QUESTIONNAIRE ON KNOWLEDGE MANAGEMENT INITIATIVES IN INDIAN INDUSTRY

(A SPECIAL STUDY ON I.T. INDUSTRY)

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Dear Madam/Sir,

This questionnaire contains the statements which are made to get the primary information about the KM Practices in IT industries. I request you to answer the statements by choosing the appropriate answer from the choice given under each statement. Your answers are very important for my research, to innovate new KM strategies. Please TICK the answer to the statement.

EMPLOYEE PERSONAL INFORMATION

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KNOWLEDGE MANAGEMENT POLICY

1. Your Organization has a Knowledge Management Policy or Strategy for acquiring and sharing Knowledge!
   a) Strongly agree  b) Agree  c) Uncertain  d) Disagree  e) Strongly disagree

2. Your Organization has a Value System or Culture intended to promote Knowledge Sharing!
   a) Strongly agree  b) Agree  c) Uncertain  d) Disagree  e) Strongly disagree

3. Your Organization uses partnerships or strategic alliances to acquire Knowledge!
   a) Strongly agree  b) Agree  c) Uncertain  d) Disagree  e) Strongly disagree

4. You feel that your Organization has policies/programs intended to improve worker retention!
   a) Strongly agree  b) Agree  c) Uncertain  d) Disagree  e) Strongly disagree

5. Your Organization has advisory boards and internal meeting to exchange Knowledge!
   a) Strongly agree  b) Agree  c) Uncertain  d) Disagree  e) Strongly disagree

6. Your Organization encourages systematic neighbor training and interdisciplinary training groups in order to get holistic overview of a given task!
   a) Strongly agree  b) Agree  c) Uncertain  d) Disagree  e) Strongly disagree

7. Knowledge sharing is prompted most effective in so far as it is incorporated in an Organization’s strategic activities!
   a) Strongly agree  b) Agree  c) Uncertain  d) Disagree  e) Strongly disagree

8. There is cooperation and trust to KM policy formulation through out your Organization!
   a) Strongly agree  b) Agree  c) Uncertain  d) Disagree  e) Strongly disagree

9. Workers immediately accept as part of their job, activities designed to acquire and share knowledge!
   a) Strongly agree  b) Agree  c) Uncertain  d) Disagree  e) Strongly disagree
10. Meetings are used as a means of transferring Knowledge in your Organization!
   a) Strongly agree          b) Agree          c) Uncertain
   d) Disagree               e) Strongly disagree

FAMILIARITY WITH KM

11. Which of the following functional areas best describes your work responsibilities?
   a) IT                      b) HR             c) KM
   d) CRM                    e) Financial Management

12. How would you rank your own level of experience and familiarity with KM?
   a) Unaware                b) Introductory   c) Intermediate
   d) Advanced

13. What should the primary emphasis of KM educational program be in order to be as relevant and useful to you as possible?
   a) KM strategies           b) KM technologies  c) KM tools & methods
   d) Theoretical foundations in KM

14. Who is in-charge of KM practices in your Organization?
   a) HR Department            b) IT Department   c) KM Unit
   d) Responsibility is shared very broadly

15. How do you measure the effectiveness of KM practices in your Organization?
   a) Through Guidance and instructions
   b) Through activities included in company’s balanced score card and satisfaction barometer
   c) Employees satisfaction surveys   d) Customer satisfaction surveys

16. Which sources triggered your Organization to put into effect the KM practices currently used?
   a) Management               b) Non-Management workers
   c) Owners & Share Holders    d) Board

17. What would motivate your Organization to increase KM practices?
   a) Improved competitiveness  b) Improved Corporate Image
   c) Avoiding loss of Key Personnel d) Loss of market share

18. Please indicate the achieved results of KM practices in use in your Organization
   a) Improvement of skills and knowledge of workers
   b) Increased improved knowledge sharing horizontally
   c) Increased adoption of products/services to client requirements
d) Helped to add new products/services

19. Why do you use KM activities in your Organization?
   a) To improve the competitive advantage
   b) Training workers to meet the strategic objectives of the Organization
   c) Improving the ability to take out patents
   d) Improving KM sharing suppliers

20. Which of the following KM practice procedure is most used in your Organization for acquiring interdisciplinary knowledge?
   a) Guide for working procedures and ethics
   b) Interdisciplinary project groups
   c) Internal work shops in connection with staff meetings
   d) Internet/purchased information

**KM STRATEGY DEVELOPMENT**

21. Do your Organization have internal workshops in connection with staff meetings?
   a) YES    b) NO    c) UNCERTAIN

22. Whether systematic identification and protection of strategy of strategic knowledge done in your Organization?
   a) YES    b) NO    c) UNCERTAIN

23. Do you feel that there is need of Training the workers to meet the strategic objectives of the Organization?
   a) YES    b) NO    c) UNCERTAIN

24. Do you feel that there are negative results of working with Knowledge Management strategies?
   a) YES    b) NO    c) UNCERTAIN

25. Freedom given to employees to experiment their innovative ideas in work?
   a) YES    b) NO    c) UNCERTAIN

26. Employee opinion on requisition of an officer to observe flow of knowledge is considered?
   a) YES    b) NO    c) UNCERTAIN

27. Does the management consult the employees before launching new programs?
   a) YES    b) NO    c) UNCERTAIN
28. Do the employees get guidance in difficult situations faced while new strategies are implemented?
   a) YES        b) NO        c) UNCERTAIN

29. Do the Employees’ perception about the KM strategies is Proactive?
   a) YES        b) NO        c) UNCERTAIN

30. Do you agree that all employees are responsible for acquisition and sharing of KM in order to ensure continuous development of the Organization?
   a) YES        b) NO        c) UNCERTAIN

**KM IMPLEMENTATION**

31. Do you have any chance of participation in national and international knowledge sharing groups?
   a) YES        b) NO        c) UNCERTAIN

32. Do you have dedicated budgets or spending for implementation of KM activities?
   a) YES        b) NO        c) UNCERTAIN

33. Does your Organization have good track record in implementing the KM initiatives smoothly?
   a) YES        b) NO        c) UNCERTAIN

34. Are employees able to cop up with new practices of KM implementation?
   a) YES        b) NO        c) UNCERTAIN

35. Do you feel that KM initiatives have helped in improving your knowledge?
   a) YES        b) NO        c) UNCERTAIN

36. Implementation of KM practices in your Organization is fair!
   a) Strongly agree       b) Agree              c) Uncertain
   d) Disagree             e) Strongly disagree

37. Your Organization experienced significant resistance to implement any of the KM practices!
   a) Strongly agree       b) Agree              c) Uncertain
   d) Disagree             e) Strongly disagree

38. There is requirement of a Chief Knowledge Officer in your Organization!
   a) Strongly agree       b) Agree              c) Uncertain
   d) Disagree             e) Strongly disagree
39. Do you like sharing knowledge with peers?
   a) YES       b) NO       c) UNCERTAIN

40. Does your organization successful in implementing KM practices in the Organization?
   a) YES       b) NO       c) UNCERTAIN

KNOWLEDGE MANAGEMENT & INFORMATION TECHNOLOGY INTERFACE

41. Your opinion on sharing your knowledge through e-mail
   a) Very little  b) Little  c) Undecided
   d) Great       e) Very great

42. Your perception about Internet and Computer Technology in enhancing the organizational performance
   a) Do not know  b) Know little  c) No opinion
   d) Its great  e) Its very great

43. Your opinion about the e-Learning and e-Universities
   a) Don’t know  b) its average  c) Its great
   d) Its very great

44. Your interest of work style
   a) In a team  b) Individual
   c) No opinion  d) Any kind

45. Your perception about the impact of globalization on IT industry
   a) Very little  b) Little  c) Undecided
   d) Great  e) Very great

46. Use of IT in KM implementation is
   a) Very little  b) Little  c) Undecided
   d) Great  e) Very great

47. Software used in your Organization for KM practice will be updated as on when required.
   a) Strongly agree  b) Agree  c) Uncertain
   d) Disagree  e) Strongly disagree
48. Do you have inter departmental IT training when a new software is to be introduced in your Organization?
   a) YES  
   b) NO  
   c) UNCERTAIN

49. ERP packages are very much helpful in KM practice implementation in your Organization.
   a) Strongly agree  
   b) Agree  
   c) Uncertain  
   d) Disagree  
   e) Strongly disagree

50. Present Fluctuations in Inflation rate has great impact on IT.
   a) Strongly agree  
   b) Agree  
   c) Uncertain  
   d) Disagree  
   e) Strongly disagree