# RESEARCH QUESTIONNAIRE - OPERATIONAL LEVEL

## IT Specialists & Support Technicians Questionnaire

**Research Study:** Ubuntu Philosophy Bridging AI-Organizational Gaps  
**Researcher:** Craig Vraagom, Richfield University  
**Participant Role:** IT Specialist / Support Technician  
**Ethics Approval:** BSCH202588

## INSTRUCTIONS

Please answer the questions below in your own words. Write as much or as little as you like - there are no right or wrong answers. I’m interested in your honest thoughts and experiences.

**Please return this completed questionnaire to Craig Vraagom by [DATE]**

## QUESTION 1: Ubuntu in Your Own Words

**How would you describe Ubuntu philosophy in your own words?**

*(If you’re not familiar: Ubuntu means “I am because we are” - we become who we are through our relationships with others.)*

**Your answer:**

[Space for answer]

**Do you see Ubuntu values (helping each other, team support, collective responsibility) in how the IT team works together?**

**Your answer:**

[Space for answer]

## QUESTION 2: Daily Frustrations

**What frustrates you most about collaboration in IT - like getting information you need or coordinating with other teams?**

**Your answer:**

[Space for answer]

**Can you give a specific example of when collaboration was difficult?**

**Your answer:**

[Space for answer]

**What would make your daily work easier?**

**Your answer:**

[Space for answer]

## QUESTION 3: When Things Go Wrong

**When there’s an incident or problem, how does the team handle it?**

**Your answer:**

[Space for answer]

**Is it more “whose fault is this?” or “how do we fix it together?”**

**Your answer:**

[Space for answer]

## QUESTION 4: Ubuntu-AI Concept

**BACKGROUND INFORMATION:**

UGENTIC is a research concept with AI agents that mirror the IT structure (IT Manager, Service Desk Manager, IT Support, Application Support, Network Support, Infrastructure agents).

They’re designed with Ubuntu principles: - Help each other across teams - Share solutions, not blame - Ask for input, not just command - Explain clearly what they’re doing

The idea is to see if AI with Ubuntu values can help with collaboration problems.

**Does that sound helpful or just like more technology to deal with?**

**Your answer:**

[Space for answer]

**Could this help with the frustrations you mentioned earlier?**

**Your answer:**

[Space for answer]

**What concerns do you have?**

**Your answer:**

[Space for answer]

## QUESTION 5: Trust & Usefulness

**What would make you trust this system versus ignore it or not trust it?**

**Your answer:**

[Space for answer]

**How would you want to interact with it? (Chat? Dashboard? Something else?)**

**Your answer:**

[Space for answer]

**Would it respect your expertise or talk down to you?**

**Your answer:**

[Space for answer]

## QUESTION 6: Final Thoughts

**Is there anything about IT work, team collaboration, or AI that we haven’t talked about but you think I should know?**

**Your answer:**

[Space for answer]

## THANK YOU!

**Please return to:**  
Craig Vraagom  
Email: [your email]  
Phone: [your phone]

**Deadline:** [DATE]

**Questionnaire Complete**  
**Date Completed:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_