**Appendix**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | S.Disagree(1) | Disagree(2) | Neutral (3) | Agree (4) | S.Agree (5) |
| 1. Wider range of special customer interaction is increasing in Bangladeshi e-commerce sites |  |  |  |  |  |
| 1. Old people are buying more goods online rather than going to physical stores |  |  |  |  |  |
| 1. Physically disabled people look forward to buy goods from ecommerce site |  |  |  |  |  |
| 1. A large number of people who have problems moving from one place to another can buy goods easily from anywhere and anytime in the world even with just a smart phone |  |  |  |  |  |
| 1. Availability of electronic payment in e- commerce sites of Bangladesh are influencing people to make their transaction online which is increasing GDP |  |  |  |  |  |
| 1. E-commerce sites like pickaboo.com, Bagdoom.com gives EMI service on Electronic Payment which attract a large customer |  |  |  |  |  |
| 1. People feel more comfortable buying online goods using credit cards. |  |  |  |  |  |
| 1. E-commerce sites of Bangladesh have   secured electronic payment gateway to increase their sales. |  |  |  |  |  |
| 1. E-commerce sites use customer data and help them to get the specific items they search for by making the items more visible to the customers |  |  |  |  |  |
| 1. Electronic shopping cart can increase the sales by buying goods a lot more easier every time people visit an e-commerce site |  |  |  |  |  |
| 1. People usually buy goods from the online stores which have sufficient information about the goods they are selling. |  |  |  |  |  |
| 1. Customers tend to purchase more from commerce sites which are secured enough |  |  |  |  |  |
| 1. A lot of imported products are being sold through these e-commerce sites. |  |  |  |  |  |
| 1. Customers have a great demand for imported goods thus e-commerce sites pay a great amount of import duty for them |  |  |  |  |  |
| 1. People who love to follow fashion trends look forward in these e-commerce site for those goods. |  |  |  |  |  |
| 1. For heavy duty products such as bikes, cars etc. are being sold in these sites and these sites are profiting a lot from them. |  |  |  |  |  |
| 1. Efficient logistics are grabbing a great number of customers for great service. |  |  |  |  |  |
| 1. Bangladeshi e-commerce sites have good   distribution system which is increasing sales. |  |  |  |  |  |
| 1. Transporting goods in short time are increasing more revenue in less time |  |  |  |  |  |
| 1. E-commerce sites of Bangladesh are providing great customer value by delivering the goods on time and in turn increasing their sales. |  |  |  |  |  |
| 1. People in Bangladesh wants to do job in the e-commerce sites of Bangladesh such as Daraz, Pickaboo |  |  |  |  |  |
| 1. The system by which a good will be delivered needs more people to make it efficient. |  |  |  |  |  |
| 1. Good customer service attract more customers and more people are required to provide good customer service. |  |  |  |  |  |
| 1. E-commerce sites of Bangladesh are making room for more employees to increase their sales by having innovative selling propositions from them. |  |  |  |  |  |
| 1. The e-commerce sites of Bangladesh are growing rapidly. |  |  |  |  |  |
| 1. People from all over the country are more comfortable buying from the e-commerce sites. |  |  |  |  |  |
| 1. Payment system of e-commerce sites are easier. |  |  |  |  |  |
| 1. Female tend to buy a lot from e-commerce sites. |  |  |  |  |  |
| 1. E-commerce sites of Bangladesh are grabbing more customer than ever. |  |  |  |  |  |
| 1. E-commerce sites are ensuring safe payment. |  |  |  |  |  |
| 1. Productivity gains from e-commerce sites of Bangladesh have in the long run helped to improve living standards. |  |  |  |  |  |
| 1. E-commerce sites will continue to support rapid productivity growth |  |  |  |  |  |
| 1. The main goal of e-commerce sites are development along with sells. |  |  |  |  |  |
| 1. E-commerce sites currently operate in a tax and duty free environment to their customers. |  |  |  |  |  |