

## 6. OBSTACLES TO eBUSINESS USE

*For the following questions, please indicate your agreement with each statement on a scale of 1 (strongly disagree) to 7 (strongly agree):*

### 1. Senior management of this firm is concerned with the following issues in developing an eBusiness strategy:

	Disagree ← → Agree						
a. The industry lacks sufficient <b>standards</b> for the adoption of eBusiness applications that involve significant inter-firm collaboration.	1	2	3	4	5	6	7
b. The adoption of eBusiness applications invites significant <b>new competition</b> into your product and/or service markets	1	2	3	4	5	6	7
c. The internet and eBusiness applications <b>reduce the differentiation or uniqueness</b> of your products and services in comparison to your competitors' offerings	1	2	3	4	5	6	7
d. The internet and eBusiness applications <b>threaten your firm's intellectual property</b> or do not provide adequate safeguards of critical knowledge	1	2	3	4	5	6	7
e. The internet and eBusiness applications have <b>inadequate transactional security</b> in place (i.e., firewalls, etc.)	1	2	3	4	5	6	7
f. Your firm <b>lacks the personnel and expertise</b> required to successfully implement eBusiness solutions or finds them prohibitively expensive	1	2	3	4	5	6	7
g. There is <b>not enough reliable information on effective eBusiness strategies</b> to make an informed decision about their use	1	2	3	4	5	6	7
h. There is <b>too much confusing information</b> available on eBusiness strategies from external sources	1	2	3	4	5	6	7
i. <b>Customers will find it easier to switch</b> to other suppliers as a result of their use of web-based business methods	1	2	3	4	5	6	7
j. Other	1	2	3	4	5	6	7

**2. During the past 12 months, our firm's use of eBusiness has been limited because of:**

	Disagree ← → Agree						
a. Lack of internet communication or procurement standards	1	2	3	4	5	6	7
b. Internal intellectual property concerns (i.e., product specs, etc.)	1	2	3	4	5	6	7
c. Customer intellectual property concerns (e.g., proprietary process information)	1	2	3	4	5	6	7
d. Internal transactional security concerns	1	2	3	4	5	6	7
e. Customer transactional security concerns	1	2	3	4	5	6	7
f. Other:	1	2	3	4	5	6	7

**3. Please indicate whether a lack of *standards*, *intellectual property concerns*, or *transactional security* are important obstacles to eBusiness adoption in the following areas, by checking the box in the appropriate column:**

	Lack of Standards	Intellectual Property Concerns	Transactional Security Issues
a. Product Sales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Purchasing (i.e., raw materials, sub-assemblies, components, services, etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Equipment Maintenance in Customer Facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Process Module Development and Introduction in Customer Facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Customer and Supplier Relationships	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Equipment Leasing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. eDiagnostics (extract information)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. eMaintenance/ePreventative Maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. eManufacturing (real time manufacturing control)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Used Equipment Sales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>