

DEPARTMENT OF APPLIED INFORMATICS

QUESTIONNAIRE

A) KNOWLEDGE MANAGEMENT
BUSINESS LEARNING
AND RELATED PRACTICES

- A.1) **Does your company make use of processes and systems based on knowledge management, business learning, and / or other relevant methodologies ?**

(Mark with “ X ” one of the following choices.)

No	Just a little	To a degree	A lot	Very much
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

- A.2) **From the following functions of your company, mostly which ones use systems and practices of knowledge management, business learning, and other related applications ?**

(Mark with “ X ” as many of the following choices as you like.)

Upper Management	<input type="checkbox"/>
Production / Main Activity	<input type="checkbox"/>
R & D	<input type="checkbox"/>
Product Design	<input type="checkbox"/>
Logistics	<input type="checkbox"/>
Marketing	<input type="checkbox"/>
Sales	<input type="checkbox"/>
Distribution	<input type="checkbox"/>
Customer Support	<input type="checkbox"/>
Human Resources	<input type="checkbox"/>
Information Technologies	<input type="checkbox"/>
Finance & Accounting	<input type="checkbox"/>
Other :	<input type="checkbox"/>

- **A.3) About when did your company start showing interest in business learning and knowledge management, and mostly for their implementation ?**

(Mark with “ X ” one of the following choices.)

- 1990	1991 - 1995	1996 - 2000	2001 -
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- **A.4) Do you believe that learning and knowledge practices can help a company face the complexity of modern economy ?**

(Mark with “ X ” one of the following choices.)

No	Just a little	To a degree	A lot	Very much
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

- **How would you describe the rate by which your company incorporates and generally gets interested in applying the methodologies of knowledge and learning, and also the course of the capital and resources that it devotes to this direction ?**

(For *each* of the following 3 questions, mark with “ X ” one of the choices provided.)

	Very Low	Low	Partially increasing	Increasing	Markedly increasing
A.5) So far	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
	Will markedly decrease	Will decrease	Will stay stable	Will increase	Will markedly increase
A.6) As it is planned from now on	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
	Should markedly decrease	Should decrease	Should stay stable	Should increase	Should markedly increase
A.7) As you believe it should be from now on	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

B) GLOBALIZATION
GLOBALIZED ECONOMY

- **B.1) Does your company have international activity ?**

(Mark with “ X ” one of the following choices.)

Yes No

If you chose “ Yes ”, then also mark with “ X ” one of the following choices :

Foreign suppliers	<input type="checkbox"/>
Foreign clients	<input type="checkbox"/>
Foreign suppliers & clients	<input type="checkbox"/>
Part of its business activity is conducted abroad	<input type="checkbox"/>
Multiple points of business activity abroad	<input type="checkbox"/>
Your company is a multinational	<input type="checkbox"/>

- **Do you believe that globalization has had an impact, so far :**

*(For each of the following 2 questions,
mark with “ X ” one of the choices provided.)*

	No	Just a little	To a degree	A lot	Very much
B.2)					
On your company	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
B.3)					
On the economy as a whole	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

- **B.4) About when did the influence of globalization start becoming perceived by your company ;**

(Mark with “ X ” one of the following choices.)

- 1990	1991 - 1995	1996 - 2000	2001 -
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- B.5) From the following functions of your company, which ones seem to be affected by globalization ?

(Mark with “ X ” as many of the following choices as you like.)

Upper Management	<input type="checkbox"/>
Production / Main Activity	<input type="checkbox"/>
R & D	<input type="checkbox"/>
Product Design	<input type="checkbox"/>
Logistics	<input type="checkbox"/>
Marketing	<input type="checkbox"/>
Sales	<input type="checkbox"/>
Distribution	<input type="checkbox"/>
Customer Support	<input type="checkbox"/>
Human Resources	<input type="checkbox"/>
Information Technologies	<input type="checkbox"/>
Finance & Accounting	<input type="checkbox"/>
Other :	<input type="checkbox"/>

- B.6) How do you foresee the general development of the rate by which your company gets affected by globalization ?

(Mark with “ X ” one of the following choices.)

Will markedly decrease	Will decrease	Will stay stable	Will increase	Will markedly increase
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

- B.7) Does your company make use of the Internet ?

(Mark with “ X ” one of the following choices.)

Yes No

If you chose “ Yes ”, then also mark with “ X ” one of the following choices :

Only for intra-company actions	<input type="checkbox"/>
And also for business transactions	<input type="checkbox"/>
Extensive e-commerce / e-business	<input type="checkbox"/>