

Cloud Computing questionnaire (Online Survey-Semi structured)

Demographics/General Information

1. What is the size of your SME/How many employees are there in your SME/firm?

- a. 1-25
- b. 25 to 50
- c. 51 to 100
- d. 100 to 200
- e. Above 200

2. In which sector/industry, does your SME belong?

- a. Manufacturing sector
- b. Automobile sector
- c. Education
- d. Textile sector
- e. Fashion industry
- f. Financial and banking services
- g. Public sector
- h. Health care and pharmacy
- i. Technology
- j. Retail
- k. Others (mention)_____

3. What is the geographical location (Country/city) of your SME/firm? _____

Individual Context

4. Since how many years your SME/firm is in action?

- a. 1-3 years
- b. 4 to 8 years
- c. 9 to 12 years
- d. 12 to 20 years
- e. More than 20 years

5. What is your current designation?

- a. CEO
- b. IT Manager
- c. Director (IT)

- d. IT Support Engineer
- e. Project Manager
- f. IT Specialist/consultant
- g. Other _____

6. What is your age?

- a. 20 to 30 years
- b. 30 to 40 years
- c. 40 to 50 years
- d. Above 50

7. What is your academic qualification?

- a. Secondary education or certification
- b. College pass-out
- c. Bachelor's degree
- d. Master's Degree
- e. PhD or other

8. Since how long have you been using Cloud computing technology?

- a. 1 to 3 years
- b. 4 to 8 years
- c. 9 to 15 years
- d. Above 15 years

9. Do you think or perceive that CC is a useful technology and it is easy to use?

- a. Strongly agrees
- b. Agree
- c. Neutral
- d. Disagree
- e. Strongly disagrees

Elaborate your response

10. What individual factors of employees and managers have influenced the adoption of CC in your SME?

- a. Prior knowledge of the technology
- b. Willingness to adopt innovative technology
- c. Willingness to use technology to earn efficiency and enhanced performance
- d. Perceived usefulness of the technology
- e. Perceived understanding and ease of using this technology

11. What problems were you and your company facing before the adoption of Cloud computing?

Innovative characteristics

12. What internal factors/motivations led your firm to adopt this technology?

- a. Cost-effectiveness
- b. Relative advantage
- c. Innovative compatibility
- d. Time-saving feature
- e. Flexibility
- f. Improved reliability and
- g. Improved security
- h. Enhanced Connectivity & Accessibility
- i. Reduced Risk of Data Loss
- j. Faster Deployment
- k. Improved Efficiency
- l. Increased Collaboration

13. Do you think Cloud computing technology is an innovative technology, that has transformed the Firm/SME 's IT functions and given a relative advantage (CC seems better/superior than your old technology or mechanism of working)?

- a. Strongly agrees
- b. Agree
- c. Neutral
- d. Disagree
- e. Strongly disagrees

14. Can you share your experience of using/adopting cloud computing (CC) technology in your firm?

15. What benefits has your company experienced/explored by using this technology?

- a. Cost Savings
- b. Security
- c. Agility
- d. Flexibility and Mobility
- e. Increased information and Insights
- f. Increased Collaboration
- g. Quality Control and reduced errors
- h. Disaster Recovery
- i. Loss Prevention
- j. Automation and upgradation
- k. Competitive Edge in market
- l. Sustainability and efficiency
- m. Other (mention) _____

16. What major risks and challenges your company faced in the adoption of cloud computing (CC) technology?

- a. Security issues and data privacy concerns
- b. Compliance Issues
- c. Scalability Challenges
- d. Vendor Reliability concerns
- e. High dependence on network
- f. Cost Overruns and cost management issues
- g. Lack of Control or governance
- h. Lack of Expertise and knowledge
- i. Data Loss/Integrity Issues
- j. Performance Issues
- k. Regulatory issues
- l. Unclear returns (ROI)
- m. Other (Mention) _____

Technological Context

17. What was your company status when CC services were adopted?

- a. Most of the employees of the company knew about this technology
- b. Few of the company employees/managers or the CEO knew about the technology.
- c. Your company was unaware but willing to learn and adopt new technology
- d. The company (employees and management) ignored this technology and was not willing to adopt it.

Please elaborate your response:

18. Did your firm have adequate technical support, technological competence, and expertise to adopt CC (technological readiness of the firm)?

- a. Strongly agree
- b. Agree
- c. Neutral

- d. Disagree
- e. Strongly disagree

19. Did your firm/SME provide adequate staff training from cloud service providers/trainers to adopt CC at all levels of the firm?

- a. Strongly agree
- b. Agree
- c. Neutral
- d. Disagree
- e. Strongly disagree

Organizational Context

20. Do you think the size of the firm has any impact on its innovativeness and adoption of new technology?

- a. Strongly agrees
- b. Agree
- c. Neutral
- d. Disagree
- e. Strongly disagrees

21. How many members are there in the firm's top management and were they willing to adopt this change or adoption of CC?

22. Did senior management take an active role in adopting and implementing this technology?

- a. Strongly agrees
- b. Agree

- c. Neutral
- d. Disagree
- e. Strongly disagrees

23. Did senior management provide all necessary resources and facilities to adopt and implement this technology and were they concerned about the whole process?

- a. Strongly agrees
- b. Agree
- c. Neutral
- d. Disagree
- e. Strongly disagrees

Environmental Context

24. Did your company encounter any external pressure to adopt CC technology?

- a. Strongly agrees
- b. Agree
- c. Neutral
- d. Disagree
- e. Strongly disagrees

25. What external factors forced your SME/firm to adopt CC technology?

- a. Competitor and competitive pressure
- b. Government regulations
- c. Industry usage of CC
- d. Technological infrastructure
- e. Trading partner and supplier pressure
- f. Customer demand
- g. Other (mention) _____

26. Do you think Server-provider support (SPS) can affect firms' adoption of CC?

- a. Strongly agrees

- b. Agree
- c. Neutral
- d. Disagree
- e. Strongly disagrees

27. Did your firm's Server-provider support (SPS) changed/influenced the decision adoption of CC in your firm? if yes, how?

- a. Strongly agrees
- b. Agree
- c. Neutral
- d. Disagree
- e. Strongly disagrees

Cloud Models Being used/adopted

28. Which cloud solution does your SME use?

- a. Public cloud (owned and managed by an unrelated business)
- b. Private cloud (owned and managed internally)
- c. Partner cloud (owned and managed by a trusted partner/supplier)
- d. Hybrid cloud (some features of public and some applications are internally managed)
- e. Other (mention) _____

29. Which layer of cloud or service model is used by your SME?

- a. Software as a Service (SaaS)
- b. Platforms as a Service (PaaS)
- c. Infrastructures as a Service (IaaS)
- d. Other (mention) _____

30. Do you prefer having a private cloud model or would you prefer an externally managed cloud service or outsourcing the IT service, and why?

31. Did your firm outsource any of its supporting IT services/Applications or other supporting business processes to a Cloud Computing service provider to enhance efficiency and reduce cost? Name the function.

- a. Payroll
- b. Human Resources
- c. Procurements
- d. IT
- e. CRM/Sales Management
- f. Accounting and Finance
- g. Project management
- h. Application development on the cloud
- i. Large data storing and analysis
- j. Other (mention)_____
- k. None

Usefulness of CC

32. Do you think the operational efficiency, productivity, and data security of your SME has increased/improved by adopting CC technology?

- a. Strongly agrees
- b. Agree
- c. Neutral
- d. Disagree
- e. Strongly disagrees

33. Will you suggest other SMEs to use CC to enhance data security, and overall efficiency and productivity of SMEs.

- a. Strongly agrees

- b. Agree
- c. Neutral
- d. Disagree
- e. Strongly disagrees

32. What are the key applications and features of CC have you and your company explored and what made this technology superior and unique, compared to other existing technologies?
