

## **APPENDIX**

## APPENDIX 1

### Questionnaire for the Chief Operating Officer:

1. When was the “Private” Hospital opened?
2. What kind of services provided?
3. How big is the size of each service provided?
4. How is the organization structure?
5. What is the vision and mission?
6. How is the procedures of decision making?

### Questionnaire for the Accounting/IT Department:

1. What system that is being used in the hospital?
2. How is data collection process?
3. What kind of data that are collected?
4. How is the database structure?
5. What kind of reports generated by the system?
6. Does the hospital happy with reports provided by the current system?
7. How are the revenue and expense recognition and recording?

### Questionnaire for hospital manager responsible for department performance:

1. What is factors influencing departmental revenue?
2. What is factor influencing departmental expense?