

# 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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