

Appendices

APPENDIX A: QUESTIONNAIRE

The following is the survey that was used, in detail, to elicit data related to collaborative business, business processes and mobile technologies.

Study of the Issues of Mobility in Business – A Survey

This Survey aims to study the effect of mobile technologies on large and medium sized business organizations as a partial fulfillment for a doctoral study. The responses are collected in order to understand and research into the use of mobile technologies and related issues when it is used as a tool in the business processes of a business organization. Your response would be collected and analyzed and classified using statistical methods to draw conclusions. Your help in filling up this questionnaire is greatly appreciated.

The estimated time required to complete this survey is approximately 20 minutes; your kindness in completing this survey and returning it, in the envelope provided within a short duration is highly appreciated.

1.0 Your Organisation

1. Which of the following best describe your organisation? (Please tick the most appropriate one)
 - ☐ **Large:** Approximately employing 200 or more workers
 - ☐ **Medium:** Medium size operations employing more than 20 but less than 200 workers

2. Which of the following is the most appropriate industry category of your organisation? Please tick more than one category if required.

- ☐ Education & Training
- ☐ Manufacturing and Processing
- ☐ Building and Construction
- ☐ Banking, Finance and Insurance
- ☐ Professional services(legal, security, accounting)
- ☐ Information Technology
- ☐ Utility Services and equipment
- ☐ Health and Community Services
- ☐ Other (Specify)

3. Your position in the Organization

- | | |
|--|---|
| <input type="checkbox"/> Top Management | <input type="checkbox"/> Executive Manager |
| <input type="checkbox"/> IT/MIS Manager, CIO | <input type="checkbox"/> Senior Manager/Officer |
| <input type="checkbox"/> Marketing Manager | <input type="checkbox"/> Systems Analyst/programmer |
| <input type="checkbox"/> Customer care personnel | <input type="checkbox"/> Technical support |
| <input type="checkbox"/> Sales and marketing | <input type="checkbox"/> Other (Specify) |

2.0 Mobile Technology Information

4. Is mobility/mobile gadgets very important to run the daily activities of your organisation? (Please tick the appropriate box)

- ☐ Yes (Please go to question 5)
- ☐ Plan to use in the near future? (Please go to question 5)
- ☐ Do not use and also no plans for the near future? (Please go to question 12)

5. Please tick off the utilised mobile devices in your organisation. (Please tick the appropriate box)

- ☐ Mobile Phones
- ☐ Personal Digital Assistants
- ☐ Laptops with mobile connectivity
- ☐ Tablet PCs
- ☐ Other- Please specify

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