
* $100 – $500
* $500 – $1000
* More than 1000 USD

##### How many times do you shop online in a month?

* Once
* Twice
* Thrice
* More than thrice

##### Which payment method do you prefer for online shopping?

* Payment Gateways
* USSD
* Bank transfer

##### How would you rate your overall online shopping experience?

* Excellent
* Average
* Poor

##### How likely are you to return to this webpage for your online shopping?

* Very likely
* Somewhat likely
* Highly unlikely

What is your gender?

* Male
* Female
* Others. Please state
* Prefer not to say

# (True/false) question Samples for an Online Shopping Questionnaire

##### Did you enjoy the online shopping experience on our website?

* Yes
* No

This question allows customers to provide feedback on the overall shopping experience.

Do you always shop on our website?

* Sure
* Not at all

This simple question allows you to track consumer retention for your organization.

##### Would you recommend our website to others?

* Yes
* No

Positive responses to this question serve as an indicator of a good customer experience.

##### Our website provided the best online shopping experience.

* True
* False

Just like the first question in this section, this question helps you to gather feedback on your overall online shopping experience.

##### Do you have any challenges with our checkout method?

* Yes
* No

Get direct feedback from customers about your e-commerce checkout process on your website.

##### Our product prices are affordable.

* True
* False

This question allows you to gather feedback from customers about product pricing.

##### Have you ever had a bad experience while shopping with us?

* Yes
* Not at all

This question allows you to track and address customer dissatisfaction.

Do you have any concerns about your data privacy while shopping online?

* Yes
* No

##### I always use the credit card option for my online shopping transactions.

* True
* False

This question prompts customers to indicate preferred payment options.

##### I always use the bank transfer method for online shopping transactions.

* Definitely
* Never

Just like the question above, customers can provide responses here that allow you to identify preferred payment methods for your e-commerce store.

##### Do you always shop online?

* Yes
* No