APPENDIX - I

INFORMATION TECHNOLOGY AND SOCIETY IN MANIPUR

Questionnaire as a part of Ph. D work at OKD Institute of Social Change and Development, Guwahati to be submitted to Gauhati University.

QUESTIONNAIRE SET – I

For Information Technology Service Providers (ITSPs)

1. District : ............................................................................................

2. Name of the Institution : ....................................................................................

3. Year of establishment : ....................................................................................

4. Address : ...............................................................................................  

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

5. Type of establishment: (use code)

   Government - 1 (a) State □

   1 (b) Central □

   Private – 2 □

   Others – 3 □

6. Employees Strength: (in numbers)

   Senior Level (officer) □□□

   Staffs □□□

   Grade – IV Employees □□□

7. Does your establishment provide IT services? (Use code)

   Yes – 1, No – 2 □

   If yes, please give your present client profile in number as per your record (please attach sheet if required)
8. Listed below are some of the Information Technology (IT) services. Kindly put a tick mark on the relevant services. (multiple responses are possible)

- Broad Band Services
- High Speed Data Communication
- LAN (Local Area Network)
- WAN (Wide Area Network)
- Dial up connections
- ISDN (Integrated Service Digital Network)
- Web hosting/designing
- Software development
- Video conferencing
- IT physical infrastructure
- IT technical support and maintenance
- Implement IT projects
- IT consultancy
- Other IT services

(Please specify) ..........................................................

9. How do you provide your service? (multiple responses possible)

- Monthly basis
10. Do you face any specific problems from your clients? (Use code)
Yes – 1, No – 2
If yes, please state.

11. Are there any complaints from your clients? (Use code)
Yes – 1, No – 2
If Yes, What are the complaints? (multiple responses possible)
- Modem related
- Wrong Password
- Loss of password
- Online problem
- Disturbance in telephone line
- High Billing
- Any other
(Please specify)

12. What are the problems faced by your ITSP? Specify the problems and suggest remedial measures.

<table>
<thead>
<tr>
<th>Problems</th>
<th>Remedial Measures</th>
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</thead>
<tbody>
<tr>
<td>Budget constraints</td>
<td></td>
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<tr>
<td>Meager assistance from Government</td>
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<tr>
<td>Lack of physical infrastructure</td>
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<tr>
<td>Lack of manpower</td>
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<tr>
<td>Irregular power supply</td>
<td></td>
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</tbody>
</table>
13. Are you aware of Government of Manipur IT policy? (use code)
   Yes – 1, No – 2
   □

   If Yes, how do you rate its implementation?
   High
   □
   Moderate
   □
   Low
   □

14. Give your opinion regarding implementation of Government IT policy.
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15. As a service provider, kindly comment on the present status of IT in Manipur?
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16. Your suggestion for improvement of IT services for social upliftment.
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Signature with Seal