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APPENDIX

Part 1 - Demographic information of participants

Q1) What is your position in the organization?

Q2) How long have you worked for the company and in this position?

Part 2 – The purpose of this section is to investigate drivers and barriers of the PSS implementation in the Indonesian motorcycle industry

1. The role of the participants
 - How is your role in this firm to implement product-oriented PSS and to increase the level of sustainability?
2. PSS implementation, sustainability, drivers and barriers to implement PSS
 - When did your company adopt PSS?
 - Why did your company decide to adopt PSS to improve sustainability (tell me your motivation/drivers, expectations and goals)?
 - Were there any challenges/barriers when your company adopted PSS to improve sustainability? For example, start and manage the partnership with the service partners. Please name any challenges you have.
 - How did your customers respond to the adopted PSS?
 - How have you managed the collaboration and partnership with main dealers and service partners? Give an example.
 - Give me the example of your company concern about sustainability with the PSS implemented in your company. For example, do you use recycling and reuse materials? Do you offer a take back motorcycle and sell refurbished motorcycle? Do you decrease the use of hazardous materials? Do you follow the environmental regulations by the Indonesian government?
 - Do you have solutions to the challenges/barriers you face?