

ANNEXURE A

DATA COLLECTED USING THE QUESTIONNAIRE 1 & 2

BANK-A		BANK-B		BANK-C	
CS-1	DL-1	CS-2	DL-2	CS-3	DL-3
31	81	62	42	84	28
34	75	71	36	91	25
41	73	76	33	92	24
47	68	87	37	108	27
42	61	91	26	104	19
39	80	56	33	90	15
43	72	40	35	98	19
50	58	30	25	110	35
53	60	35	28	93	45
44	49	45	38	106	55
59	69	55	48	96	68
46	57	65	49	82	20
55	72	75	66	93	45
47	63	85	75	102	55
52	66	95	85	97	43
48	67	84	62	102	46
37	54	53	31	99	30
41	49	64	48	101	52
60	77	61	31	41	18
65	87	71	41	51	20

70	90	81	51	61	30
75	98	91	61	71	40
80	97	62	32	81	50
85	99	72	42	91	60
90	82	82	52	42	19
95	105	92	62	52	22
61	74	63	33	62	32
71	83	73	43	72	42
81	94	83	53	82	52
91	101	93	63	92	62

ANNEXURE B
QUESTIONNAIRE 1

Name:

Designation:

Years of Experience: (Years)..... (Months)

Rate the following tasks on the scale of 0(least) to 20(Highest) :

- 1- Difficulty level to locate/identify the login page?
- 2- Difficulty level to enter the parameters (Login_Id/Password)?
- 3- Ease of use in entering the correct parameters?
- 4- Support level provided by the system in guiding the procedure of entering login details?
- 5- Difficulty level to locate the desired operation in the menu bar?
- 6- Difficulty level to operate the task?
- 7- Support level provided by the system to navigate from login page to the desired operation's menu?
- 8- Significance level of Information display on alert box?
- 9- Understanding level of the language of message in the alert box?
- 10- Difficulty to locate the cause of error if occur?
- 11- Difficulty level to go to return menu?
- 12- Difficulty level in aborting the operation?
- 13- Difficulty level in fetching the data from the database?
- 14- Satisfaction level on the amount of data entered to fetch the record?
- 15- Difficulty to select the exact data in case similar records have been found?
- 16- Level of ease in locating the exact data?
- 17- Level of ease in extracting the data?
- 18- Level of ease in completing the task?

- 19- Difficulty level in storing the data in database?
- 20- Difficulty in accessing the printer in case printing is required?
- 21- Level of ease in returning to the main menu?
- 22- Ease of use with graphical user interface provided?
- 23- Difficulty level to report any error if occurs?
- 24- Difficulty level in finding the logging out option?
- 25- Satisfaction level on the information provided regarding the completion of task?

(SIGNATURE)

ANY OTHER COMMENTS:-

ANNEXURE C
QUESTIONNAIRE 2

Name:

Designation:

Years of Experience: (Years)..... (Months)

a. Rate your users experience with the software?

1. Excellent
2. Very Good
3. Good
4. Average
5. Poor

b. Rate your comfort in shifting between the software module according to ease of use.

1. Excellent
2. Very Good
3. Good
4. Average
5. Poor

c. How do you find the navigational guidance effective during the context shift?

1. Excellent
2. Very Good
3. Good
4. Average
5. Poor

d. Rate the software data input features in the package.

1. Excellent
2. Very Good
3. Good
4. Average
5. Poor

e. How often do you that the software hangs up during operation?

1. Excellent
2. Very Good
3. Good
4. Average
5. Poor

f. How often do you detect errors and give feedback?

1. Excellent
2. Very Good
3. Good
4. Average
5. Poor

SIGNATURE:

ANY OTHER COMMENTS: