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APPENDIX A

QUESTIONNAIRE TO IDENTIFY OBSTACLES BEHIND THE FREELANCING COMMUNITY IN SRI LANKA

Dear Sir/Madam,

I am Roshana Seneviratne (roshana@kdu.ac.lk - 0718356688), software engineer in the General Sir John Kotelawala Defence University. I am a MSc student at University of Moratuwa following a Master of Science Degree in Business Statistics. The objective of my research is to identify the obstacles behind the IT freelancing community in Sri Lanka. I need your help to gather data to test my objectives of the study. Data will be treated as confidential.

Thank You

Yours Faithfully,

Roshana Seneviratne

Section A (Demographic Factors)

Please mark an “X” in the most appropriate answer.

1. Are you male or female?

- Male
- Female

2. Age: (Years)

- Less than 20
- 20 to 39
- 40 to 60
- Above 60

3. E-mail or contact details.

4. Why did you decide to freelance?

- Mark only one oval.
- Earn extra income
- As a hobby
- Other

5. What is the Scenario that Applies to you?

- Independent contractor (“traditional” freelancer don’t have an employer and full-time employment)
- Moonlighter (Does freelancing after their traditional nine to five job, work on a project, normally at night)
- Diversified worker (People with multiple sources of income from a mix of traditional employers and freelance work)
- Temporary Worker (Individuals with a single employer, client, job, or contract project where their employment status is temporary)
- Freelance Business Owner (Who have up to 5 employees in your company and hire freelancers)

6. Highest educational Qualification

7. Period of freelancing

- Less than 1 year
- 1 to 2 years
- More than 2 years

8. What were types of jobs handled most frequently?

- Website & software development
- Hardware support
- Writing
- Design
- Data entry
- Entertainment
- Teaching
- Gambling
- Sales & Marketing
- Product sourcing & Manufacturing

- Accounting & Legal
- Survey
- PTC (Paid to click)
- Other

9. What was the freelance market you mostly worked?

- Upwork
- Topal
- Freelancer
- Craigslist
- Guru
- 99designs
- Peopleperhour
- Freelance Writing Gigs
- Demand Media
- College Recruiter
- GetACoder
- iFreelance
- Project4hire
- SimplyHired
- Cilxsense
- Traffic Monsoon
- Ojooo Wad
- LittleBux
- Other

10. Did you stop freelancing permanently?

- Yes
- No

Section B (Questions Related to Obstacles)

Please mark an “X” in the most appropriate answer.

Q1. I feel isolated and insecure in the freelance market since I don't have the experience, knowledge or infrastructure to do the job efficiently.

- Strongly Agree
- Agree
- Undecided
- Disagree
- Strongly Disagree

Q2. I'm suffering from work-related health issues since I have no time to meet the doctor or to do physical exercises.

- Strongly Agree
- Agree
- Undecided
- Disagree
- Strongly Disagree

Q3. Overseas clients are counting on Sri Lankans to deliver quality 24X7 service on time for fewer rates than Indian & Chinese freelancers.

- Strongly Agree
- Agree
- Undecided
- Disagree
- Strongly Disagree

Q4. Valuing and negotiating prices are the most complex parts of freelancing. Since I don't have good reputation. Nonpayment risk is high.

- Strongly Agree
- Agree
- Undecided
- Disagree
- Strongly Disagree

Q5. I do not get incentives, grants and bonuses for reaching targets.

- Strongly Agree
- Agree
- Undecided
- Disagree
- Strongly Disagree

Q6. I received much contradictory feedback since the first project not being performed skillfully.

- Strongly Agree
- Agree
- Undecided
- Disagree
- Strongly Disagree

Q7. I spend many hours working alone.

- Strongly Agree
- Agree
- Undecided
- Disagree
- Strongly Disagree

Q8. I do lots of parallel projects but my clients underrate me since my working quality is bad.

- Strongly Agree
- Agree
- Undecided
- Disagree
- Strongly Disagree

Q9. Freelancer is the sole person responsible for finding all their own clients and projects.

- Strongly Agree
- Agree
- Undecided
- Disagree

- Strongly Disagree

Q10. It is more important to attend family matters than to get involved in freelancing.

- Strongly Agree
- Agree
- Undecided
- Disagree
- Strongly Disagree

Q11. I'm not satisfied since freelancing is discouraged by lack of social recognition.

- Strongly Agree
- Agree
- Undecided
- Disagree
- Strongly Disagree

Q12. Large swings in income can make budgeting difficult.

- Strongly Agree
- Agree
- Undecided
- Disagree
- Strongly Disagree

Q13. Freelancing should be used as a stepping stone only. Resigning from a stable job and jump directly toward freelancing is a significant mistake.

- Strongly Agree
- Agree
- Undecided
- Disagree
- Strongly Disagree

Q14. I don't want to do it since there is no assistance from authorities.

- Strongly Agree
- Agree
- Undecided
- Disagree

- Strongly Disagree

Q15. What do you suggest for betterment of Sri Lankan IT freelancers?