**Survey about Software Education in Ecommerce Company**

My name is Alison, I am an undergraduate student at the University of British Columbia, as well as an intern working in this company, HKTVmall. I am currently working on a technical writing project and would like to invite your participation in this survey. The purpose of this survey is to collect primary data that will be used to analyze the necessary introduction of new software in the company and advancement of software education. The formal report will be presented to our CEO, Mr. Ricky Wong, and necessary stakeholders including the marketing manager, business analyst and its team. The valuable information you provide will be used for analyzing purposes only; **your responses are voluntary and anonymous**. This survey contains multiple choice questions and a few short questions, it takes around 5 minutes to complete. Thank you for your participation.

How long have you been working in HKTVmall?

Please list all the software that you usually work with. If there are software that are not listed, please fill in below. Please rate your technological knowledge of each software from 1-5 (1 is the least familiar, 5 is the most familiar).

|  |  |
| --- | --- |
| Rate | Software name |
|  | Salesforce  |
|  | Algolia |
|  | R Studio  |
|  | Microsoft Office (Excel, Word, PowerPoint, Outlook) |
|  | G Suites (Google Slides, Google Sheet, Google Doc)  |
|  | Google Analytics  |
|  | HKTV Merchant Portal (Exchange) |
|  | App Notification Push Message  |
|  | App Notification Campaign  |
|  |  |
|  |  |

How satisfied are you to the current software education? (1 = least satisfied, 5 = most satisfied)

|  |  |
| --- | --- |
| 1 |  |
| 2 |  |
| 3 |  |
| 4 |  |
| 5 |  |

Do you agree that the company should implement more software in order to advance the company’s potential revenue?

|  |  |
| --- | --- |
| Strongly Agree |  |
| Agree |  |
| Neutral |  |
| Disagree |  |
| Strongly Disagree |  |

Please rate your willingness to learn a new software.

|  |  |
| --- | --- |
| Strong willingness |  |
| Slight willingness |  |
| Neutral |  |
| Slight unwillingness |  |
| Strong unwillingness |  |

What software program do you suggest implementing?

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For your suggested program, what is its main purpose?

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Please rank the importance of the following elements in a software education:

|  |  |
| --- | --- |
| Easiness |  |
| Flexibility (timewise) to learn  |  |
| In-person teaching  |  |
| Teaching language  |  |
| Follow up work e.g. homework, assignment  |  |
| Transparency to reach teacher for questions |  |
| Cost  |  |

Please rank the following elements in HKTVmall’s software education:

|  |  |
| --- | --- |
| Easiness |  |
| Flexibility (timewise) to learn  |  |
| In-person teaching  |  |
| Teaching language  |  |
| Follow up work e.g. homework, assignment  |  |
| Transparency to reach teacher for questions |  |
| Cost  |  |