

**ANALYZING FUNCTIONALITIES FOR ONLINE  
QUESTIONNAIRE SYSTEM (OQS)**

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**UNIVERSITI UTARA MALAYSIA**

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**ANALYZING FUNCTIONALITIES FOR ONLINE  
QUESTIONNAIRE SYSTEM (OQS)**

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Information Technology  
UNIVERSITI UTARA MALAYSIA**

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## ABSTRACT

*In these days, and after the rapid development of information systems make the researchers are looking an easy and automate way to analysis a data collection in a questionnaire that enables researchers to obtain the results quickly instead of using manual way. Questionnaires are used in a wide range of settings to gather information about the views and behavior of individuals to inform people about the specific issues. Feedbacks of the questionnaires are used by the researcher to find an accurate result with supporting of statistical analysis functionalities. In addition, there is a strong relationship between questionnaire and research, which is questionnaire the most important phase in research activities. Consequently, this project focuses on the development of the questionnaire system by focusing on the 'built-in' statistical analysis functionalities to facilitate and support the researcher's tasks. The Online Questionnaire System is developed in order to reduce loss of papers, time and effort. The general design methodology is represented by using Unify model language (UML). Moreover, the system has been tested based on usability and flexibility and evaluated by using questionnaires that answered by the students. A percentage of 55.2% percent and 44.8% percent answered useful and very useful respectively of the proposed model. As a conclusion it is found the respondents agree with use statistical analysis functions in Online Questionnaire website.*

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# TABLE OF CONTENTS

PERMISSION TO USE.....	I
ABSTRACT .....	II
ACKNOWLEDGEMENTS .....	III
TABLE OF CONTENTS.....	IV
LIST OF FIGURE.....	VIII
LIST OF TABLES.....	X
APPENDIX.....	XI
LIST OF ABBEREVIATIONS .....	XII
1.1 Introduction .....	1
1.2 Problem Statement .....	3
1.3 Research Questions.....	3
1.4 Research Objective.....	4
1.5 Research Scope .....	4
1.6 Significance of the Research .....	5
1.7 Summary.....	5
2.1 Introduction .....	6
2.2 WEB Application and JSP .....	7
2.3 Statistical Analysis .....	10
2.4 Questionnaires.....	11
2.4.1 Types Questions in Questionnaire.....	11
2.4.2 Survey Types.....	12
2.4.3 Advantages and Limitations Using the Online Surveys.....	15
2.4.4 Effects on the construction of the questionnaire.....	16
2.5 Online Questionnaire .....	17
2.5.1 Related Work.....	18
2.6 Summary.....	26
3.1 Introduction .....	27
3.2 Awareness of problem.....	28
3.3 Suggestion.....	28

3.4 Development.....	29
3.4.1 Planning .....	31
3.4.2 Analysis .....	31
3.4.3 Design .....	32
3.4.4 Develop Prototype.....	32
3.4.5 Usability testing.....	33
3.5 Evaluation .....	33
3.6 Conclusion.....	34
3.7 Summary.....	34
4.1 Introduction .....	35
4.2 System Requirements.....	35
4.2.1 Functional Requirements.....	35
4.2.2 Non-Functional Requirements .....	38
4.3 System Design .....	39
4.3.1 Use Case Diagram.....	41
4.3.2 Use Case specification for OQS .....	43
4.3.2.1 Use Case Specification for Register.....	43
4.3.2.2 Use Case Specification for Login.....	44
4.3.2.3 Use Case Specification for Manage Questionnaire.....	46
4.3.2.4 Use Case Specification for Edit Questionnaire .....	48
4.3.2.5 Use Case Specification for Manage Respondent .....	50
4.3.2.6 Use Case Specification for Answer Questionnaire.....	52
4.3.2.7 Use Case Specification for Analysis Questionnaire.....	54
4.3.2.8 Use Case Specification for Print.....	56
4.3.2.9 Use Case Specification for Logout.....	57
4.3.3 Sequence Diagram for OQS.....	59
4.3.3.1 Sequence Diagram for Register .....	60
4.3.3.2 Sequence Diagram for Login.....	61
4.3.3.3 Sequence Diagram for Manage Questionnaire .....	63
4.3.3.4 Sequence Diagram for Edit Questionnaire.....	64
4.3.3.5 Sequence Diagram for Manage Respondent.....	65
4.3.3.6 Sequence Diagram for Answer Questionnaire .....	67

4.3.3.7 Sequence Diagram for Analysis Questionnaire .....	68
4.3.3.8 Sequence Diagram for Print .....	69
4.3.3.9 Sequence Diagram for Logout .....	70
4.3.4 Class Diagram .....	70
4.3.5 Database Design .....	72
4.3.5.1 Login Table .....	72
4.3.5.2 Staff Table.....	73
4.3.5.3 Questionnaire Table.....	73
4.3.5.4 Question Table.....	74
4.3.5.5 Respondent Table .....	74
4.3.5.6 Answer Table .....	75
4.3.5.7 Answer Record Table .....	76
4.4 Development Prototype .....	78
4.4.1 Statistical Analysis Functions.....	79
4.4.2 Programming the Questionnaire.....	82
4.5 Summary.....	83
5.1 INTRODUCTION .....	84
5.2 Interface Design .....	84
5.2.1 Login Page .....	84
5.2.1.1 Forgot Password Page.....	85
5.2.1.2 Register Page .....	85
5.2.2 Home Page User .....	86
5.2.2.1 Manage Questionnaire Page .....	87
5.2.2.2 Manage Respondent Page.....	89
5.2.2.3 Analysis Page .....	91
5.2.3 Home Page Participant .....	92
5.3 Implementation.....	94
5.3.1 Physical Architecture .....	94
5.3.2 Users for the System.....	95
5.3.2.1 Researcher.....	95
5.3.2.2 Participants.....	95
5.4 Summary.....	95



6.1 Introduction .....	96
6.2 Demographic Data .....	96
6.3 Statistical Analysis Functions in OQS .....	99
6.4 Summary .....	104
7.1 Introduction .....	105
7.2 Problems and Limitations .....	105
7.3 Future Work .....	105
7.4 Conclusion .....	106
References .....	107

# LIST OF FIGURE

## CHAPTER TWO

Figure 2. 1: Web server JSP .....	9
Figure 2. 2: Comparison of responses rate .....	14
Figure 2. 3: Use Questionnaire in mobile phone .....	20
Figure 2. 4: Questionnaire analysis support .....	21
Figure 2. 5: The schematic diagram of the developing automatic questionnaire input system.	22
Figure 2. 6: The Data Analysis by graphical presentations .....	23
Figure 2. 7: SQS Processor .....	23
Figure 2. 8: The relationship between researchers and participants by http server and database server in online questionnaire .....	24
Figure 2. 9: Using representation (bar chart, line graphs, etc.) to analysis in online questionnaire .....	25
Figure 2. 10: OSE Operational Model .....	26

## CHAPTER THREE

Figure 3. 1: General Methodology for Design Research (GMDR) .....	27
Figure 3. 2: Tentative design processes for the OQS .....	29
Figure 3. 3: Extreme programming adopted from Beck and Andres (2004). .....	31

## CHAPTER FOUR

Figure 4. 1: Gliffy API Technical Overview .....	40
Figure 4. 2: The use case diagram for OQS.....	42
Figure 4. 3: Register use case for OQS.....	43
Figure 4. 4: Login use case for OQS.....	44
Figure 4. 5: Manage Questionnaire use case for OQS.....	46
Figure 4. 6: Edit Questionnaire use case for OQS.....	48
Figure 4. 7: Manage Respondent use case for OQS.....	50
Figure 4. 8: Answer Questionnaire use case for OQS.....	52
Figure 4. 9: Analysis Questionnaire use case for OQS.....	54
Figure 4. 10: Print use case for OQS.....	56
Figure 4. 11: Logout use case for OQS.....	57
Figure 4. 12: Figure 4.12 Register Sequence Diagram.....	60
Figure 4. 13: Login Sequence Diagram.....	61
Figure 4. 14: Login Sequence Diagram in case forgot password.....	62
Figure 4. 15: Manage Questionnaire Sequence Diagram.....	63
Figure 4. 16: Edit Questionnaire Sequence Diagram.....	64
Figure 4. 17: Manage Respondent Sequence Diagram for Add users.....	65
Figure 4. 18: Manage Respondent Sequence Diagram for Select users.....	66
Figure 4. 19: Answer Questionnaire Sequence Diagram.....	67
Figure 4. 20: Analysis Questionnaire Sequence Diagram.....	68
Figure 4. 21: Print Sequence Diagram.....	69

Figure 4. 22: Logout Sequence Diagram.....	70
Figure 4. 23: Class Diagram for OQS.....	71
Figure 4. 24: Relationship between tables in OQS.....	77
Figure 4. 25: Interact the users with the operations OQS.....	79
<b>CHAPTER FIVE</b>	
Figure 5. 1: Login page.....	84
Figure 5. 2: Forgot Password page.....	85
Figure 5. 3: Register page.....	85
Figure 5. 4: Home Page User.....	86
Figure 5. 5: Manage Questionnaire Page.....	87
Figure 5. 6: Sections Page.....	88
Figure 5. 7: Questions Page.....	88
Figure 5. 8: Manage Respondent Page.....	89
Figure 5. 9: Add New Respondent Page.....	89
Figure 5. 10: Select Respondent Page.....	90
Figure 5. 11: Select Questionnaire Page.....	90
Figure 5. 12: Analysis Page.....	91
Figure 5. 13: Types of Analysis Page.....	91
Figure 5. 14: Respondent Email Page.....	92
Figure 5. 15: Home Page Participant.....	93
Figure 5. 16: OQS Architecture.....	94
<b>CHAPTER SIX</b>	
Figure 6. 1: Picture chart to represent gender.....	97
Figure 6. 2: Picture chart to represent age.....	98
Figure 6. 3: Picture chart to represent degree of scientific.....	98

## LIST OF TABLES

### CHAPTER TWO

Table 2. 1: Response Rates of E-Mail and Mail Surveys .....	13
---	----

### CHAPTER THREE

Table 3. 1: Tools used in developing the OQS system.....	30
--	----

### CHAPTER FOUR

Table 4. 1: List of Functional Requirement.....	36
---	----

Table 4. 2: List of Non-Functional Requirement.....	38
---	----

Table 4. 3: Login Table.....	72
------------------------------	----

Table 4. 4: Staff Table.....	73
------------------------------	----

Table 4. 5: Questionnaire Table.....	73
--------------------------------------	----

Table 4. 6: Question Table.....	74
---------------------------------	----

Table 4. 7: Respondent Table.....	75
-----------------------------------	----

Table 4. 8: Answer Table.....	75
-------------------------------	----

Table 4. 9: Answer Record Table.....	76
--------------------------------------	----

### CHAPTER SIX

Table 6. 1: Gender of sample.....	97
-----------------------------------	----

Table 6. 2: Age of sample.....	97
--------------------------------	----

Table 6. 3: Descriptive Statistics.....	99
---	----

Table 6. 4: Question 1.....	100
-----------------------------	-----

Table 6. 5: Question 2.....	100
-----------------------------	-----

Table 6. 6: Question 3.....	101
-----------------------------	-----

Table 6. 7: Question 4.....	101
-----------------------------	-----

Table 6. 8: Question 5.....	102
-----------------------------	-----

Table 6. 9: Question 6.....	102
-----------------------------	-----

Table 6. 10: Question 7.....	103
------------------------------	-----

Table 6. 11: Question 8.....	103
------------------------------	-----

## **APPENDIX**

<b>APPENDIX A: RELIABILITY TEST PAGE.....</b>	<b>114</b>
<b>APPENDIX B: STATISTICS PAGE.....</b>	<b>114</b>
<b>APPENDIX C: FREQUENCY TABLE PAGE.....</b>	<b>115</b>
<b>APPENDIX D: CORRELATION PAGE.....</b>	<b>115</b>
<b>APPENDIX E: T-TEST PAGE.....</b>	<b>116</b>
<b>APPENDIX F: VIEW REPORT PAGE.....</b>	<b>117</b>
<b>APPENDIX G: VIEW DETAILS RESPONDENT ANSWER PAGE.....</b>	<b>118</b>
<b>APPENDIX H: QUESTIONNAIRE.....</b>	<b>119</b>

## **LIST OF ABBREVIATIONS**

**Online Questionnaire System (OQS)**

**Statistical Package for Social Sciences (SPSS)**

**World Wide Web (WWW)**

**Java Server Pages (JSP)**

**Graphical User Interface (GUI)**

**computer-assisted data collection (CADAC)**

**Online Survey System (OSS)**

**Charge Coupled Device (CCD)**

**Survey Analysis System (SAS)**

**SQS (Shared Questionnaire System)**

**Online Survey Expert (OSE)**

**Extreme Programming (XP)**

# **CHAPTER ONE**

## **INTRODUCTION**

### **1.1 Introduction**

A questionnaire is a research instrument consisting of a series of questions and other prompts for the purpose of gathering information and opinions of the respondents (Chaudhuri, Ghosh, & Mukhopadhyay, 2009). Although they are often used for statistical analysis of the responses, the questionnaire system can be tool for research that contain many questions and functions in order to obtain statistical information from the respondents. Sir Francis Galton was recently invented the questionnaire in the first decade of the 20th century (Ito, Redda, Albuquerque, & Arruda de Campos, 2008). Questionnaire could also mean the method of collecting data for descriptive research by using a list of questions.

Questionnaire is one of the ways that are often used by the researcher to finish their research or to conduct a survey of expectations for future to assess the quality of many institutions such educational institutions (Kitagaki, Tomita, & Hikita, 2004). The researchers used questionnaire in many types of surveys because of cost-effective, easy to analyze, often have standardized answers that make it simple to compile data, this not require as much effort from the questioner, and most people aware of using the questionnaire. However, some standardized answers may frustrate the researcher. Therefore, questionnaires are severely limited by the fact that respondents must be able to read and understand the questions well and respond to them. Consequently, a survey by questionnaire for some demographic groups may not be practical (Mondal, 2010).

The contents of  
the thesis is for  
internal user  
only



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