# RESEARCH QUESTIONNAIRE - STRATEGIC LEVEL

## IT Manager Questionnaire

**Research Study:** Ubuntu Philosophy Bridging AI-Organizational Gaps  
**Researcher:** Craig Vraagom, Richfield University  
**Participant Role:** IT Manager  
**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.

**You can:** - Skip any question you don’t want to answer - Take as much time as you need - Type directly in this document or write on paper

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

## QUESTION 1: Ubuntu Understanding

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

*(If you’re not familiar with Ubuntu: It’s an African philosophy meaning “I am because we are” - the idea that we become who we are through our relationships with others. Individual success comes through community support.)*

**Your answer:**

[Space for answer]

**Where do you see Ubuntu values (community, mutual support, collective responsibility) in your IT department?**

**Your answer:**

[Space for answer]

## QUESTION 2: Collaboration Challenges

**What are the biggest challenges your IT department faces with collaboration across teams?**

**Your answer:**

[Space for answer]

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

**Your answer:**

[Space for answer]

## QUESTION 3: Current Tools & Gaps

**Do your current IT management tools understand how your department actually works (relationships between teams, hierarchy, decision-making)?**

**Your answer:**

[Space for answer]

**What do these tools miss or get wrong?**

**Your answer:**

[Space for answer]

## QUESTION 4: Ubuntu-AI Concept

**BACKGROUND INFORMATION:**

Let me describe UGENTIC - a research concept with six AI agents mirroring your IT structure: - IT Manager Agent, Service Desk Manager Agent, IT Support Agent - Application Support, Network Support, Infrastructure Agents

Each agent embodies Ubuntu principles: - **Interconnectedness:** Understanding how actions affect other departments - **Collective Responsibility:** Framing solutions as team achievements, not blame - **Consultative Decision-Making:** Seeking input across hierarchy levels - **Transparent Reasoning:** Explaining decisions in accessible language - **Mutual Support:** Proactively offering help across boundaries

This is a research instrument to investigate whether Ubuntu principles help AI integrate with how departments actually work.

**Does this Ubuntu approach sound authentic to you, or does it sound like we’re just putting a cultural label on technology?**

**Your answer:**

[Space for answer]

**Could this address the collaboration challenges you mentioned earlier?**

**Your answer:**

[Space for answer]

**What concerns do you have about this approach?**

**Your answer:**

[Space for answer]

## QUESTION 5: Trust & Authority

**As IT Manager, what would make you trust or distrust a system like this?**

**Your answer:**

[Space for answer]

**Would it respect your decision-making authority? How should it interact with you?**

**Your answer:**

[Space for answer]

## QUESTION 6: Cultural vs. Technical

**How important is it that AI embodies cultural values like Ubuntu versus just being technically efficient?**

**Your answer:**

[Space for answer]

**Does the cultural framing make a difference in technology adoption?**

**Your answer:**

[Space for answer]

## QUESTION 7: Advice for Others

**If another IT Manager was considering this approach, what’s the most important thing they should know?**

**Your answer:**

[Space for answer]

**What would make it succeed or fail?**

**Your answer:**

[Space for answer]

**What’s unique to your organization versus universal to IT departments?**

**Your answer:**

[Space for answer]

## QUESTION 8: Final Thoughts

**Is there anything about IT collaboration, Ubuntu philosophy, or AI integration that we haven’t discussed but you think is important?**

**Your answer:**

[Space for answer]

## THANK YOU!

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

**Deadline:** [DATE]

**Questionnaire Complete**  
**Date Completed:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
**Return Method:** ☐ Email ☐ Hand Delivery ☐ Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_