**Online Second Hand Books Purchase and Delivery System Questionnaires**

Staff Optional

Name: …………………………………………………………………………………………………

Occupation: ……………………………………………………………………………………………

Customer Optional

Name: …………………………………………………………………………………………………

Occupation: ……………………………………………………………………………………………

1. Which Kind of a system do you use in your day to day business transactions?(Tick one)

Manual

Digital

Proceed Below if your answer above is Manual

2. At a score of 5 how can you range the performance and functionality of the manual system(Tick one)

1 2 3 4 5

3. Are you interested in using a digital system in your day to day business transactions(Tick one)

Very Interested

Interested

Averagely Interested

Not Interested

Don’t Know

4. If Averagely Interested or above why change the current system (Tick All that applies)

The existing system is slow

The existing system is not secure

The existing system does not support delivery

The existing system consumes a lot of space in terms of storage

**Online Second Hand Books Purchase and Delivery System Questionnaires**

Staff Optional

Name: …………………………………………………………………………………………………

Occupation: ……………………………………………………………………………………………

Customer Optional

Name: …………………………………………………………………………………………………

Occupation: ……………………………………………………………………………………………

1. Have you ever used an online system to purchase a book?

Yes

No

1. If your answer above is yes… What kind of a book did you buy

First Hand Book

Second Hand Book

1. Have you ever seen an online second hand online purchase and delivery system

Yes

No

1. If the answer above is No… According to you how is the experience of buying a second hand book manually

Very Satisfying

Satisfying

Not Pleasant

Worse Experience

1. In your own words would you please outline why you would consider a digital online system over a manual system

**Online Second Hand Books Purchase and Delivery System Questionnaires**

Staff Optional

Name: …………………………………………………………………………………………………

Occupation: ……………………………………………………………………………………………

Customer Optional

Name: …………………………………………………………………………………………………

Occupation: ……………………………………………………………………………………………

1. Is there any problem you observe in the organization that is related to stock taking activity like identifying stocks, updating stocks in serving customers?

Yes

No

1. If a new system was introduced, do you think the company’s revenue would increase?

Yes

No

1. Does the current system need changes or any improvements

Yes

No