ANNEXURE

A Study on awareness and process of Knowledge Management in select manufacturing and service sector in India

This is a generic survey to gauge you and your organization’s perspectives on Knowledge Management practice and its usage within your organization.

This will be purely used for research purpose and the responders details will be kept confidential as needed.

Kindly fill-in the required details in Section “I” and select appropriate choice in Section II against each question. Do share a feedback note at the end of this questionnaire.

Section I

<table>
<thead>
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<th>Name of Respondent</th>
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<td>Designation</td>
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<tr>
<td>Organization</td>
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<td>Department</td>
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<td>Type of org</td>
<td>&lt;Pl specify Industry domain here&gt;</td>
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<tr>
<td>No of employees</td>
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Section II

Are you and your organization aware of Knowledge Management as a practice?

a. Fully Aware
b. Aware
c. Not sure
d. Somewhat Aware
e. Not at all aware

1. If you have answered a, b, c or d, do you believe it is a required process for the organization?

a. Strongly Disagree
b. Disagree
c. Neither Agree nor Disagree
d. Agree
e. Strongly Agree
2. Management of the Organization encourages employees to reflect on information and data, and addresses them at the strategic level?
   a. Strongly Disagree
   b. Disagree
   c. Neither Agree nor Disagree
   d. Agree
   e. Strongly Agree

3. Information exchange between employees for problem solving are encouraged in the organization.
   a. Strongly Disagree
   b. Disagree
   c. Neither Agree nor Disagree
   d. Agree
   e. Strongly Agree

4. Do you have a structured knowledge management plan in place?
   a. Yes
   b. No
   c. Don’t know
   d. Can’t say
   e. Not applicable

5. There is free flow of relevant information in the organization?
   a. Strongly Disagree
   b. Disagree
   c. Neither Agree nor Disagree
   d. Agree
   e. Strongly Agree

6. Are you aware of the processes that drive KM within your organization?
   a. Fully Aware
   b. Aware
   c. Not sure
   d. Somewhat Aware
   e. Not at all aware

7. Do you know if your organization has a core set of principles which govern your knowledge initiatives?
   a. Yes
   b. No
   c. Don’t know
   d. Can’t say
   e. Not applicable
8. Organization has and needs Knowledge Management Department
   a. Strongly Disagree
   b. Disagree
   c. Neither Agree nor Disagree
   d. Agree
   e. Strongly Agree

9. Do you agree that Knowledge management services help you improve your performance as individuals?
   a. Strongly Disagree
   b. Disagree
   c. Neither Agree nor Disagree
   d. Agree
   e. Strongly Agree

10. Is your organization’s KM strategy based on new advances in the field?
    a. Yes
    b. NO
    c. Don’t know
    d. Can’t say
    e. Not applicable

11. Are your employees trained in using knowledge management tools, and techniques?
    a. Yes
    b. NO
    c. Don’t know
    d. Can’t say
    e. Not applicable

12. Are your teams operating with a knowledge aware sensibility and mindset?
    a. Yes
    b. NO
    c. Don’t know
    d. Can’t say
    e. Not applicable

13. Does your organization focus on the capture and sharing of tacit and explicit knowledge with an outside-inside perspective?
    a. Yes
    b. NO
    c. Don’t know
    d. Can’t say
    e. Not applicable
14. Does your organization measure, recognize and reward superior knowledge performance?
   a. Yes
   b. NO
   c. Don’t know
   d. Can’t say
   e. Not applicable

15. Do your organization’s employees actively use the knowledge-enabling technologies that the organization has acquired to support KM?
   a. Yes
   b. NO
   c. Don’t know
   d. Can’t say
   e. Not applicable