

APPENDICES

Appendix 1: The Survey Instrument



Faculty of Economics and Muamalat
Universiti Sains Islam Malaysia

Dear Sir/Madam,

I am Al-Hussain Abdullah Alsuraihi (S/ID: 4181196), a PhD student at the Universiti Sains Islam Malaysia (USIM), Faculty of Economics and Muamalat. This survey questionnaire is part of my research study's title "The implementation of green supply chain management practices and their relation to competitive advantage and social performance among manufacturing companies in Malaysia: Technological Innovation As A Mediator". The purpose of this survey is to collect information about the implementation of green practices among the certified ISO 14001 manufacturing companies in Malaysia. As per the SIRIM and FMM QAS International company listing, we have shortlisted your respective organization for this survey.

I would like to request your kindness and generosity to answer all questions in the survey questionnaire. Your feedback is very important to this research purpose and the results will remain **absolutely confidential and anonymous**. I assure you, all the feedback will be treated strictly confidential and will only be used for the purpose of the scientific research study. You will be able to answer the question through google form <https://forms.gle/P32JoTd41JWJqXCB8>, it will only take 5-10 minutes. Your cooperation is highly appreciated.

Yours sincerely,

Al-Hussain Abdullah Alsuraihi
PhD student
Universiti Sains Islam Malaysia, Faculty of Economics and Muamalat
H/P: 01116306690 E-mail: hussain@raudah.usim.edu.my

NOTE: University' conduct the survey has been granted from the deputy vice chancellor

Section One: Demographic Profile

The following questions refer to the demographic profile of the respondents. Please circle in the appropriate box.

1. Gender

- ☐ Male
- ☐ Female

2. Age

- ☐ 20 – 30
- ☐ 31 - 40
- ☐ 41 - 50
- ☐ 51 and above

3. What is your professional qualification level?

- ☐ Graduate
- ☐ Post Graduate
- ☐ Doctorate
- ☐ Others

4. What is your job title?

- ☐ Manager
- ☐ Assistant Manager
- ☐ Supervisor
- ☐ Officer
- ☐ Engineer
- ☐ Others

5. What is the number of employees at your organization?

- ☐ Less than 50 Employees
- ☐ 51-250 Employees
- ☐ More than 251 Employees

6. How you will classify your sector?

- ☐ Public Sector
- ☐ Private sector
- ☐ Multinational Corporation
- ☐ Others

7. What is your industry classification?

- ☐ Electrical and Electronics
- ☐ Chemical / Petroleum
- ☐ Food Product, Beverages
- ☐ Pharmaceutical
- ☐ Textiles and textile products
- ☐ Rubber & plastic
- ☐ Others

8. What is the age of your organization?

- ☐ Less than 5 years
- ☐ 6 - 10 years
- ☐ 11 – 15 years
- ☐ More than 16 years

Section Two: Implementation of Green Supply Chain Management Practices

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	2	3	4	5

IEM	Internal Environmental Management					
IEM1	My company is a commitment to green supply chain management.	1	2	3	4	5
IEM2	My company supports good environmental practices and policies.	1	2	3	4	5
IEM3	My company collaborate cross-functional cooperation for environmental improvements	1	2	3	4	5
IEM4	My company established an environmental protection index of recycling, gaseous reduction and energy conservation	1	2	3	4	5
IEM5	My company has an environmental management system (ISO14001 certificate).	1	2	3	4	5
IEM6	My company comply with environmental compliance and auditing programs.	1	2	3	4	5
GP	Green Purchasing					
GP1	My company provides design specifications to suppliers that include environmental requirements for purchased items.	1	2	3	4	5
GP2	My company requires its suppliers to develop and maintain an environmental management system (EMS).	1	2	3	4	5
GP3	My company requires its suppliers to have a certified EMS such as ISO 14001	1	2	3	4	5
GP4	My company uses a questionnaire to collect information about its suppliers' environmental aspects, activities and/or management systems	1	2	3	4	5
GP5	My company makes sure that its purchased products must contain green attributes such as recycled or reusable items	1	2	3	4	5
GP6	My company make sure that its purchased products must not contain environmentally undesirable items such as lead or other hazardous or toxic materials	1	2	3	4	5
EP	Eco-Design and Packaging					
EP1	My company design of products for reduced consumption of material/energy	1	2	3	4	5
EP2	My company design of products for reuse, recycle, recovery of material and/or component parts	1	2	3	4	5
EP3	My company design of products to avoid or reduce use of hazardous products and/or their manufacturing process	1	2	3	4	5
EP4	My company design of products for disassembly	1	2	3	4	5
EP5	My company make sure that its packaging has recyclable contents	1	2	3	4	5
CC	Cooperation With Customers					

CC1	My company cooperate with customer for eco-design	1	2	3	4	5
CC2	My company cooperate with customers for cleaner production	1	2	3	4	5
CC3	My company cooperate with customers for green packaging	1	2	3	4	5
CC4	My company cooperate with customers for using less energy during product transportation	1	2	3	4	5
CC5	My company cooperate with customers for developing environmental database of products	1	2	3	4	5
IR	Investment Recovery					
IR1	My company involved in sales of excess inventories/materials.	1	2	3	4	5
IR2	My company involved in sales of scrap and used materials	1	2	3	4	5
IR3	My company involved in sales of excess capital equipment.	1	2	3	4	5
IR4	My company involved in sales of by-product and waste.	1	2	3	4	5

Section Three: Technological Innovation

PTI	Product Innovation					
PTI1	My company is able to introduce new and innovative products into the market	1	2	3	4	5
PTI2	My company is able to develop environmentally friendly products.	1	2	3	4	5
PTI3	My company make efforts to develop new products in terms of hours/persons, team and training involved	1	2	3	4	5
PTI4	My company is able to improve products' design.	1	2	3	4	5
PTI5	My company's products are modified and improved	1	2	3	4	5
PTI6	My company enhances the manufacturing technology of new products	1	2	3	4	5
PSI	Process Innovation					
PSI1	My company has a pioneer disposition to introduce new processes	1	2	3	4	5
PSI2	My company is able to adjust the processes at all levels concerning the production process, inventory, distribution, logistics, etc.	1	2	3	4	5
PSI3	My company displays clever response to new processes introduced by others companies	1	2	3	4	5
PSI4	My company improves existing machinery and equipment.	1	2	3	4	5
PSI5	My company uses machinery adaptations and develops original processing solutions	1	2	3	4	5
PSI6	My company is able to offer environmentally friendly processes.	1	2	3	4	5
MI	Marketing Innovation					
MI1	My company has close relationship management with major customers	1	2	3	4	5
MI2	My company has good knowledge of different market segments	1	2	3	4	5
MI3	My company has a highly efficient sales-force	1	2	3	4	5
MI4	My company's product distribution is efficient	1	2	3	4	5
MI5	My company has good knowledge of market conditions	1	2	3	4	5
OI	Organizational innovation					
OI1	My company has good coordination and cooperation of R&D, sales, marketing and manufacturing departments	1	2	3	4	5
OI2	My company has high-level integration and control of the major functions	1	2	3	4	5
OI3	My company has a high capacity for developing and gaining access to new technologies	1	2	3	4	5

OI4	My company has a high level of capability at identifying the innovative strategy of competitors	1	2	3	4	5
OI5	My company is highly capable of identifying external opportunities and threats	1	2	3	4	5

Section Four (1): Competitive Advantage

PC	Price/cost					
PC1	My company offer competitive price compared to our competitor.	1	2	3	4	5
PC2	My company offer price as low or lower than our competitor.	1	2	3	4	5
PC3	My company direct manufacturing cost/production cost was reduced compared to our competitor.	1	2	3	4	5
PC4	My company total product cost reduced compared to our competitor.	1	2	3	4	5
PC5	My company raw material cost reduced compared to our competitor.	1	2	3	4	5
QY	Quality					
QY1	My company able to compete based on quality.	1	2	3	4	5
QY2	My company offer products that are highly reliable as compared to our competitor.	1	2	3	4	5
QY3	My company offer products that durable as compared to our competitor.	1	2	3	4	5
QY4	My company offer a high-quality product to our customer as compared to our competitor.	1	2	3	4	5
QY5	My company offer products which are conformance to design.	1	2	3	4	5
DY	Delivery					
DY1	My company deliver needed kind of product as compared to our competitor.	1	2	3	4	5
DY2	My company delivers customer order on time as compared to our competitor.	1	2	3	4	5
DY3	My company meets delivery schedules as compared to our competitor.	1	2	3	4	5
DY4	My company fulfilment spends increased as compared to our competitor	1	2	3	4	5

Section Four (2): Social Performance

SP	Social Performance					
SP1	My company has improvement in customer satisfaction	1	2	3	4	5
SP2	My company has improvement in its image in the eyes of its customers	1	2	3	4	5
SP3	My company has improvement in investments on social projects (education, culture, sports)	1	2	3	4	5
SP4	My company has improvement in relations with community stakeholders, e.g., non-governmental organizations (NGOs) and community activists.	1	2	3	4	5
SP5	My company has improvement in employee training and education	1	2	3	4	5
SP6	My company has improvement in occupational health and safety of employees.	1	2	3	4	5
SP7	My company has improvement in overall stakeholder welfare or betterment	1	2	3	4	5

Appendix 2: Content Validity (The instrument before and after expert's feedback).

No	The Original Items	The Revised Items
1	Commitment to green supply chain management.	My company is a commitment to green supply chain management.
2	Supports good environmental practices and policies.	My company supports good environmental practices and policies.
3	Collaborate cross-functional cooperation for environmental improvements	My company collaborate cross-functional cooperation for environmental improvements
4	Established an environmental protection index of recycling, gaseous reduction and energy conservation	My company established an environmental protection index of recycling, gaseous reduction and energy conservation
5	Environmental management system (ISO14001 certificate).	My company has an environmental management system (ISO14001 certificate).
6	Comply with environmental compliance and auditing programs.	My company comply with environmental compliance and auditing programs.
7	Provides design specifications to suppliers that include environmental requirements for purchased items.	My company provides design specifications to suppliers that include environmental requirements for purchased items.
8	Requires its suppliers to develop and maintain an environmental management system (EMS).	My company requires its suppliers to develop and maintain an environmental management system (EMS).
9	Requires its suppliers to have a certified EMS such as ISO 14001	My company requires its suppliers to have a certified EMS such as ISO 14001
10	Use a questionnaire to collect information about its suppliers' environmental aspects, activities and/or management systems	My company uses a questionnaire to collect information about its suppliers' environmental aspects, activities and/or management systems
11	Make sure that its purchased products must contain green attributes such as recycled or reusable items	My company makes sure that its purchased products must contain green attributes such as recycled or reusable items
12	Make sure that its purchased products must not contain environmentally undesirable items such as lead or other hazardous or toxic materials	My company make sure that its purchased products must not contain environmentally undesirable items such as lead or other hazardous or toxic materials
13	Design of products for reduced consumption of material/energy	My company design of products for reduced consumption of material/energy
14	Design of products for reuse, recycle, recovery of material and/or component parts	My company design of products for reuse, recycle, recovery of material and/or component parts
15	Design products to avoid or reduce use of hazardous products and/or their manufacturing process	My company design of products to avoid or reduce use of hazardous products and/or their manufacturing process
16	Design products for disassembly	My company design of products for disassembly
17	Make sure that its packaging has recyclable contents	My company make sure that its packaging has recyclable contents
18	Cooperate with customer for eco-design	My company cooperate with customer for eco-design
19	Cooperate with customers for cleaner production	My company cooperate with customers for cleaner production
20	Cooperate with customers for green packaging	My company cooperate with customers for green packaging
21	Cooperate with customers for using less energy during product transportation	My company cooperate with customers for using less energy during product transportation
22	Cooperate with customers for developing environmental database of products	My company cooperate with customers for developing environmental database of products

23	Involvement in sales of excess inventories/materials.	My company involved in sales of excess inventories/materials.
24	Involvement in sales of scrap and used materials	My company involved in sales of scrap and used materials
25	Involvement in sales of excess capital equipment.	My company involved in sales of excess capital equipment.
26	Involvement in sales of by-product and waste.	My company involved in sales of by-product and waste.
27	Ability to introduce new and innovative products into the market	My company is able to introduce new and innovative products into the market
28	Ability to develop environmentally friendly products.	My company is able to develop environmentally friendly products.
29	Efforts to develop new products in terms of hours/persons, team and training involved	My company make efforts to develop new products in terms of hours/persons, team and training involved
30	Ability to improve products' design.	My company is able to improve products' design.
31	The products are modified and improved	My company's products are modified and improved
32	Enhances the manufacturing technology of new products	My company enhances the manufacturing technology of new products
33	Pioneer disposition to introduce new processes	My company has a pioneer disposition to introduce new processes
34	Ability to adjust the processes at all levels concerning the production process, inventory, distribution, logistics, etc.	My company is able to adjust the processes at all levels concerning the production process, inventory, distribution, logistics, etc.
35	Displays clever response to new processes introduced by others companies	My company displays clever response to new processes introduced by others companies
36	Improvement in existing machinery and equipment.	My company improves existing machinery and equipment.
37	Using machinery adaptations and develops original processing solutions	My company uses machinery adaptations and develops original processing solutions
38	Ability to offer environmentally friendly processes.	My company is able to offer environmentally friendly processes.
39	Close relationship management with major customers	My company has close relationship management with major customers
40	Good knowledge of different market segments	My company has good knowledge of different market segments
41	Highly efficient sales-force	My company has a highly efficient sales-force
42	Product distribution is efficient	My company's product distribution is efficient
43	Good knowledge of market conditions	My company has good knowledge of market conditions
44	Good coordination and cooperation of R&D, sales, marketing and manufacturing departments	My company has good coordination and cooperation of R&D, sales, marketing and manufacturing departments
45	High-level integration and control of the major functions	My company has high-level integration and control of the major functions
46	High capacity for developing and gaining access to new technologies	My company has a high capacity for developing and gaining access to new technologies
47	High level of capability at identifying the innovative strategy of competitors	My company has a high level of capability at identifying the innovative strategy of competitors
48	Highly capable of identifying external opportunities and threats	My company is highly capable of identifying external opportunities and threats
49	Offering competitive price compared to our competitor.	My company offer competitive price compared to our competitor.

50	Offering price as low or lower than our competitor.	My company offer price as low or lower than our competitor.
51	Direct manufacturing cost/production cost was reduced compared to our competitor.	My company direct manufacturing cost/production cost was reduced compared to our competitor.
52	Total product cost reduced compared to our competitor.	My company total product cost reduced compared to our competitor.
53	Raw material cost reduced compared to our competitor.	My company raw material cost reduced compared to our competitor.
54	Ability to compete based on quality.	My company able to compete based on quality.
55	Offering products that are highly reliable as compared to our competitor.	My company offer products that are highly reliable as compared to our competitor.
56	Offering products that durable as compared to our competitor.	My company offer products that durable as compared to our competitor.
57	Offering high-quality product to our customer as compared to our competitor.	My company offer a high-quality product to our customer as compared to our competitor.
58	Offering products which are conformance to design.	My company offer products which are conformance to design.
59	Deliver needed kind of product as compared to our competitor.	My company deliver needed kind of product as compared to our competitor.
60	Deliver customer order on time as compared to our competitor.	My company delivers customer order on time as compared to our competitor.
61	Meeting delivery schedules as compared to our competitor.	My company meets delivery schedules as compared to our competitor.
62	Fulfilment spends increased as compared to our competitor	My company fulfilment spends increased as compared to our competitor
63	Improvement in customer satisfaction	My company has improvement in customer satisfaction
64	Improvement in its image in the eyes of its customers	My company has improvement in its image in the eyes of its customers
65	Improvement in investments on social projects (education, culture, sports)	My company has improvement in investments on social projects (education, culture, sports)
66	Improvement in relations with community stakeholders, e.g., non-governmental organizations (NGOs) and community activists.	My company has improvement in relations with community stakeholders, e.g., non-governmental organizations (NGOs) and community activists.
67	Improvement in employee training and education	My company has improvement in employee training and education
68	Improvement in occupational health and safety of employees.	My company has improvement in occupational health and safety of employees.
69	Improvement in overall stakeholder welfare or betterment	My company has improvement in overall stakeholder welfare or betterment

Appendix 3: Research Advisor Sample Table (Krejcie and Morgan table)

Table for Determining Sample Size from a Given Population

<i>N</i>	<i>S</i>	<i>N</i>	<i>S</i>	<i>N</i>	<i>S</i>
10	10	220	140	1200	291
15	14	230	144	1300	297
20	19	240	148	1400	302
25	24	250	152	1500	306
30	28	260	155	1600	310
35	32	270	159	1700	313
40	36	280	162	1800	317
45	40	290	165	1900	320
50	44	300	169	2000	322
55	48	320	175	2200	327
60	52	340	181	2400	331
65	56	360	186	2600	335
70	59	380	191	2800	338
75	63	400	196	3000	341
80	66	420	201	3500	346
85	70	440	205	4000	351
90	73	460	210	4500	354
95	76	480	214	5000	357
100	80	500	217	6000	361
110	86	550	226	7000	364
120	92	600	234	8000	367
130	97	650	242	9000	368
140	103	700	248	10000	370
150	108	750	254	15000	375
160	113	800	260	20000	377
170	118	850	265	30000	379
180	123	900	269	40000	380
190	127	950	274	50000	381
200	132	1000	278	75000	382
210	136	1100	285	100000	384

Note.—*N* is population size.
S is sample size.

Source: (Krejcie & Morgan, 1970)

Appendix 4: Response From ISO, FMM and SIRIM



alsurihi abusrih <abusri72@gmail.com>
to central, singapore, customerservice, copyright ▾

Feb 13, 2020, 2:33 PM



Dear Sir/madam,

My name is Hussain I am currently doing my phd at USIM in the second year and my topic is "The implantation of Green Supply Chain in Malaysian manufacturing companies with ISO14001.

I would like to enquirer about the number of listed companies under iso14001 manufacturing companies in Malaysia to assist me for my research.

Regards,
Alhussain Abdullah
+601116306690
Nilai, Malaysia



Singapore <singapore@iso.org>
to CENTRAL, me, Customer, Copyright ▾

Feb 13, 2020, 3:52 PM



Dear Hussain,

Please kindly make use of this [Survey data](#), which shows the number of valid certificates to ISO management standards reported for each country, each year.

For more information regarding this survey, please check our website (<https://www.iso.org/the-iso-survey.html>).

Best regards,
Maya

ISHIKAWA Maya

Project manager | ISO regional engagement – asia | singapore office: +65 6265 1023, mobile: +65 9146 1965

ISO Survey of certifications to management system standards - Full results Functions

Past Surveys

Navigation Menu

Committee Home

Child committees

Committee Projects

User Guides

ISO Applications

My Committees

My Tasks

(All item types)

Filter by name

		Copy	Move	Delete	Zip & Download	Zip & E-mail	Email Link		
	Type	Name						Size	Modified
☐		00. Overall results and explanatory note on 2017 Survey results						Open Download 487 KB	2019-09-11 13:28
☐		01. ISO 9001 - data per country and sector - 1993 to 2017						Open Download 184 KB	2019-09-11 13:28
☐		02. ISO 14001 - data per country and sector - 1999 to 2017						Open Download 164 KB	2019-10-31 14:39
☐		03. ISO/IEC 27001 - data per country and sector 2006 to 2017						Open Download 102 KB	2019-09-11 13:28
☐		04. ISO 50001 - data per country and sector - 2011 to 2017						Open Download 81 KB	2019-09-11 13:28
☐		05. ISO 22000 - data per country - 2007 to 2017						Open Download 82 KB	2019-09-11 13:28
☐		06. ISO 13485 - data per country - 2004 to 2017						Open Download 91 KB	2019-09-11 13:28
☐		08. ISO 22301 - data per country and sector - 2014 to 2017						Open Download 63 KB	2019-09-11 13:28
☐		09. ISO 20000-1 - data per country and sector - 2015 to 2017						Open Download 68 KB	2019-09-11 13:28
☐		10. ISO 28000 - data per country and sector - 2016 to 2017						Open Download 57 KB	2019-09-11 13:28
☐		11. ISO 39001 - data per country and sector - 2016 to 2017						Open Download 59 KB	2019-09-11 13:28
☐		12. Data for SECTORS by COUNTRY - for each standard - 2017						Open Download 665 KB	2019-09-11 13:28
☐		x- Data per sector and country - 2009 to 2015 (2016 not existing)						7 Items	2019-09-11 14:08
		Copy	Move	Delete	Zip & Download	Zip & E-mail	Email Link		

13 Items



LOO SOON KHAI <skloo@sirim.my>
to me, NAZLINA ▾

Mon, Feb 17, 2020, 9:01 AM ★ ↩ ⋮

Dear Sir,

Greetings.

This is Loo Soon Khai, sales person from SIRIM QAS International Sdn. Bhd.

Pertaining to your enquiry, we are sorry that we can't tell you how many ISO 14001 certificates have been issued in Malaysia, particularly to manufacturing companies. This is because there are more than 30 Certification Bodies in Malaysia which can offer ISO 14001 Certification Scheme. If you need further information about situation of ISO Certification in Malaysia, you probably can search for some information from "ISO Survey" – in year 2018, ISO Survey said there are about 3,000++ ISO 14001 certificates in Malaysia.

By the way, as of Dec 2019, SIRIM QAS International has about 605 active clients and about two third of them are in manufacturing industries (based on Section C in SIC 2007).

If you have any questions, please feel free to contact us.

Thank you.

Best Regards,

Loo Soon Khai
Sales and Business Development
Management System Certification Department
SIRIM QAS INTERNATIONAL SDN. BHD.
DL : +603-5544 5678
HP : +6019-216 3399
Fax: +603-5544 6787
www.sirim-qas.com.my



☞ Sun, Aug 9, 2020, 8:01 AM ☆ ↩ ⋮



LOO SOON KHAI <skloo@sirim.my>
to me ▾

Dear Sir,

The attached file lists the companies certified by SIRIM QAS International Sdn. Bhd. in the categories of 14 in EA Scopes (IAF GD1) and 22.2 in NACE/SIC

Hopefully it helps.



Best Regards,

Loo Soon Khai
Sales and Business Development
Management System Certification Department
SIRIM QAS INTERNATIONAL SDN. BHD.
DL : +603-5544 5678
HP : +6019-216 3399
Fax: +603-5544 6787
www.sirim-qas.com.my

UNIVERSITI
الجامعة الإسلامية
ISLAMIC SCIENCE



FMM Johor <fmmjohor@FMM.ORG.MY>

Thu 8/12/2021 9:11 AM

To: ALHUSSAIN ABDULLAH YAHYA ALSURAIHI

En. Alhussain Abdullah,

We will blast for you and we cannot provide the listing due to PDPA Act. At the same time, if they are willing to help u, they will answer yr Google link directly, we wont know who responded yr survey.

Thank you.

Best Regards,

Sim B S (Ms)

FMM Johor Branch

Tel.: 607-3577613 | Fax: 607-3577618 | Email: sim@fmm.org.my

Visit us at: www.fmm.org.my



Federation of Malaysian Manufacturers

The voice of the Malaysian manufacturing industry. A key focal point for those seeking links with Malaysian manufacturers for investment, trade and services.

www.fmm.org.my



FMM Johor <fmmjohor@FMM.ORG.MY>

Wed 8/11/2021 5:18 PM

To: ALHUSSAIN ABDULLAH YAHYA ALSURAIHI

?OK, we will help to blast out to the management group.

Best Regards,

Sim B S (Ms)

Federation of Malaysian Manufacturers (FMM) Johor Branch

Tel.: 07-3577613 | Fax: 07-3577617/18 |

Email: fmmjohor@fmm.org.my <<mailto:fmmjohor@fmm.org.my>>

Website: www.fmm.org.my



UNIVERSITY OF ISLAMIC

Appendix 5: Experts for Content Validity



Ali Nasser Ali AL-Tahitah
to me ▾

Mon, Aug 24, 1:12 PM (1 day ago) ☆ ↶ ⋮

Dear Al-Hussain Abdullah,

Regarding your request for evaluating your study survey questionnaires which consist of the following Variables, dimensions, and items;

<i>VARIABLE</i>	<i>NO OF ITEMS</i>
<i>1- Implementation of Green Supply Chain Management Practices</i>	<i>28 items</i>
<i>2- Technological Innovation</i>	<i>22 items</i>
<i>3- Competitive Advantages</i>	<i>14 items</i>
<i>4- Social Performance</i>	<i>7 items</i>

I would say that the questionnaire has the capability to measure items or variables within a given time frame. Besides, the questionnaire has the ability to distinguish the characteristics of the properties of different attributes of the subjects under study. Furthermore, the attached questionnaire can generate data that will be of value and practical use to the sectors concerned in the investigation.

All the Best

Dr. Ali Nasser AL-Tahitah
[USIM | UNIVERSITI SAINS ISLAM MALAYSIA](#)
Human Resource Management
H/P: +601111390540
Email: alinasser@usim.edu.my
[ResearchGate](#) / [Google Scholar](#)



Mohammed A. Al-Senwi
to me ▾

Sun, Sep 6, 12:51 PM (20 hours ago) ☆ ↶ ⋮

Dear Alhussain,

Regarding your request to evaluate your questionnaire survey, let me say that indicators in the questionnaire consistently and accurately measure each variable of the study, the questionnaire fits with the variables under investigation, thus measuring what it intends to measure , and the questionnaire can gather factual data, eliminating biases and subjectivity.

Best wishes

Dr. Mohammed Abdulrab
Assistant Professor
College of Business Administration
University of Hail, Saudi Arabia

From: alsurihi abusrih <abusri72@gmail.com>
Sent: Monday, August 24, 2020 8:15 AM
To: Mohammed A. Al-Senwi <m.alsenwi@UOH.EDU.SA>
Subject: Survey Questionnaires Evaluation (GSCM)

Appendix 6: Result of The Reliability Analysis

Variables	Dimensions	Cronbach's Alpha			
GSCM practices	Internal environmental management	Cronbach's Alpha	N of Items	Cronbach's Alpha	N of Items
		.906	6		
	Green purchasing	Cronbach's Alpha	N of Items		
		.901	6		
	Eco-Design and Packaging	Cronbach's Alpha	N of Items		
		.892	5		
	Customer cooperation	Cronbach's Alpha	N of Items		
		.910	5		
	Investment recovery	Cronbach's Alpha	N of Items		
		.884	4		
Innovation Capabilities	Product innovation	Cronbach's Alpha	N of Items		
		.811	6		
	Process innovation	Cronbach's Alpha	N of Items		
		.897	6		
	Marketing innovation	Cronbach's Alpha	N of Items		
		.868	5		
	Organizational innovation	Cronbach's Alpha	N of Items		
		.896	5		

Competitive Advantages	Price/cost	Cronbach's Alpha	N of Items	Cronbach's Alpha	N of Items
		.901	5		
	Quality	Cronbach's Alpha	N of Items		
		.852	5		
	Delivery	Cronbach's Alpha	N of Items	.865	14
		.902	4		
Social Performance				Cronbach's Alpha	N of Items
Total of reliability results				.919	7
				Cronbach's Alpha	N of Items
				.942	69