# RESEARCH QUESTIONNAIRE - TACTICAL LEVEL

## Service Desk Manager Questionnaire

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

**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: Ubuntu means “I am because we are” - we become who we are through our relationships with others.)*

**Your answer:**

[Space for answer]

**As Service Desk Manager, do you see yourself as serving the team or directing them? How do you approach leadership?**

**Your answer:**

[Space for answer]

## QUESTION 2: Coordination Challenges

**What are your biggest challenges coordinating between your IT Support team and the specialist teams (Network, App Support)?**

**Your answer:**

[Space for answer]

**Can you describe what happens when a ticket needs escalation? Where do things break down?**

**Your answer:**

[Space for answer]

## QUESTION 3: Team Success & Responsibility

**When your team successfully resolves a complex issue, how do you think about that success - is it one person’s win or the team’s?**

**Your answer:**

[Space for answer]

**When something goes wrong, how does the team handle responsibility?**

**Your answer:**

[Space for answer]

## QUESTION 4: Ubuntu-AI Concept

**BACKGROUND INFORMATION:**

UGENTIC is a research concept with six AI agents mirroring your IT structure, including a Service Desk Manager Agent (your role) that helps coordinate your team and bridge communication with specialists.

Each agent embodies Ubuntu principles: - Interconnectedness (understanding impacts on others) - Collective Responsibility (team solutions, not blame) - Consultative Decision-Making (seeking input) - Transparent Reasoning (clear explanations) - Mutual Support (proactive help)

**Does this match how you already try to lead, or is it different?**

**Your answer:**

[Space for answer]

**Could this help with the coordination challenges you mentioned?**

**Your answer:**

[Space for answer]

**What concerns do you have about AI helping coordinate your team?**

**Your answer:**

[Space for answer]

## QUESTION 5: Authority & Trust

**Would AI coordinating work undermine your authority or support it?**

**Your answer:**

[Space for answer]

**What would make you trust it? How would you want to interact with it?**

**Your answer:**

[Space for answer]

## QUESTION 6: Ubuntu Authenticity

**Does this Ubuntu approach sound authentic to you, or does it sound performative?**

**Your answer:**

[Space for answer]

**Would your team recognize this as Ubuntu? Does the cultural framing matter?**

**Your answer:**

[Space for answer]

## QUESTION 7: Advice for Other Coordinators

**If another Service Desk Manager was considering this approach, what would you tell them?**

**Your answer:**

[Space for answer]

**What would make it succeed or fail? What needs to be in place?**

**Your answer:**

[Space for answer]

## QUESTION 8: Final Thoughts

**Is there anything about team coordination, Ubuntu leadership, or AI 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:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_