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ANNEXURE

Annexes 1 :Questionnaire

Questionnaire

Business Success of IT based SMEs in Sri Lanka

Dear Participant,

I am a postgraduate student of University of Moratuwa, engaged in a research in the title “Factors Affecting the Business Success of Information Technology Based SMEs in Sri Lanka” as a partial fulfillment of the Master of Business administration in Management of Technology (MBA in MOT) degree programme conducted by the Department of Management of Technology.

This questionnaire is a part of my research study to identify the factors that affect the Business Success of a SME. I would appreciate if you could spare 10 minutes of your precious time to fill the questionnaire. Information contained in this questionnaire will be used solely for academic purpose.

Thank You

Kolitha Gajanayaka

(kolithasg@gmail.com)

1 -Strongly Agree	2 - Agree	3 - Undecided	4 - Disagree	5-Strongly Disagree
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1. Selection of Appropriate Technology for Information Technology Startups.

Based on your understanding of the Technologies being used in your company please provide your views regarding the following.

	Question	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
i.	Awareness on available Open Source Platforms that could be used for software development is not helpful for the company.	1	2	3	4	5
ii.	Awareness on available Proprietary Platforms that could be used is not helpful for the company.	1	2	3	4	5
iii.	Skill level of the staff on different Programming Languages is not useful.	1	2	3	4	5
iv.	Availability of different Front-end Technologies that can be used for development of Software products is not useful.	1	2	3	4	5
v.	Capability of using different Databases/Storage Technology based on the product requirement is not important.	1	2	3	4	5
vi.	Mobile Technology selection capability based on the customer base that should be addressed by the software product is not important.	1	2	3	4	5
vii.	Expenditure capability on different Infrastructure/Hosting Technologies is not important.	1	2	3	4	5

2. Creativity

How far do you consider your company has achieved creativity in the software solutions you develop?

	Question	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
i.	Established structures and incentive mechanisms for new idea generation are not available within the company.	1	2	3	4	5
ii.	Shortcomings in other existing solutions are not considered when designing software.	1	2	3	4	5
iii.	Solutions are not using existing knowledge to generate novelty.	1	2	3	4	5
iv.	The solutions are not extending the known to in an existing direction	1	2	3	4	5
v.	The solutions are not offering a fundamentally new perspective on possible solutions.	1	2	3	4	5

3. Innovation

Based on your experience in the Industry and in your firm please indicate the effect of Innovation in your firm.

	Question	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
i.	New ideas are not converted into software products often.	1	2	3	4	5
ii.	Company is not developing innovative solutions.	1	2	3	4	5
iii.	Percentages of sales obtained through innovative software Product/Service are not significant.	1	2	3	4	5

4. Incubation Facilities & Consultation

Based on your experience please provide your view regarding the following when following factors were required to start your firm.

	Question	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
i.	Convenience of obtaining financial support through an Incubation facility has not been useful for the company.	1	2	3	4	5
ii.	It is not hard to obtain physical infrastructure for the company.	1	2	3	4	5
iii.	Techno Based Incubator is not required for the company.	1	2	3	4	5
iv.	Knowledge of technologies and Business domain of Tech Experts within the company is sufficient.	1	2	3	4	5
v.	Initial capital requirement was significantly high when the company is performed.	1	2	3	4	5
vi.	Contribution from outside Consultants to obtain Industry Expertise is not useful.	1	2	3	4	5

5. Environmental Dynamics

Based on your Experience Please select the appropriate column related to the Environment your company operates in.

	Question	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
i.	Strong growth of the opportunities in the Software industry has not helped the company.	1	2	3	4	5
ii.	The innovation in processes, products or services related to the software industry adversely affects the company.	1	2	3	4	5
iii.	Speed of technological change is not affecting the company.	1	2	3	4	5
iv.	Opportunities from the technological change have not increased.	1	2	3	4	5
v.	Number of SMEs operative in the industry and immerging SMEs has no impact on your company.	1	2	3	4	5
vi.	Your firm size has helped your company to operate smoothly.	1	2	3	4	5
vii.	Firm age has helped the organization to retain and gain new clients.	1	2	3	4	5

6. Business Success

With respect to the Business success of your company please provide your feedback on the following.

	Question	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
i.	Number of Sales generated by the Products/Services offered by the company has a steady growth.	1	2	3	4	5
ii.	Customer Support provided by the company to clients is not helpful to increase the client base.	1	2	3	4	5
iii.	Number of customers using the product or services offered by the company has not been increased in the past years.	1	2	3	4	5

iv.	Employee wages provided by the company has not motivated to the employees to stay in the company.	1	2	3	4	5
v.	Number of years SME is operative is not important to obtain new clients.	1	2	3	4	5
vi.	Prototype provided to gather Requirements was not useful to provide a solution that matches user requirements.	1	2	3	4	5
vii.	Competence and experience of the employees has not been helpful for the Company towards achieving objectives.	1	2	3	4	5

Thank You...