

• **Appendix A: Agriculture-based Food Cottage Industry Companies in Malaysia**

List of agriculture-based food cottage industry companies that registered in Malaysian Ministry of International Trade and Industry 2009.

| No | Entrepreneur | Product | District | State |
|----|---|------------------------------|-------------------------------------|-----------------|
| 1 | Aida Chocs Enterprise Bersebelahan 465a, Batu Uban Jalan Sultan Azlan Shah 11700 Pulau Pinang U.p: Zuraida Bt Saibon Tel: 019-4567358 | Biskut | Timur Laut | Pulau Pinang |
| 2 | Al-Mashoor Kg Taman Sedia 39000 Tanah Rata Cameron Highlands U.p: Tuan Syed Rahman Tel: 019-5760669 | Produk Berasaskan Strawberry | Cameron Highlands | Pahang |
| 3 | Ani Biskut Batu 37, Lot 1001 Kampung Kundang Tanjung Sepant, Kuala Langat U.p: Noraini Bt. Markom Tel: 03-31481088 Faks: 03-31481088 | Aneka Biskut & Kerepek | Petaling/ Klang/ Kuala Langat | Selangor |
| 4 | Che Mahani Enterprise Kg. Bukit Choras Dalam Mukin Sala Besar Yan 06800 Alor Star U.p: Pn. Che Mahani Bt Debeng Tel: 04-7693716/019-5606387 | Keropok Bawang | Alor Star | Kedah |
| 5 | D Sweet Enterprise 244-3, Taman Setiakawan 75150 Bukit Platu U.p: Aslah bt. Amat Tel: 06-2837367/019-2547227 | Dodol | Bukit Platu | Melaka |
| 6 | Daku Delite Enterprise Lot 41 Kompleks Kilang Sme Jalan Lombing Emas 5 Taman Industri Ringan Seremban Jalan Tun Dr Ismail 70200 U.p: Kamariah Bt Kassim Tel: 06-7612190 Faks: 06-7612190 E-mail: dakudelite@hotmail.com | Kerepek Ubi | Seremban | Negeri Sembilan |

• **Appendix A: continued**

| No | Entrepreneur | Product | District | State |
|-----------|--|---|---------------------------|--------------------|
| 7 | De ' SR Recipe Kunak U.p: Encik Lazarus Tamin Tel: 013-8880674 | Keropok Ubi | Kunak | Sabah |
| 8 | DMJ Enterprise 291, Jalan Kejora 2H/1 Kg. Melayu Rasa Tambahan 44200 Rasa, Hulu Selangor U.p: Hjh. Khadijah bt Hj Mustapa Tel: 03-60579197/012-9026676 | Jem Rosselle, Jem Mulberry, Jem Rambutan | Hulu Selangor | Selangor |
| 9 | Dodol Warisan Tradisional Km. 16, Kg. Pulai 77300 Merlimau U.P: En. Adnan bin Dawan Tel: 017-7202726/06-2615543 | Dodol dan Wajik sirat | Jasin | Melaka |
| 10 | Emy Cookies & Food Enterprise 112 Jalan Bukit Kuda Kampung Kuantan, 41200 Klang U.p: Pn. Samihah Bt Mohd Ilham Tel: 03-33415159 Faks: 03-33415159 | Kuih Bangkit Asli | Klang | Selangor |
| 11 | Hjh. Maskinah Binti Hj. Sepawi Kampung Tutus Hilir, Mukah | Produk Beasaskan Sagu | Mukah | Sarawak |
| 12 | Indah Sajja Enterprise No 7 Kampung Gadong 71350 Kota U.p: Normasitah Bt Mokti Telp: 017-2560187/06-4381070 Faks: 06-4381070 E-mail: indahsajja@yahoo.com | Bahulu & Kerepek | Rembau | Negeri Sembilan |
| 13 | Jamirah Food Industries (M) Sdn Bhd Lot 815, Jalan Mempelau Kg Bukit Bangkong 43950, Sungai Pelek U.p: Pn. Norazrin Bt Amat Tarmezi Tel: 03-31414120 Faks: 03-31414768 | Aneka Kerepek | Sepang/ Hulu Langat | Selangor |
| 14 | Karim bin Derani Lot 141, jalan Kg. Syed Omar, Bintong, 01000 Kangar Tel: 012-48052350 | Rebung Madu & Benih Rebung | Bintong | Perlis |

• **Appendix A: continue**

| No | Entrepreneur | Product | District | State |
|-----------|---|-----------------------|-------------------|-----------------|
| 15 | Kawasan Pembangunan Pertanian Bersepadu Terengganu Utara (IADA KETARA) Gerai, 22000 Jerteh U.p: Puan Wan Zainab binti Wan Ismail Tel: 09-6972501, 09-6971066 | Makanan Tradisional | Besut | Terengganu |
| 16 | KHM Strawberries & Jam No.9 Taman Sedia, Tanah Rata 39000 Cameron Highland U.p: En. Khairani Bin Mohd Tel: 013-4443222 | Berasaskan Strawberri | Cameron Highlands | Pahang |
| 17 | Koperasi Pasar Parit Raja Lot KSB 2-1, Kilang IKS 86400 Parit Raja, Batu Pahat Tel: 07-4541345 Faks: 07-4544169 | Makanan Ringan | Batu Pahat | Johor |
| 18 | Kumpulan Petani Wanita Maju Kg Sinulihan Sook Kg Sinulihan, Daerah Kecil Sook Keningau U.p: Puan Nurhaziah Abdullah Tel: 019-8959379 E-mail: vaevans58@gmail.com | Kerepek Keladi | Sook | Sabah |
| 19 | La Nora Enterprise No 1 Kedai Mdt Felda Bukit Rokan 73200 Gemencheh U.p: Shaharom Bin Samsuddin Tel: 012-6790700/013-67907000 Faks: 06-4310542 E-mail: azizahns@gmail.com | Roti, Kek, Biskut | Tampin | Negeri Sembilan |
| 20 | Laiman Enterprise No. 399, Felda Jelai 3, Gemas U.p: Laiman Bin Salimin / Mohd Azam Salimin Tel: 06-4347792 | Kerepek | Gemas | Negeri Sembilan |
| 21 | M. Z Rezeki Enterprise Lot 1953, Jalan Haji Unuar Kampung Batu 38, 45200 Sabak Bernam U.p: Tn. Haji Azhar B Haji Yunus Tel: 03-32163846/016-2387047 Faks: 03-32161152 | Rempeyek | Sabak Bernam | Selangor |

• **Appendix A: continued**

| No | Entrepreneur | Product | District | State |
|-----------|--|--|---------------------|--------------|
| 22 | Mas Bt. Hamat No.87, Guchil 3 18020 Kuala Krai Tel: 019-9222543 | Pelbagai Kerepek | Kuala Krai | Kelantan |
| 23 | Maznah Bt. Ismail Ayuna Food Kg, Sungai Buluh, Gual Ipoh 17500 Tanah Merah Tel: 013-9297446 | Pelbagai Kerepek | Tanah Merah | Kelantan |
| 24 | Ms Enterprise Lot 2456, Lorong 2b2 Fasa 1, Kampung Tanjung Bundong 943000 Kota Samarahan U.p: Mesliya Binti Jerman Tel: 082-671057 | Sagon Kelapa | Samarahan | Sarawak |
| 25 | Nandong Food Industries Sdn Bhd Lot 9492, Jalan Besar, Sungai Limau 45300 sungai Besar U.p: Masduki B Mohfot Tel: 03-32246394 Faks: 03-32246394 | Nata De Coco & Minyak Kelapa Dara | Sabak Bernam | Selangor |
| 26 | Nesak Enterprise No. 134 A, Jalan Gagak Felda Nitar 1, 86800 Mersing U.p: Hj. Mahadon Bin abd. Rashid Tel: 0137036680 | Produk Rosell & Kerepek | Mersing | Johor |
| 27 | Perniagaan Hj, Ideris KM 805, Lorong Hj, Zainudin, Solok Bakar Batu, Kandang U.p: Idris Hj Zainuddin Tel: 019-6652464 | Dodol, Sagun | Melaka Tengah | Melaka |
| 28 | Perniagaan Warisan Usaha Lot 1455, Jalan Sungai Lang Kampung Kanchong Darat 42700, Banting U.p: Pn. Junaidah Bt. Tawil Tel: 03-31813620 Faks: 03-31878332 | Aneka Kerepek | Sepang/ Hulu Langat | Selangor |
| 29 | Pert. Peladang Kaw. Paya PPK Paya KM4, Jalan Kaki Bukit, 01000 Kangar U.p: Mohd Hafiz Bin Wahab Tel: 04-9760280/012-4617230 Faks: 04-9767740 E-mail: sutera-linear@yahoo.com | De-hydrated Epa, Mangoes, Pineapples, Mushroom | Sena | Perlis |

• **Appendix A: continued**

| No | Entrepreneur | Product | District | State |
|-----------|--|--|---------------------------|--------------------|
| 30 | Perusahaan Ixora 1 Kg Wakuba, Batu 15, Jalan Apas 91000 Tawau U.p: Puan Rosnah@ Norhayati Titing Tel: 013-5407712/019-8001596 | Keropok Amplang | Tawau | Sabah |
| 31 | Perusahaan Keropok D'Umas FELDA Umas 2, Peti Surat 1299 91037 Tawau U.p: Puan Jemimah Abdullah Tel: 019-8087332 E-mail: fizza6468@gmail.com | Kerepek Pisang Sekaki, Keropok Amplang | Tawau | Sabah |
| 32 | Perusahaan Sepang Maju Sdn Bhd No.3, Jalan Kuini Kg Bukit Bangkong 43950, Sungai Pelek U.p: Zamri B Jamaludin Tel: 03-31412316 Faks: 03-31411553 | Aneka Kerepek | Sepang/ Hulu Langat | Selangor |
| 33 | Pn. Roslina Binti Mat Pusat Aprentis, Pusat Pertanian Kg. Damak, 27030 Jerantut Tel: 019-9469558 | Kerepek Pisang | Jerantut | Pahang |
| 34 | Pusat Bimbingan Usahawan (PBU) 21800 Ajil, Kuala Berang Hulu Terengganu U.p: Puan Samsiah binti Ab Manaf Tel: 09-6804210/012-9289561 | Jagung | Hulu Terengganu | Terengganu |
| 35 | Rafiq Enterprise D"Mart Lama Jelai 3 U.p: Maimunah Bt Ahmad Tel: 012-7367029 | Kuih Siput, Rempeyek, Dal Goreng | Tampin | Negeri Sembilan |
| 36 | Rahimah Enterprise No.1, Kampung Mang 94300 Kota U.p: Safiee Bin Ginta Tel: 013-8255603 | Kordial Nanas | Samarahan | Sarawak |
| 37 | Seri Semantan Food Industries 525, Jalan Cendrawasih 2 Taman Paroi Jaya, 70400 Seremban U.p: En. Azman Bin Hj. Mohamad Tel: 013-2224900/013-6820382 | Kerepek Pisang & Kuih Traditional | Seremban | Negeri Sembilan |
| 38 | Zainon Binti Derasit Kpg Medong, Dalat | Produk Beaskan Sagu | Mukah | Sarawak |

• **Appendix B: Questionnaire**

RESEARCH PARTICIPANTS CONSENT FORM

A Study on E-Commerce in Cottage Industries

This research is to collect data to complete the research requirements.

| | | |
|--|--|--|
| | | |
|--|--|--|

Subject initials

1. I have been given a full explanation of this research.
2. I agree to cooperate with the researchers.
3. I am aware that I will be referred to by my initials but my identity will be confidential. I agree to release this information on the understanding that it will be treated for research purposes only.
4. I aware that all information from all parties will be confidential.
5. I agree entirely to take part in this study.

Signature by subject:

Signature: _____

- **Appendix B: continued**



QUESTIONNAIRE

INTRODUCTION

Cottage Industry Directory System and Shopping Online is a system that designed to do one-stop system providing product and company information as well as allowing online transaction to take place for seller and buyer to do business transaction.

The questionnaire is divided into few sections from general questions to more specific questions such as Section I – Background, Section II – on Experience on Selling Product, Section III – on Experience on Internet Usage and Section IV – on Suggestion.

• **Appendix B: continued**

Section I: Background

1. How you become an entrepreneur? Is it your choice?

Yes

No

Explain:

2. How many years have you run this cottage industry company?

< 5 years

5 – 10 years

10 – 15 years

> 15 years

3. What are the problems in running this cottage industry?

Market

Explain:

Support

Explain:

• **Appendix B: continued**

Capital

Explain:

Competition

Explain:

• **Appendix B: continued**

Others (please specify) _____

Explain:

4. How many branches does your cottage industry company have?

None (please proceed to question 6)

1 – 2 branches

> 2 branches

5. Are the service provided is the same in each branch?

Yes

No (please specify) _____

Section II: Experience on Selling Product

6. How do you promote your business to customer? You may choose more than one answer.

Banners

Flayers

Advertisement

From mouth to mouth

Attending trade shows/industry events

Others (please specify) _____

7. What are the risks in your business? You may choose more than one answer.

Only few people know the location

Hard to pass the access

Far from the city

Less advertisement

Limited production

Others (please specify) _____

8. How do you distribute your product?

Have your own shop (please proceed to question 10)

To retailer/shop

• **Appendix B: continued**

9. Why did you distribute to the retailer/other shop? You may choose more than one answer.

- Many people know those retailer/shop
- The retailer/shop is easy to find from customer
- No need to promote your product
- No need to make an advertisement
- Others (please specify) _____

Section III: Experience on Internet Usage

10. Why do you use the internet for most of the time? You may choose more than one answer.

- General information retrieval
- Email
- Bank transaction
- Marketing
- Shopping Online
- Search the specific information
- Others (please specify) _____

11. Have you ever search information specifically based on what you need?

- Yes
- No

12. Have you heard of online marketing system before?

- Yes
- No (please proceed to question 19)

13. Have you used this online marketing system before?

- Yes (please proceed to question 15)
- No

14. Please choose the reason why you never used an online marketing system before. You may choose more than one answer.

- Do not trust the marketing website
- Do not trust the user of marketing website
- Limited information to share
- Not user friendly
- Expensive
- Lack of security
- Others (please specify) _____

• **Appendix B: continued**

15. What is the problem using online marketing system?

- Cannot save time, energy and money for best result
- Not every people can access to the internet
- Hard to manage the transaction in the online system
- Buyer cannot see the product in real
- Others (please specify) _____

16. What potential do you see in using online marketing system?

- Can promote more product with details
- Less expensive to promote the product
- Connected directly to buyer
- Can increase revenue and profits
- Others (please specify) _____

17. Please choose the best relating to the existing online marketing system.

| Do you agree that: | Yes | No |
|--|-----|----|
| Marketing online system is more efficient compared to advertised by attending to trade shows or industry events. | | |
| Marketing online system is user friendly | | |
| Marketing online system are informative | | |
| Marketing online system is cost and time effective | | |
| Marketing online system is more reliable | | |

18. Are you satisfied with the services provides in these websites?

- Yes
- No. Why? (please explain) _____

Section IV: Suggestion

19. If there is a website combining all cottage industry company into a single system, do you think it will be better from the current method of selling cottage industry food?

- Yes
- No. Why? (please explain) _____

• **Appendix B: continued**

20. If there is a website combining all cottage industry company into a single system, will you use this website?
- Yes
- No. Why? (please explain) _____

21. Which payment option would you prefer when customer purchasing a cottage industry food from this website?
- Credit Card
- Bank transfer
- Cash upon delivery
- Others (please specify) _____
22. What are the features do you feel should be available in this marketing online system? You may choose than 1 answer.
- Attractive web page design
- User interactivity
- Online registration
- Product information
- Product pricing
- Online payment
- Online reservation/purchasing
- Print out reservation
- Company information
- Company location map
- FAQ
- Other web site link page
- Others (please specify) _____

Thank you for answering this Questionnaire.

- **Appendix B: continued**



QUESTIONNAIRE FOR SYSTEM TESTING

(SELLER)

INTRODUCTION

Cottage Industry Directory System and Shopping Online is a system that designed to do one-stop system providing product and company information as well as allowing online transaction to take place for seller and buyer to do business transaction.

The prototype of this Cottage Industry Directory System and Shopping Online is designed. These following pages are the questionnaire to evaluate how users use the proposed Cottage Industry Directory System and Shopping Online system and the result can be evaluated based on the user's responses.

The questionnaire is divided into three (3) sections from general questions to more specific questions such as Section I – Overall Agreement with the Proposed Design, Section II – Responses to the Specific Questions, and Section III – Overall Issues and Problems, Comments and Suggestions.

• **Appendix B: continued**

Section 1: Overall Agreement with the Proposed Design

1. How is the overall design of the proposed Cottage Industry Directory System and Shopping Online system?
 - a. Excellent
 - b. Good
 - c. Average
 - d. Below Average
 - e. Poor

2. How helpful were the features of the proposed Cottage Industry Directory System and Shopping Online system?
 - a. Very Helpful
 - b. Helpful
 - c. Neither helpful nor unhelpful
 - d. Unhelpful
 - e. Very Unhelpful

3. Are the features of the proposed Cottage Industry Directory System and Shopping Online system useful?
 - a. Yes
 - b. No

If No, please specify how to increase the usefulness of the proposed Cottage Industry Directory System and Shopping Online system

4. Do the proposed Cottage Industry Directory System and Shopping Online system work accordingly?
 - a. Excellent
 - b. Good
 - c. Average
 - d. Below Average
 - e. Poor

5. Do the proposed Cottage Industry Directory System and Shopping Online system user friendly and easy to use?
 - a. Excellent
 - b. Good
 - c. Average
 - d. Below Average
 - e. Poor

• **Appendix B: continued**

6. Is the proposed Cottage Industry Directory System and Shopping Online system help in your daily operations?
 - a. Excellent
 - b. Good
 - c. Average
 - d. Below Average
 - e. Poor

7. Is the interface design of the proposed Cottage Industry Directory System and Shopping Online system attractive?
 - a. Excellent
 - b. Good
 - c. Average
 - d. Below Average
 - e. Poor

Section 2: Responses to the Specific Questions

8. Were all the error notification message work displayed for the wrong entry?
 - a. Yes
 - b. No

If No, please specify where the error notification message did not displayed

9. Were you able to view all new and existing data?

- a. Yes
- b. No

If No, please specify where the new and existing data did not displayed

• **Appendix B: continued**

Section 3: Overall Issues and Problems, Comments and Suggestions

10. Were there any issues and problem faced in this proposed Cottage Industry Directory System and Shopping Online system?

- a. Yes
- b. No

If Yes, please specify

11. Do you have any comments and suggestions to improve the development of the proposed Cottage Industry Directory System and Shopping Online system?

- a. Yes
- b. No

If Yes, please specify

12. If the Cottage Industry Directory System and Shopping Online are available, are you willing to use?

- a. Yes
- b. No

If No, please specify the reason

- Thank you for your cooperation by answering this questionnaire –

- **Appendix B: continued**



QUESTIONNAIRE FOR SYSTEM TESTING

(BUYER)

INTRODUCTION

Cottage Industry Directory System and Shopping Online is a system that designed to do one-stop system providing product and company information as well as allowing online transaction to take place for seller and buyer to do business transaction.

The prototype of this Cottage Industry Directory System and Shopping Online is designed. These following pages are the questionnaire to evaluate how users use the proposed Cottage Industry Directory System and Shopping Online system and the result can be evaluated based on the user's responses.

The questionnaire is divided into three (3) sections from general questions to more specific questions such as Section I – Overall Agreement with the Proposed Design, Section II – Responses to the Specific Questions, and Section III – Overall Issues and Problems, Comments and Suggestions.

• **Appendix B: continued**

Section 1: Overall Agreement with the Proposed Design

1. How is the overall design of the proposed Cottage Industry Directory System and Shopping Online system?
 - a. Excellent
 - b. Good
 - c. Average
 - d. Below Average
 - e. Poor

2. How helpful were the features of the proposed Cottage Industry Directory System and Shopping Online system?
 - a. Very Helpful
 - b. Helpful
 - c. Neither helpful nor unhelpful
 - d. Unhelpful
 - e. Very Unhelpful

3. Are the features of the proposed Cottage Industry Directory System and Shopping Online system useful?
 - a. Yes
 - b. No

If No, please specify how to increase the usefulness of the proposed Cottage Industry Directory System and Shopping Online system

4. Do the proposed Cottage Industry Directory System and Shopping Online system works accordingly?
 - a. Excellent
 - b. Good
 - c. Average
 - d. Below Average
 - e. Poor

5. Do the proposed Cottage Industry Directory System and Shopping Online system user friendly and easy to use?
 - a. Excellent
 - b. Good
 - c. Average
 - d. Below Average
 - e. Poor

• **Appendix B: continued**

6. Is the proposed Cottage Industry Directory System and Shopping Online system help you in purchasing the product? (save time, able to compare product and price, more convenient, etc.)
- a. Excellent
 - b. Good
 - c. Average
 - d. Below Average
 - e. Poor
7. Is the interface design of the proposed Cottage Industry Directory System and Shopping Online system attractive?
- a. Excellent
 - b. Good
 - c. Average
 - d. Below Average
 - e. Poor

Section 2: Responses to the Specific Questions

8. Were all the error notification message work displayed for the wrong entry?
- a. Yes
 - b. No

If No, please specify where the error notification message did not displayed

9. Were you able to view all new and existing data?

- a. Yes
- b. No

If No, please specify where the new and existing data did not displayed

• **Appendix B: continued**

Section 3: Overall Issues and Problems, Comments and Suggestions

10. Were there any issues and problem faced in this proposed Cottage Industry Directory System and Shopping Online system?

a. Yes

b. No

If Yes, please specify

11. Do you have any comments and suggestions to improve the development of the propose Cottage Industry Directory System and Shopping Online system?

a. Yes

b. No

If Yes, please specify

12. If the Cottage Industry Directory System and Shopping Online are available, are you willing to use?

a. Yes

b. No

If No, please specify the reason

- Thank you for your cooperation by answering this questionnaire –

• **Appendix C: Commercial Banks in Malaysia**

| No | Bank Name | Ownership |
|-----------|---|------------------|
| 1 | Affin Bank Berhad | Local |
| 2 | Alliance Bank Malaysia Berhad | Local |
| 3 | AmBank (M) Berhad | Local |
| 4 | Bangkok Bank Berhad | Foreign |
| 5 | Bank of America Malaysia Berhad | Foreign |
| 6 | Bank of China (Malaysia) Berhad | Foreign |
| 7 | Bank of Tokyo-Mitsubishi UFJ (Malaysia) Berhad | Foreign |
| 8 | CIMB Bank Berhad | Local |
| 9 | Citibank Berhad | Foreign |
| 10 | Deutsche Bank (Malaysia) Berhad | Foreign |
| 11 | EON Bank Berhad | Local |
| 12 | Hong Leong Bank Berhad | Local |
| 13 | HSBC Bank Malaysia Berhad | Foreign |
| 14 | Industrial and Commercial Bank of China (Malaysia) Berhad | Foreign |
| 15 | J.P. Morgan Chase Bank Berhad | Foreign |
| 16 | Malayan Banking Berhad (Maybank) | Local |
| 17 | OCBC Bank (Malaysia) Berhad | Foreign |
| 18 | Public Bank Berhad | Local |
| 19 | RHB Bank Berhad | Local |
| 20 | Standard Chartered Bank Malaysia Berhad | Foreign |
| 21 | The Bank of Nova Scotia Berhad | Foreign |
| 22 | The Royal Bank of Scotland Berhad | Foreign |
| 23 | United Overseas Bank (Malaysia) Bhd. | Foreign |