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## Annexure

### Annexure 1: Survey Questionnaire

#### Questionnaire

I am S.S. Roshini, a MBA student of University of Moratuwa. I would like to observe the usage of LGN by staff officers of divisional secretariats in Colombo district as part of my research dissertation.

I have attached a questionnaire developed for this purpose. I would be grateful if you would fill in the attached survey and return to me. Your support is highly appreciated.

#### Instructions

For each question below, please mark the appropriate answer putting ticks on squares correspondently to the answer.


#### 01. General information

- 1.1. Gender :  Male  Female
- 1.2. Age Group :  22-28  29-35  36-44  45-54  more than 55
- 1.3. Organization : .....
- 1.4. Present designation: .....
- 1.5. Education Level :  A/L  degree  Master /PhD
- 1.6. Years in present post  < 1 Year  1-2yrs  2-6 yrs  6-10 yrs  10yrs
- 1.7. ICT qualification :  None  Diploma  ICDL  Degree  
 Masters/PhD  Other (Please specify)  
.....
- 1.8. How do you estimate your ICT literacy level?  
 Very poor  Poor  Satisfactory  Good  very Good

- 1.9. Are you a CIO :  yes  No
- 1.10. Did you get the LGN training :  yes  No
- 1.11. Do you think that you need further training on LGN:  yes  No

**02. VOIP usage information**

- 2.1. Do you use a VOIP phone on LGN? :  Yes  No
- 2.2. If you have a VOIP phone, Do you know the contact number?:  Yes  No
- 2.3. How frequently do you use VOIP Phones?  
 Never  Very rarely  sometimes  Frequently
- 2.4. What is the approximate no. of VOIP calls you receive per day?  
 <8  8-12  12-16  >16
- 2.5. What is the approximate no. of VOIP calls you make per day?  
 <8  8-12  12-16  >16
- 2.6. Average amount of time (minutes) you spend on making VOIP calls per day,  
 <5  5-10  10-15  >15

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2.7. VOIP phone is easy to use					
2.8. VOIP calls do not get interrupted in a middle of a conversation.					
2.9. I can connect with my recipients of VOIP phones easily than other phone lines.					
2.10 It is easy to get VOIP calls as there are only a limited no of recipients.					
2.11. The clarity of VOIP calls is better than other land phone lines.					
2.12. The clarity of VOIP is better than mobile phone lines.					
2.13. VOIP phones help me to have effective communication.					

2.14. What are the main difficulties of usage of VOIP phones? Please rank them from 1-6.

Reason	rank
No VOIP phone	<input type="checkbox"/>
Inactive	<input type="checkbox"/>
NO LGN directory	<input type="checkbox"/>
Do not know whether it is available	<input type="checkbox"/>
Problems of clarity	<input type="checkbox"/>
interruptions	<input type="checkbox"/>

### **03. E-mail usage information**

3.1. Have you ever used e-mail :  Yes  No

3.2. Do you have LGN e-mail account:  Yes  No

3.3. If you have a LGN e-mail account, do you know your e-mail address? :

Yes  No

**Please consider that questions below are based on your LGN E-mail usage**

3.4. How frequently do you use LGN e-mail as a communication method?

Never  Very rarely  sometimes  frequently

3.5. How many e-mails do you receive a day, on average?

<8  8-12  12-16  >16

3.6. How many e-mails do you send a day, on average?

<8  8-12  12-16  >16

3.7. How many times a day you check your e-mails on average?

<8  8-12  12-16  >16

3.8. How many times a week you check your e-mail on average?

<5  5-10  10-15  >15

3.9. What is your **first choice** for personal communication?

- E-mail                       Telephone                       Letter                       SMS
- 3.10. What is your **second choice** for personal communication?
- E-mail                       Telephone                       Letter                       SMS
- 3.11. What is your **third choice** for personal communication?
- E-mail                       Telephone                       Letter                       SMS
- 3.12. What is your **first choice** for official communication?
- E-mail                       Telephone                       Letter                       SMS
- 3.13. What is your **second choice** for official communication?
- E-mail                       Telephone                       Letter                       SMS
- 3.14. What is your **third choice** for official communication?
- E-mail                       Telephone                       Letter                       SMS

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
3.15. It is easy to send an e-mail.					
3.16. It is easy to locate mails when using e-mails.					
3.17. It is easy to log in to LGN e-mail account.					
3.18. It is very useful to use LGN e-mails as a faster communication method.					
3.19. I use LGN e-mails as an effective communication method than other e-mail accs.					

3.20. Reasons for usage of LGN e-mail account. Please Rank them from 1-6

Reason	Rank
Entertainment	<input type="checkbox"/>
Education purposes	<input type="checkbox"/>
Official information exchange	<input type="checkbox"/>
Only for Communicating with ICTA	<input type="checkbox"/>
Chatting	<input type="checkbox"/>
Other Specify).....	<input type="checkbox"/>

3.21. Difficulties on LGN E-mail usage. Please Rank them

Difficulty	Rank
I Can't remember my LGN e-mail address	<input type="checkbox"/>
My LGN e-mail address is inactive	<input type="checkbox"/>
Mostly, I use e-mails with private institutions/foreigners	<input type="checkbox"/>
I feel it is not a secure communication method	<input type="checkbox"/>
Language problems	<input type="checkbox"/>
I have no LGN e-mail address	<input type="checkbox"/>
I don't know how to send an e-mail	<input type="checkbox"/>
I have no time to use a computer	<input type="checkbox"/>
Majority knows my other e-mail addresses	<input type="checkbox"/>
Other (please specify).....	<input type="checkbox"/>

4. Do you use LGN for video conferences :  Yes  No



5. Do you use LGN for data sharing facility (not E-mail)? :  Yes  No

6. If Yes, Please mark the type of data (put a  $\checkmark$  in the box)

Accounting data	<input type="checkbox"/>
HHL information	<input type="checkbox"/>
Election data	<input type="checkbox"/>
Information related to meetings	<input type="checkbox"/>
Other (please specify).....	<input type="checkbox"/>

Thank you for your time.



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**03. E-mail usage information**

3.1. Do you use LGN e-mail account:  Yes  No

3.2. What are the reasons for not using LGN e-mail?

.....  
.....  
.....  
.....  
.....

3.3. What are the requirements you need to improve your LGN e-mail usage?

.....  
.....  
.....  
.....

**04. Any other suggestions/Ideas.**

.....



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*Thank you for your time.*

**Annexure 3: Organizational Structure of Divisional Secretariat**

