Appendix 8.1

**QUESTIONNAIRE ON INFORMATION TECHNOLOGY SUPPORT TO
SUPPLY CHAIN MANAGEMENT PROCESSES**

Preamble to the Questionnaire

Information Technology Support to government Supply Chain Management processes:

The Eastern Cape Provincial Government introduced procurement reforms as encapsulated in the Supply Chain Management Framework. The implementation and success of SCM requires the support of information Technology and systems.

Two years since the promulgation of SCM instructions in the Eastern Cape, It is opportune to asses the extent and nature of IT support to SCM requirements.

Aim of the Questionnaire:

This study seeks to determine the state of readiness of Information systems and technology in supporting procurement reforms currently championed under the banner of SCM.

Thank you for your willingness to complete this questionnaire. Your answers will remain completely confidential and will in no way be divulged to a third person without your consent.

Please answer all the questions and choose only one answer per question. The questionnaire will take approximately 30 minutes to complete.

On the narrative part please be as precise as possible: use of bulleted answers might assist in this regard

Please decide whether you agree or differ with each statement and mark your answer with a tick (✓) in the applicable block.

The scale refers to the following:
1 =   Completely disagree
2 =   Disagree
3 =   Undecided
4 =   Agree
5 =   Completely agree

Example: Question 1 – I view IT as a strategic management tool.

		Completely Disagree	Disagree	Undecided	Agree	Completely Agree
	If you *fully agree* **with this statement, tick the square under "Completely agree".**	☐ 1	☐ 2	☐ 3	☐ 4	☑ 5
	If you *do* **agree with this statement, tick the square under "Agree".**	☐ 1	☐ 2	☐ 3	☑ 4	☐ 5
	If you *are not sure***, or do not know if you agree/disagree, tick the square under "undecided".**	☐ 1	☐ 2	☑ 3	☐ 4	☐ 5
	If you *disagree* **with this statement, tick the square under "Disagree".**	☐ 1	☑ 2	☐ 3	☐ 4	☐ 5
	If you *fully disagree* **with this statement, tick the square under "Completely disagree".**	☑ 1	☐ 2	☐ 3	☐ 4	☐ 5

THANK YOU FOR YOUR CO-OPERATION

BIOGRAPHICAL DATA

🔸 Place a tick (✔) in the appropriate box in response to all the questions:

1. **BRANCH:**

Which branch do you belong to?		
1.	Information Technology Services	☐
2.	Supply Chain Management	☐
3.	Asset Management	☐

2. **DEPARTMENT:**

Which Department/Division do you work in?					
1.	Provincial Treasury	☐	12.	Roads and Transport	☐
2.	Office of the Premier	☐	13	Provincial Legislature	☐
3.	Agriculture	☐			
4.	Safety and Liaison	☐			☐
5.	Sports Arts and Culture	☐			☐
6.	Social Development	☐			☐
7.	Public works	☐			☐
8.	Education	☐			☐
9.	Health	☐			
10.	Housing Local Government and Traditional Affairs	☐		Other: Specify _____	
11.	Economic Affairs Environment and Tourism	☐			

3. **LEVEL**

What level are you?		
1.	16 – 13 (Senior Management)	☐
2.	12 – 9 (Middle Management)	☐
3.	8 - 7 (Junior Management)	☐
4.	6 – 3 (Operational Staff)	☐
5.	2 – 1 (General Workers)	☐

4. **GENDER:**

Which gender do you belong to?		
1.	Male	☐
2.	Female	☐

5. **AGE CATEGORY:**

Which age category do you belong to?		
1.	20-30	☐
2.	30-40	☐
3.	40-50	☐
4.	50-65	☐

6. **EXTERNAL STAKEHOLDERS**

INSTITUTION	
1.	Name: …………………………………………………………………………………………..
2.	Location: Country:……………………………………………….City:…………………………………………
3.	Nature of Business/Operations: ……………………………………………………………………………………………..

DIMENSIONS

		Completely Disagree	Disagree	Undecided	Agree	Completely Agree
B)	**SCM NEEDS :**					
1.	My section is involved in rollout of SCM processes	☐	☐	☐	☐	☐
		1	2	3	4	5
2.	There is a real need for SCM in the Provincial Administration	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
3.	I know the difference between traditional procurement and procurement under SCM	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
4.	My job has been impacted on since the inception of SCM	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
5.	SCM processes have been clearly spelt out and are understood in the organisation	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
B)	**ICT NEEDS:**					
6.	My section has the necessary IT infrastructure to support its job function	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
7.	The Departmental ITsection is sufficiently skilled and capacitated to support SCM requirements	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
8.	I have been trained on information systems used for procurement	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
9.	My section gets involved during the development, amendment or enhancement of IT system that impact on our work	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
10.	Support services outsourced from SITA enhances the performance of departmental IT.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
11.	IT systems and processes and policies have been documented and are well known in my section	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
12.	The IT unit can improve its services if its budget allocation is increased	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
13.	IT systems and support are a great impediment in the implementation of SCM	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
14.	There is a need to introduce new information systems in support of SCM	☐	☐	☐	☐	☐
		1	2	3	4	5

		Completely Disagree	Disagree	Undecided	Agree	Completely Agree
C)	**INFORMATION REQUIREMENTS**					
15.	The information generated from existing system meets SCM reporting requirements	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
16. *	Compilation and consolidation of required SCM reports is easy.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
17.	The lack of a uniform system for dealing with suppliers greatly undermines the credibility of SCM information.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
18.	The submitted monthly SCM information is utilised by its recipients	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
19.	There are major impediments in getting access to SCM information	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
D)	**STRATEGY ASSESSMENT**					
20.	There is a clear strategy to address SCM requirements	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
21.	There is need for both SCM and IT practitioners to work closely in the development or implementation of any new system	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
22.	Capacity building with a focus on training is more important than introducing new technology and systems	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
23.	Change management is an important element in introducing new systems and processes.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
24.	I am aware of plans to develop a provincial system to support supplier management	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
25.	My department is performing better than others in the rollout of SCM	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
26. *	I support the idea of shared SCM and ICT services in the Province	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5

E)	NARRATIVE: In your view, briefly state how the following factors affect Information Technology support to Supply Chain Management (SCM) processes
27.	Technical factors
28.	People factors
29.	Management factors
30.	Process factors
31.	Cultural factors
32.	Structural factors (organization structures and lines of reporting, authority and responsibility).
33.	SITA's role

	Make short comments on the following	
34.	Areas that IT support and systems need to focus on to improve SCM operations?	
35.	The state of readiness of SCM staff to use a new Information system	

THANK YOU FOR YOUR COOPERATION