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## **Appendix A - Questionnaire**

### **Questionnaire**

#### **CONTINUANCE INTENTION USAGE OF CLOUD ERP AMONG MSMEs IN COIMBATORE**

Dear Sir/Madam,

I am Lakshmi A. S., a Ph.D. Research Scholar in Management, under the guidance of Dr. S Kavitha, PSGR Krishnammal College for Women, Coimbatore. I am carrying out research titled “CONTINUANCE INTENTION USAGE OF CLOUD ERP AMONG MSMEs IN COIMBATORE”. I request you to kindly participate in the study. It will take only a few minutes to complete the questionnaire. I express my sincere gratitude for filling up the questionnaire and the information provided is purely for my research and will be kept confidential.

Thank you very much for your kind response.

Yours Sincerely

Lakshmi A.S.

Ph. D Scholar

PSGR Krishnammal College for Women

Coimbatore

Email ID :

#### **PART – 1: BASIC DATA OF THE ORGANIZATION**

1. Name of the Organization
2. Nature of the Organization
  - Private limited organization
  - Public limited organization
  - Partnership
  - Sole Proprietor
  - Family owned business
  - Others

3. Type of Business

- Retail Trading
- Export
- Manufacturing
- Services
- Real Estate
- Farming
- Others

4. Category of the Organization

- Micro
- Small
- Medium

5. For how long has your organization been in operation?

- Upto 1 year
- Between 2 and 5 years
- Between 6 and 10 years
- Between 11 and 15 years
- Over 16 years

6. How many people are employed by your organization?

- 1- 9
- 10 - 49
- 50 - 249

7. Which type of cloud services are you already using? (Please specify)

- SAP
- Microsoft Azure
- Oracle Cloud Infrastructure
- Hybrid Cloud
- Hosting SAP with Wipro Cloud
- Hosting SAP server with Cloud on AWS
- MVC Cloud ERP
- SAP S4 HANAA
- Roadmap Cloud ERP

- Zoho Cloud ERP
  - Ramco Cloud ERP
  - ERP on SWAP Cloud
  - ERP on SQL Cloud Service
  - Softwings Cloud
  - Others
8. How long do you use Cloud ERP in your organization?
- 0-1 year
  - 2-3 years
  - 4-5 years
  - Above 5 years

## **PART- 2: BASIC INFORMATION OF THE RESPONDENTS**

9. Gender
- Male
  - Female
10. Age
- 20-30 years
  - 31-40 years
  - 41-50 years
  - Above 50 years
11. Designation
- CEO
  - Manager
  - IT Manager
  - Proprietor/Owner
  - Others
12. Qualification
- Art & Science
  - Engineering
  - MBA / MCA
  - Any Certification Courses
  - Others

13. Experience in this business

- 0-5 years
- 6-10 years
- 11-15 years
- More than 15 years

**PART-3 : DETERMINANTS OF THE CONTINUANCE INTENTION OF THE  
USAGE OF CLOUD ERP IN MSMEs**

Please indicate your opinion about the continuance intention of Cloud ERP usage in your organization. Against each statement given below, please select the appropriate option on a scale of strongly agree to strongly disagree to indicate the extent of your agreement with the statement

5- Strongly Disagree	4- Disagree	3- Neutral	2- Agree	1- Strongly Agree
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Factors	Variables	Description	Scale				
			5	4	3	2	1
System Quality (SQ)	SQ1	The response from cloud ERP is fast, consistent, and reasonable					
	SQ2	Cloud ERP allows to find the information easily what the organization is looking for					
	SQ3	Cloud ERP can effectively combine data from different departments across the entire organization					
	SQ4	Cloud ERP is reliable					
	SQ5	Dealing suddenly with a huge amount of data can be easily be managed in Cloud ERP					
	SQ6	Cloud ERP has more rapid discovery and					

		restoring capabilities					
Information Quality (IQ)	IQ1	Cloud ERP provides accurate information					
	IQ2	Cloud ERP provides the information that the organization needs in a timely manner					
	IQ3	Cloud ERP provides new, updated and sufficient information					
	IQ4	Cloud ERP automatically removes the duplicate data					
	IQ5	Cloud ERP improves access to information for the organization					
Environmental Context (EC)	EC1	Variance is experienced in the service quality of different cloud vendors.					
	EC2	It would be very difficult to change a cloud vendor due to legal and contractual restrictions					
	EC3	When adopting a cloud- based ERP of a specific vendor, it is unavoidable to accept the guidelines of the vendor even if it is unreasonable					
	EC4	It is observed that organization in the same industry are using Cloud-based ERP					
	EC5	It is observed that organization in the same size use Cloud-based ERP					
	EC6	Many of the partner organization use Cloud-based ERP					

Cloud Security & Data Privacy (CSP)	CSP1	Cloud ERP service provided is free from data loss Cloud ERP server and data centers are secured					
	CSP2	The organization cares about the risks of phishing and cyber-attacks by adopting Cloud ERP					
	CSP3	The organization adopted cloud ERP because it is secured					
	CSP4	By adopting Cloud ERP, the organization does not need to worry about malicious intruders intrude into the organization's systems					
	CSP5	Learning to operate cloud ERP system is easy					
Cost Effectiveness (CE)	CE1	Cloud ERP reduces the maintenance cost					
	CE2	Cloud ERP aids the organization from paying extra to buy the whole system					
	CE3	The pay-as-you-go type of payment made the organization to adopt Cloud ERP					
	CE4	Cloud ERP reduces the installation cost					
	CE5	Cloud ERP gives an excellent improvement in business					
Perceived Ease of Use (PEU)	PEU1	Cloud ERP usage increases the productivity of the organization					
	PEU2	Cloud ERP made it easier to do the job					

	PEU3	Cloud ERP system provides reports to the organization that seems to be just about exactly what the organization needs					
	PEU4	Cloud ERP improved the job performance					
	PEU5	Cloud ERP enabled us to accomplish tasks more quickly.					
	PEU6	Cloud ERP saves money and time of the organization					
Perceived Usefulness (PU)	PU1	It is easy to get the ERP system to do what the organization wants it to do					
	PU2	Cloud ERP system is easy to use					
	PU3	Interaction with the Cloud ERP system is clear and understandable					
	PU4	It is easy to become skillful at using the system.					
	PU5	Interacting with Cloud ERP does not require a lot of mental effort					
Expected Performance (EP)	EP1	Cloud ERP decreases cycle time					
	EP2	Cloud ERP helps in better quality decision-making, planning and resource management					
	EP3	Cloud ERP improves customer service					
	EP4	Cloud ERP gives an excellent improvement in business					
	EP5	Cloud ERP supports the business alliance					

Continuance Intention (CI)	CI1	Cloud ERP is intended to continue using in the future					
	CI2	Cloud ERP will be used on a regular basis in the future					
	CI3	Cloud ERP will be used frequently in the future					
	CI4	The intention of the organization is to continue using Cloud ERP than use any alternative means					



## Appendix B – Publications

### LIST OF PAPER PUBLICATIONS DURING MY PH.D.PROGRAMME

1. **"The Impact of Enterprise Resource Planning in Textile Industries"**, Asian Journal of Multidimensional Research, ISSN: 2278-4853, Vol 18, Spl Issue 1, May 2019, Page: 13-19.
2. **"Factors Determining the Usage of Enterprise Resource Planning- A Literature Review"**, Dogo Rangsang Research Journal, ISSN: 2347-7180, Vol-10, Issue-06,5 June 2020, Page: 229-240.
3. **"The Impact of Cloud ERP on the Perceived Performance of Small and Medium Enterprises in Coimbatore"**, Journal of Management & Entrepreneurship, ISSN: 2229 - 5348, Vol: 16, No. 01(IIIV), January - March 2022, Page: 156 – 164.
4. **"A Study On The User Satisfaction Of Cloud ERP Among MSMEs In Coimbatore"**, Kanpur Philosophers with ISSN 2348-8301, Volume-9, Issue-2, No. 8, Page No. 162 to 174 and year of publication December 2022 published by New Archaeological & Genological Society.

### PAPERS PRESENTED IN INTERNATIONAL/NATIONAL CONFERENCE

- Paper titled **"The Impact of Enterprise Resource Planning Implemented in Textile Industries"** is presented in International Conference- March 2019 on "Industry 4.0 Developing Sustainable Competitive Strategies", by GRG School of Management Studies, Peelamedu.
- Paper titled **"Factors Influencing the Usage of Enterprise Resource Planning - A Literature Review"** is presented in National Seminar- February 2020 on "AIRBEOC 2020" by Acharya Institute of Graduate Studies, Bengaluru.
- Paper titled **"Role of Cloud ERP During COVID-19 in SMEs"** is presented in Virtual Conference- August 2020 on "Metamorphosis of Modern Management and Research (IC 3MR 2.0)", by Bannari Amman Institute of Technology, Sathyamangalam.
- Paper titled **"Impact of Cloud ERP on the Perceived Performance of Small and Medium Enterprises in Coimbatore"** is presented in Virtual Conference- October

2021 on “Emerging Trends in Accounting”, by GITAM Hyderabad Business School, Hyderabad.

- Paper titled “**A Study on the User Satisfaction of Cloud ERP Among MSMEs in Coimbatore**” is presented in Virtual Conference- December 2021 on “Metamorphosis of Modern Management and Research (NC 3MR 2.0)”, by Bannari Amman Institute of Technology, Sathyamangalam.
- Paper titled “**The Impact Of Benefits And Barriers Of Cloud ERP On The Perceived Performance of Micro, Small And Medium Enterprises in Coimbatore**” is presented in Second International Conference on Reinventing Business Practices, Startups and Sustainability(ICRBSS) by SRM University, Chennai in Association with University of NIZWA, Oman.

#### **FACULTY DEVELOPMENT PROGRAMME ATTENDED**

- Attended 17 days (14<sup>th</sup> June – 30<sup>th</sup> June 2021) Online Certificate Programme on “**Advance Research Methodology**”, organized by ASBM University, Bhubaneswar
- Attended 5 days (15<sup>th</sup> – 19<sup>th</sup> July 2020) Faculty Development Program on “**Academic Enhancement Through Quality Research**”, organized by Department of Management Studies, BSAITM, Faridabad.
- Attended 7 days (20<sup>th</sup> - 26<sup>th</sup> July, 2020) Online Faculty Development Program on “**Research Methodology: Data Analysis, Reporting & Publication Perspectives**”, organized by Bharathiar School of Management and Entrepreneur Development (BSMED), Bharathiar University, Coimbatore.
- Attended 6 days (30 November – 05 December 2020) AICTE sponsored Online Short - Term Training Programme (STTP) on “**Application of R in Management Research**” organized by Department of Management, PSGR Krishnammal College for Women, Coimbatore.
- Attended 2 week (02 – 14 December 2019) AICTE Sponsored Faculty Development Programme on “**Research Skill Development for Management Faculty**”, organized by Department of Management, PSGR Krishnammal College for Women, Coimbatore.

## **WORKSHOP ATTENDED**

- Attended one day workshop (2<sup>nd</sup> November 2022) on “**Research to Publication**”, by Dr. B.Jeyapragash, Associate Professor, Bharathidasan University, Tiruchirapalli and Dr. K. Ramasamy, M.V. Muthiah Government Arts College for Women, Dindigul.
- Attended three days workshop (18<sup>th</sup> June – 20<sup>th</sup> June 2022) on “**Academic Writing – Ethical Issues**” by Dr. V. Gopakumar organized by Global Institute of Statistical Solutions.
- Attended three days (18<sup>th</sup> December – 20<sup>th</sup> December, 2021) International online Workshop on “**Structural Equation Model and Confirmatory Factor Analysis using AMOS**” by Dr. R. Ravanan, Joint Director of Collegiate Education, Chennai.
- Attended three days (24<sup>th</sup> September – 26<sup>th</sup> September 2021) International Online Workshop on “**Basic Statistical Analysis and its Interpretation Using SPSS**” by Dr. R. Ravanan, Joint Director of Collegiate Education, Chennai.