APPENDIX A: STRUCTURED SURVEY QUESTIONNAIRE FOR QUANTITATIVE RESEARCH SURVEY

**AN SMME PERSPECTIVE ON CLOUD VENDORS’ CLOUD COMPUTING VALUE PROPOSITION**

**SECTION 1: PURPOSE OF THE SURVEY**

**Very Important: All the information you provide in this questionnaire will be kept strictly confidential.**

The purpose of this survey is to establish the value proposition of cloud vendors in relation to cloud computing services as seen from the perspective of SMMEs.

The information collected by means of this questionnaire will be used solely for the purpose of this survey which is to establish the value proposition of cloud vendors in relation to cloud computing services as seen from the perspective of SMMEs located within the City of Tshwane Metropolitan Municipality. It is envisaged that the outcome of this research will play a major role in improving the cloud computing adoption rate of SMMEs. As a result, your business has been selected for participation in this research.

**The questionnaire should take approximately 20 minutes to complete. Answer all the questions honestly and frankly.**

Thank you in advance for spending your precious time on completing this questionnaire. If you experience any problems in completing this questionnaire, do not hesitate to contact the researcher/s

**SECTION 2: DEMOGRAPHIC PROFILE INFORMATION**

Please **tick only one box** for all your responses

|  |  |
| --- | --- |
| Please indicate if you are? | Male  Female |
| What is your age group? | Less than 20  20 -29  30-39  40-49  50 and above |
| What is your job role/position within your organisation? | Owner  Executive Management  Middle Management  IT Specialist  Other IT Roles  Other (Please Specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) |
| What is your highest academic or professional qualification? | Diploma  Bachelor Degree  Honours Degree  Postgraduate Degree  Other (Please Specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) |
| What is the size of the enterprise you represent? | 1 to 5 employees  6 to 20 employees  21to 50 employees  51to 200 employees  200 and more |
| Industry sector that the organization operates in? | Finance  IT  Manufacturing  Telecommunications  Other (Please Specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) |

**SECTION 3: CLOUD COMPUTING CONCEPTS**

|  |  |
| --- | --- |
| How well do you understand the term Managed Services? | Fully familiar  Fairly familiar  Vaguely familiar  Heard of but don’t know what it is  Never heard of it |
| How well do you understand the term Hosted Services? | Fully familiar  Fairly familiar  Vaguely familiar  Heard of but don’t know what it is  Never heard of it |
| How well do you understand the term Cloud Computing Services? | Fully familiar  Fairly familiar  Vaguely familiar  Heard of but don’t know what it is  Never heard of it |
| How well do you understand the term Outsourced Services? | Fully familiar  Fairly familiar  Vaguely familiar  Heard of but don’t know what it is  Never heard of it |
| How well do you understand the term SaaS? | Fully familiar  Fairly familiar  Vaguely familiar  Heard of but don’t know what it is  Never heard of it |
| How well do you understand the term IaaS? | Fully familiar  Fairly familiar  Vaguely familiar  Heard of but don’t know what it is  Never heard of it |
| How well do you understand the term PaaS? | Fully familiar  Fairly familiar  Vaguely familiar  Heard of but don’t know what it is  Never heard of it |
| How well do you understand the term DaaS? | Fully familiar  Fairly familiar  Vaguely familiar  Heard of but don’t know what it is  Never heard of it |
| How well do you understand the term CaaS? | Fully familiar  Fairly familiar  Vaguely familiar  Heard of but don’t know what it is  Never heard of it |
| How well do you understand the term Public Cloud? | Fully familiar  Fairly familiar  Vaguely familiar  Heard of but don’t know what it is  Never heard of it |
| How well do you understand the term Private Cloud? | Fully familiar  Fairly familiar  Vaguely familiar  Heard of but don’t know what it is  Never heard of it |
| How well do you understand the term Community Cloud? | Fully familiar  Fairly familiar  Vaguely familiar  Heard of but don’t know what it is  Never heard of it |
| How well do you understand the term Hybrid Cloud? | Fully familiar  Fairly familiar  Vaguely familiar  Heard of but don’t know what it is  Never heard of it |
| How can cloud computing benefit your company? | Cloud computing will/could help our staff work from home  Cloud computing will/could help us get through difficult economic periods such as recession  Cloud computing will/could save us money through outsourcing and pay-per-use model  Not clear about the benefits of cloud computing  Other (Please Specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) |

**SECTION 4: APPLICATIONS/SERVICES PERCEIVED BY SMMES AS MOST IMPORTANT AND VALUABLE TO MOVE TO THE CLOUD**

|  |  |
| --- | --- |
| Which one of the following applications/services would you outsource to the cloud? | Web Hosting  Email Hosting  Customer Relations Management (CRM)  Human Resources  Accounting and Finance  Other (Please Specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) |
| If your company does not have a website, What are your main reasons for NOT having a website? | Not enough people online to justify a Web presence  Needs met by existing set-up  Too expensive  Service is too complex for a business like ours  These services are only suitable for large companies  Cannot see the benefit of it  Vendors are too technical  Other (Please Specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) |

**SECTION 5: WHAT ARE YOUR MAIN CONCERNS IN ADOPTING CLOUD COMPUTING?**

|  |  |
| --- | --- |
| Cloud computing service provider’s lock-in terms and Contracts | Not Significant  Medium Significance  Very Significant  Other (Please Specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) |
| Data Privacy and Security | Not Significant  Medium Significance  Very Significant  Other (Please Specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) |
| Unclear scheme in the pay per use approach | Not Significant  Medium Significance  Very Significant  Other (Please Specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) |
| Customisation of the product | Not Significant  Medium Significance  Very Significant  Other (Please Specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) |
| Integration issues with other applications | Not Significant  Medium Significance  Very Significant  Other (Please Specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) |
| Connectivity issues | Not Significant  Medium Significance  Very Significant  Other (Please Specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) |
| Recovery of data | Not Significant  Medium Significance  Very Significant  Other (Please Specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) |
| Complex pricing/charging model | Not Significant  Medium Significance  Very Significant  Other (Please Specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) |
| Poor service level agreements | Not Significant  Medium Significance  Very Significant  Other (Please Specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) |
| Application performance | Not Significant  Medium Significance  Very Significant  Other (Please Specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) |

***Thank you for your time and invaluable contribution***