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## **WYKORZYSTANIE TECHNOLOGII INFORMATYCZNYCH W MAŁYCH I ŚREDNICH PRZEDSIĘBIORSTWACH**

### **KWESTIONARIUSZ DO BADANIA W PARTNERSTWIE PAEE**

**Badanie prowadzone w ramach działań *Partnerstwa na rzecz rozwoju kompetencji informatycznych w Polsce* finansowane ze środków Inicjatywy Wspólnotowej EQUAL**



Łódź, styczeń 2006

*This survey is strictly confidential and all replies will remain anonymous*

**QUESTIONS FOR COMPANY MANAGERS**

**PART I Application of IT in the company**

**1. Does the company has its own website?**

1. Yes   
 2. No  /Go to Q.3/

**2. Is the information on the website updated on regular basis?**

1. Yes   
 2. No

**3. Does the company use computers?**

1. Yes   
 2. No  /Go to Q.13/

**4. Did the company firm invested in new IT technologies (computers, Internet, software, telephony, etc.) during the recent 12 months?**

1. Yes   
 2. No  /Go to Q. 6/

**5. What were the sources of financing of the said investments?**

1. Own assets   
 2. Credit   
 3. Leasing   
 4. European Union funds   
 5. Other (what?.....)

**6. Do you plan to purchase new hardware for the company and new software within the coming 12 months?**

- |   |  |
|---|--|
| <p>1. Computers:</p> <p>1. Yes <input type="checkbox"/></p> <p>2. No <input type="checkbox"/> /Go to Q.8/</p> | <p>2. Internet:</p> <p>1. Yes <input type="checkbox"/></p> <p>2. No <input type="checkbox"/> /Go to Q.8/</p> |
|---|--|

**7. What are the sources from which you plan to finance the purchase?**

Financing sources:	Hardware	Software
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1. Own assets		
2. Credit		
3. Leasing		
4. European Union Funds		
5. Other (what?.....)		

**8. Does the company use Internet?**

1. Yes   
 2. No  /Go to Q.15/

**9. What kind of Internet connection is used in the company?**

1. Analog modem (phone line)   
 2. Digital modem or ISDN (telecom service)   
 3. Broadband xDSL connection (fast ADSL access)   
 4. Other broadband line (e.g. cable TV)   
 5. Fixed wireless connection (e.g. satellite, phone)   
 6. I don't know

**10. Did the company purchase or sell any goods or services through Internet?**

1. Yes, only purchased   
 2. Yes, only sold   
 3. Yes, purchased and sold   
 4. No

**11. Is the Internet or other type of network used in the company for the purpose of contacts with public administration?**

1. Yes   
 2. No

**12. Did the company use Internet and computers for the following purposes:**

1. Marketing   
 2. Logistics   
 3. Customer services   
 4. Staff management   
 5. Remuneration   
 6. Resources management   
 7. Contacts with customers (invoices, e-mail, price lists, etc.)   
 8. Training, e-learning   
 9. Company finance management   
 10. Other (what?.....)

/Go to Q.18/

**13. Do you plan to purchase computers for the company in the nearest future?**

1. Yes   
 2. No  /Go to Q.18/

**14. What will the computers be used for?**

1. Text edition (e.g. in Word)   
 2. Data analysis (e.g. in Excel)   
 3. Creation of graphics (e.g. Corel)   
 4. Preparation of presentations (e.g. PowerPoint)   
 5. Computer typesetting and preparation of company materials, leaflets, information brochures, etc. (e.g. Publisher)   
 6. Analysis of data on external data carriers (e.g. CD, DVD)   
 7. Writing applications for the company needs   
 8. Other purpose, what?.....

**15. Do you plan to use Internet in the company's business in the nearest future?**

1. Yes   
 2. No  /Go to Q.17/

**16. What will be the Internet used for?**

1. Receipt/sending e-mails   
 2. E-learning   
 3. Seeking information and data necessary for work performance   
 4. Seeking information about professional courses and trainings   
 5. Contact with public institutions (local, regional, central)   
 6. Seeking up to date information about events in my country and abroad   
 7. Seeking information and data related to health or hobby   
 8. Participation in discussion forums   
 9. Using communicators (e.g. Skype, etc.)   
 10. Purchase of goods and services   
 11. E-banking   
 12. Other purpose, what? .....

/Go to Q.18/

**17. Why are you not interested in Internet usage in the company?**

1. Business conducted does not require this   
 2. Costs (the solution is too expensive)   
 3. My employees are not prepared for that (they are not adequately qualified)   
 4. I'm not prepared for that (I'm not adequately qualified)   
 5. Other reason, what? .....

**18. What are the barriers for Information Technology implementation within the firm?**

	<b>Extreme</b>	<b>High</b>	<b>Moderate</b>	<b>Low</b>	<b>None</b>
<b>Lack of funds</b>	4	3	2	1	0
<b>Lack of knowledge/skills</b>	4	3	2	1	0
<b>Lack of understanding relevant to the business</b>	4	3	2	1	0
<b>Lack of employees</b>	4	3	2	1	0
<b>Lack of Standard Operating Procedures</b>	4	3	2	1	0
<b>Lack of Long Term Strategy</b>	4	3	2	1	0
<b>Lack of specific enough software</b>	4	3	2	1	0
<b>Lack of a clear Information System Plan</b>	4	3	2	1	0
<b>Other, (if any).....</b>	4	3	2	1	0

**PART II Trainign needs**

**19. How would you evaluate professional qualifications of your employees? Do:**

1. The qualifications of the majority of employees suffice for realization of the tasks entrusted
2. Less than a half of my employees have such qualifications
3. Only some have such qualifications

**20. What kind of professional skills should be supplemented as soon as possible?**

1. Computer skills
2. Internet skills
3. Foreign languages
4. Accountancy
5. Interpersonal skills
6. Sales techniques
7. Marketing/promotion
8. Driving license ECDL
9. Connected with the workplace (specify?).....
10. Other (if any?).....

**21. Who in your company will decide about sending the employee to computer training, financed by the company?**

.....

**22. Who should incur costs related to improvement of computer and Internet skills?**

- 1. The state only
- 2. Company owners only
- 3. State and company owners
- 4. The employees
- 5. Employees and owners
- 6. Employees and state

**23. What is the primary factor deciding on the effectiveness of the company? Please mark one type of the following:**

- 1. Investments in hardware
- 2. Investments in employee training
- 3. Investments in employers' training
- 4. Investments in information management
- 5. Other (what?.....)

**PERSONAL DETAILS:**

**24. Sex:**

- 1. Female
- 2. Male

**25. Year of birth:**

**26. Please provide the size of the place of residence:**

- 1. Town of population lower than 5 thousand
- 2. Town of population from 5 thousand to 9999
- 3. Town of population from 10 thousand to 19999
- 4. Town of population from 20 thousand to 49999
- 5. Town of population from 50 thousand to 99999
- 6. Town of population from 100 thousand to 199999
- 7. Town of population higher than 200 thousand
- 8. Village

**27. What is your education level:**

- 1. Primary
- 2. Secondary
- 3. University

**28. What is your learned profession? .....**

**COMPANY DETAILS:**

**29. What is the organizational-legal form of the company:**

- 1. Independent business
- 2. Open partnership
- 3. Limited partnership
- 4. Partnership
- 5. Limited liability company
- 6. Joint stock company
- 7. Other (what?.....)

**30. Date of the company foundation (month and year)**

□□□□□□

**31. Employment on establishment** □□□□**32. Present employment:**

<b>Form of employment:</b>	<b>Number of employees</b>
1. Full time	
2. Part time	

**33. Main types of outputs**

- 1. Food production
- 2. Manufacturing
- 3. Commerce
- 4. Services

## **QUESTIONS FOR EMPLOYEES**

### **PART I Application of IT in the company**

#### **1. Do you have computer for yourself?**

1. Yes
2. No

#### **2. How often do you use the computer and Internet at work?**

<b>Frequency:</b>	<b>2.1 computer</b>	<b>2.2 Internet</b>
1. every day		
2. 2-3 times a week		
3. less frequently		
4. I don't use at all	/Go to Q.5/	/Go to Q.5/

#### **3. For what purposes do you use the computers in your everyday work?**

1. Text edition (e.g. in Word)
2. Data analysis (e.g. in Excel)
3. Creation of graphics (e.g. Corel)
4. Preparation of presentations (e.g. PowerPoint)
5. Computer typesetting and preparation of company materials, leaflets, information brochures, etc. (e.g. Publisher)
6. Analysis of data on external data carriers (e.g. CD, DVD)
7. Writing applications for the company needs

#### **4. For what purposes do you use the Internet in your everyday work?**

1. Receipt/sending e-mails
2. E-learning
3. Seeking information and data necessary for work performance
4. Seeking information about professional courses and trainings
5. Contact with public institutions (local, regional, central)
6. Seeking up to date information about events in my country and abroad
7. Seeking information and data related to health or hobby
8. Participation in discussion forums
9. Using communicators (e.g. Skype, etc.)
10. Purchase of goods and services
11. E-banking
12. Other purpose, what? .....

## PART II Trainign needs

### 5. Were did you achieve knowledge about the applications used in:

Source of knowledge:	5.1 Computer	5.2 Internet
1. High school/university		
2. Everyday work		
3. At training courses organized by the former company		
4. At training courses organized at the present company		
5. At training courses outside the firm for which I paid myself		
6. Individually		
7. E-learning courses		
8. In other way (what?.....)		

### 6. What criterion did you take into consideration while deciding to participate in the course improving the computer skills?

1. Brand of the company (the fact whether the company is renowned, of good reputation)
2. I choose checked companies, in which I have already took my courses
3. The price was the deciding factor
4. This depends on the subject matter (e.g. internet related courses here, and business courses elsewhere)
5. The opinion of previous trainees is important
6. Other (what?.....)

### 7. Whose assistance do you ask in case of problems with computer?

1. Family/acquaintances/friends
2. Employees/co-employees
3. Professional training institutions
4. I look for assistance in books, Internet, etc.
5. My company IT department
6. External IT providers
7. Other, what? .....

### 8. Are you going to improve your proffesional qualifications within this year?

1. Yes  /Go to Q.11/
2. No

**9. Why aren't you going to improve your professional qualifications:**

- 1. My professional qualifications are satisfactory
- 2. My salary won't increase even if I would improve my professional skills
- 3. I won't get a promotion even if I would improve my professional skills
- 4. I'm too old
- 5. Other, (what?).....

**10. What would encourage you to improve your professional qualifications:**

- 1. Financing training by my company or the other institution
- 2. Convenient form of learning (what?).....
- 3. Regular access to the computer
- 4. My boss command
- 5. Other (what?).....
- 6. Nothing

**/Go to Q.13/**

**11. Are you going to take part in any kind of training in the nearest future?**

- 1. Yes
- 2. No  **/Go to Q.13/**

**12. In what training are you going to take part?**

- 1. Computer skills
- 2. Internet skills
- 3. Foreign languages
- 4. Accountancy
- 5. Interpersonal skills
- 6. Sales techniques
- 7. Marketing/promotion
- 8. Connected with the workplace (specify?).....
- 9. Other (if any?).....

**PERSONAL DETAILS:**

**13. Sex:**

- 1. Female
- 2. Male

**14. Year of birth:**

**15. What is your education level:**

- 1. Primary
- 2. Secondary
- 3. University

**16. What is your learned profession? .....**