System Analysis: Questionnaire & Interview Guide

# 1. Questionnaire

Please fill out the following questionnaire to help us understand your experience with the e-commerce system.

## Section 1: Basic Info

1. What is your role in the system?  
☐ Customer  
☐ Delivery Personnel  
☐ Admin  
☐ Customer Service  
☐ Warehouse Staff

2. How often do you use the system?  
☐ Daily  
☐ Weekly  
☐ Monthly  
☐ Rarely

## Section 2: System Functionality

3. Do you find the current interface easy to navigate?  
☐ Yes ☐ No

4. Rate your satisfaction with the following features (1 = Poor, 5 = Excellent):  
 - Browsing and searching for products  
 - Placing an order  
 - Delivery status updates  
 - Inventory management (Admins)  
 - Report generation (Admins)  
 - Order return process

## Section 3: Open-Ended Questions

5. What problems have you encountered while using the system?

6. What feature(s) would you like to add or improve?

7. How do you feel about the system’s response time and reliability?

8. How do you usually communicate with customer service (if at all)?

# 2. Interview Guide

This section includes specific questions for interviews with key system users.

## Customer Interview Questions

1. Can you describe how you usually place an order?  
2. Have you ever used the return process? How was your experience?  
3. How do you track your order?  
4. What additional features would help improve your shopping experience?

## Delivery Personnel Interview Questions

1. How are you notified about assigned deliveries?  
2. Are you able to update order status easily?  
3. Do you use the integrated map? Is it accurate and helpful?  
4. What challenges do you face on a typical delivery?

## Admin Interview Questions

1. How do you manage the product catalog and inventory?  
2. How often do you generate reports, and are they useful?  
3. Do you assign delivery tasks manually or automatically?  
4. Are there any features that slow down your work?

## Warehouse / Customer Service Interview Questions

1. How are you notified when a new order is placed?  
2. What is your process when a return request is received?  
3. How do you coordinate with delivery personnel and admins?  
4. What improvements would help you work more efficiently?