APPENDIX - II

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 – II
(For Institutional Information Technology Service Users IIITUs)

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. Nature of establishment: (use code)
   State/Central Govt. office – 1
   Educational Institute – 2
   Hospital/Health Institute – 3
   Community Information Centre (CIC) – 4
   Non Government Organisation (NGO) – 5
   Cyber café – 6
   Other Firms/Organization – 7

7. Have you computerized your transactions? (multiple responses possible)
   Fully
8. Does your institution use IT services? (Use code)
   Yes – 1, No – 2
If yes, for what purpose? (multiple responses possible)
   Education
   Health
   General Administration
   Others
   (Please specify) ........................................................................................................

9. Listed below are some of the services related to health, education, general administration and other IT services. Please put a tick mark on the relevant services. (multiple responses are possible)

   A. **Education through IT services**
      - Online Course
      - IT literacy
      - Computer Software training
      - Vocational IT training
      - IT module in degree and diploma courses
      - Educational information through website
      - Digitization of Library
      - Other education related IT services (please specify)..........................

   B. **Health through IT Service:**
      - Tele medicine
      - Video conferencing
      - Health information through websites
      - Other health related IT services (Please specify)
      ..........................................................................................................................
C. **General Administration through IT services:**

- Local Area Network (LAN) □
- IT literacy for employees □
- Digitization and delivery of Public Domain Information □
- Official notices on websites □
- Bill-payments □
- Tax-revenue payments □
- Job portals
- Smart cards
- e-Governance projects (Please Specify)
- Other General administration related IT services (Please Specify)

D. **Other services through IT:**

- Booking Services (Railway/Airlines/Bus/Tourist etc) □
- Banking Services □
- Marketing □
- Agri-information □
- e-mail □
- Advertisement □
- News updates □
- Other IT services □
- (Please specify) .................................................................

10  Have you introduced Manipuri in IT? (Use code)
   Yes – 1, No – 2 □

11. Is Geographic Information System (GIS) services used in your organization? (Use code)
    Yes – 1, No – 2 □
If yes, for what purpose?
   i) .............................................................
   ii) ..........................................................
   iii) ..........................................................
   iv) ..........................................................

12. Who is your service provider? (use code)
    BSNL – 1, NIC – 2, STPI – 3,
    Others – 4 (Please Specify) .................................................................

13. Are you satisfied with the services? (use code)
    Yes – 1, No – 2
    If No, Why?
    ...........................................................................................................
    ...........................................................................................................

14. How frequently do you use the IT services? (use code)
    Very frequently (7x24 hours) – 1
    100% of the time - 2
    75% of the time - 3
    50% of the time - 4
    25% of the time - 5
    only occasionally - 6

15. What is your mode of bill payment? (multiple responses possible)
    Monthly
    Annually
    Other mode
    (Please Specify) ...................................................................................

16. Do you pay fees/bills regularly? (Use code)
    Yes – 1, No – 2
17. Are you satisfied with the fees they charge? (use code)  
Yes – 1, No – 2
If no, why? Give reasons:
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........................................................................................................

18. Is the service utilised by your institution exclusively for your official purposes? (Use code)
Yes – 1, No – 2
If No, who utilises your services? (multiple responses possible)
Officials/Employees
Academicians
Students
Common people

19. Does your institution charge fees for utilising the services? (use code)
Yes – 1, No – 2
If No, Why? ........................................................................................................
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20. Do you face any problem while accessing the service? (use code)
Yes – 1, No – 2
If Yes, please specify with a tick mark from amongst the problems listed below:

Major Problems:
Service problem
Budget constraints
Irregular Power Supply
Lack of infrastructure
Network uplink problem □
Optical fibers break down □
Cable Network destruction □
User mishandling □

Others (Specify) ..............................................................................................................

21. Are you aware of Government IT policy? (use code)
   Yes – 1, No – 2 □
   If Yes, Specify the benefits
   ........................................................................................................................................
   ........................................................................................................................................

22. Total number of employees in your organisation □□□□

23. Total number of computer literate employees □□□□

24. Appropriate number of employees using the IT services □□□□

25. Give your suggestions/comments regarding IT services in the state.
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