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APPENDIX I - QUESTIONNAIRE

QUESTIONS	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
Profits					
1. My company's profits have been increasing during the last three year period					
2. My company has been able to increase profitability due to new IT investments					
3. Profitability depends on IT investments to a greater extent					
Company Revenue					
4. My company's revenue has been increasing during the last three year period					
5. My company's revenue has not declined during the last three year period					
6. Revenue is a good measure of changing pattern of IT investment					
Productivity					
7. My company's overall productivity has been increasing during the last three year period					
8. My company has adopted strategic management approaches					
9. I think the adoption of strategic management approaches is more likely to increase productivity					
Year-on-Year Growth Rate of IT Expenditure					
10. My organization has been increasing its budgetary allocation on IT infrastructure during the last three year period					
11. My organization has particularly been spending money on ICT during the last three year period					
12. The IT Department/Division at my organization is headed and staffed by a senior manager and a permanent staff of employees respectively that grows every year					
13. I am personally satisfied with the extent of IT infrastructure available at my organization					
Service Quality					
14. My organization has adopted IT to a greater extent thus increasing service quality					
15. My organization's current IT adoption rate is comparatively higher vis-à-vis the past investments					

16. The company's increasing IT adoption level is reflected in its service quality					
17. Employee efficiency has increased as a result of ICT at my organization during the last 3 year period					
18. Customer loyalty level has improved during the last 3 year period at my organization					
19. My company's service quality has been increasing					
Change in communication					
20. I am personally aware of my company's IT policy integration efforts					
21. My Organization's performance has been improving					
22. My organization's management strategy and performance are well aligned					
23. The extent to which my organization has adopted IT policies is reflected in performance					
24. Integration of IT policies has led to better relations between managers and subordinates					
25. I am aware that IT policies in addition to management strategies have a positive impact on company communication					



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