

**QUESTIONNAIRE FOR USER**

The questionnaire is on 5 point Likert scale. **Pages: 4 Total Constructs: 13 Total Questions: 82**

<b>Strongly disagree = 1</b>	<b>Disagree = 2</b>	<b>Neutral =3</b>	<b>Agree=4</b>	<b>Strongly Agree =5</b>
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**Note:** Questionnaire is for those who are the current or potential users of the Laptop and Desktop Computers.

<b>HPE</b>	<b>Performance Expectancy</b>	<b>Laptop</b>	<b>Desktop</b>
<b>1</b>	I would look out for faster processing speed when purchasing a computer.		
<b>2</b>	I would look out for compatibility (support to various devices) when purchasing a computer.		
<b>3</b>	I would look out for customization and modification ability when purchasing a computer.		
<b>4</b>	I would look out for cooling extent for the CPU heat when purchasing a computer.		
<b>5</b>	I would look out for Operating System and other software support when purchasing a computer.		
<b>HEE</b>	<b>Effort Expectancy (Ease of use)</b>	<b>Laptop</b>	<b>Desktop</b>
<b>1</b>	I would like to purchase a computer that know about really well.		
<b>2</b>	I would like to purchase a computer that I am expert in working already.		
<b>3</b>	I would like to purchase the type of computer, on which I am experienced to work on.		
<b>HSI</b>	<b>Social Influence</b>	<b>Laptop</b>	<b>Desktop</b>
<b>1</b>	I purchase a computer because it improves my self-image.		
<b>2</b>	I purchase a computer because it improves my social image.		
<b>3</b>	When I am seen working on a computer, people respect me more.		
<b>4</b>	My friends treat me better after they see me working on a computer.		
<b>5</b>	Opposite gender treats me better when I am seen working on a computer.		
<b>6</b>	I think people ask for my advice more as a result of seeing me with a computer		
<b>HFC</b>	<b>Facilitating conditions</b>	<b>Laptop</b>	<b>Desktop</b>
<b>1</b>	I purchase a computer when I know I get ample amount of the supply of electricity.		
<b>2</b>	I purchase a computer when I know I will get good quality of internet service.		
<b>3</b>	I purchase a computer when I know I can get access to latest software easily.		
<b>4</b>	I purchase a computer when I know I can give it good amount of time.		
<b>5</b>	I purchase a computer when I know I can get freedom and privileges in its usage.		
<b>6</b>	I use a computer when I get ample amount of electric supply.		
<b>7</b>	I use a computer when I get good internet access.		
<b>8</b>	I use a computer when I can spend suitable time on it.		
<b>9</b>	I use a computer when I can get freedom and privileges in using it.		

<b>HHMP</b>	<b>Hedonic Motivation Purchase (Mental thought process/ Fun factor)</b>	<b>Laptop</b>	<b>Desktop</b>
<b>1</b>	I would purchase a computer for the reason that it would make me feel energetic and in another world.		
<b>2</b>	I would purchase a computer for the reason that it would give me the pleasure of better connecting with my loved ones.		
<b>3</b>	I would purchase a computer because it makes me feel pleasure of becoming superior to what I was before.		
<b>4</b>	I would purchase a computer for the reason that it would make me keep up with the latest trends in the world.		
<b>5</b>	I would purchase a computer for the reason that it would provide me the pleasure of playing my professional and personal roles better.		
<b>6</b>	I purchase a computer to get the pleasure of taking advantage of a company's promotional schemes (buy one get one, discounts etc.).		
<b>HHMU</b>	<b>Hedonic Motivation Usage (Mental thought process/ Fun factor)</b>	<b>Laptop</b>	<b>Desktop</b>
<b>1</b>	I would use computer because it makes me feel energetic and in another world.		
<b>2</b>	I would use a computer because it gives me the pleasure of better connecting with my loved ones.		
<b>3</b>	I would use computer because it makes me feel pleasure of becoming superior to what I was before.		
<b>4</b>	I would use a computer because it makes me keep up with the latest trends in the world.		
<b>5</b>	I would use a computer because it gives me the pleasure of playing my professional and personal roles better.		
<b>HPV</b>	<b>Price Value</b>	<b>Laptop</b>	<b>Desktop</b>
<b>1</b>	I purchase computer with latest technological assemblies without any consideration for price.		
<b>2</b>	I always bargain when purchasing a computer to get the best out of the MRP.		
<b>3</b>	I visit several shops and spend time searching for the lowest price when purchasing a computer.		
<b>4</b>	I research online a lot for the lowest price when trying to purchase a computer.		
<b>5</b>	I replace my old computer very frequently.		
<b>6</b>	I wait for substantial amount of time before upgrading my computer.		
<b>HHB</b>	<b>Habit</b>	<b>Laptop</b>	<b>Desktop</b>
<b>1</b>	I turn on my computer immediately when I wake up.		
<b>2</b>	I spend most of my time on my computer for personal activities.		
<b>3</b>	I do most of my recreational activities on my computer.		
<b>4</b>	I mostly forget or deliberately avoid to switch off my computer before I sleep.		
<b>5</b>	I use same OS for years before upgrading to new one.		
<b>6</b>	There are many important tasks that I can do only on my computer.		

7	I write all my letters on my computer and avoid handwriting them.		
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HMR	Medical Repercussions	Laptop	Desktop
1	I have chronic pains when I work on my computer for a long time.		
2	Even when I am not using my computer, I think about it sometimes.		
3	I get occasional stress when I work on my computer for a long time.		
4	I have a headache when I work on my computer for a long time.		
5	I would work on a portable computer just to avoid joint pains.		
6	I sometimes continue to sit in the same position when working on my computer.		
7	I sometimes forget to take a break when working on my computer for a long time.		
8	There are many regular works that I cannot do without a computer.		
HAS	After Sales Service	Laptop	Desktop
1	I purchase the type of computer which it is easy to get repaired.		
2	I am ready to pay extra money for purchasing a computer if I get extended warranty.		
3	I would rather purchase a computer with easy availability of authorized service centres near my home.		
4	I want to purchase a computer with cheap spare parts.		
5	I want to purchase a computer with quick service and low response time.		
6	I use company's officially authorized service when I want to get my computer repaired.		
HPI	Personal Innovativeness	Laptop	Desktop
1	I discover new ways to do old tasks when I am using my computer.		
2	I am not afraid to do experiments on my computer when I am confident.		
3	I try out new software on my computer occasionally.		
4	I do basic OS and software installations on my computer myself.		
5	I try to import many of my manual regular tasks on my computer.		
6	I am a regular member of online tech forums.		
7	I occasionally discuss many of my computer related issues with my friends.		
HAP	Appearance of a product	Laptop	Desktop
1	I would purchase a computer with sharp looks for slightly more money.		
2	There are many colours that I don't like while purchasing a computer.		
3	I mostly keep my computer desk well managed.		
4	I avoid wire hassles while arranging my computer.		
5	I may prefer slightly better looks to superior technology when purchasing a computer		
6	For me feature of my computer is more important than appearance.		

HV	Various	Laptop	Desktop
1	If I get same computer every day, my work will become easy.		
2	I can work faster on my personal computer than on any office computer.		
3	When I want to enjoy my computer, I discover new things.		
4	I enjoy computer at home more than in office.		
5	For me feature of my computer is more important than appearance.		
6	For me appearance of my computer is less important than mobile phone.		
7	I use mobile phone only when my computer is not available.		

## **GENERAL QUESTIONNAIRE**

Name:

Age:

Organisation Name:

Location of the Organisation:

Designation:

Department:

Experience in usage of Laptop or Desktop Computer:

- 1) Which device do you use for Casual personal computing (Entertainment and Personal Work)?  
a) Laptop Computer b) Desktop Computer c) Smart Phone d) others
- 2) Which device do you use for Professional/Official personal computing (Office work)?  
a) Laptop Computer b) Desktop Computer c) Smart Phone d) others
- 3) How much time do you spend per week on the Desktop/Laptop Computers?  
a) Less than 10 hrs b) 10-20 hrs c) 20-40 hrs d) above 40 hrs
- 4) Portability is the only issue while making a purchase decision for Laptop Computers?  
a) Yes b) No
- 5) In case of your regular online work, what would you prefer?  
a) Laptop Computer b) Desktop Computer c) Smart Phone d) Others
- 6) Which brand of Personal Computer do you use (Laptop/Desktop Computers)?  
a) Dell b) Hewlett-Packard (HP) c) Hindustan Computers Limited (HCL) d) Assembled
- 7) How often do you update your Laptop/ Desktop Computers in terms of hardware?  
a) Less than once in a month  
b) once or twice a month  
c) Thrice a month  
d) More than thrice a month
- 8) How often do you update your Laptop/ Desktop Computers in terms of software?  
a) Less than once in a week b) once or twice a week c) Thrice a week d) More than Thrice a week

- 9) Which type of industry, your organisation/ department belongs to?  
a) Non-Creative b) IT Service c) Creative products/services