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APPENDIX I-PRE SURVEY INTERVIEW SCRIPT

Determinants of End User Software Piracy among Sri Lankan Professionals

Software piracy defined as “the illegal copying of computer software”, is a global phenomenon which costs over 50 billion dollars per annum around the world according to Business Software Alliance report of 2011.

Broadly speaking, software piracy is of two types, end user piracy and commercial piracy. The end user piracy occurs when users install software on more machines than they are authorized to in terms of their license agreements. When it comes to commercial piracy, it can take many forms like 'hard disk loading' which occurs when computer dealers install illegal copies of software as an incentive to buy hardware from a particular vendor. 'Software counterfeiting' refers to the illegal reproduction and sale of software in a form that is substantially similar to the original product. 'Retail piracy' another form of commercial piracy which involves sale of pirated software at a retail level. 'Internet piracy' occurs when unauthorized copies of software made available on the internet for downloading.



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As mentioned earlier, software piracy is a global phenomenon and Sri Lanka is no exception in this direction. In fact the problem is all the more acute in our region the Asia-Pacific region. According to global organization Business Software Alliance report of 2011, Bangladesh accounts for the highest piracy rate with 91%, followed by Sri Lanka 89%, Indonesia 86% and Vietnam 85%. Irrespective of all the endeavors from the government and Business Software Alliance the piracy rate in Sri Lanka remains constant over the years from 2006 to 2008 where the rate was 90%. The year 2009 saw a slight decline of 1% where the rate was 89%.

In this context it is imperative to find out what exactly causing the customer's to opt for unlicensed software. The high cost of proprietary software, reduced exposure to and difficulties in familiarizing with open source software and lack of awareness of intellectual property violations are a few such determinants. So the aim of this survey

is to identify the key determinants of end user software piracy among Sri Lankan professionals.

Question	
1. What do you know about software piracy?	
2. Have you ever used software without obtaining proper licenses?	
Yes	Q3
No	Q2.a.
2.a. How do you know you have never committed software piracy?	
3. Have you tried free and/or open source software?	
Yes	Q4
No	Q4.a.
4. What do you think about the reliability, quality and functionality of unlicensed software compared to the licensed legitimate copies and free and open source software?	
4.a. What do you think about the reliability, quality and functionality of unlicensed software compared to the licensed legitimate copies of software.	
5. What is in your opinion the role of software manufactures from the West (like Microsoft, Sun, Oracle) are playing in knowledge dissemination and innovation in a developing country like Sri Lanka?	
6. How do you see Software piracy from a moral standpoint?	
Piracy is morally acceptable	Q6.a.
Piracy is immoral	Q6.b.
6.a. On what grounds do you justify software piracy?	
6.b. What makes one commit software piracy even when he thinks it is immoral?	
7. Closely related to the protection of copyright, there are three important concepts of innovation, fair use, and the public domain. Could you say a few words about your understanding of these concepts?	
8. Are you aware of the new legislative moves in Intellectual property discipline and the software are protected under copyright act of 2003?	
9. What is your understanding about the severity of punishment if one found guilty of software piracy in Sri Lanka?	

10. What is your idea about the probability of one getting caught if committed software piracy in Sri Lanka?

11. When buying/using software do you consult colleagues to pick the best alternative available?

Yes	Q11.a.
No	Q12

11.a .How is the involvement and the influence of the peers on the choice of software?

12. Is there anything else you would like to comment on in relation to software piracy in Sri Lanka?

Demographic factors	
Age	
Gender	
Education	
Job Category	
Income level	



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APPENDIX II-QUESTIONNAIRE

Determinants of the Use of Unlicensed Software among Sri Lankan Legal , IT and Business Professionals

This questionnaire is a part of an investigation that seeks to explore the determinants of the use of unlicensed software among Sri Lankan Legal, IT and Business professionals. The information provided by you will help better understand the widespread use of unlicensed software among Sri Lankan professional community. Please read each question carefully and respond to the best of your ability. There are no correct or incorrect responses and my interest is merely in your personal point of view.

The anonymity and confidentiality of the identity of the respondents will be strictly respected and the records of the study will be kept strictly confidential.

Definitions

* Knowledge Dissemination -refers to is the transferring of knowledge within and across settings, with the expectation that the knowledge will be "used" conceptually or instrumentally i.e. in the form of modified or new practices or in terms of learning, enlightenment, or the acquisition of new perspectives and Attitudes.

* Open-Source Software – refers to software whose source code is made available for use or modifications as users or developers see fit. Often the open source software are developed as a public collaboration and made freely available.



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* Office software suite - is a collection of office automation software whose main components typically are word processing, spreadsheets, presentations, graphics, and database applications.

* Peer-to-peer (P2P) Networks – are defined as networks where there are no fixed clients or servers where peer nodes are used to transmit and share public or private files over the internet with the use of file sharing software.

* Proprietary Software: refers to software for which the publishers or developers have exclusive legal rights. The purchaser, or licensee, is given the right to use the software under certain conditions, but restricted from other uses, such as modification, further distribution, or reverse engineering.

Please read the following hypothetical software purchase scenarios carefully and answer each question in the order presented.

Scenario 1:

Imagine that a professional, purchases a personal computer from a leading hardware retailer where he learns it is going to cost an additional couple of thousands of rupees even for obtaining the licensed versions of the minimum set of software he would require for his personal and professional work. Upon inquiry the retailer suggests installation of unlicensed versions of the key software packages at a minimal price where the professional will receive no backup media, user manuals or vendor support. Having compared the total cost of ownership of licensed software and the value of updates and vendor support the professional decides to go ahead with the unlicensed versions as the cost outweighs the benefits of technical support.

1. If I were the professional I would be able to pay excessive prices for purchasing/using the licensed software products.

Strongly Disagree 1 2 3 4 5 6 7 Strongly Agree

2. For me to spend a lot of money for purchasing/using the licensed software version is easy.

Strongly Disagree 1 2 3 4 5 6 7 Strongly Agree

3. My personal income permits me to easily spend money for licensed software products.

Strongly Disagree 1 2 3 4 5 6 7 Strongly Agree

4. I would expect to continue using the unlicensed software if I were the professional.

Strongly Disagree 1 2 3 4 5 6 7 Strongly Agree

5. If I were the professional I would want to continue using the unlicensed software.

Strongly Disagree 1 2 3 4 5 6 7 Strongly Agree

6. If I were the professional I would intend to continue using the unlicensed software.

Strongly Disagree 1 2 3 4 5 6 7 Strongly Agree

7. If I were the professional who uses unlicensed software my colleagues would;

Strongly Disapprove 1 2 3 4 5 6 7 Strongly Approve

8. My colleagues think it is okay to use unlicensed software.

Strongly Disagree 1 2 3 4 5 6 7 Strongly Agree

9. My colleagues would not be disappointed with me if I use unlicensed software.

Unlikely 1 2 3 4 5 6 7 Likely

Scenario 2:

Imagine that a professional requires an analytical software tool for his research work which he finds quite expensive. On the other hand, he cannot proceed further without the tool. He can either purchase the software from the vendor site or get an *unlicensed* version of the software from a P2P site for free. The professional resorts to the *second option and downloads an unlicensed version of the tool* from a P2P site for free. He reasons that his research would contribute largely to knowledge and that outweigh the loss caused by making an illegal copy of software tool. Further, he argues the mere cost of a tool hindering the research efforts is a crime and further it is fair use that the software is used for knowledge generation.

10. a. It is illegal, if I download or share software over peer to peer (P2P) networks such as BitTorrent, Kazaa, Lime Wire, and Bearshare if I were the professional.

Unlikely 1 2 3 4 5 6 7 Likely

10. b. Committing an illegal acts is:

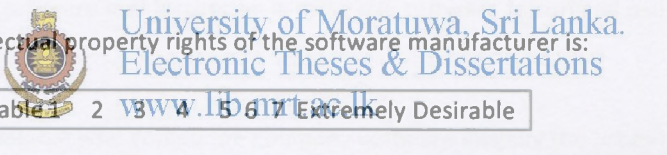
Extremely Undesirable 1 2 3 4 5 6 7 Extremely Desirable

11. a. My act of downloading licensed software without purchasing it, infringes the intellectual property rights of the software manufacturer.

Unlikely 1 2 3 4 5 6 7 Likely

11. b. Infringing intellectual property rights of the software manufacturer is:

Extremely Undesirable 1 2 3 4 5 6 7 Extremely Desirable



12. a. Due to exuberant prices of original legal software, many of us in developing countries will not be able to experience and learn new technologies if not for illegal copies of licensed software.

Unlikely 1 2 3 4 5 6 7 Likely

12. b. Not being able to learn new technologies is:

Extremely Undesirable 1 2 3 4 5 6 7 Extremely Desirable

13. a. With strong licensing processes the software manufactures control technologies that could benefit the rest of society.

Unlikely 1 2 3 4 5 6 7 Likely

13. b. Any company or individual controlling technologies that could benefit t the rest of society is;

Extremely Undesirable 1 2 3 4 5 6 7 Extremely Desirable

Scenario 3:

Imagine that a professional who has been using an unlicensed version of a proprietary office software suite both for his personal and professional work learns that most of his colleagues have migrated to an open source office suite. His exposure to open source software is minimal yet he obtains a copy of the open source software and sees if how it fits requirements.

14. If I were the professional to migrate to open source software, i would find familiarizing with open source software cumbersome and time consuming.

Unlikely 1 2 3 4 5 6 7 Likely

15. If I were the professional I would not chose to migrate to open source as I have no exposure to open source software.

Unlikely 1 2 3 4 5 6 7 Likely

Scenario 4:

Imagine that a professional uses a software package for his office work of which the company has a licensed version. There is a tight deadline to be met which requires additional effort and the professional plans to work extra hours from home. He wants the same software environment present in his home computer so he makes a copy of the software package from the company software repository and installs the same in his home computer. He reasons that the company has legally purchased the software and further he is using the software for official use and does not gain any personal benefit from this.



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16. If I were the professional who copied the company software illegally the probability I would get caught for Software Piracy in Sri Lanka is:

Very Low 1 2 3 4 5 6 7 Very High

17. If I were the professional and were caught for illegally copying company software, I will certainly be prosecuted in Sri Lanka.

Strongly Disagree 1 2 3 4 5 6 7 Strongly Agree

18. If I were the professional who copied company software illegally and were caught, I think the punishment would be:

Very Low 1 2 3 4 5 6 7 Very High

19. If I were the professional who copied company software illegally and were caught, I will be severely punished.

Strongly Disagree 1 2 3 4 5 6 7 Strongly Agree

20. For me to use unlicensed software is:

Very Difficult 1 2 3 4 5 6 7 Very Easy

21. I am confident that I could use unlicensed software if I want to.

Strongly Disagree 1 2 3 4 5 6 7 Strongly Agree

22. The decision to use unlicensed software is within my control.

Strongly Disagree 1 2 3 4 5 6 7 Strongly Agree

23. Whether I use unlicensed software or is entirely up to me.

Strongly Disagree 1 2 3 4 5 6 7 Strongly Agree

Demographics

24. What is your gender?

Male
Female



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25. Which of the following age groups do you belong to?

18-25
26-35
36-45
46-55
More than 55

26. What is your major area of specialization?

Legal
Information Technology
Business

27. What is the average number of hours that you currently work per week?

1-10
11-20
21-30
31-40
41 or more

28. What is your personal monthly income before taxes in 2011?

Less than Rs.20000

Rs.20000-Rs.40000
Rs.41000-Rs.60000
Rs.61000-Rs.80000
More than Rs.80000

29. How many years of work experience do you have?

Less than 10
10-20
21-30
31-40
More than 40

Thanks a lot for taking part in this survey. I truly appreciate your time and cooperation.

Thank you.

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