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Appendix 1 - Questionnaire

L1. What is your organization Name?

OrgCA1. How many employees are there?

< 25

26 - 50

51 - 75

76 - 100

101 <

OrgCA2. Company's Length of time in business?

< 5

6 - 10

11 - 15

16 - 20

>20

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- L2. Is your company currently using any of the following web 2.0 technologies or tools for core business functions?
- 1 Not in Use 2 Little Used 3 Limitedly Used 4 Averagely Used 5 Widely Used Blogs

RSS

Wikis

Social Networking

Social Bookmarking

Mash-ups

Collaborative Planning Software

Folksonomy

L3. Please specify if the level of adaptation	ere's any other enterprise 2	.0 tools that you are using in your organization	on an	id its
L4. I frequently search v 1 - Strogly Disagree	vikis, blogs created by colle 2 - Disagree	agues for work requirement 3 - Neither Agree Nor Disagree	4	_
Agree	5 - Strongly Agree	5 Trotales Figure From Bisagree	•	
	ate to wikis, blogs with my	expert knowledge with the intention of helpin	ng m	у со-
workers' job. 1 - Strogly Disagree	2 - Disagree	3 - Neither Agree Nor Disagree	4	
Agree	5 - Strongly Agree	3 - Neither Agree Not Disagree	4	-
L6. Most often I find relative 1 - Strogly Disagree Agree		oratuwa, Sri Lanka. es & Dissertations om enterprise 2.0 tools 3 - Neither Agree Nor Disagree	4	-
L7. I get enough suppor	t from my colleagues throu	gh enterprise 2.0		
1 - Strogly Disagree	2 - Disagree	3 - Neither Agree Nor Disagree	4	_
Agree	5 - Strongly Agree			
L8. We are interacting w	vith our customers using ent	erprise 2.0 tools (wiki/blog/social networking)		
1 - Strogly Disagree	2 - Disagree	3 - Neither Agree Nor Disagree	4	-
Agree	5 - Strongly Agree			
L9. Does your organizat	ion use collaboration platfo	rms to edit/read internal documents?		
1 - Strogly Disagree	2 - Disagree	3 - Neither Agree Nor Disagree 4 -	A	gree
5 - Strongly Ag	gree			

AttPU1. Enterprise 2.01	helps me to work efficiently	and saves office time	
1 - Strogly Disagree	2 - Disagree	3 - Neither Agree Nor Disagree	4
Agree	5 - Strongly Agree		
AttPU2. I feel that enter	prise 2.0 improves job satis	faction	
1 - Strogly Disagree	2 - Disagree	3 - Neither Agree Nor Disagree	4
Agree	5 - Strongly Agree		
AttPE1. I feel it is difficu	alt to adapt to enterprise 2.0		
1 - Strogly Disagree	2 - Disagree	3 - Neither Agree Nor Disagree	4
Agree	5 - Strongly Agree		
Audeo I I III			
	al technical expertise to ad		4
1 - Strogly Disagree	2 - Disagree	3 - Neither Agree Nor Disagree	4
Agree	5 - Strongly Agree		
AttPE3. I got enough tra	aining (formal or informal)	on using enterprise 2.0 technologies	
1 - Strogly Disagree	2 - Disagree	3 - Neither Agree Nor Disagree	4
Agree	5 - Strongly Agree	es & Dissertations	
A STATE OF THE STA	www lib mrt ac		
AttComp1. I think my		er collaboration techniques for knowledge /in	nformatio
sharing.			
1 - Strogly Disagree	2 - Disagree	3 - Neither Agree Nor Disagree	4
Agree	5 - Strongly Agree		
AttComp2. Using Enterr	orise 2.0 technologies fit we	ell with my general work.	
1 - Strogly Disagree	2 - Disagree	3 - Neither Agree Nor Disagree 4 -	Agre
5 - Strongly Ag	•		Ç
SubSOI1. Sub-ordinates	who are important to me th	ink that I should use enterprise 2.0 for official	l purpose.
1 - Strogly Disagree	2 - Disagree	3 - Neither Agree Nor Disagree	4
Agree	5 - Strongly Agree		
SubPI1. My peers think	I will benefit from using en	terprise 2.0 for official purpose.	
1 - Strogly Disagree	2 - Disagree	3 - Neither Agree Nor Disagree	4
Agree	5 - Strongly Agree	-	

SubSI1. I'm rewarded (in	any means) by the manage	ement for using enterprise 2.0 tools.		
1 - Strogly Disagree	2 - Disagree	3 - Neither Agree Nor Disagree	4	-
Agree	5 - Strongly Agree			
SubSI2. I'm rewarded (in	any means) by the manag	ement for contributing on enterprise 2.0 to	ools.	
1 - Strogly Disagree	2 - Disagree	3 - Neither Agree Nor Disagree	4	-
Agree	5 - Strongly Agree			
PBConSE1. I use the web	2.0 application for person	al use generally, other than office work		
1 - Strogly Disagree	2 - Disagree	3 - Neither Agree Nor Disagree	4	
Agree	5 - Strongly Agree	c c		
PBConSE2. I feel comfor	table using Enterprise 2.0	technologies.		
1 - Strogly Disagree	2 - Disagree	3 - Neither Agree Nor Disagree 4	- Ag	gree
5 - Strongly Agr	ree			
	-	ing any computer connected to the network		
1 - Strogly Disagree	2-Disagree by of M	3 - Neither Agree Nor Disagree 4	- Ag	gree
5 - Strongly Agi		es & Dissertations		
PRConFT1 The Enternri	www.lib.mrt.ac.	k ompatible with the computer and other fre	ouently u	ISAC
devices that I already use.	_	impatible with the computer and other fre	quentry u	SCC
devices that I already use.				
1 - Strogly Disagree	2 - Disagree	3 - Neither Agree Nor Disagree 4	- Ag	gree
5 - Strongly Agi	•		C	,
OrgAM1. My organizatio	n has a flat hierarchy			
1 - Strogly Disag	gree 2 - Disagree	3 - Neither Agree Nor Disagree 4 - A	Agree	
5 - Strongly Agree				
OrgAM2. Does your com	pany have best practices/st	andards/policy for using enterprise 2.0?		
1. Characles D'accesses	2 Diagona	2. Najdan Amas Na Diagon 4		
1 - Strogly Disagree5 - Strongly Agree	2 - Disagree	3 - Neither Agree Nor Disagree 4	- Ag	;ree
5 - Strongry Agree				

being stationed in clients'	site or working in branches.			
1 - Strogly Disagree	2 - Disagree	3 - Neither Agree Nor Disagree	4	-
Agree	5 - Strongly Agree			
OrgGP2. My organization	interacts with a large number of	global partners		
1 - Strogly Disagree	2 - Disagree	3 - Neither Agree Nor Disagree	4	-
Agree	5 - Strongly Agree			
IntINT1. I intended to use	Enterprise 2.0 technologies within	n the next six months.		
1 - Strogly Disagree	2 - Disagree	3 - Neither Agree Nor Disagree	4	-
Agree	5 - Strongly Agree			
IntEXP1. I expect more E	nterprise 2.0 technologies would	be introduced by the management.		
1 - Strogly Disagree	2 - Disagree	3 - Neither Agree Nor Disagree	4	-
Agree	5 - Strongly Agree			
13031	prise 2.0 technologies available w	vithin my organization right now, I'm	willin	g to
use them. 1 - Strogly Disagree	www.lib.mrt.ac.lk 2 - Disagree	3 - Neither Agree Nor Disagree	4	-
Agree	5 - Strongly Agree			
AdnCON1 I baliaya that	I could communicate to others the	consequences of using Enterprise 2.0	\	
1 - Strogly Disagree	2 - Disagree	3 - Neither Agree Nor Disagree	4	_
Agree	5 - Strongly Agree	3 - Netuici Agree Noi Disagree	7	
rigice	5 Subligity rigide			
AdpCON2. I would have beneficial.	e no difficulty explaining why E	Enterprise 2.0 technologies may or n	nay no	t be
1 - Strogly Disagree	2 - Disagree	3 - Neither Agree Nor Disagree	4	_
Agree	5 - Strongly Agree	5 - Neither Agree (vol Disagree	7	
KmID1. Do you analyze	customer data (data mining) for de	ecision making?		
1 - Strogly Disagree	2 - Disagree	3 - Neither Agree Nor Disagree	4	-
Agree	5 - Strongly Agree			
KmID2. Do you think ent	erprise 2.0 tools can help to analy	ze customer data (data mining) ?		

OrgGP1. The employees in my organization are spread out in different parts of Sri Lanka either due to

1 - Strogly Disagree	2 - Disagree	3 - Neither Agree Nor Disagree	4	-
Agree	5 - Strongly Agree			
KmCR1. Our organization	on treats the personal experier	nce as a knowledge asset.		
1 - Strogly Disagree	2 - Disagree	3 - Neither Agree Nor Disagree	4	-
Agree	5 - Strongly Agree			
KmCR2. Enterprise 2.0 h	nelps to flow the personal exp	erience to the employees.		
1 - Strogly Disagree	2 - Disagree	3 - Neither Agree Nor Disagree	4	-
Agree	5 - Strongly Agree			
_	nt tries to collect expert idea	s from all the relevant employees when the	ey ne	ed to
building a new concept.				
1 - Strogly Disagree	2 - Disagree	3 - Neither Agree Nor Disagree	4	-
Agree	5 - Strongly Agree			
VmCI 2 Enterprise 2.0 h	nelps to collect expert ideas fo	or building now concents		
2001	OTHIVEISITY OF IMIO	latuwa, SH Lainsa.	4	
1 - Strogly Disagree	Electronic Theses	3 - Neither Agree Nor Disagree	4	-
Agree	5 - Strongly Agree			
KmST1. The knowledge	based documents of the proje	ects are properly managed with versions		
1 - Strogly Disagree	2 - Disagree	3 - Neither Agree Nor Disagree	4	_
Agree	5 - Strongly Agree			
KmST2. Enterprise 2.0 t	tools make it easy to manage	project based documents with versions		
1 - Strogly Disagree	2 - Disagree	3 - Neither Agree Nor Disagree 4 -	A	Agree
5 - Strongly Ag	gree			
KmAC1. Do you identify	y any informal groups formed	in your organization with common interest	?	
1 - Strogly Disagree	2 - Disagree	3 - Neither Agree Nor Disagree	4	-
Agree	5 - Strongly Agree			

KmAC2. Cooperate social network play vital role to identifying experts in the organization.

1 - Strogly Disagree 2 - Disagree 3 - Neither Agree Nor Disagree Agree 5 - Strongly Agree Please provide the following demographic details about yourself. D1. Gender * Male Female D2. Which of the following age group do you belong to? Below 20 years 21 - 24 years 25 - 28 years 29 - 31 years 32 - 35 years 36 - 39 years Over 39 years D3. What is your highest educational qualification? High School Diploma Graduate Post Graduate D4. Which of the following best describes your title? Technician Engineer/ Executive Manager

4

D5. Comments

Head /CIO

Glossary of Terms

BLOG

A blog (a contraction of the term weblog) is a type of website with regular entries of commentary, descriptions of events, or other material such as graphics or video. Entries are commonly displayed in reverse-chronological order.

Corporate blogs

A blog can be private, as in most cases, or it can be for business purposes. Blogs, either used internally to enhance the communication and culture in a corporation or externally for marketing, branding or public relations purposes are called corporate blogs.

Question blogging

is a type of blog that answers questions. Questions can be submitted in the form of a submittal form, or through email or other means such as telephone or VOIP. Qlogs can be used to display shownotes from podcast or the means of conveying information through the internet. Many question logs use syndication such as RSS as a means of conveying answers to questions http://en.wikipedia.org/wiki/Blog

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RSS

(abbreviation for Really Simple Syndication) is a family of Web feed formats used to publish frequently updated works—such as blog entries, news headlines, audio, and video—in a standardized format. An RSS document (which is called a "feed", "web feed",or "channel") includes full or summarized text, plus metadata such as publishing dates and authorship. Web feeds benefit publishers by letting them syndicate content automatically. They benefit readers who want to subscribe to timely updates from favored websites or to aggregate feeds from many sites into one place. RSS feeds can be read using software called an "RSS reader", "feed reader", or "aggregator", which can be web-based, desktop-based, mobile device or any computerized Internet-connected device.

http://en.wikipedia.org/wiki/RSS_(file_format)

WIKIS

A wiki is a page or collection of Web pages designed to enable anyone who accesses it to contribute or modify content (excluding blocked users), using a simplified markup language. Wikis are often used to create collaborative websites and to power community websites. The

collaborative encyclopedia Wikipedia is one of the best-known wikis. Wikis are used in business to provide intranet and knowledge management systems. A wiki invites all users to edit any page or to create new pages within the wiki Web site, using only a plain-vanilla Web browser without any extra add-ons.

- Wiki promotes meaningful topic associations between different pages by making page link creation almost intuitively easy and showing whether an intended target page exists or not.
- A wiki is not a carefully crafted site for casual visitors. Instead, it seeks to involve the visitor in an ongoing process of creation and collaboration that constantly changes the Web site landscape.

http://en.wikipedia.org/wiki/Wikis

SOCIAL NETWORKING

A social network service focuses on building online communities of people who share interests and/or activities, or who are interested in exploring the interests and activities of others. http://en.wikipedia.org/wiki/Social_networking

SOCIAL BOOKMARKING Theses & Dissertations

Social bookmarking is a method for Internet users to store, organize, search, and manage bookmarks of web pages on the Internet with the help ofmetadata, typically in the form of tags that collectively and/or collaboratively become a folksonomy. Folksonomy is also called social tagging, "the process by which many users add metadata in the form of keywords to shared content".^[1]

In a social bookmarking system, users save links to web pages that they want to remember and/or share. These bookmarks are usually public, and can be saved privately, shared only with specified people or groups, shared only inside certain networks, or another combination of public and private domains. The allowed people can usually view these bookmarks chronologically, by category or tags, or via a search engine.

http://en.wikipedia.org/wiki/Social_Bookmarking

MASHUPS

In web development, a mashup is a Web application that combines data from one or more sources into a single integrated tool. The term Mashup implies easy, fast integration, frequently done by access to open APIs and data sources to produce results that were not the original reason for producing the raw source data. An example of a mashup is the use of cartographic data from Google Maps to add location information to real estate data, thereby creating a new and distinct Web service that was not originally provided by either source.

http://en.wikipedia.org/wiki/Mashup_(web_application_hybrid)

COLLABORATIVE PLANNING SOFTWARE

Collaborative planning software helps people plan projects and activities together on the peer base. Everyone can equally contribute, assign tasks and track the progress.

Collaborative planning software is a mixture of project management software, groupware and collaborative software. Tools such as "Wrike" enable users to organize projects and activities as project management tools, discuss, and work on. The added value of such software is that it allows you to decentralize control and responsibility for overall plans and permit online access to plans that is equal for all related participants. This type of tool is designed to use in cooperation with other people so the important trait is that several individuals may be aware of task specification and track the results of this task. Nevertheless project extranets and online spreadsheets may also be referred to collaborative planning software. http://en.wikipedia.org/wiki/Collaborative planning software

FOLKSONOMY

Folksonomy (also known as collaborative tagging, social classification, social indexing, and social tagging) is the practice and method of collaboratively creating and managing tags to annotate and categorize content. Folksonomy describes the bottom-up classification systems that emerge from social tagging. In contrast to traditional subject indexing, metadata is generated not only by experts but also by creators and consumers of the content. Usually, freely chosen keywords are used instead of a controlled vocabulary. http://en.wikipedia.org/wiki/Folksonomy

Appendix 11 – Rules of Coding

Concept	Parameter	Mark
No of employees	< 25	1
	26 - 50	2
	51 - 75	3
	76 – 100	4
	101 <	5
Company's Length of time in business	< 5	1
	6 - 10	2
	11 - 15	3
	16 - 20	4
	>20	5
Level of Adoption - Blogs	Not in Use	1
	Little Used	2
	Limitedly Used	3
University of Morat	Averagely Used	4
Electronic Theses &		5
Level of Adoption - RSS WWW.lib.mrt.ac.lk	Not in Use	1
	Little Used	2
	Limitedly Used	3
	Averagely Used	4
	Widely Used	5
Level of Adoption – Wikis	Not in Use	1
	Little Used	2
	Limitedly Used	3
	Averagely Used	4
	Widely Used	5
Level of Adoption – Social Networking	Not in Use	1
	Little Used	2
	Limitedly Used	3
	Averagely Used	4
	Widely Used	5
Level of Adoption – Social Bookmarking	Not in Use	1

Averagely Used 4 Widely Used 5		Limitedly Used	3
Not in Use		Averagely Used	4
Little Used		Widely Used	5
Limitedly Used 4 Widely Used 5 Level of Adoption – Collaborative Planning Software Little Used 2 Limitedly Used 3 Averagely Used 4 Widely Used 3 Averagely Used 4 Widely Used 5 Level of Adoption - Folksonomy Level of Adoption - Folksonomy Not in Use 1 Little Used 2 Limitedly Used 3 Averagely Used 4 Widely Used 3 Averagely Used 4 Widely Used 3 Averagely Used 4 Widely Used 3 Averagely Used 5 Frequency of searching Frequency of searching Frequency of searching Frequency of participating Freq	Level of Adoption – Mash-ups	Not in Use	1
Averagely Used Widely Used S Level of Adoption – Collaborative Planning Software Little Used Little Used Limitedly Used Averagely Used Widely Used S Level of Adoption – Folksonomy Not in Use Little Used Limitedly Used Averagely Used Widely Used Averagely Used Averagely Used Widely Used Averagely Used Averagely Used Widely Used Averagely Used		Little Used	2
Widely Used 5 Level of Adoption – Collaborative Planning Software Not in Use 1 Little Used 2 Limitedly Used 3 Averagely Used 4 Widely Used 5 Level of Adoption - Folksonomy Not in Use 1 Little Used 2 Limitedly Used 3 Averagely Used 4 Widely Used 5 Frequency of searching Electronic Theses 2 Www.lib.mrt.ac.lk Strongly Disagree 1 Disagree 2 Neither Agree Nor Disagree 3 Agree 4 Strongly Agree 5 Frequency of participating Strongly Disagree 1 Disagree 2 Neither Agree Nor Disagree 3 Agree 4 Strongly Agree 5 Perceived Usefulness 1 Strongly Disagree 1 Disagree 2 Neither Agree Nor Disagree 3 Agree 3 Agree 4 Strongly Agree 5 Perceived Usefulness 2 Strongly Disagree 1 Disagree 2 Neither Agree Nor Disagree 3 Agree 5 Strongly Disagree 5 Perceived Usefulness 2 Strongly Agree 5 Perceived Usefulness 2		Limitedly Used	3
Not in Use		Averagely Used	4
Little Used 2		Widely Used	5
Limitedly Used	Level of Adoption – Collaborative Planning Software	Not in Use	1
Averagely Used Widely Used S Level of Adoption - Folksonomy Not in Use Little Used Limitedly Used Averagely Used Widely Used S Frequency of searching Frequency of searching Frequency of participating Frequency of participating Frequency of participating Strongly Disagree Disagree Strongly Disagree 1 Disagree 1 Disagree 2 Neither Agree Nor Disagree 3 Agree 4 Strongly Agree 5 Frequency of participating Strongly Disagree 1 Disagree 2 Neither Agree Nor Disagree 3 Agree 4 Strongly Disagree 5 Perceived Usefulness 1 Frequency of participating Strongly Disagree 1 Disagree 5 Strongly Disagree 1 Disagree 5 Frequency Of Disagree 5 Frequency Of participating Strongly Disagree 1 Disagree 5 Frequency Of participating Strongly Disagree 1 Disagree 4 Strongly Agree 5 Frequency Of participating Strongly Disagree 1 Disagree 4 Strongly Agree 5 Frequency Of participating Strongly Disagree 1 Disagree 4 Strongly Disagree 1 Disagree 3 Agree 4 Strongly Disagree 1 Disagree 3 Agree 4 Strongly Disagree 1 Disagree 3 Agree 3 Agree 4 Strongly Disagree 1 Disagree 3 Agree 3 Agree 4 Strongly Disagree 3		Little Used	2
Widely Used 5 Level of Adoption - Folksonomy Not in Use 1 Little Used 2 Limitedly Used 3 Averagely Used 4 Widely Used 5 Frequency of searching Electronic Theses 3 Agree 1 Strongly Agree 5 Frequency of participating Strongly Disagree 1 Disagree 2 Neither Agree Nor Disagree 3 Agree 4 Strongly Agree 5 Perceived Usefulness 1 Perceived Usefulness 2 Strongly Disagree 1 Disagree 2 Neither Agree Nor Disagree 3 Agree 4 Strongly Agree 5 Perceived Usefulness 1 Strongly Disagree 1 Disagree 2 Neither Agree Nor Disagree 3 Agree 4 Strongly Agree 5 Strongly Disagree 1 Disagree 2 Neither Agree Nor Disagree 5 Perceived Usefulness 2 Neither Agree Nor Disagree 3 Agree 4 Strongly Agree 5 Perceived Usefulness 2		Limitedly Used	3
Level of Adoption - Folksonomy Not in Use		Averagely Used	4
Little Used Limitedly Used Averagely Used Widely Used Widely Used Widely Used Agree Neither Agree Nor Disagree Disagree Strongly Disagree Disagree 1 Disagree 2 Neither Agree Nor Disagree 3 Agree 4 Strongly Disagree 5 Perceived Usefulness 1 Strongly Disagree 1 Disagree 2 Neither Agree Nor Disagree 4 Strongly Agree 5 Perceived Usefulness 2 Strongly Disagree 1 Disagree 2 Neither Agree Nor Disagree 3 Agree 5 Strongly Disagree 1 Disagree 5 Strongly Agree 5 Strongly Agree 5 Strongly Agree 3 Agree 4 Strongly Agree 5 Perceived Usefulness 2		Widely Used	5
Limitedly Used Averagely Used Widely Used Widely Used Widely Used Widely Used Widely Used Strongly Disagree Disagree Perceived Usefulness 1 Limitedly Used Averagely Used Widely Used Strongly Disagree Disagree 1 Disagree 4 Strongly Agree 5 Strongly Agree 1 Disagree 1 Disagree 2 Neither Agree Nor Disagree 3 Agree 4 Strongly Agree 5 Perceived Usefulness 1 Strongly Disagree 1 Disagree 2 Neither Agree Nor Disagree 3 Agree 4 Strongly Disagree 5 Perceived Usefulness 2 Strongly Agree 5 Perceived Usefulness 2 Strongly Disagree 1 Disagree 4 Strongly Agree 5 Perceived Usefulness 2	Level of Adoption - Folksonomy	Not in Use	1
Averagely Used Widely Used Widely Used Widely Used Widely Used Strongly Disagree Disagree Neither Agree Nor Disagree Strongly Agree Frequency of participating Frequency of searching Agree Frequency of searching Frequency		Little Used	2
Frequency of searching Electronic Theses www.lib.mrt.ac.lk Frequency of searching Electronic Theses www.lib.mrt.ac.lk Bisagree 2 Neither Agree Nor Disagree 3 Agree 4 Strongly Agree 5 Frequency of participating Strongly Disagree 1 Disagree 2 Neither Agree Nor Disagree 3 Agree 4 Strongly Agree 5 Perceived Usefulness 1 Strongly Disagree 1 Disagree 2 Neither Agree Nor Disagree 5 Perceived Usefulness 2 Strongly Disagree 1 Disagree 3 Neither Agree Nor Disagree 2 Neither Agree Nor Disagree 3		Limitedly Used	3
Frequency of searching Electronic Theses & Strongly Disagree 2 Neither Agree Nor Disagree 3 Agree 4 Strongly Agree 5 Frequency of participating Strongly Disagree 1 Disagree 2 Neither Agree Nor Disagree 3 Agree 4 Strongly Agree 5 Perceived Usefulness 1 Strongly Disagree 1 Disagree 5 Perceived Usefulness 2 Perceived Usefulness 2 Frequency of participating Strongly Disagree 1 Disagree 2 Neither Agree Nor Disagree 3 Agree 4 Strongly Disagree 1 Disagree 3 Agree 4 Strongly Agree 5 Perceived Usefulness 2 Strongly Disagree 5 Perceived Usefulness 2 Strongly Disagree 1 Disagree 3 Agree 4 Strongly Agree 5		Averagely Used	4
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