

**Understanding Acceptance of
New Technology
by
Field Support Technicians**

By

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Abstract

The reliance of organizations on the use of technology to enhance business performance has been rapidly growing since the advent of Information Technology. In current times, it is unthinkable that an organization of any significance can even attempt to survive without the use of technology. Understanding the factors that effect the implementation of new technologies therefore becomes critical for organizations in their quest to survive and prosper.

This study looks at acceptance of new technology by field support technicians in a technology support services organisation. This topic is approached by way of using findings from prior studies in the context of field support technicians. This involves verifying external validity of a modified version of the Technology Acceptance Model (TAM) developed in a prior study (involving healthcare professionals) for the acceptance of new technology in the case of field support technicians. The TAM explores the relationship amongst several variables (Compatibility; Social Influence; Facilitating Conditions; Perceived Usefulness; Perceived Ease of Use; and Attitude) and the influence of their interaction to Usage of a newly implemented system.

The study was conducted within an Information and Communications Technology company that provides services to a large number of clients across South Africa. Data collection was approached by way of a census, with a questionnaire administered to field support technicians that were already using the new technology. Data received was then analysed and used in testing validity of the proposed model.

Though the findings of the study were largely in support of prior research, a modified model was suggested for acceptance of new technology by field support technicians. The modified model takes into account the inclination of technicians towards experimenting with new technologies, a trait not observed with traditional system users studied in prior research.

Since the study accounted for less than 70% variance in usage intention, it is recommended that further research be done to understand the “unexplained” variance,

which is also common amongst most prior research. The findings of the study also suggest that continued research into the external validity of existing technology acceptance models for different contexts is justified.

STATEMENT

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Terms and Abbreviations

AS	Availability Services Business Unit
AT	Attitude
β	<i>Beta</i> Coefficient – an indication of the strength of contribution of an independent variable
BVIT	Business Value of Information Technology
Call	Problem Incident that needs Resolution by Technician
Callco	Call / Incident Coordinator
CIS	Critical Information Systems
CO	Compatibility
FC	Facilitating Conditions
IS	Information System
IT	Information Technology
KZN	KwaZulu-Natal
PC	Personal Computer
PDA	Personal Digital Assistant
PE	Perceived Ease of Use
PU	Perceived Usefulness
R^2	measure of variance explained by all contributing variables in sub model
SI	Social Influence
SIS	Strategic Information Systems
SLA	Service Level Agreement
TAM	Technology Acceptance Model
TTF	Task Technology Fit Model
US	Usage
UTAUT	Unified Theory of Acceptance and Use of Technology
VPN	Virtual Private Network

Chapter One

Statement of Problem

1.1 Introduction

The dynamic nature of today's business world means that organizations need to quickly and continuously adapt to changes in order to prosper or even survive (Pierce & Robinson, 2003). Adapting to changes requires the organization to continuously reinvent itself and evolve in line with the changing business environment (Applegate, Austin, & McFarlan, 2003). This often involves a rethink of the company's business strategy which sometimes results in reengineering of processes; and often restructuring of the organization (Fallon, 2005). The exploration of new technologies is often a necessity when such initiatives are undertaken (Kearns, 2004). The typical reaction to the implementation of new technology however is often likely to be fear, anxiety and uncertainty (Kearns, 2004). This usually manifests itself in the form of resistance to the proposed change. Such resistance can significantly undermine any technological innovations aimed at improving efficiency and effectiveness. This is why user acceptance of new Information Systems has long been a prominent topic for research both in the Information Technology (IT) field and the management field as a whole (Liang, Xue, & Byrd, 2003).

1.2 Motivation of the Study

Although the subject of user acceptance of new technology has drawn considerable attention from researchers over the years, it is prudent that the findings of such prior research be validated for specific and unique environments. This study seeks to establish the validity of the modified Technology Acceptance Model (TAM) discussed in section 1.6 (Figure 1-1) for Information Technology Services companies, particularly if the systems being implemented are aimed at technically literate personnel. This environment is unique in the sense that the phobia towards the use of

new technology common among traditional users studied in most prior research is not a relevant adoption factor.

1.3 Background to the Study

The study was conducted in an Information Technology Services company (the company) that provides support to a large number of clients differing in size. The company in question is one of the three largest Information Technology Services companies in South Africa employing more than 3500 employees nationwide. More than one-quarter of the workforce are located at the company head office in Midrand with the rest located at more than seventy points-of-presence and service centres throughout Southern Africa.

The company under study was engaged in a process of rolling out a new system aimed at streamlining the management of its field force. The system makes use of Personal Digital Assistants (PDA's) as a tool of communication used by field technicians to update the centralised call management system.

The company was experiencing widespread problems with the actual implementation project. An element of resistance towards the adoption of the new system was evident amongst some members of the field force. Some of the reasons given for reluctance to use the system were:

- The PDA was not user friendly (the screen was too small and the keypad was not easy to use)
- Updating calls through the PDA was too slow and the technician had to spend a substantial amount of time updating calls
- The system was unreliable and tended to be down too often
- The PDA's were not durable and were out for repairs for long periods of time

This setting presented an ideal opportunity for the current study to be conducted with a view to understand some of the factors affecting adoption of new technologies by field support technicians.

1.4 Focus of the Study

This study looks at how findings of previous research work can be adapted and used to explain acceptance and use of mandatory systems in an organizational context. The study focuses on the acceptance of a new system by field support technicians. It is designed with the purpose of extending the validity of a model proposed by Liang *et al* (2003) to the specific case of field support technicians. As suggested by Kearns (2004), using effective change management on the external variables that influence a user's perception of a system can significantly increase the level of system acceptance.

The setting of the study is in an IT Services organization where the respondents are IT technicians with significant prior exposure to IT systems in general. This reduces the need to focus on some of the more widely researched constructs such as prior experience. The system in question is the "Personal Digital Assistant (PDA) System" used for receiving and updating calls by field support technicians.

The "scholar.Google" search engine was widely used to find papers on which the theoretical framework of the study is based. The ISworld.org website was specifically targeted as a source of more than 20% of the material used as a basis for the study.

1.5 Objectives

The primary objective of this study is to establish external validity of prior research findings to the settings of the current study. The study seeks to establish whether such findings are valid in the case of system acceptance by field support technicians within a Technology Support Services company. The primary objectives can be summarized as follows:

1. To establish the external validity of the Technology Acceptance Model (TAM) to the acceptance of a new system by IT professionals in a field support environment.
2. To establish which of the modified TAM constructs have the strongest influence on usage intention in the context of field support technicians.

1.6 Critical Questions

In order to achieve the objectives of the current study, the following critical questions inherent in the proposed model will have to be answered:

1. Does Attitude have a positive effect on the support technicians' Usage Intention of the PDA system?
2. Does Perceived Usefulness have a positive effect on the support technicians' Attitude towards the PDA system?
3. Does Perceived Ease of Use have a positive effect on the support technicians' Attitude towards the PDA system?
4. Does Perceived Ease of Use have a positive effect on the support technicians' Perceived Usefulness of the PDA system?
5. Does Compatibility have a positive effect on the support technicians' Perceived Usefulness of the PDA system?
6. Does Social Influence have a positive effect on the support technicians' Perceived Usefulness of the PDA system?
7. Does Facilitating Conditions have a positive effect on the support technicians' Perceived Ease of Use of the PDA system?

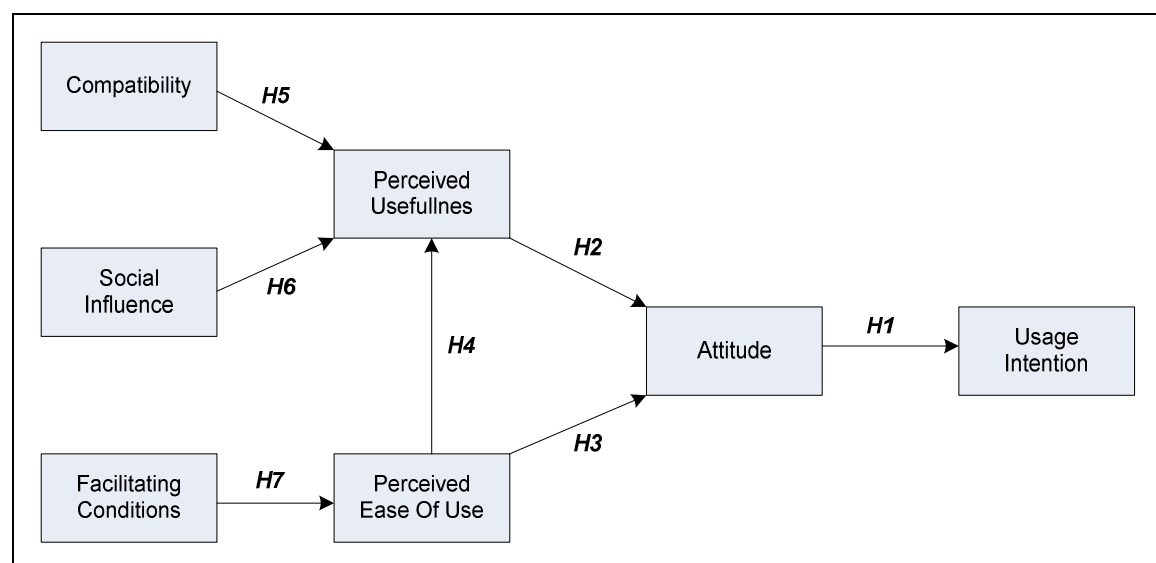
Answering the questions above will put the researcher in a position to make the necessary conclusions about the applicability of the proposed model in the context of system acceptance by field support technician in a technology services company. It

will also allow the researcher to suggest any adaptations to the model that will render it applicable for the environment under study.

1.7 Research Model & Hypothesis

As indicated in section 1.4 above, it is critical that the external validity of prior research be established before findings of such research can be applied to specific environments. For this reason, the current study will focus on extending a modified version of the TAM to the specific setting of this study. Prior studies, as discussed in the literature review section, have prompted the use of the proposed research model for the current study. Figure 1 below represents the approach taken in conducting the study and forms the basis of the hypothesis made.

Figure 1-1: The Proposed Research Model



Source: Adapted from Liang *et al* (2003)

The proposed model (Figure 1) suggests a hierarchical relationship amongst the different constructs contributing to usage intention. The model is a modified version of the TAM as established by Liang *et al* (2003) and forms the basis of the hypothesis to be tested during the current study. Inherent in the model itself are the following assertions which constitute the hypothesis for the study.

- H1: Attitude will have a positive effect on the support technicians' Intended Usage of the PDA system*
- H2: Perceived Usefulness will have a positive effect on the support technicians' Attitude towards the PDA system*
- H3: Perceived Ease of Use will have a positive effect on the support technicians' Attitude towards the PDA system*
- H4: Perceived Ease of Use will have a positive effect on the support technicians' Perceived Usefulness of the PDA system*
- H5: Compatibility will have a positive effect on the support technicians' Perceived Usefulness of the PDA system*
- H6: Social Influence will have a positive effect on the support technicians' Perceived Usefulness of the PDA system*
- H7: Facilitating Conditions will have a positive effect on the support technicians' Perceived Ease of Use of the PDA system*

All the elements of the proposed model as well as each of the constructs making up the model are discussed at length in subsequent sections of this document.

1.8 Conclusion

This section was intended to outline the context of the study and introduce the hypotheses the study is intended to test. This section outlined the motivation behind the study with emphasis on its contribution to the body of knowledge. As part of the chapter, the objectives of the study as well as the critical questions pertaining to the study were also outlined.

The next chapter looks at the theoretical context of the study through exploring prior research done in the area of user acceptance of Information Systems starting with the exploration of earlier theories that dominated this area of study and touching on recent findings around the topic.

Chapter Two

User Acceptance of New Systems

2.1 Introduction

Determining the conditions that enhance the success of a newly implemented Information System (IS) is an ongoing concern for both IS researchers and management practitioners alike. Although “IS implementation success” is a complex concept and therefore difficult to measure, empirical evidence suggests that a reasonable measure of success may lie within the realms of system usage (Behrens, Jamieson, Jones, & Cranston, 2005) which in turn is dependent upon acceptance of the system by those whose use it is intended for. This is why acceptance of new Information Systems has for decades been a prominent area of interest for research work both in the Information Technology (IT) field as well as the management field (Liang *et al*, 2003). Most of the studies have however focused on the reasons for acceptance or non acceptance of systems, falling short in providing a link between “system acceptance” and how organizations should go about with system implementation in order to enhance acceptance of new systems. This falls in the realm of change management – particularly as it relates to the “people aspect” of change. In the Organizational context, Fisher and Howell (2004) refer to this as organizational sense-making and socialization to help understand employee reactions to IT systems.

This chapter looks at the different models used in IS research to understand factors affecting acceptance and diffusion of new technology / innovations. The chapter firsts looks at some of the major theories that have dominated this area of research and maps these theories to adoption of mobile information systems by individuals that have substantial prior Information Technology exposure.

2.2 Business Value of Information Technology (BVIT)

The Gartner Group defines BVIT as “measures that demonstrate how IT-related changes and investments contribute over time to improved business performance, competitiveness, and economic growth” (Gartner, 2003). According to Gartner, a good starting point for understanding the business value of IT, are the five essential perspectives summarized in the five pillars of benefits realization detailed in Table 2-1 below:

Table 2-1: Five pillars of benefits realization

Pillar of Benefits	Description
Strategic Alignment	The alignment of the IT investment with the realization of the organization’s business objectives
Business Process Impact	A need for the company to design business processes, more closely integrate the supply chain or adopt similar process-intensive initiatives
Architecture	The integration, scalability and resilience of the databases, operating systems, applications and networks that the company has or plans to implement
Direct Payback	The conventionally understood benefits a IT project can deliver
Risk	The exposure of the proposed investment to failure or to underachievement

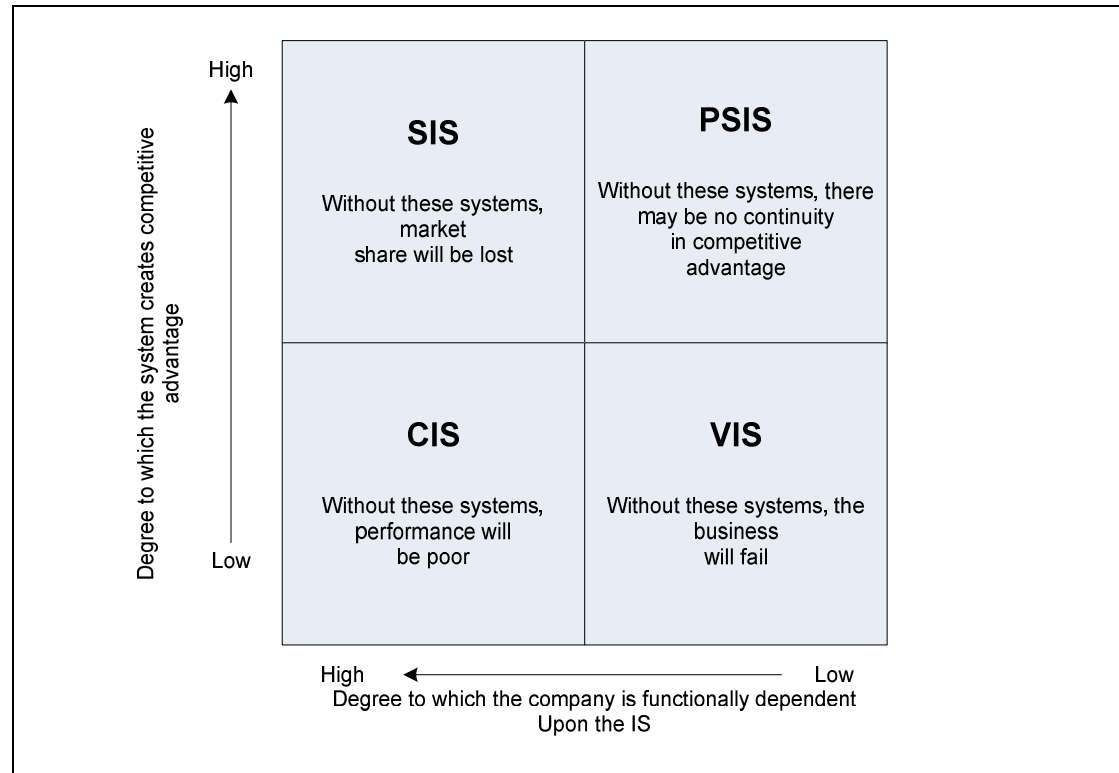
Source: Adapted from Gartner (2003)

Before any organization can implement an Information System, it is imperative that it goes through a structured process to understand each of the pillars of benefit. A poor understanding of these could result in an implementation that is ineffective and that adds little or no value to the company’s business imperatives.

These five pillars of benefits realization can be traced back to the Alternate systems categorization, an important taxonomy with which systems benefits can be assessed (Remenyi, Money, & Twite, 1993) as proposed by McFarlan’s strategic matrix.

Figure 2 below represents a revised version of McFarlan's strategic matrix as presented by Remenyi *et al* (1993).

Figure 2-1: Categorization of IS



Source: Adapted from Remenyi *et al* (1993)

The model is a management tool that is designed to allow system implementers to categorize systems according to two main criteria:

1. The degree to which the system either creates a competitive advantage to the company, and
2. The degree to which the company is functionally dependent upon the system

The PDA system implemented by the IT Company in question lies in the first quadrant and is classified as a Critical Information System (CIS). Critical Information Systems are defined as those which are critical to the company's ability to achieve its required level of profitability (Remenyi *et al*, 1993). Such systems are primarily

geared towards optimizing efficiency as well as effectiveness of operations within the organization (Fallon, 2005) and thereby increasing profit margins derived from operations. For this reason, it becomes absolutely imperative that such systems (CISs) are accepted and effectively used so that the desired benefits in operational efficiency can be realized. This brings about the challenge for organizations to ensure that when sanctioned by management, such systems are successfully implemented, accepted and effectively used to the maximum benefit of the organization. It is therefore appropriate that the concept of technology acceptance is explored with a view of understanding how findings from prior research can be used to enhance the chances of system success within organizations.

The next section takes a look at theories that have dominated research in the exploration of the concept of technology acceptance dating back to the “Theory of Reasoned Action” in the mid 1960s and explores theories dominating this area of study in current times. This is intended to provide a solid framework to set the scene for the current study.

2.3 Technology Acceptance

The only way organizations can realize optimized productivity benefits through the implementation of cutting edge technologies is if such technologies are accepted and used (Venkatesh, 1999). This is the reality that has fuelled global interest from IS researchers and practitioners in the topic of technology acceptance. The origins of most research in the area of technology acceptance and diffusion can be traced back to the Theory of Reasoned Action postulated by Fishbein (1967). The Theory of Reasoned Action is a Social psychology-derived theory that posits that “Individual behaviour is driven by behavioural intentions where behavioural intentions are a function of an individual’s attitude toward the behaviour and subjective norms surrounding the performance of the behaviour” (Fishbein, 1967; Fishbein & Ajzen, 1975).

Several theoretical models have since come to light in the quest to better understand and explain user attitude and general behaviour towards newly implemented

Information Systems (Agarwal & Karahanna, 2000). Amongst the more widely explored of these theories are:

- The Technology Acceptance Model (TAM) postulated by Davis (1989);
- The Task Technology Fit Model (TTF) proposed by Goodhue and Thompson (1995);
- The Unified theory of Acceptance and Use of Technology (UTAUT) as proposed by Venkatesh, Morris, Davis & Davis (2003).

The Technology Acceptance Model takes the view that if users feel that the system is easy to use and will help them get their jobs done, they are more likely to accept and use the system (Fisher & Howell, 2004). On the other hand, the TTF model places emphasis on the fitness of the technology to the “task” (Goodhue & Thompson, 1995). The fitness of the technology for the task can mainly be influenced during the design phase of the system implementation (Goodhue & Thompson, 1995). A different approach to the TAM and the TTF is the IS Success Model as proposed by DeLone and McLean (1992). The IS Success Model identified six dimensions or variables involved in the success of an Information System:

- 1) Information Quality,
- 2) System Quality,
- 3) Service Quality,
- 4) (intention to) use,
- 5) User satisfaction and
- 6) Net Benefits (Linders, 2006).

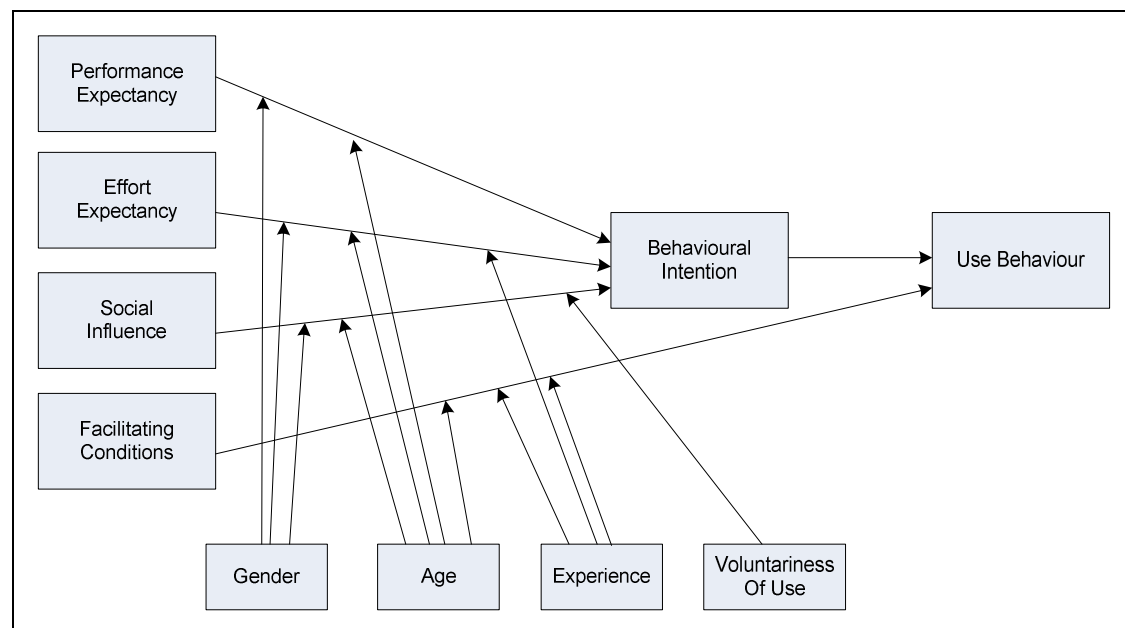
The UTAUT model is an attempt at combining the three models above as well as other well-researched models in trying to explain user acceptance of new technology.

This study will use a modified version of the TAM as a framework for identifying critical areas for the acceptance and ultimate success of a newly implemented Information System. The validity of the model within the context of field support technicians will then be tested. The next section provides an overview of the basic UTAUT model as proposed by Venkatesh et al. (2003).

2.4 The UTAUT Model

The Unified Theory of Acceptance and Use of Technology (UTAUT) aims to explain user intentions to use a technology as well as the subsequent actual usage behaviour. The model was developed through a review and consolidation of the constructs used within eight models that earlier researchers had employed to explain Information Systems (IS) usage behaviour (Venkatesh *et al*, 2003). Figure 2-2 below, is a schematic representation of the UTAUT model.

Figure 2-2: Schematic Representation of the UTAUT Model.



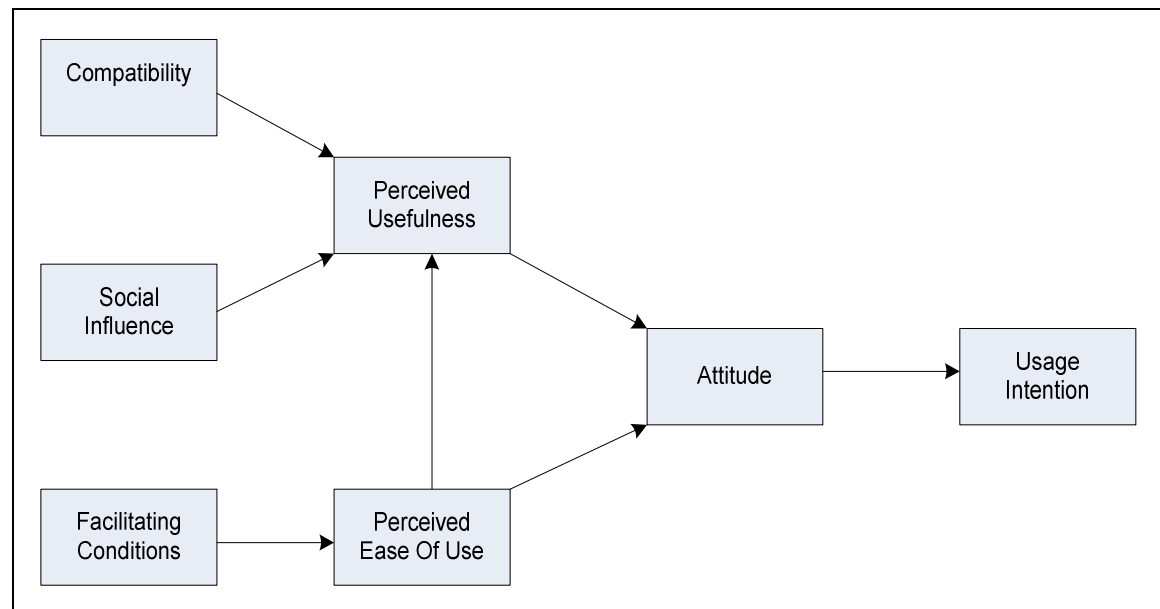
Source: Venkatesh *et al* (2003)

The UTAUT model identifies four key constructs (performance expectancy, effort expectancy, social influence, and facilitating conditions) as direct determinants of

usage intention and behaviour (Venkatesh *et al*, 2003). It further identifies gender, age, experience and “voluntariness of use” as mediators of the four key constructs. Performance expectancy and effort expectancy can be equated to perceived usefulness and perceived ease of use as identified by the earlier Technology Acceptance Model (TAM) (Davis, 1989). A practical interpretation of the UTAUT model is that acceptance and usage of a system can be enhanced by positively influencing the four key constructs: Performance Expectancy; Effort Expectancy; Social Influence; and Facilitating Conditions. The three mediators (antecedents) Gender; Age and Experience were not studied at length for the following reasons: The respondents under study were predominantly male – and therefore no meaningful observations could be made on the contribution of gender. The technicians under study were of predominantly of the same age group. The exclusion of the mediators from the study effectively yields a model that is similar to the TAM proposed by Davis (1989). Furthermore the TAM has been found to consistently explain a substantial variance in usage behaviour and seems to outperform alternative models such as the TRA and the TPB (Venkatesh & Davis, 2000). For the reasons above, a revised TAM (Liang *et al*, 2003) has been chosen as the basis for the current study.

The figure below is a representation of the proposed model identifying all the different constructs and their assumed relationships.

Figure 2-3: Proposed Model for the Study



Source: Adapted from Liang *et al* (2003)

The model above will be used to test all hypotheses during the course of the current study. The model is a hierarchical representation of the relationships between key variables that have been identified by prior studies as having significant influence towards the acceptance of newly implemented technologies. Actual Usage is the ultimate goal for implementation of all new systems or technologies. The model suggests that Attitude towards the new system/technology will ultimately determine the extent to which the system is accepted by users. Linders (2006) describes Attitude as a predisposition to respond favourably or unfavourably to a stimulus, which in this case would mean the disposition to use or “not use” the newly implemented system. The model further theorizes that Attitude towards the system will invariably be determined by two main factors:

1. User perception of how useful the system will be in the performance of their function. This is referred to as “Perceived Usefulness” (Davis, 1989).

2. The individual user's perception of whether the system is sufficiently "easy" to use; which speaks to the complexity of the system being implemented. This is referred to as "Perceived Ease of Use" (Davis, 1989).

Further more, the model suggests that the two main constructs above (Perceived Usefulness and Perceived Ease of Use) are in turn influenced by several external factors. Perceived Usefulness is said to be determined by compatibility of the new system as well as Social Influence whilst Perceived Ease of Use is suggested to be influenced by Facilitating Conditions.

The next sections review the key constructs of the model with the addition of Compatibility as suggested by Liang *et al.* (2003) as a possible area that can be used to understand system acceptance and usage intention.

2.4.1. Perceived Usefulness

Davis (1989) defines Perceived Usefulness (PU) as "the degree to which a person believes that using a particular system would enhance his or her job performance". According to Davis, people tend to use or not to use an application to the extent they believe it will help them perform their job better. Other authors refer to this as perceived relative advantage. Earlier literature supports the view that the more positively perceived that system advantages are, the more likely it is to be adopted (Zaltman, Duncan, & Holbek, 1973). Perceived Usefulness has subsequently been confirmed through many studies as a strong determinant of usage intention and ultimately, actual usage (Gefen & Straub, 2000; Kloppe & McKinney, 2004; Liang, Xue, & Byrd, 2003; Venkatesh, 1999; Venkatesh & Davis, 2000; Venkatesh, Morris, Davis, & Davis, 2003). Job relevance and job determined importance have also been referred to by other researches (Leonard-Barton & Deschamps, 1988). Venkatesh *et al.* (2003) draws parallels between Perceived Usefulness and Task Technology Fit as studied by Goodhue and Thompson (1995). Venkatesh & Davis (2000) point out that Perceived Usefulness is interceded by Job Relevance, Output Quality as well as Result Demonstrability. These are arguably the most critical areas system implementers need to address to enhance Perceived Usefulness. An interesting

development relating to Perceived Usefulness, is the attempt to break this construct into two distinct variables (Son, Kim, & Riggins, 2006) – Perceived Efficiency and Perceived Effectiveness. More work however still needs to be done to explore the independence of these two variables.

2.4.2. Perceived Ease of Use

Perceived Ease of Use (PE) is defined as “the degree to which a person believes that using a particular system would be free from difficulty or great effort” (Davis, 1989). This construct is also identified by other researchers as Effort Expectancy (Venkatesh, Morris, Davis, & Davis, 2003). According to the TAM and subsequent models, all else being equal, an application perceived to be easier to use than another is more likely to be accepted by users (Davis, 1989). Gefen & Straub (2003) discuss the intrinsic aspect of using technology and contends that user “enjoyment” of the new technology plays a significant role towards increasing the perception of Ease of Use. Though Perceived Ease of Use (PE) is identified as distinct to Perceived Usefulness (PU) (Lu, Liu, Yu, & Yao, No Year), several studies have suggested that rather than being a direct construct of system adoption, PE would affect IT adoption indirectly through its effect on PU (Gefen & Straub, 2000). There however seems to be consensus amongst researchers that perceived Ease of Use is an important determinant of attitude towards a system (Agarwal & Karahanna, 2000); more so in the case of mandatory environments (Linders, 2006). The popular view amongst recent research work is that Perceived Ease of Use has direct impact on both Perceived Usefulness as well as Attitude towards using new technology (Chau & Hu, 2001). Other research work has also supported the view that Ease of Use also has a direct impact on Perceived Usefulness (Lee, Kim, & Chung, No Year).

2.4.3. Social Influence

Social influence is defined as the degree to which an individual perceives that important others believe they should use the new system (Venkatesh *et al*, 2003). Other studies have focused on acceptance of systems by groups as well as how group dynamics influence acceptance of such systems. The social influences arising from

the pressure for a group to move toward uniformity, causes members to change their own opinions and move toward a group level consensus (Saker, Valacich, & Saker, 2005). An individual may thus perceive that using a system will lead to improvements in their job performance (Perceived Usefulness) indirectly as a result of the heightened sense of belonging to the group (Frambach & Schillewaert, 1999; Venkatesh & Davis, 2000) even if they themselves are not favourable towards the system (Venkatesh & Davis, 2000). Fishbein (1967) identifies subjective norm as an element of Social Influence. Subjective norm comes into play when use of the system is accordingly rewarded and non-use punished (Venkatesh & Davis, 2000). The person's subjective norm has a major influence on the person's attitude towards performing a specific behaviour (Fishbein & Ajzen, 1975). If use of the system will lead to improved personal work performance and that in turn will lead to a reward of some sort (e.g. performance incentive/bonus) users will tend to become more receptive of the new system (Venkatesh & Davis, 2000). Social Influence, whether by implementation of incentives or by encouragement of user forums, therefore becomes a critical factor that can be used by management and system implementers in enhancing successful implementation of new technologies.

2.4.4. Facilitating Conditions

Facilitating Conditions are defined as the degree to which an individual believes that an organizational and technical infrastructure exists to support use of the system. In this study Facilitating Conditions specifically refers to the degree to which necessary resources and support are made available to the users upon request (Liang, Xue, & Byrd, 2003). Adequate levels of technical support are thought to promote more favourable beliefs about newly implemented systems among users, which ultimately results in greater system implementation success (Igbaria, Zinatelli, Cragg, & Cavaye, 1997). The importance of support in the introduction of new technologies is also emphasized by Ward (1990). This view is in line with the findings of TAM, which proposes that external factors, such as user support, will influence acceptance by affecting perceived ease of use and perceived usefulness. Organizational support (Anakwe, Igbaria, & Anandarajan, 2000) is a critical element for the success of newly implemented computer systems.

2.4.5. Compatibility

Rogers and Shoemaker (1971) presents Compatibility as “the degree to which an innovation is perceived as consistent with existing values, past experiences, and needs of the receivers” (Rogers & Shoemaker, 1971; Zaltman, Duncan, & Holbek, 1973). The Compatibility construct incorporates items that tap the fit between the individual’s work style and the use of the system in question (Venkatesh *et al*, 2003). Liang *et al* (2003) suggests that users tend to be reluctant to accept a new system if they believe it will require them to change their current behaviour. Bradford & Florin (2003) place particular emphasis on the technical aspect of compatibility. This refers to the new system’s compatibility with other retained (existing) systems (Bradford & Florin, 2003). An example of a system that does not meet this requirement is one that will require the user to capture the same data in more than one system. This phenomenon is referred to as ‘double capture’. The linkages between Compatibility and IT adoption have been consistently verified in empirical studies in the IS field (Liang *et al*, 2003). Prior research has suggested that Compatibility appears to be a significant determinant of Perceived Usefulness but not Perceived Ease of Use (Liang *et al*, 2003).

2.4.6. Voluntariness of Use

Much of diffusion theory was developed in the context of adopters making voluntary decisions to accept or reject an innovation based on the benefits they expect to accrue from their own independent use of technology (Fichman, 1992). Usage of information systems has moved increasingly from being an optional means of enhancing productivity to a required part of organizational operations (Ward, Brown, & Massey, 2005). Therefore, this context (i.e. voluntary adoption) does not represent the reality for many IT adoptions in the modern organizational environment. Based on the business and IT strategy, companies may decide to invest in Information Systems to change work practices and business processes. In such cases usage becomes mandatory and the individual employee does not have the choice whether to use or not to use the system (Beulen & Streng, 2004). A mandatory environment can be defined as “one in which users are required to use a specific technology or system in

order to keep and perform their jobs (Ward *et al*, 2005). On the other hand, Venkatesh and Davis (2000) define a voluntary system as one where users perceive adoption of the system as 'non-mandatory'. Ward *et al* (2005) raise questions about the applicability of the TAM constructs when mandatory systems are involved. These questions are however dispelled by Venkatesh *et al*. (2003) who provide empirical evidence indicating that all the constructs suggested in the UTAUT model remain significant in both voluntary and mandatory settings.

2.5 Conclusion

This chapter has set the scene for the current study by discussing the theoretical framework around user acceptance of new technologies. The chapter highlighted earlier studies starting from the "Theory of Reasoned Action" by Fishbein and Ajzen (1967) through to the most recent research in the late 2000s. The points on which researchers through the years generally agree have been established and the modified TAM has been identified as a reliable model on which to base any future research. The next section will outline the research methodology used in answering the research questions and discuss the instruments applied in gathering data to be used to fulfil the objectives of the study.

Chapter Three

Research Methodology

3.1 Introduction

The primary purpose of this research is to demonstrate the external validity of an existing model (TAM). The approach adopted is therefore closely aligned to similar prior studies such as Venkatesh & Davis (2000); Liang *et al* (2003); as well as Klopping & Mckinney (2004). The study uses the census approach as a means of collecting primary data. This section provides a detailed outline of the method used in the collection and subsequent processing and interpretation of the data collected.

3.2 Objectives of the Survey

The primary objective of this study is to establish external validity of prior research findings to the settings of the current study. The study seeks to establish whether such findings are valid in the case of system acceptance by field support technicians within a Technology Support Services company. Among the constructs identified by the different technology acceptance theories as determinants of system usage are: Perceived Usefulness, Perceived Ease of Use, Facilitating Conditions and Social Influence (Venkatesh *et al*, 2003). This study looks at each of these constructs as measured for a specific system and verifies their applicability and strength in the context of system acceptance by field support technicians. The study uses well researched survey instruments to obtain measurements for the different constructs. These measurements are then used; firstly to prove the applicability of the proposed model in this specific setting and secondly; to evaluate the level of acceptance of the system in question by way of assessing the scores obtained for each of the constructs.

3.3 Setting of the Study

The study was conducted in an Information Technology Services company that provides support to a large number of clients differing in size. The company in question is one of the three largest Information Technology Services companies in South Africa employing more than 3500 employees nationwide. More than one-quarter of the workforce are located at the company head office in Johannesburg with the rest located at more than seventy points-of-presence and service centres throughout Southern Africa. The company provides end-to-end Information and Communications Technology (ICT) services tailored according to the needs of each of its clients. It boasts a large number of clients ranging from large financial institutions, retail clients with national presence, large mining houses, government departments and other types of enterprises.

Availability Services Business Unit

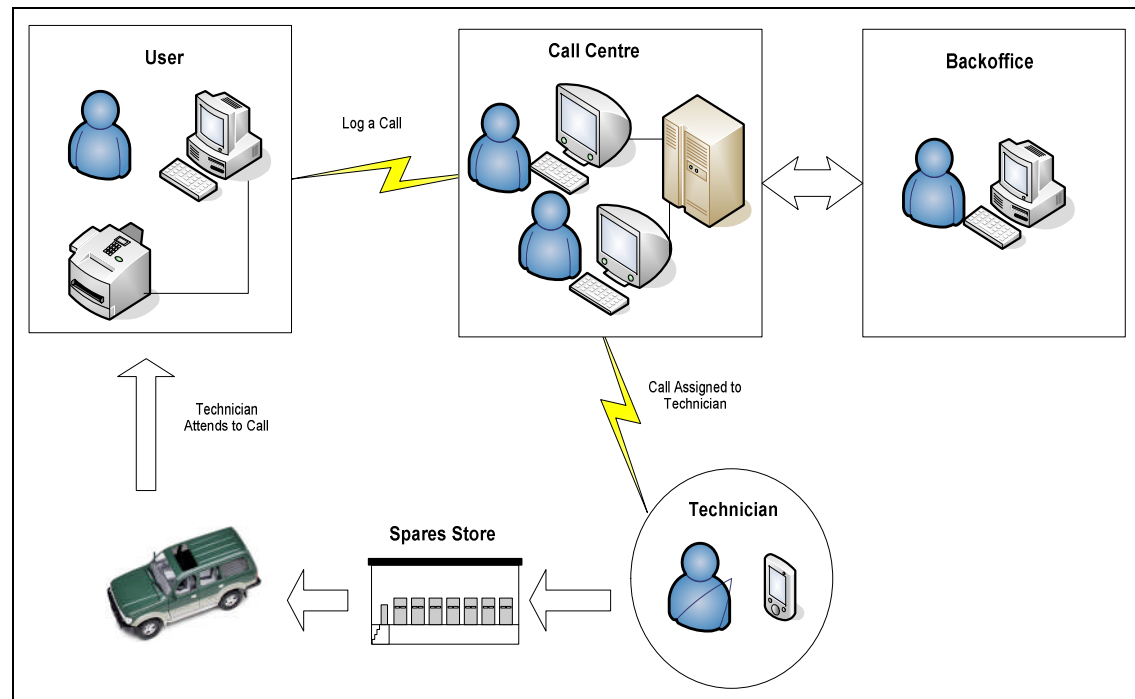
Availability Services (AS) is the largest of the business units in terms of both revenue and head count. Its service offering is mainly around providing maintenance on out-of-warranty computers and all other user-facing ICT peripheral devices such as printers, scanners, switches etc. The AS business unit employs field support technicians that are responsible for attending to client calls either at clients sites or back at their respective office bases. Field support technicians use their own cars to travel to client sites. They are reimbursed at a rate of R3.57 (at the time of study) for each km of business travel. The monthly distances travelled by individual technicians ranges from 0 km for technician based at corporate clients (single site) to over 5,000 km for technicians servicing clients with sites in remote geographic locations. This means that any initiative aimed at minimising travelling costs would be expected to yield the greatest benefits for technicians servicing such remote clients.

Call Management Process

The company uses the Remedy Help Desk call management system to coordinate all activities around client support. Remedy is a Client/Server based system that can be accessed via several user interfaces including desktops and Personal Digital Assistants

(PDAs) via the company's Virtual Private Network (VPN) The figure below is a simplified representation of the call management process.

Figure 3-1: Call Management Process



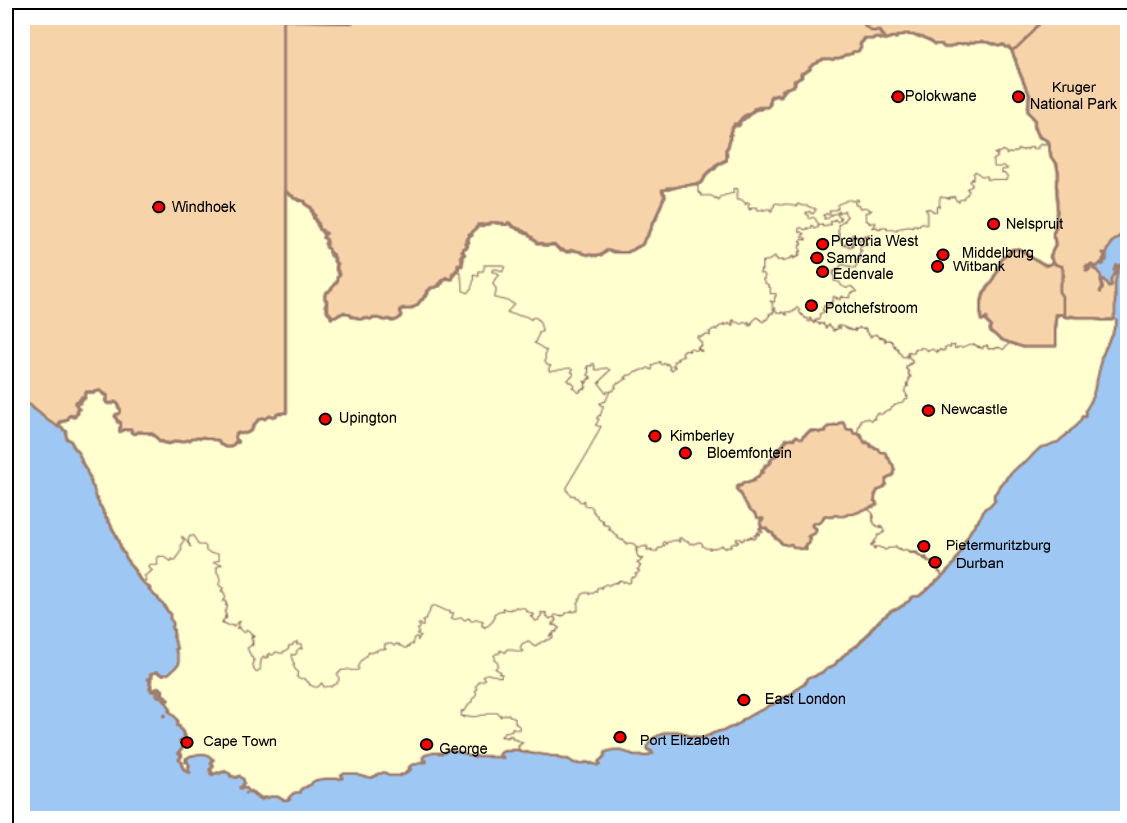
The simplified call process starts with the logging of the call (by the user/client) either telephonically or via email. Depending on the nature of the call, the call centre agent then channels the call to either a back office consultant or to the regional call coordinator who in-turn dispatches the next available, suitably skilled field technician to attend to the call. All this is done via the Remedy Call Management System. Back office consultants typically attend to software calls that can be resolved using remote tools whilst field support technicians attend to calls that require physical intervention, primarily comprising hardware related calls.

Service Points

The field technicians operate from Availability Service Points spread across the country and travel to clients as dispatched by the regional Callco. The map below

indicates the location of the Availability Service Points throughout the country with one service point located in Namibia.

Figure 3-2: Availability Services Points of Presence



A typical day for a field technician starts at 8.00am with the technician logging on to the Remedy System and checking for calls assigned to them. The technician then picks up all the spares that he will need for the calls from the spares store and sets out to the first user, based on the SLA resolution criteria. The technician then travels to the location of the next call until all his initial calls are finished at which time he would drive back to his office base to update the remedy system on the status of the calls. Though this can be done by calling the Calco, technicians as a habit would rather drive back to the office under the pretence that they also need to check emails that may be coming from their clients. He then checks for new calls and starts the cycle again. In this fashion, some technicians cover in excess of 400km per day – particularly those located in semi-rural areas and servicing several clients.

The PDA System Implementation

The PDA System implementation project was initiated by the larger of the two ICT Companies two years prior to the merger. The system was aimed at streamlining the functioning of the field support technicians servicing the different client environments throughout the country. It was envisaged that the system would result in the reduction of the average cost incurred per call. This expected reduction in the average cost per call would be achieved through the following:

- Reduction in the number of kilometres travelled by the field technicians - resulting in lower travel claims and releasing travel-time for technicians to attend to more calls
- Immediate update of call through the PDA and therefore improve SLA resolution time
- Facilitation electronic customer-signoff for work done during each customer visit enhancing customer satisfaction
- Facilitation of real-time tracking of field technicians via the GPS function provided by the PDA and therefore facilitating efficient dispatching of technicians

3.4 Census Technique and Description of the Sample

The company in question employed 274 field technicians at the time of the study. The company was in the process of rolling out the PDA system for use by its entire technical support field force. Of interest to this study, was the group of technicians already issued with a PDA at the time of the study. An attempt to establish the exact number of technicians already issued with PDAs was not successful. An estimate of 35% of the field force, translating to a population of 96 field technicians ($N = 96$), was however provided by the project manager in charge. Seventy two questionnaires were returned, three of which were discarded since the respondents had only been in possession of the PDA for less than a week. The remaining 69 questionnaires

effectively meant a response rate of 72% (n = 69). The questionnaire had been forwarded to all field technicians in possession of a PDA and each technician had an equal opportunity to respond - implying a census approach to the survey.

3.5 The Research Instrument

The measurement instruments were incorporated into a questionnaire made up of four sections. Sections A, B and C were primarily concerned with demographic data and experience in the Information Technology field. Section D constituted the actual measurement instruments. The research instruments used in the study were developed by looking at instruments used by prior researchers in the area of Technology Acceptance. The items used to measure these constructs required individuals to agree or disagree with a statement using a Likert scale of 1 – 5 with end-points of “strongly agree” and “strongly disagree”. Table 3.1 represents the research instrument used to measure constructs of system acceptance for the current study.

Table 3-1: Critical elements of the Research Instrument

Construct	Survey Questions	Sources
Perceived Usefulness (PU)	PU1: Using the PDA enables me to better manage my calls PU2: Using the PDA enhances my productivity PU3: Use of the PDA system is important for performing my work	Kloppe & McKinney (2004) $\alpha = 0.88$
Perceived Ease of Use (PE)	PE1: I find the PDA easy to operate PE2: Updating call using the PDA is easy PE3: I think that the PDA is a flexible tool to use	Igbaria <i>et al.</i> (1997) $\alpha = 0.94$
Attitude (AT)	AT1: Introducing the PDA system is a good idea from the company's point of view AT2: Working with the PDA makes work more interesting AT3: Introducing the PDA system is a good idea from my point of view	Teo & Pok (2003) $\alpha = 0.84$
Compatibility (CO)	CO1: Using the PDA fits well with the way I prefer to work CO2: The PDA fits well with all aspects of my lifestyle CO3: I find that the PDA is a practical instrument to use for phoning CO4: Using the PDA is completely compatible with my current situation	Liang <i>et al.</i> (2003) $\alpha = 0.861$

Facilitating Conditions (FC) FC1: A specific person/group is available for assistance when I have problems with my PDA FC2: Problems raised with the functioning of the PDA generally get resolved FC3: I am generally ----- with the support I have received for the PDA system	Liang et al. (2003) $\alpha = 0.834$
Social Influence (SI) SI1: My fellow technicians believe that the use of the PDA is beneficial to the company SI2: In general the user community supports the use of the PDA SI3: Company Leadership has generally supported the use of the PDA	Teo & Pok (2003) $\alpha = 0.86$
Usage (US) US1: I use my PDA very frequently US2: I believe the PDA will be widely used within the company in the next 12 months US3: I look forward to use the PDA for more functions/purposes	Liang et al. (2003) $\alpha = 0.862$

Most of the constructs required technicians to respond to three questions. Only Compatibility required technicians to respond to four questions. A copy of the complete questionnaire administered (electronically) to the field technicians is attached as an addendum at the end of this report.

3.5.1. Pretesting of Research Instrument

The questionnaire was initially piloted on ten field support technicians with the objective of identifying any deficiencies in design. Three of the items in the initial questionnaire were found to be ambiguous and therefore needed refinement. Based on the feedback, several other deficiencies were identified and a final questionnaire was designed with the necessary adjustments. After the adjustments, the same ten technicians were requested to go through the questionnaires again and all were satisfied with the changes. The final questionnaire was distributed to five selected respondents for further comments. All of them were satisfied that the suggestions they had made were reflected the adjustments made to the questionnaire. The questionnaire was then presented to management of the company for approval before being used for the survey.

3.5.2. Reliability and Validity

Reliability and validity are two major concerns of measurement before analyzing data and drawing conclusions from it (Liang *et al*, 2003). The internal consistency of the scale was evaluated using Cronbach's alpha coefficient. Table 3.2 indicates the values obtained for each of the constructs.

Table 3-2: Measurement Reliability

<i>Construct</i>	<i>Cronbach's Alpha (Current Study)</i>	<i>Cronbach's Alpha (Previous Studies)</i>
Perceived Usefulness	0.904	0.88
Perceived Ease of Use	0.830	0.94
Attitude	0.848	0.84
Compatibility	0.800	0.86
Facilitating Conditions	0.863	0.83
Social Influence	0.694	0.86
Revised Social Influence	0.708	0.86
Usage	0.763	0.86

Source: Adapted from Liang, Xue *et al*, 2003)

It can be observed from the above table that the Cronbach's alpha for most of the constructs is substantially above the recommended cut-off point of 0.7 (Nunnally, 1978) which means that the scales can be used for analysis with acceptable reliability (Klopping & McKinney, 2004). According to Klopping & McKinney (2004) the Perceived Usefulness scale has good internal consistency, with a Cronbach alpha coefficient reported of 0.88. In the current study the Cronbach alpha coefficient was slightly higher with a value of 0.90. Validity of the PU scale was also established by Klopping & McKinney (2004) using factor analysis with varimax rotation. The current study established a Cronbach alpha coefficient of 0.83 for the Perceived Ease of Use scale, which is acceptable compared to the value of 0.94 reported by Igbaria *et al*. (1997). The Cronbach alpha coefficient value of 0.848 obtained for the Attitude scale compares well with the value of 0.84 established by Teo & Pok (2003). The Compatibility scale reflected a Cronbach alpha coefficient value of 0.80, slightly below the value of 0.861 established by Liang *et al*. (2003). Liang *et al*. (2003)

established a Cronbach alpha value of 0.834 for the Facilitating Conditions scale. The current study indicated a value of 0.863. The scale for Social Influence resulted in a Cronbach alpha value of 0.694, which is lower than the acceptable level of 0.7. One of the scale items of Social Influence namely SI3, was identified as the offending scale item and was removed from the scale. The Cronbach alpha for the resulting scale was 0.708, which is within the acceptable levels. The Usage scale showed an acceptable Cronbach alpha coefficient of 0.763 which is below the value of 0.862 established by Liang *et al.* (2003).

The validity of a scale refers to the degree to which it measures what it is designed to measure (Goodwin, 2005). The validation of a scale involves the collection of empirical evidence concerning its use (Pallant, 2005). The validity of the scales used was established in the respective studies from which they were adopted as indicated in the preceding paragraph.

3.6 Administration of Questionnaire

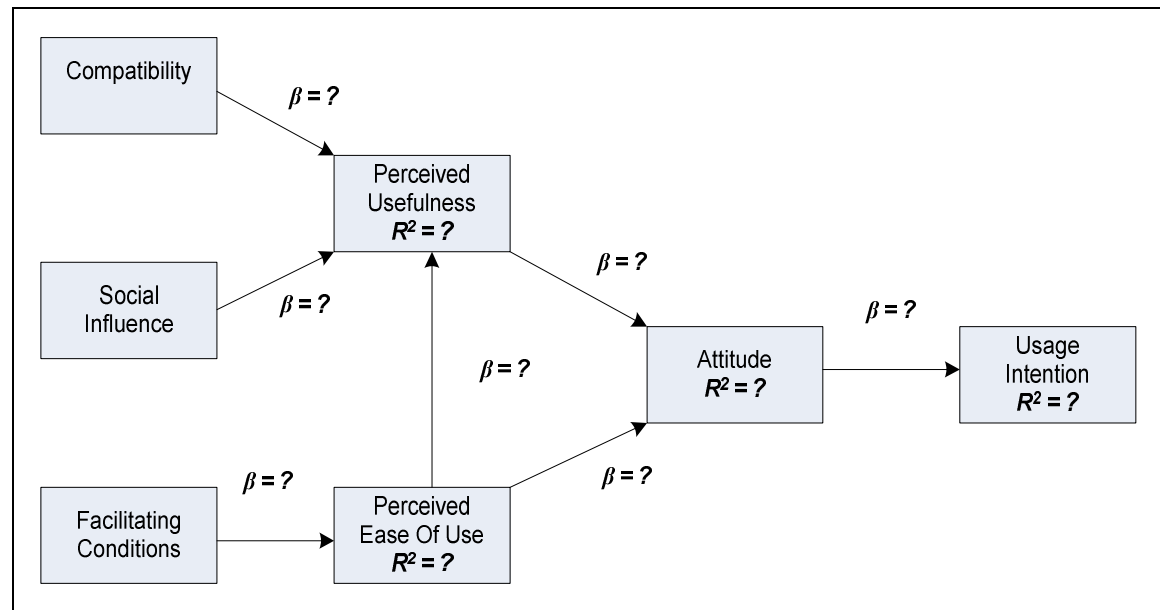
The final questionnaire package was sent out via email to the ten regional managers who were requested to assist with encouraging field technicians in their respective regions to participate in the survey. The package contained the questionnaire itself; the letter of informed consent; and a copy of the letter authorizing the research to be conducted. Each regional manager in turn, distributed the questionnaire package to the relevant field technicians in their region and facilitated a briefing session aimed at explaining the approach to the research and at answering any questions from the technicians. The session was also used to encourage each of the technicians to complete the survey and send it back directly to the researcher.

Each questionnaire received from the respondents was given a unique identification number and captured on the SPSS 13.0 for Windows Integrated Student version application – which was used to facilitate data analysis and interpretation.

3.7 Understanding the Proposed Model

The approach that will be taken to test the strength of the proposed model in explaining usage intention is by way of path analysis using standard multiple regression. The figure below is a representation of the proposed model identifying all the constructs of the model and their assumed relationships.

Figure 3-3: Proposed Model for the Study



Source: Adapted from Liang *et al* (2003)

Path analysis was chosen in line with other similar studies (Liang *et al*, 2003; Klopping & Mckinney, 2004) using multiple regression to determine the strength of the relationships (Anakwe *et al*, 2000; Pallant, 2005; Lee *et al*, No Year). Each of the boxes in the model represents the different variables and their position on the proposed model. The lines represent the relationships (paths) between the constructs and the direction of such relationships. Each of the lines (relationships) will also be used as the basis of a “Hypothesis” (H1 to H7) as discussed in section 1.5. The strength of the relationships will be evaluated using two variables: R Square (R^2) and β . The value of R^2 is an indication of how much of the variance in the dependent variable can be explained by the model. On the other hand, the value of the *beta*

coefficient (β) is an indication of the strength of the contribution of each independent variable.

3.8 Method of Statistical Analysis of the Data

The items in the questionnaire were initially coded such that higher scores reflected less favourable responses to the scale items. As an initial step, it was therefore necessary to reverse the scores such that higher scores reflect more favourable responses (Pallant, 2005). Total scores were then calculated for each of the variables and these were divided by the number of items in each scale to revert to the original scales used for the items in line with Tabachnick and Fidell (2007). The student version of the SPSS package was used for all data analysis. The bivariate Person product-moment correlation coefficients were established to indicate the strength and direction of the linear relationship between pairs of variables. Hierarchical multiple regression was used to assess the ability of the proposed model to predict usage of the PDA system.

3.8.1. Sample Size

Different authors tend to give varying guidelines concerning the number of cases required for multiple regression (Pallant, 2005). Tabachnick and Fidell (2007) give a formula for calculating sample size requirement, taking into account the number of independent variables in question: $N \geq 50 + 8m$ (where m = number of independent variables). The model proposed for the current study suggests a maximum of two independent variables as predictor of each dependant variable. Applying the above formula yields: $N \geq 50 + 8 \times 2$. This implies that the sample size for the current study should be greater or equal to 66. In the current study, a sample size of 69 was used. This sample size is above the required value of N . Further to this, the most critical statistic in the proposed model is the value of R^2 . According to Pallant (2005) when small samples are involved, the R^2 value in the sample tends to be a rather optimistic overestimation of the true value in the population. The “adjusted R^2 ” statistic, which is used in the current study, “corrects” this value to provide a better estimate of the true population value (Tabachnick & Fidell, 2007). It should also be pointed out that

the current study is an exploratory study aimed at understanding the factors that effect adoption of a specific system in a specific context. For this reason, generalisability of the findings (Pallant, 2005) is not necessarily of critical importance.

3.8.2. Testing for Normality and Linearity

According to Pallant (2005), prior to doing many of the statistical analyses it is important to check that the data does not violate any of the assumptions made by the different statistical tests; particularly if inferences are to be made (Tabachnick & Fidell, 2007). According to Pallant (2005), the Kolmogorov-Smirnov statistic assesses the normality of the distribution of scores. A non-significant result (Sig. value of more than .05) indicates normality (Pallant, 2005). A sig. value less than .05 suggests violation of the assumption of normality. Kurtosis, on the other hand, provides information about the “peakedness” of the distribution (Pallant, 2005). Tests for normality were made for the four dependent variables: Perceived Usefulness (PU), Perceived Ease of Use (PE), Attitude (AT) and Usage US). Table 3.3 represents the values obtained for normality checking.

Table 3-3: Results from normality testing

<i>Construct</i>	Significance (Kolmogorov-Smirnov value)	<i>Skewness</i>		<i>Kurtosis</i>	
		Value	Standard Error	Value	Standard Error
Perceived Usefulness	0.000	-0.651	0.293	-0.557	0.578
Perceived Ease of Use	0.040	-0.464	0.293	-0.344	0.578
Attitude	0.001	-0.755	0.295	0.021	0.582
Compatibility	0.000	-0.531	0.297	-0.290	0.586
Facilitating Conditions		-0.344	0.291	-0.586	0.574
Social Influence		-0.268	0.289	-0.534	0.570
Usage	0.000	-0.565	0.293	-0.496	0.578

The distribution of scores for PU was found to be negatively skewed (skewness value = -0.651) with scores clustered at the higher end of the range. The sig. value was 0.000; less than the suggested cut-off value of 0.015, indicating violation of the assumption of normality. The distribution of scores for PE was found to be negatively

skewed (skewness value = -0.464) with scores clustered at the higher end of the range. The sig. value was 0.040; less than the suggested cut-off value of 0.015, indicating violation of normality. The distribution of scores for AT was found to be negatively skewed (skewness value = -0.755) with scores clustered at the higher end of the range. The sig. value was 0.010; less than the suggested cut-off value of 0.015, indicating violation of the assumption of normality. The distribution of scores for US was found to be negatively skewed (skewness value = -0.565) with scores clustered at the higher end of the range. The sig. value was 0.000; less than the suggested cut-off value of 0.015, indicating violation of the assumption of normality.

There are three alternatives for a researcher confronted with skewed distributions. Some researchers simply ignore this violation and hope that it will have no major effect on the outcome (Gravetter & Wallnau, 2002). The other alternative is to transform the variables until the distribution looks more normal (Pallant, 2005). The third alternative is to abandon the use of parametric statistics and instead, use non-parametric techniques which have less stringent criteria (Pallant, 2005). According to Pallant (2005) non-parametric techniques are useful when dealing with very small samples as well as when the data do not meet the stringent assumptions of the parametric approaches. Non-parametric techniques are however more likely to fail in detecting differences that actually exist (Gravetter & Wallnau, 2002).

The first option was selected since the model being tested has been proven in prior studies for different environments, and inference in this particular study was not of critical importance (Tabachnick & Fidell, 2007). Furthermore the technique used for data analysis, viz. multiple regression, provides for alternative analysis of data in the case of smaller samples. This is by way of using the “adjusted” value of R^2 as opposed to the non-adjusted value. Path analysis was used to analyze the proposed model. Path analysis is a method of measuring the influence of explanatory variables along each separate path in a model and finding the degree to which variation of a given effect is determined by each particular cause (Klopping & McKinney, 2004).

3.9 Conclusion

This chapter has outlined the context and settings of the study. It has also provided an in-depth description of how the data were collected, processed and analyzed. The section then went on and established the validity and reliability of the data – thus justifying the use of the data in the verification of the proposed model. The sample size was found to be sufficient to justify the use of multiple regression. The data was tested to verify that it is not in violation of any assumptions made by different statistical tests thus allowing inferences to be made.

The next section provides an analysis of the data collected and uses the data in exploring and making conclusions about the proposed model.

Chapter Four

Data Analysis and Results

4.1 Introduction

Chapter three of this document was used to outline the methodology applied for the study and to establish validity of the data that will be used for the remaining part of the study. The last chapter outlined the techniques that will be applied to establish support for each of the seven hypothesis forming part of the current study. In this section data collected through the census is analyzed using appropriate statistical procedures. The results are then applied in evaluating applicability of the proposed technology acceptance model to acceptance of new technology by field support technicians.

4.2 Frequency Statistics

The main objective of the implementation of the PDA system was to derive maximum cost savings by minimizing travel costs and call resolution times. Both these aspects are significantly influenced by the type environment in which the technician is deployed. It therefore becomes important to understand the makeup of the respondents in relation to the type of clients that are being serviced. SPSS was used for the purpose of analysing the data collected. This section looks at this data and presents the makeup of the respondents as established using the relevant statistical tools.

Number of Respondents by Gender

Gender has been found to be an important antecedent of Perceived Usefulness, Perceived Ease of Use, as well as Social Influence. The table below is a categorisation of respondents according to gender.

Table 4-1: Respondents by Gender

Gender	Frequency	% of Total Respondents
Male	66	95.7
Female	3	4.3
TOTAL	69	100

As indicated in Table 4-1, 95.7% of the respondents were males with only 4.3% of respondents being females. This is in line with the gender representation within the company's Field Force.

Number of Respondents by Province

Responses were received from all nine provinces of the country. The number of responses was influenced mainly by the deployment of the PDA at that point. The distribution of responses is reflected in the table below.

Table 4-2: Respondents by Province

Province	Frequency	% of Total Respondents
Gauteng	24	34.8
North West	1	1.4
Mpumalanga	3	4.3
Free State	7	10.1
Kwazulu Natal	12	17.4
Western Cape	6	8.7
Northern Cape	5	7.2
Polokwane	5	7.2
Eastern Cape	6	8.7
TOTAL	69	100

The majority of responses representing 34.8% of the total number were received from the Gauteng Province. Gauteng has the highest number of technicians in line with the high concentration of clients in this area. Kwazulu Natal had the second highest number of responses representing 17.4% of the total Number. This is again in line with its status as the province with the second highest level of activity for Availability Services. The rest of the responses were proportionally distributed between the remaining seven provinces with only one response received from North West. Only two technicians were equipped with PDAs in this province.

Respondents by Average Distance Travelled per Day

Travelling costs associated with “attending to calls” is one of the areas that presented challenges for the company in question. Monthly costs incurred by way of reimbursing field technicians for using their own cars whilst attending to calls were quite substantial. One of the reasons for the introduction of the PDA system was to cut down the need for technicians to travel back to their base to update systems in between attending to calls.

Table 4-3: Respondent by Km Travel per day

Average Distance Travelled per day	Frequency	% of Total Respondents
0 km Travel on Calls	4	5.8
0-100 km/day	25	36.2
100-200 km/day	25	36.2
200-300 km/day	10	14.5
More that 300 km/day	5	7.2
TOTAL	69	100

As evident on the distance travelled per day, 21.7% of the respondents were covering more than 200 kilometres (km) on a daily basis whilst 72.4% fall in the range of 0 – 200 km per day with half of these (36.2% of total respondents) travelling an average of between 100 and 200 kilometres per day. The 5.8% that do not travel at all (for the purposes of attending to calls) represent some of the technicians based at corporate-type clients and therefore servicing a single client location.

Respondents by Client Type

The type of client being serviced has a significant influence on the travelling patterns of field support technician. In some instances, technicians are not required to travel at all whilst other types of clients require technicians to travel extensively in the course of responding to problems. Three distinct types of clients were identified for the purposes of the study:

1. Corporate Clients – These are clients that have an allocation of dedicated field technicians that are based at the client premises. The client premises are either in the form of a building or a campus will all users stationed within walking distance for the support technicians. Technicians in this type of environment typically do not have to travel and therefore incur no travelling expenses when attending to calls. It was expected that the PDA implementation project would have no impact on travelling costs for this type of environment.
2. One Client Several Sites – This category of clients is made up of those clients that have several sites within one or more service areas. Banks would typically fall

under this category of clients. Though Technicians servicing such clients spend the bulk of their time at the main centres (client head office), they are expected to travel to client branches to attend to calls. Distances travelled on such calls can be quite significant depending on the number of calls received as well as the number of technicians covering the area.

3. Several Clients – Some technicians service several smaller clients distributed across their service areas. This is most common in remote areas where a limited number of resources have to be used to service the entire service area. Support technicians servicing such clients are likely to travel extensively on calls incurring substantial travelling costs on a daily basis.

The table below is an indication of the number of responses received categorized according to the type of clients being serviced.

Table 4-4: Respondents by Client Type

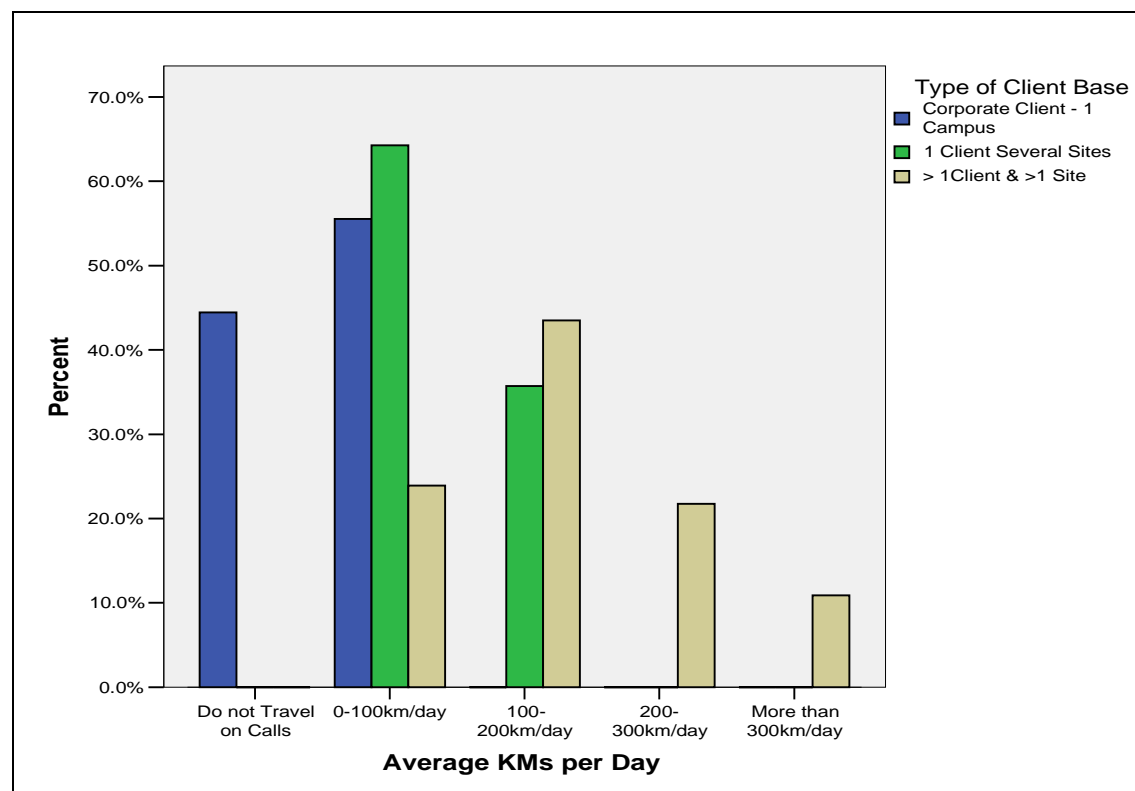
Type of Client Base	Frequency	% of Total Respondents
Corporate Client	9	13,0
One Client Several Sites	14	20.3
Several Clients	46	66.7
TOTAL	69	100

As reflected on the respondents by client type table above, only 13% of the respondents are based at corporate-type clients. This category of field support technicians can reach users either in a single building or in a campus environment on foot. As reflected in table 4-4, 20.3% of the respondents service single clients with several sites whilst the bulk of respondents (66.7%) service several clients which entails travelling from location to location on a daily basis.

Average Distance Travelled by Client Type

As expected, the type of client serviced by the technician seems to have a bearing on the average kilometres travelled per day. The graph below shows the relationship between client type and distance travelled per day.

Figure 4-1: Average Daily Distance Travelled by Client Type



As reflected on the graph above, the client type seems to have a significant bearing on the average distance travelled per day. As expected, the largest distances are travelled by respondents servicing several clients with distributed sites. Within this category of technicians, 10.9% travel more than 300km per day; 21.7% travel between 200 and 300km per day, 43.5% travel between 100 and 200km per day; whilst 23.9% travel between 0 and 100km per day. Amongst respondents servicing one client with several sites, 35.7% travel between 100 and 200km per day whilst 64.3% travel between 0 and 100km per day. None of the respondents in this category travels an average of more than 300km per day. As expected, the least travelling category of respondents is

that made up of technicians servicing corporate clients within a campus. Of this category, 44.4% do not travel at all whilst the remaining 55.6% travel an average of between 0 and 100km per day. This minimal travelling may be attributable to the collection of spares from spare depots and attending to warranty work with third parties.

Respondents by Call Update Method

The table below reflects one of the most important areas of this study. It presents the method used by the respondents to update their call on the system.

Table 4-5: Respondents by Call Update Method

Call Update Method	Frequency	% of Total Respondents
Use My PDA	41	59.4
Phone my Callco	16	23.2
Use my Office PC	12	17.4
TOTAL	69	100

As the data indicates, 59.4% of the respondents already use the PDA system to update their calls, 23.2% phone their respective Call Coordinators, whilst the remaining 17.4% use desktops at their respective base offices. The next section presents a supplementary view to the call update method. It reflects the call update method used by technicians by client type.

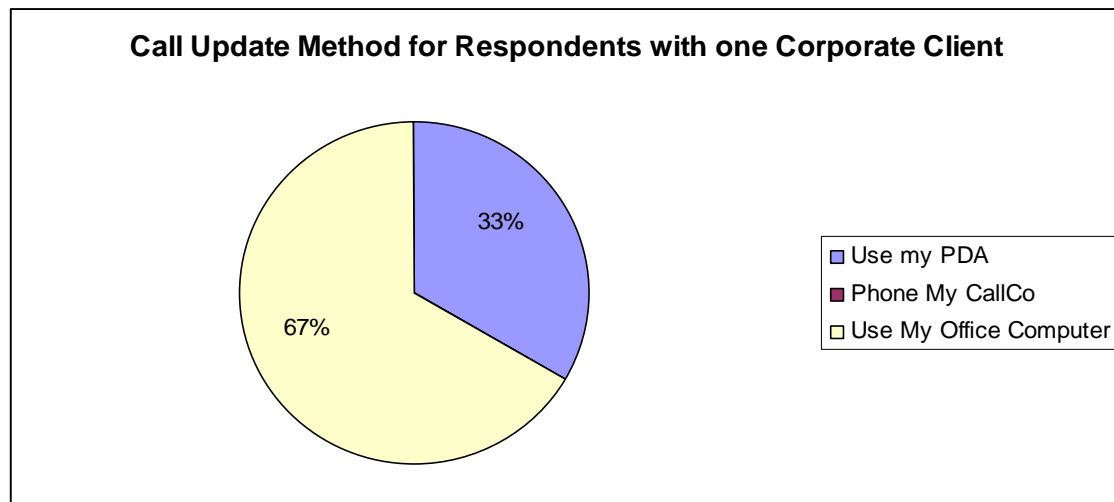
The majority of corporate-based technicians representing 8.7% of the total sample use their office computers whilst the remainder uses the PDA system to update calls. As expected, none of the corporate-based technicians uses the phone-in method. The majority of the “travelling” technicians, representing 55.1% (i.e. 49.28% + 5.8%) of the respondents use the PDA system for call updates.

Call Update Method by Client Type

The method of updating calls was found to vary according to the type of client being serviced. The next three pie charts represent the predominant call update method used

by technicians within each of the three different categories of clients (Corporate Clients; One Client Several Sites; and Several Clients). The first pie chart below represents the predominant call update method for respondents with one corporate client.

Figure 4-2: Call Update Method for “Corporate Clients”

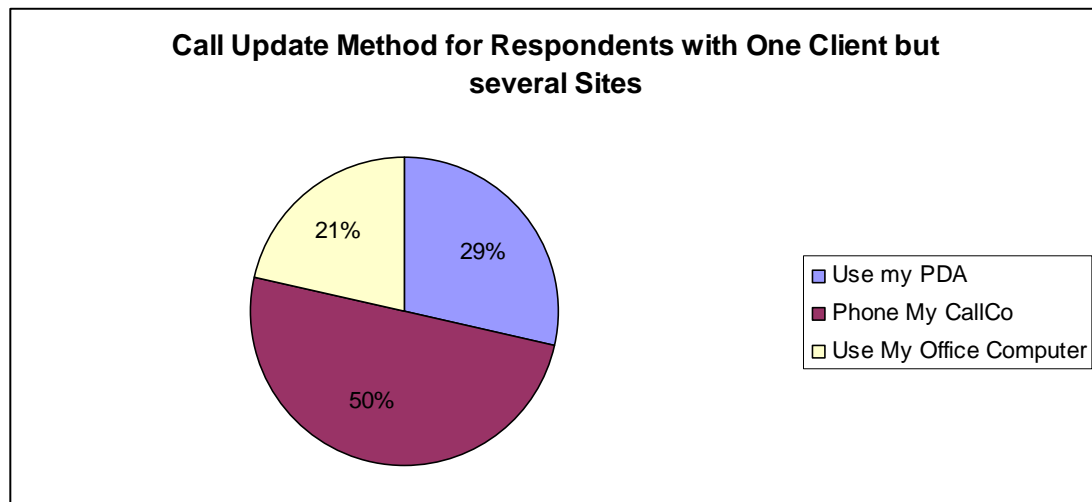


As much as 67% of the respondents based at corporate clients (single site) use their personal computers (PCs) to check for, and to update calls. The remaining 33% use the PDA system for this purpose whilst none of the corporate based technicians normally does their updates through their Callco's.

This trend in update method can be attributed to the fact that corporate based technicians can readily access the call management system as their workstations are within the same building or campus where the users are situated. It is therefore not necessary for them to call their Callco for this purpose.

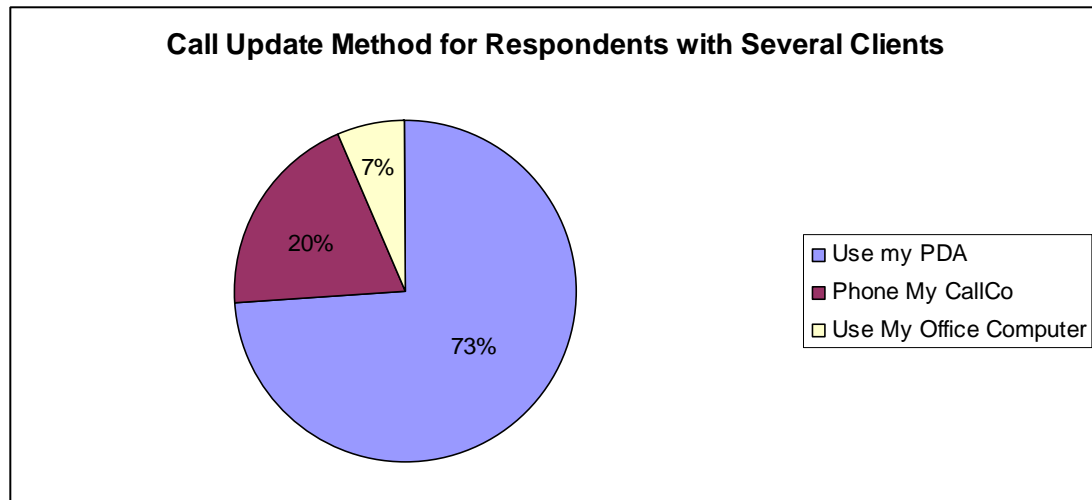
The figure below classifies the call update method for respondents with one client with users distributed across several sites.

Figure 4-3: Call Update Method for “One Client: Several Sites”



The scenario is significantly different for technicians with one client but distributed sites. The majority of the technicians in this category still phone their Callco to update call information. As indicated on the pie chart, 21% use their office computers while a modest 29% use the PDA system for this purpose. This is a worrying trend since the expectation is that more of the travelling technicians are expected to use the PDA system in order to cut down on the travelling expenses.

Figure 4-4: Call Update Method for “Several Clients – Several Sites”



Technician servicing several clients are generally subjected to significant travelling within the company. This is the area where the introduction of the PDA system was expected to have the greatest impact in reducing costs as well as resolution time frames. As reflected above, 73% of the respondents within this category of clients were found to be using the PDA system for updating calls. The second largest group making up 20% were found to be using the phone in method whilst the remaining 7% still use their office computers to update calls – the most undesirable call update method for the company.

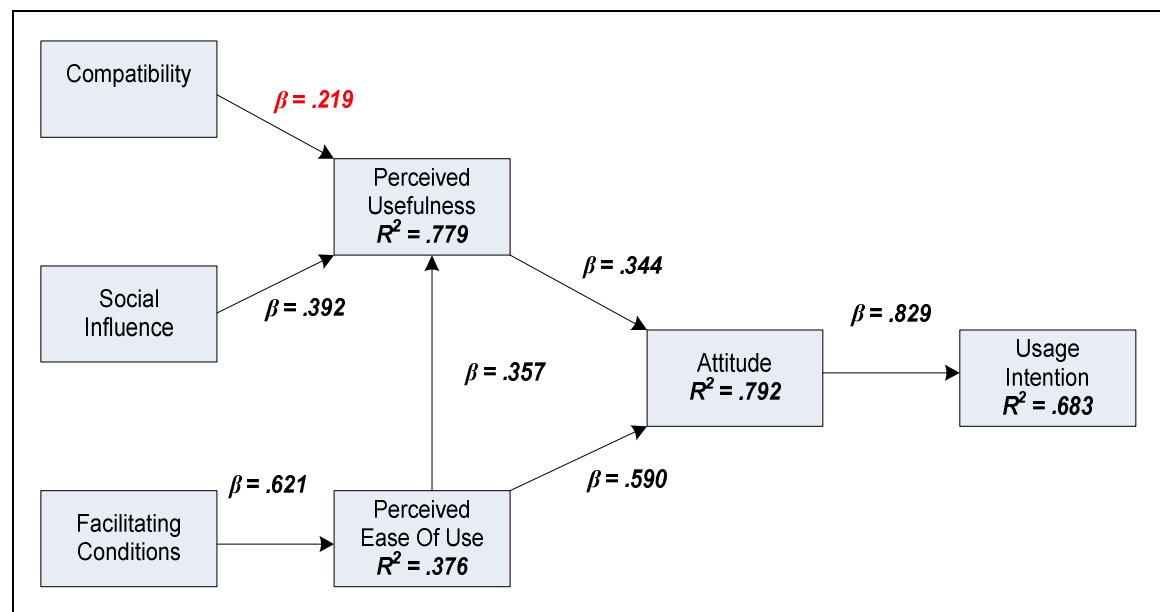
The next Section (4.3) looks at the validity of the proposed model. This will enable the researcher to determine the extent, to which interventions aimed at enhancing independent variables, will translate into improved system acceptance and ultimately improve usage of the system.

4.3 Model Evaluation

The proposed model for the current study suggests a hierarchical relationship amongst the different variables (Fig. 4-5 below). As discussed in section 1.5, the model forms the bases of the current study. Multiple regression was used to explore the relationships amongst all variables making up the model. Multiple regression is used to assess how well the set of variables can predict the required outcome which is

“Usage Intention” in the case of this current study. Figure 4-5 below outlines the values observed through the use of SPSS. The tests carried out facilitate the determination of the statistical significance of the results in terms of the model which were then used to either support or “not support” each of the Hypothesis (H1, H2,H3, H4, H5, H6 and H7).

Figure 4-5: Strength of Relationships amongst Variables



Each path (line and arrow) within the model represents a possible relationship between the independent variable (beginning of the line) and the dependent variable (end of the arrow). The strength of each relationship was tested by way of path analysis using linear regression for the four sub models. The results obtained from regression analysis are presented in the table below.

Table 4-6: Regression Analysis Results

Dependent Variable	Adjusted R- Square	SE	Independent Variables	β	Sig.	Hypothesis Supported	Hypothesis not Supported
PU	0.779	.504	CO	0.219	0.620		H5
			SI	0.392	0.000	H6	
			PE	0.357	0.001	H4	
PE	0.376	.703	FC	0.621	0.000	H7	
AT	0.792	.391	PU	0.344	0.001	H2	
			PE	0.590	0.000	H3	
US	0.683	.438	AT	0.829	0.000	H1	

According to the statistical analysis results, 77.9% of the variance in Perceived Usefulness can be explained by the first sub model, which is made up of Compatibility, Social Influence and Perceived Ease of Use as independent variables. According to the ANOVA table, the model reaches statistical significance (sig. = .000 which implies $p < .0005$). Social Influence (with a *beta* coefficient of .392) was found to be making the strongest unique contribution to explaining the variance in Perceived Usefulness when the variance explained by Compatibility and Perceived Ease of Use was controlled for. The *beta* value for Perceived Ease of Use was slightly lower (.357) indicating less of a contribution towards Perceived Usefulness. Both Social Influence and Perceived Ease of Use were found to have a Sig. value less than .05 indicating significant unique contribution to the model and thus supporting the hypothesis H4 and H6.

H4: Perceived Ease of Use will have a positive effect on the support technicians' Perceived Usefulness of the PDA system

H6: Social Influence will have a positive effect on the support technicians' Perceived Usefulness of the PDA system

In practical terms, the current study supports the view that both Social Influence and Perceived Ease of Use have significant impact on the support technicians' Perceived Usefulness of the PDA system. Compatibility on the other hand showed a Sig. value of .620 which is greater than .05. It can then be concluded that Compatibility was found not to be making a significant unique contribution to the prediction of Perceived Usefulness. This means that the current study was not successful in

supporting Hypothesis H5. This may be explained by the fact that the subjects in the current study were technically literate individuals who could work their way through any complex system and were in fact excited by the challenge of such systems.

It was found that 37.6% variance in Perceived Ease of Use can be attributed to Facilitating Conditions. A Beta coefficient of .621 was established with a Sig. value of .000 (indicating $p < .0005$). This indicates that Perceived Ease of Use makes a strong contribution in explaining the variance in PE. This is in support of Hypothesis H7 below.

H7: Facilitating Conditions will have a positive effect on the support technicians' Perceived Ease of Use of the PDA system

According to the analysis, 79.2% of the variance in Attitude can be explained by the sub model which includes Perceived Usefulness and Perceived Ease of Use ($p < .0005$). Consistent with hypothesis H2 and H3, Perceived Usefulness and Perceived Ease of Use are both positively related to Attitude. The analysis of the data shows that Perceived Usefulness and Perceived Ease of Use have a strong direct effect on support technicians' Attitude towards the PDA system ($\beta = .344$ and $.590$ respectively, $p < .001$).

H2: Perceived Usefulness will have a positive effect on the support technicians' Attitude towards the PDA system

H3: Perceived Ease of Use will have a positive effect on the support technicians' Attitude towards the PDA system

It should also be noted that perceived Ease of Use was found to have a significant indirect effect on Attitude through Perceived Usefulness. This is consistent with findings from previous studies (Davis, 1989; Igbaria *et al*, 1997; Liang *et al*, 2003).

The findings of the study indicate that 68.3% of the variance in Usage can be explained by the variance in Attitude. The data show that Attitude has a strong effect on the support technicians' self-reported usage of the PDA system ($\beta = .829$, $p < .0005$ with $SE = .438$) indicating significant support for hypothesis H1.

H1: Attitude will have a positive effect on the support technicians' Usage of the PDA system

This value in “variance explained” (68.3%) is higher than the value of 42.3% obtained by Lee *et al* (2004). The results of the current study confirm the assertion that individuals with more positive attitudes are more likely to use the PDA system.

4.4 Conclusion

In this section, the structural applicability of the proposed model was established by way of hypothesis testing using model path analysis. The strength of the influence of constructs making up the model in the context of the acceptance of systems by field support technicians was also established. Though the study was able to establish support for the relationships amongst all other variables as suggested by the model, it was not able to support the significance of compatibility in influencing Perceived Usefulness. Understanding of this model provides a good basis for companies with similar characteristics to identify and implement strategies aimed at enhancing system acceptance. The next section looks at the conclusions made from the current study and identifies possible areas for further research.

Chapter Five

Conclusions and Recommendations

5.1 Introduction

The current study was aimed at establishing the external validity of the modified TAM in the context of system acceptance by field support technicians. Chapter 4 was used to analyse the data obtained for the research and the extent to which hypotheses were supported. This section outlines the answers to the critical research questions as established through the study. The section also outlines a proposed framework for implementation of systems for field technicians and suggests areas for further research.

5.2 Limitations

Though the results of this study may be used to understand user acceptance of new technology, it must be understood that the context in which the study was conducted presents limitations to the extent it may be applied to other environments. First and foremost, the study was conducted within a technology services company where all respondents were technically skilled individuals. This implies that other factors would have to be taken into consideration if the findings are to be used in a different environment. The study also investigated acceptance of a specific technology, which would then limit generalisability for other technologies. The environment in which the study was conducted was also somewhat unstable since the company in question had just emerged from a merger process. This means that several other factors relating to allegiances to pre-merger systems had significant bearing on the study. It is reasonable to expect that a similar study conducted in a more stable environment may yield a different set of results.

One other major concern about the study is the fact that field support technicians employed by the company where the study was conducted, are reimbursed for the distances they travel when attending to calls at a rate per kilometre. In fact, in some cases technicians make more money from such travel claims than they do with their monthly salaries. The implication of this arrangement is that some technicians are inclined to prefer maximising distances travelled when attending to calls. This is likely to have influenced some of the responses received as part of the survey since the PDA system was primarily aimed at minimizing such travel.

5.3 Answers to Critical Questions

Having gone through the research and analysis process, it is important that the initial objectives of the study be revisited with the view of establishing the extent to which such objectives were achieved. As outlined in chapter one, the main objectives of the current study were:

1. To establish the external validity of the modified UTAUT model to the acceptance of a new system by IT professionals in a field support environment.
2. To establish which of the UTAUT constructs have the strongest influence on usage intention in the context of field support technicians.

The study has established the validity of the proposed model for the explanation of system acceptance and usage in the context of field support technicians within a technology services company. The findings of the study suggest the following variables to have a significant influence on Usage Intention: Social Influence, Facilitating Conditions, Perceived Usefulness, Perceived Ease of Use, as well as Attitude. The hierarchical relationships amongst the above constructs were also found to be in line with the proposed model. The study was able to answer all the critical questions posed in chapter one:

H1: Attitude will have a positive effect on the support technicians' Usage of the PDA system

- H2: Perceived Usefulness will have a positive effect on the support technicians' Attitude towards the PDA system*
- H3: Perceived Ease of Use will have a positive effect on the support technicians' Attitude towards the PDA system*
- H4: Perceived Ease of Use will have a positive effect on the support technicians' Perceived Usefulness of the PDA system*
- H6: Social Influence will have a positive effect on the support technicians' Perceived Usefulness of the PDA system*

The study was however unable to support the contribution of Compatibility in explaining Usage Intention as proposed by the model and other prior studies. This lack of support for the influence of Compatibility may possibly be explained by the fact that the environment under study comprised of individuals who have considerable command of technology and systems in general. Such individuals would therefore not be intimidated by the “phobia” associated with the introduction of new systems.

5.4 Comparison to Earlier Studies

The strength of the relationships amongst constructs was found to be somewhat different from earlier findings such as Venkatesh & Davis (2000); Igbaria *et al* (1997); Chau & Hu (2001) as well as Liang *et al* (2003). The current study established that as much as 68.3% variance of Usage Intention could be explained by the proposed model in the case of field support technicians. This figure is an improvement to the 42% variance observed by Chau & Hu (2001) with the acceptance of telemedicine technology by health care professionals. This suggests that Attitude is a greater factor for Usage Intention in the case of field support technicians. A similar model used by Liang *et al* (2003) for acceptance of a PDA system by healthcare professionals could account for 61.6% variance in Usage Intention.

Whilst Venkatesh & Davis (2000), Chau & Hu (2001), and Liang *et al* (2003) all agree that the greatest contribution towards Usage Intention comes from Perceived Usefulness, the current study has established that Perceived Ease of Use seems to have more influence on Usage Intention in the case of field support technicians, with a

Beta coefficient of .590. This may be attributable to the high volume of calls technicians employed by the company under study have to attend to and the fact that the PDA system is sometimes used whilst the technician is driving, hence the emphasis on making the task of using the PDA easier and quicker (Liang *et al*, 2003). On the other hand, for the acceptance of Telemedicine by health care professionals (Chau & Hu, 2001), Perceived Usefulness was found to be the most important factor, having direct impact on Usage Intention as well as via Attitude. Chau & Hu (2001) attributes this dominance of Perceived Usefulness to “*the physicians’ tool-oriented view of technology, acceptable only when demonstrating proven or desired utility in their practice*” (Chau & Hu, 2001).

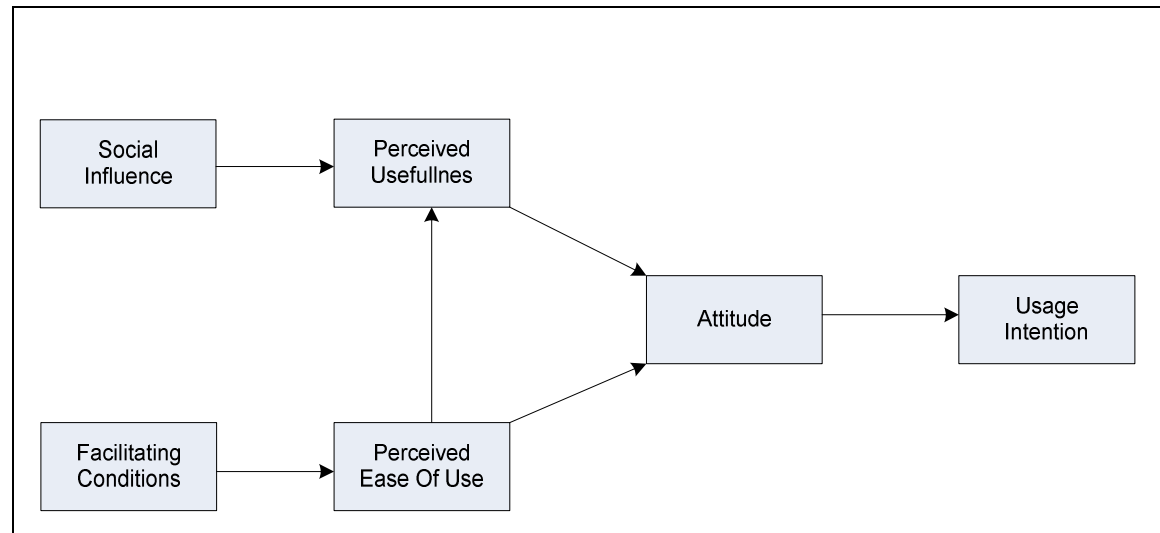
The current study found Social Influence to be a significant predictor of Perceived Usefulness for field support technicians in line with Venkatesh & Davis (2000). This is however in contrast to the findings of Chau & Hu (2001) where Subjective Norm proved to be an insignificant predictor of Usage Intention by health care professionals. This means that field support technicians in the current study place more weight on others’ (peers) opinions whilst physicians are more likely to develop independent opinions towards system usage.

Liang *et al* (2003) found that Compatibility together with Job Relevance were significant predictors of Usefulness; with Beta Coefficients of .295 and .273 respectively. According to Liang *et al* (2003), Compatibility has been identified as a major barrier of system implementation within the healthcare industry. This is mainly attributable to the health workers being “married” to their traditional paper based methods of working (Liang *et al*, 2003). As established by the current study, this is however not the case with field support technicians. Field support technicians are generally highly technology literate individuals who find it easy and sometimes exciting to experiment with new technology. Compatibility therefore becomes of little significance towards Perceived Usefulness.

In light of the non-significance of Compatibility in contributing towards Perceived usefulness, the study suggests that a further revised model should be used in

predicting acceptance and use of new systems by field support technicians in a technology services company. The revised model is illustrated below.

Figure 5-1: Revised Model for Field Support Technicians



As illustrated in figure 11 above, the revised model has substantial similarities to that proposed by Liang et al (2003). The sequence and relationships amongst constructs is consistent with that of the Technology Acceptance Model (TAM) as postulated by Davis (1989) and other subsequent studies such as Liang et al (2003) and Ward *et al* (2005). The only major difference observed in the revised model is the absence of compatibility as a predictor of Perceived Usefulness, which in turn has long been established as a predictor of usage intention.

5.5 Recommendations

System implementation failure can be attributed to two causes: Technology-related causes and implementation process-related causes (Zmud & Cox, 1979). Technology-related causes refer to the actual design and functioning of the technology and relates to its ability to fulfil its intended purpose as defined during the user requirements process. On the other hand, implementation process-related causes refer to causes emanating from the management of the entire implementation process - from Initiation to completion. Organizational researchers have identified implementation-

process issues as the most probable cause of system implementation failure (Fisher & Howell, 2004).

Most of these implementation-process issues can inadvertently be traced back to the natural phenomenon of “fear of change”(Misselhorn, 2005). Fisher & Howell (2004) found that stakeholders react psychologically and emotionally to new IT systems, making assumptions about how the new system will change their role in the organization, how they as users are supposed to act, as well as what management values are; in as far as the new system is concerned (Fisher & Howell, 2004).

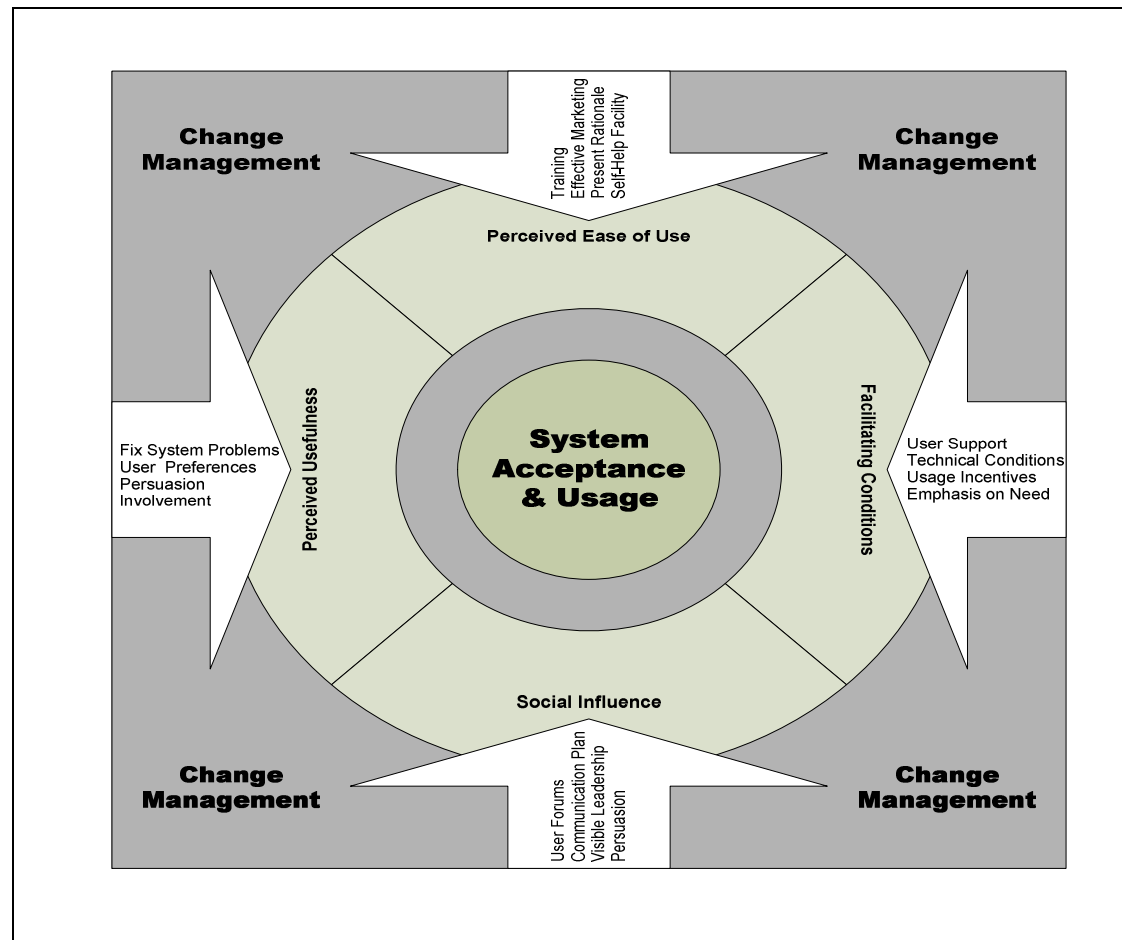
The findings of this study present an opportunity for organizations with similar settings to enhance the chances of positive results when implementing new systems for their technical field force. When implementing such systems, organizations need to pay attention to the following:

- 1) A proper change management strategy should be formulated and implemented diligently (Zmud & Cox, 1979)
- 2) The change management should address all the critical aspects that will enhance acceptance of the technology being implemented
- 3) Special focus should be given to interventions that will target the variables that have been identified as having significant influence on Usage Intention in the case of field support technicians. The current study has identified these as being:
 - Social Influence (Referred to as Subjective Norms by other researchers), and
 - Facilitating Conditions

A well thought out and designed system implementation approach paying attention to the above, will go a long way in enhancing the chances of system acceptance and use by field support technicians.

The figure below is a suggested framework that may be applied by organization when crafting a change management strategy for implementation of a new system

Figure 5-2: A Proposed Framework for enhancing System Acceptance



The framework is based on the findings of the current study and suggests that system acceptance and usage may be enhanced by influencing the usage determinants (constructs). The framework recommends a number of interventions that may be implemented to enhance each of the main determinants of system acceptance and usage (i.e. Perceived Usefulness; Perceived Ease of Use; Social Influence; and Facilitating Conditions).

The table below outlines the recommended interventions that may be applied to influence each of the determinants:

Table 5-1: Recommended Interventions for System Acceptance

Determinant	Enhancement Intervention
Perceived Usefulness	<ul style="list-style-type: none"> – Ensure that the functioning of the system is optimal and addresses its purpose (Fit for Use) – Ensure that user involvement is secured during design or sourcing phase of the system – Ensure that problems identified by system users are properly addressed within the shortest possible time
Perceived Ease of Use (High Focus; $\beta = .590$)	<ul style="list-style-type: none"> – Ensure that adequate training is given to the users – Effectively market the new system to the user population, clearly presenting the rationale for the implementation – Provide an easy to use self help facility to assist users with minor problems (Frequently Asked Questions facility)
Facilitating Conditions (Highest Focus; $\beta = .621$)	<ul style="list-style-type: none"> – Provide adequate support for users. Users should know exactly where to go to have their issues resolved – Ensure that a period of “holding your hand” is observed where system developers are at hand to provide assistance – Provide incentives for system usage if it is possible to do so
Social influence	<ul style="list-style-type: none"> – Create active user forums to encourage interactions amongst users. A platform such as facebook may be used as part of this exercise – Create a position of super user as a promoter of the system that will provide visible leadership – Ensure that usage of the system is encouraged from the highest possible level of the organisation

The interventions recommended above are likely to yield positive outcomes when implemented as part of an integrated system implementation plan by the organization. Moreover, the implementation plan and its execution should be well communicated to the user community to enhance buy in for the system. Venkatesh & Davis (2000) suggest using communication campaigns that raise the prestige of the system. Venkatesh & Davis (2000) also support the view that systems should be better designed to match job relevant needs, designed to optimise their output as well as designed to make them easier to use. Hunton & Beeler even suggest that users should be encouraged to participate during the development of the system so as to ensure that the ultimate users have the buy in to the system (Hunton & Beeler, 1997). Hunton &

Beeler (1997) further point out that “users should believe that their voice is being listened to in developing the system”.

System training has also been identified as one of the most important aspects of the system implementation process (Igbaria, Zinatelli, Cragg, & Cavaye, 1997). It has been identified as an antecedent of Perceived Ease of Use as part of Facilitating Conditions, which has been established as having substantial influence ($\beta = .621$) as a predictor of Ease of Use.

Other factors specific to the implementing organization should also be well understood and taken into account to ensure optimal user acceptance and usage of new systems.

5.6 Areas for Further Research

Although technology acceptance has received substantial attention from researchers over the years, the varying findings observed for different studies (contexts) justifies continued study aimed at establishing external validity of technology acceptance models. As an example, the current study presented a somewhat modified model for field support technicians from that proposed by Chau and Hu (2002) for healthcare professionals. Moreover, the strength of the relationships amongst constructs was found to be different in the case of field support technicians who demonstrated more “Ease of Use” rather than “Usefulness” as a predictor of “Usage Intention”. Such differences in findings justify more research in the area of technology acceptance.

All studies in the area of technology acceptance reviewed as part of the current study (Venkatesh & Davis (2000); Igbaria *et al* (1997); Chau & Hu (2001); as well Liang *et al* 2003), have only been able to account for up to 70% of the variance in usage intention with the current study being able to account for 68.3% variance. Though this goes a long way in demystifying technology acceptance itself, it still leaves implementers of such technologies with a significant gap in the development of implementation strategies. Could this unaccounted for variance in Usage Intention be attributable to “company specific” factors? More research needs to be conducted to understand other factors (company specific or otherwise) that may affect acceptance

and ultimately usage of newly implemented systems. Further work also needs to be done towards developing effective strategies to positively influence attitudes towards such system.

Addenda

Annexure 1: Ethical Clearance

Annexure 2: Permission to Conduct Research

Annexure 3: Research Instruments

Annexure 4: Concept Matrix

Annexure 5: Significance Tables

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Email: dumisani.ngcobo@gijima.com

25 April 2007

Dear Sir/Madam

Thank you for agreeing to participate in this survey. We would hereby like to make you aware of a few items relating to your participation in this survey.

The attached questionnaire is in Excel format and will take approximately 10 minutes to complete.

The data obtained from this questionnaire will form the basis of a research project used for the completion of an MBA programme through the University of KwaZulu-Natal. The purpose of the study is to evaluate acceptance of the PDA system and to establish the underlying issues affecting system usage

Participation is voluntary and all information obtained during the study will be treated as confidential. You may choose to terminate the completion of the questionnaire at any point in time. The respondent's identity is not required on the questionnaire. Responses will be held in confidence in a safe location and will be disposed of after the completion of the study. The return of the completed questionnaire constitutes consent to participate in the study. Only Aggregate and disguised data will be presented to the University of KwaZulu-Natal as the final product.

Should you require more clarification on the questions, please contact the researcher as per details above.

It would be appreciated if you return the completed questionnaire by email to:
dumisani.ngcobo@gijima.com

Thank you for your time and effort.

Yours sincerely

Dumisani Ngcobo
GijimaAst

Codebook for Research

Variable Name	SPSS Variable Name	TYPE	Coding Instructions
Gender	Gender	<i>Categorical</i>	1 = Male, 2 = Female
Age	Age	<i>Continuous</i>	Age in Years
Number of Years as technician	Experience	<i>Continuous</i>	Years of Experience
Province	Province	<i>Categorical</i>	1 = Gauteng, 2 = North West, 3 = Mpumalanga, 4 = Free Stete, 5 = KZN 6 = Western Cape, 7 = Northern Cape, 8 = Polokwane and 9 = Eastern Cape
Type of Client Base	ClientType	<i>Categorical</i>	1 = Corporate Environment 2 = One Client - Several Sites 3 = More than one Client organization; Several Site Locations
Daily Kilometres on Calls	KM	<i>Categorical</i>	1 = 0 km, 2 = 0-100km/day, 3 = 100-200km/day, 4 = 200-300km/day, 5 = 300+ km/day
Daily Number of Calls Attended to	Calls	<i>Continuous</i>	Number of Calls
Method used to update Calls	UpdateMethod	<i>Categorical</i>	1 = Through PDA, 2 = Phone Callco, 3 = Send email to Callco, 4 = Use PC @ Office
Perceived Usefulness Scale	PU1		1 = Strongly Agree, 2 = Agree, 3 = Unsure, 4 = Disagree, 5 = Strongly Disagree
	PU2		1 = Strongly Agree, 2 = Agree, 3 = Unsure, 4 = Disagree, 5 = Strongly Disagree
	PU3		1 = Strongly Agree, 2 = Agree, 3 = Unsure, 4 = Disagree, 5 = Strongly Disagree
Perceived Ease of Use Scale	PE1		1 = Strongly Agree, 2 = Agree, 3 = Unsure, 4 = Disagree, 5 = Strongly Disagree
	PE2		1 = Strongly Agree, 2 = Agree, 3 = Unsure, 4 = Disagree, 5 = Strongly Disagree
	PE3		1 = Strongly Agree, 2 = Agree, 3 = Unsure, 4 = Disagree, 5 = Strongly Disagree
Attitude Scale	AT1		1 = Strongly Agree, 2 = Agree, 3 = Unsure, 4 = Disagree, 5 = Strongly Disagree
	AT2		1 = Strongly Agree, 2 = Agree, 3 = Unsure, 4 = Disagree, 5 = Strongly Disagree
	AT3		1 = Strongly Agree, 2 = Agree, 3 = Unsure, 4 = Disagree, 5 = Strongly Disagree
Compatibility Scale	CO1		1 = Strongly Agree, 2 = Agree, 3 = Unsure, 4 = Disagree, 5 = Strongly Disagree
	CO2		1 = Strongly Agree, 2 = Agree, 3 = Unsure, 4 = Disagree, 5 = Strongly Disagree
	CO3		1 = Strongly Agree, 2 = Agree, 3 = Unsure, 4 = Disagree, 5 = Strongly Disagree
	CO4		1 = Strongly Agree, 2 = Agree, 3 = Unsure, 4 = Disagree, 5 = Strongly Disagree
Facilitating Conditions Scale	FC1		1 = Strongly Agree, 2 = Agree, 3 = Unsure, 4 = Disagree, 5 = Strongly Disagree
	FC2		1 = Strongly Agree, 2 = Agree, 3 = Unsure, 4 = Disagree, 5 = Strongly Disagree
	FC3		1 = Very Satisfied, 2 = Satisfied 3 = Unsure, 4 = Unsatisfied, 5 = Strongly Unsatisfied
Social Influence Scale	SI1		1 = Strongly Agree, 2 = Agree, 3 = Unsure, 4 = Disagree, 5 = Strongly Disagree
	SI2		1 = Strongly Agree, 2 = Agree, 3 = Unsure, 4 = Disagree, 5 = Strongly Disagree
	SI3		1 = Strongly Agree, 2 = Agree, 3 = Unsure, 4 = Disagree, 5 = Strongly Disagree
Usage Scale	US1		1 = Strongly Agree, 2 = Agree, 3 = Unsure, 4 = Disagree, 5 = Strongly Disagree
	US2		1 = Strongly Agree, 2 = Agree, 3 = Unsure, 4 = Disagree, 5 = Strongly Disagree
	US3		1 = Strongly Agree, 2 = Agree, 3 = Unsure, 4 = Disagree, 5 = Strongly Disagree

Respondent code (for office use only):

Notes on completing and submitting the questionnaire:

1. Please answer the questions in each section as best as you can.
2. Please provide your response to all questions.
3. The survey is electronic and all you need to do is click on your chosen response.
4. After completing the questionnaire kindly save it and e-Mail back to the following address:
dumisani.ngcobo@gijima.com
5. Should you prefer to fill in the questionnaire by hand, please fax it to: *Fax (012) 665 5154.*
6. Your prompt response (*within three days of receipt*) will be greatly appreciated.

Section A: Your permission to use response for academic research

Kindly fill in the spaces provided:

I, (name) (surname) by typing my name, hereby give permission that my response may be used for research purposes provided that my identity and personal details are not revealed in the published records of the research.

Date questionnaire filled in (please type DD/MM/YYYY):

Section B: Your general personal details (tick appropriate option)

1.1 Gender: ☐ Female ☐ Male

1.2 Please state your age in Years: years of age

1.3 Number of years as an FSE/Field Technician:

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

1.4 Do you own a company issued PDA? ☐ Yes ☐ No

Section C: Your work environment

2.1 In which province are you based?

☐ Gauteng ☐ North West ☐ Mpumalanga ☐ Free State ☐ KZN
☐ Western Cape ☐ Northern Cape ☐ Polokwane ☐ Eastern Cape

2.2 What type of client base do you service?

☐ Corporate environment (One client organization based in one building/campus)
☐ One client organization but based in more than one site
☐ More than one client organization as well as several site locations

2.3 On average how many kilometers do you cover attending to calls daily?

☐ Do not travel on calls ☐ 0-100km/day ☐ 100-200km/day ☐ 200-300km/day ☐ 300km+ /day

2.4 On average, how many calls do you attend to on a daily basis?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

3.5 What method do you use to update your calls?

☐ Use my PDA ☐ Phone my Callico ☐ Send Email to my Callico ☐ Use my PC @ the Office

Section D: Your interaction with the PDA system

Please answer this Section by indicating on the likert scale the Degree to which you Agree or Disagree with the Corresponding Statement.

3.1 Using my PDA enables me to better manage my calls:

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.16 GijimaAst leadership has generally supported the use of the PDA:

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.17 I look forward to the use of the PDA for more functions/purposes:

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.18 Use of the PDA system is important for performing my work:

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.19 I think that the PDA is a flexible tool to use:

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.20 Introducing the PDA system is a good idea in my point of view:

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.21 Using the PDA is completely compatible with my current situation:

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.23 Select the answer that you feel best fills the space in the statement below:

"I am generally _____ with the support I have received for the PDA system":

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Unsure
- ☐ Unsatisfied
- ☐ Very Unsatisfied

*Kindly save your completed questionnaire and email back at your earliest convenience.
Once again, Thank You for Your Time and Participation!*

	Source Concept	Article Rating out of 5	1	2	12	3	4	5	6	7	9	14	17	18	19	20	21	22	23	24	15	16	Comments
			Mobile Technology	Adoption of Innovation	Management Influence	Perceived Usefulness	Job Relevance	Perceived Ease of Use	Compatibility	Support/Facilitating Conditions (C10)	Social Influence	Value of IT	Reasons for Resistance	Dealing with Resistance	Strategies for change	Education & Communication	Participation & Involvement	Facilitation & Support	Negotiation & Agreement	Traditional Methods	Topics on Research	Instruments	
Article 1	Liang <i>et al.</i> (2003)	4	✓			✓	✓	✓	✓	✓													
Article 2	Davis (1989)			✓		✓		✓															
Article 3	Venkatesh <i>et al.</i> (2003)					✓		✓		✓	✓												
Article 4	Lu <i>et al.</i> (no year)					✓		✓		✓													
Article 5	Klopping & McKinney (2004)					✓		✓															
Article 6	Edberg & Lennartsson (2004)		✓	✓																			
Article 7	Son, Kim & Riggins (2006)					✓																	
Article 8	Linders (2006)			✓	✓	✓																	
Article 9	Behrens <i>et al.</i> (2005)	1																					Little Theoretical Value
Article 10	Lee, Kim & Chung (no year)																						
Article 11	Goodhue & Thompson (1995)		✓	✓																			
Article 12	Venkatesh (1999)			✓				✓															
Article 13	Basole (2004)	3	✓									✓											Value & impact of Mobile IT
Article 14	Gebauer, Shaw & Gribbins (2006)		✓				✓																
Article 15	Wessels (2003)											✓											
Article 16	Agarwal & Karahanna (2000)		✓	✓																			
Article 17	Pitt, Watson & Kavan (1995)																						
Article 18	Hunton & Beeler (1997)																					✓	
Article 19	Klein & Myers (1999)																				✓		
Article 20	Beulen & Streng (2004)	2			✓																		Little relevance
Article 21	Loiacono, Watson & Goodhue (2000)																						
Article 22	Teo & Pok (2003)			✓				✓			✓											✓	
Article 23	Gururajan, Toleman & Soar (no year)																						Wireless technology in health care
Article 24	Acton <i>et al.</i> (no year)		✓																				Small Screen information Systems
Article 25	Pedersen & Ling (2002)			✓																			
Article 26	Tarasewich (2002)							✓	✓														
Article 27	Gribbins, Gebauer & Shaw (2003)		✓																				
Article 28	Ward, brown & Massey (2005)	4			✓																	✓	
Article 29	Frambach & Schillewaert (1999)	4		✓						✓	✓												
Article 30	Fichman (1992)	4		✓	✓																✓		
Article 31	Forrester Research Inc. (2005)	3	✓									✓											
Article 32	Hubona & Kennick (1996)																						
Article 33	Singletary, Akbulut & Houston (2002)																						

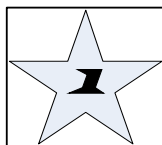
	Source Concept	Article Rating out of 5	1	2	12	3	4	5	6	7	9	14	17	18	19	20	21	22	23	24	15	16	Comments
			Mobile Technology	Adoption of Innovation	Management Influence	Perceived Usefulness	Job Relevance	Perceived Ease of Use	Compatibility	Support/Facilitating Conditions (C10)	Social Influence	Value of IT	Reasons for Resistance	Dealing with Resistance	Strategies for change	Education & Communication	Participation & Involvement	Facilitation & Support	Negotiation & Agreement	Traditional Methods	Topics on Research	Instruments	
Article 34	Dishaw & Strong (2002)																						
Article 35	Alatalo et al. (2001)	2	✓																				
Article 36	Dong (No Year)				✓																		
Article 37	Bradford & Florin (2003)	3		✓	✓																		
Article 38	Ling (No Year)	2			✓																		
Article 39	Limayen & Hirt (2003)					✓				✓	✓												
Article 40	Gefen & Straub (2000)							✓															
Article 41	Sabherwal, Jeyaraj & Chowa (2004)			✓	✓					✓													
Article 42	Rydbjork & Lindh (2004)		✓	✓	✓						✓												
Article 43	Sarker, Valacich & Sarker (2005)	4		✓					✓		✓												
Article 44	Kruger & Marais (2005)																						
Article 45	Davel & Snyman (2005)		Not Relevant																				
Article 46	Anderson & Schwager (No Year)	2	✓																			✓	
Article 47	Wikipedia encyclopedia (on TAM)	2		✓																			
Article 48	Grover (On Survey Researc)																					✓	
Article 49	(Theories in Research)																					✓	
Article 50	(Empowering Information Workers)		✓																				
Article 51	Basole (2004) (2nd Paper)	4	✓							✓													
Article 52	Markus & Tanis	4			✓							✓											Use as part of introduction outlining system implementation success + Management Influence
Article 53	Gribbins, Gebauer & Shaw (2003)																						
Article 54	Basole (no year)																						Mobile Enterprise Applications
Article 55	Kristoffeson & Ljungberg (no year)		✓																				Mobility defined
Article 56	Fichman (1999)			✓																			Fiffusion of innovation
Article 57	Marais & Kruger																						Beurecratic Environment
Article 58	Mobility at AT&T		✓																				Mibility
Article 59	Alatalo et al (2001)		✓																				Mobile information systems
Article 60	Igbaria et al (1997)																						
Article 61	Venkatesh & Davis (2000)																						
Article 62	DeLone (1981)																						
Article 63	Anakwe, Igbaria & Anandarajan (2000)																						
Article 64	Taylor & Todd (1995)																						
Article 65	Barki & Hartwick (1994)																						
Article 66	Reich & Benbasat (1996)																						

	Source Concept	Article Rating out of 5	1	2	12	3	4	5	6	7	9	14	17	18	19	20	21	22	23	24	15	16	Comments
			Mobile Technology	Adoption of Innovation	Management Influence	Perceived Usefulness	Job Relevance	Perceived Ease of Use	Compatibility	Support/Facilitating Conditions (C10)	Social Influence	Value of IT	Reasons for Resistance	Dealing with Resistance	Strategies for change	Education & Communication	Participation & Involvement	Facilitation & Support	Negotiation & Agreement	Traditional Methods	Topics on Research	Instruments	
Article 67	DeLone (1988)																						
Article 68	Davis, Bagozzi & Warshaw (1989)																						
Article 69	Leonard-Barton & Deschamps (1998)																						
Article 70	Venkatraman & Ramanujam (1987)																						
Article 71	Hartwick & Barki (1994)																						
Article 72	Segars & Grover (1998)																						
Article 73	Zmud & Cox (1979)														✓	✓	✓						
Article 74	Kearns (2004)																						
Article 75	Lauer & Rajagopalan (2003)																						
Article 76	Chau & Hu (2001)																						
Article 77	Goodman & Griffith (1991)																						
Article 78	Shaw (2003)																						Not much relevance
Article 79	Raho et al. (1987)												✓										
Article 80	Fisher & Howell (2004)																						
Article 81	Argawal																						
Article 82	Jones et al. (no year)																						
Article 83	Bodker et al. (2004)																						
Article 84																							
Article 85	Dent & Goldberg (1999)																						
Article 86	Fallon (2005)	4													✓	✓	✓		✓	✓			
Article 87	Bramson & Bramson (2005)													✓									
Article 88	Sumner (1999)																						Not much relevance
Article 89	Jiang & Muhanna 1999)																						
Article 90	Kotter & Schlesinger (1979)												✓	✓	✓								
Article 91	Coetsee (1993)												✓		✓								
Article 92																							
Article 93	Smith & McKeen (1992)																						
Article 94	Durand & Kuukkanen (2004)													✓	✓								
Article 95	Heracleous (2002)												✓										
Article 96	No Name (Part of Book)																						
Article 97																							
Article 98																							
Article 99																							

	Source Concept	Article Rating out of 5	1	2	12	3	4	5	6	7	9	14	17	18	19	20	21	22	23	24	15	16	Comments
			Mobile Technology	Adoption of Innovation	Management Influence	Perceived Usefulness	Job Relevance	Perceived Ease of Use	Compatibility	Support /Facilitating Conditions (C10)	Social Influence	Value of IT	Reasons for Resistance	Dealing with Resistance	Strategies for change	Education & Communication	Participation & Involvement	Facilitation & Support	Negotiation & Agreement	Traditional Methods	Topics on Research	Instruments	
Article 100																							
			1	2	12	3	4	5	6	7	9	14	17	18	19	20	21	22	23	24	15	16	

Descriptive Statistics for Continuous Variables

Variable	Skewness		Kurtosis	
	Value	Interpretation (Page 52)	Value	Interpretation
Age	0.930	Scores clustered to the left hand side (low values)	-0.123	Distribution relatively flat (Too many cases in the extremes)
Experience	0.091	Scores clustered to the left hand side (low values)	-1.346	
Calls per day	0.731	Scores clustered to the left hand side (low values)	-0.827	
Perceived Usefulness	0.651	Scores clustered to the left hand side (low values)	-0.557	
Perceived Ease of Use	0.464	Scores clustered to the left hand side (low values)	-0.344	
Attitude	0.755	Scores clustered to the left hand side (low values)	0.021	Distribution is rather peaked (clustred in centre) with long thin tails
Compatibility	0.531	Scores clustered to the left hand side (low values)	-0.290	
Facilitating Conditions	0.344	Scores clustered to the left hand side (low values)	-0.586	
Social Influence	-0.001	Scores clustered at the righthand side (High values)	-0.936	
Usage	0.565	Scores clustered to the left hand side (low values)	-0.496	



Respondent code (for office use only):

Notes on completing and submitting the questionnaire:

1. Please answer the questions in each section as best as you can.
2. Please provide your response to all questions.
3. The survey is electronic and all you need to do is click on your chosen response.
4. After completing the questionnaire kindly save it and e-Mail back to the following address:
dumisani.ngcobo@gijima.com
5. Should you prefer to fill in the questionnaire by hand, then you can either fax it to: *Fax (012) 665*
6. Your prompt response (*within three days of receipt*) will be greatly appreciated.

Section A: Your permission to use response for academic research

Kindly fill in the spaces provided:

I, (name) (surname) by typing my name, hereby give permission that my response may be used for research purposes provided that my identity and personal details are not revealed in the published records of the research.

Date questionnaire filled in (please type DD/MM/YYYY):

Section B: Your general personal details (tick appropriate option)

1.1 Gender: ☐ Female ☒ Male

1.2 Please state your age in Years:

years of age

1.3 Number of years as an FSE/Field Technician:

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☒ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

Section C: Your work environment

2.1 In which province are you based?

☐ ☐ North West ☒ Mpumalanga ☐ Free State ☐ KZN
☐ Western Cape ☐ Northern Cape ☐ Polokwane ☐ Eastern Cape

2.2 What type of client base do you service?

- ☐ Corporate environment (One client organization based in one building/campus)
☐ One client organization but based in more than one site
☒ More than one client organization + several site locations

2.3 On average how many kilometers do you cover on calls daily?

☐ Do not travel on calls ☐ 0-100km/day ☐ 100-200km/day ☒ 200-300km/day ☐ 300km+ /day

2.4 On average, how many calls do you attend to on a daily basis?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☒ 10 ☐ More than 10

2.5 What method do you use to update your calls?

☐ Use my PDA ☒ Phone my Callco ☐ Send Email to my Callco ☐ Other Method

Section D: Your interaction with the PDA system					
3.1 Using my PDA enables me to better manage my calls:					PUI
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.2 I find it easy to operate the PDA:					PE1
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.3 Introducing the PDA system is a good idea from the company's point of view:					ATI
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.4 Using the PDA fits well with the way I prefer to work:					CO1
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.5 A specific person/group is available for assistance when I have problems with my PDA:					FC1
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:					SII
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input checked="" type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.7 I use my PDA very frequently:					US1
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.8 Updating calls using the PDA is easy:					PE2
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input checked="" type="checkbox"/> Strongly Disagree	
3.9 The PDA fits well with all aspects of my lifestyle:					CO2
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.10 In general the user community supports the use of the PDA:					SI2
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input checked="" type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.11 I believe the PDA will be widely used within the company in the next 12 months:					US2
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.12 Using the PDA enhances my productivity:					PU2
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.13 Working with the PDA makes work more interesting:					AT2
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.14 I find the PDA to be a practical instrument to use for phoning:					CO3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.15 Problems raised in connection with functioning of the PDA generally get resolved:					FC2
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	

3.19 I think that the PDA is a flexible tool to use:

PE3

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.20 Introducing the PDA system is a good idea in my point of view:

AT3

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.21 Using the PDA is completely compatible with my current situation:

CO4

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.23 Select the answer that you feel best fills the space in the statement below:

FC3

"I am generally _____ with the support I have received for the PDA system":

☐ Very Satisfied
☐ Satisfied
☐ Unsure
☒ Unsatisfied
☐ Very Unsatisfied

*Kindly save your completed questionnaire and email back at your earliest convenience.
Once again, Thank You Very Much for Your Time and Participation!*

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dumisani.ngcobo@gijima.com
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Date questionnaire filled in (please type DD/MM/YYYY):

Section B: Your general personal details (tick appropriate option)

1.1 Gender: ☐ Female ☒ Male

1.2 Please state your age in Years:

years of age

1.3 Number of years as an FSE/Field Technician:

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☒ More than 10

1.4 Do you own a company issued PDA?

☒ Yes

☐ No

Section C: Your work environment

2.1 In which province are you based?

☒ Gauteng ☐ North West ☐ Mpumalanga ☐ Free State ☐ KZN
☐ Western Cape ☐ Northern Cape ☐ Polokwane ☐ Eastern Cape

2.2 What type of client base do you service?

☒ Corporate environment (One client organization based in one building/campus)
☐ One client organization but based in more than one site
☐ More than one client organization as well as several site locations

2.3 On average how many kilometers do you cover attending to calls daily?

☐ Do not travel on calls ☒ 0-100km/day ☐ 100-200km/day ☐ 200-300km/day ☐ 300km+ /day

2.4 On average, how many calls do you attend to on a daily basis?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☒ More than 10

2.5 What method do you use to update your calls?

☐ Use my PDA ☐ Phone my Callco ☐ Send Email to my Callco ☒ Use my PC @ the Office

Section D: Your interaction with the PDA system

Please answer this Section by indicating on the likert scale the Degree to which you Agree or Disagree with the Corresponding Statement.

3.1 Using my PDA enables me to better manage my calls:

PUI

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SII

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input checked="" type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
<p align="center"><i>Kindly save your completed questionnaire and email back at your earliest convenience. Once again, Thank You for Your Time and Participation!</i></p>					

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1.2 Please state your age in Years:

years of age

1.3 Number of years as an FSE/Field Technician:

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☒ 9 ☐ 10 ☐ More than 10

1.4 Do you own a company issued PDA?

☒ Yes ☐ No

Section C: Your work environment

2.1 In which province are you based?

☒ Gauteng ☐ North West ☐ Mpumalanga ☐ Free State ☐ KZN
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☐ More than one client organization as well as several site locations

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2.4 On average, how many calls do you attend to on a daily basis?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☒ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

2.5 What method do you use to update your calls?

☐ Use my PDA ☒ Phone my Callico ☐ Send Email to my Callico ☒ Use my PC @ the Office

Section D: Your interaction with the PDA system

Please answer this Section by indicating on the likert scale the Degree to which you Agree or Disagree with the Corresponding Statement.

3.1 Using my PDA enables me to better manage my calls:

PUI

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SII

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input checked="" type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input checked="" type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
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☐ Yes

☐ No

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3.2 I find the PDA easy to operate:

PE1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

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3.4 Using the PDA fits well with the way I prefer to work:

CO1

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3.8 Updating calls using the PDA is easy:

PE2

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☒ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

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3.12 Using the PDA enhances my productivity:

PU2

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☒ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☒ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☒ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☒ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input checked="" type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
<p align="center"><i>Kindly save your completed questionnaire and email back at your earliest convenience. Once again, Thank You for Your Time and Participation!</i></p>					

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Date questionnaire filled in (please type DD/MM/YYYY):

Section B: Your general personal details (tick appropriate option)

1.1 Gender: ☐ Female ☒ Male

1.2 Please state your age in Years:

years of age

1.3 Number of years as an FSE/Field Technician:

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☒ 8 ☐ 9 ☐ 10 ☐ More than 10

1.4 Do you own a company issued PDA?

☒ Yes ☐ No

Section C: Your work environment

2.1 In which province are you based?

☒ Gauteng ☐ North West ☐ Mpumalanga ☐ Free State ☐ KZN
☐ Western Cape ☐ Northern Cape ☐ Polokwane ☐ Eastern Cape

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☒ One client organization but based in more than one site
☐ More than one client organization as well as several site locations

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☐ Do not travel on calls ☐ 0-100km/day ☒ 100-200km/day ☐ 200-300km/day ☐ 300km+ /day

2.4 On average, how many calls do you attend to on a daily basis?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☒ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

2.5 What method do you use to update your calls?

☐ Use my PDA ☒ Phone my Callico ☐ Send Email to my Callico ☒ Use my PC @ the Office

Section D: Your interaction with the PDA system

Please answer this Section by indicating on the likert scale the Degree to which you Agree or Disagree with the Corresponding Statement.

3.1 Using my PDA enables me to better manage my calls:

PUI

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SU1

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☒ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☒ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☒ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☒ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☒ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input checked="" type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input checked="" type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input checked="" type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
<input checked="" type="checkbox"/> Very Unsatisfied					
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Date questionnaire filled in (please type DD/MM/YYYY):

02 June 2007

Section B: Your general personal details (tick appropriate option)

1.1 Gender: ☐ Female ☒ Male

1.2 Please state your age in Years:

35

years of age

1.3 Number of years as an FSE/Field Technician:

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☒ 9 ☐ 10 ☐ More than 10

1.4 Do you own a company issued PDA?

☐ Yes

☐ No

Section C: Your work environment

2.1 In which province are you based?

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Please answer this Section by indicating on the likert scale the Degree to which you Agree or Disagree with the Corresponding Statement.

3.1 Using my PDA enables me to better manage my calls:

PUI

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SII

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input checked="" type="checkbox"/> Very Satisfied					
<input type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
<p><i>Kindly save your completed questionnaire and email back at your earliest convenience.</i></p> <p><i>Once again, Thank You for Your Time and Participation!</i></p>					

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1.1 Gender: ☒ Female ☐ Male

1.2 Please state your age in Years:

years of age

1.3 Number of years as an FSE/Field Technician:

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☒ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

1.4 Do you own a company issued PDA?

☒ Yes ☐ No

Section C: Your work environment

2.1 In which province are you based?

☐ Gauteng ☐ North West ☐ Mpumalanga ☐ Free State ☒ KZN
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PUI

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SU1

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input checked="" type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
<p align="center">Kindly save your completed questionnaire and email back at your earliest convenience. Once again, Thank You for Your Time and Participation!</p>					

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years of age

1.3 Number of years as an FSE/Field Technician:

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☒ More than 10

1.4 Do you own a company issued PDA?

☒ Yes

☐ No

Section C: Your work environment

2.1 In which province are you based?

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PUI

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

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☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

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US1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

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3.12 Using the PDA enhances my productivity:

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☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

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AT2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

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CO3

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input checked="" type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input type="checkbox"/> Satisfied					
<input checked="" type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
<p align="center">Kindly save your completed questionnaire and email back at your earliest convenience. Once again, Thank You for Your Time and Participation!</p>					

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1.1 Gender: ☐ Female ☒ Male

1.2 Please state your age in Years:

years of age

1.3 Number of years as an FSE/Field Technician:

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☒ More than 10

1.4 Do you own a company issued PDA?

☒ Yes ☐ No

Section C: Your work environment

2.1 In which province are you based?

☐ Gauteng ☐ North West ☐ Mpumalanga ☐ Free State ☒ KZN
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2.5 What method do you use to update your calls?

☒ Use my PDA ☐ Phone my Callico ☐ Send Email to my Callico ☐ Use my PC @ the Office

Section D: Your interaction with the PDA system

Please answer this Section by indicating on the likert scale the Degree to which you Agree or Disagree with the Corresponding Statement.

3.1 Using my PDA enables me to better manage my calls:

PUI

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SU1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input checked="" type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input checked="" type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
<p align="center">Kindly save your completed questionnaire and email back at your earliest convenience. Once again, Thank You for Your Time and Participation!</p>					

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years of age

1.3 Number of years as an FSE/Field Technician:

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

1.4 Do you own a company issued PDA?

☒ Yes

☐ No

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2.1 In which province are you based?

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Section D: Your interaction with the PDA system

Please answer this Section by indicating on the likert scale the Degree to which you Agree or Disagree with the Corresponding Statement.

3.1 Using my PDA enables me to better manage my calls:

PUI

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SII

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input checked="" type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input checked="" type="checkbox"/> Very Satisfied					
<input type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
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☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☒ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

1.4 Do you own a company issued PDA?

☒ Yes ☐ No

Section C: Your work environment

2.1 In which province are you based?

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PUI

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3.2 I find the PDA easy to operate:

PE1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SU1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input checked="" type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
<p align="center"><i>Kindly save your completed questionnaire and email back at your earliest convenience. Once again, Thank You for Your Time and Participation!</i></p>					

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2.5 What method do you use to update your calls?

☐ Use my PDA ☒ Phone my Callco ☐ Send Email to my Callco ☐ Other Method

Section D: Your interaction with the PDA system					
3.1 Using my PDA enables me to better manage my calls:					PUI
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.2 I find it easy to operate the PDA:					PE1
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.3 Introducing the PDA system is a good idea from the company's point of view:					ATI
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.4 Using the PDA fits well with the way I prefer to work:					CO1
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.5 A specific person/group is available for assistance when I have problems with my PDA:					FC1
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:					SII
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.7 I use my PDA very frequently:					US1
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.8 Updating calls using the PDA is easy:					PE2
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input checked="" type="checkbox"/> Strongly Disagree	
3.9 The PDA fits well with all aspects of my lifestyle:					CO2
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.10 In general the user community supports the use of the PDA:					SI2
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.11 I believe the PDA will be widely used within the company in the next 12 months:					US2
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.12 Using the PDA enhances my productivity:					PU2
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.13 Working with the PDA makes work more interesting:					AT2
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.14 I find the PDA to be a practical instrument to use for phoning:					CO3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input checked="" type="checkbox"/> Strongly Disagree	
3.15 Problems raised in connection with functioning of the PDA generally get resolved:					FC2
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	

3.19 I think that the PDA is a flexible tool to use: **PE3**

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.20 Introducing the PDA system is a good idea in my point of view: **AT3**

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.21 Using the PDA is completely compatible with my current situation: **CO4**

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.23 Select the answer that you feel best fills the space in the statement below: **FC3**

"I am generally _____ with the support I have received for the PDA system":

☐ Very Satisfied

☐ Satisfied

☐ Unsure

☒ Unsatisfied

☐ Very Unsatisfied

*Kindly save your completed questionnaire and email back at your earliest convenience.
Once again, Thank You Very Much for Your Time and Participation!*

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Section B: Your general personal details (tick appropriate option)

1.1 Gender: ☐ Female ☒ Male

1.2 Please state your age in Years:

years of age

1.3 Number of years as an FSE/Field Technician:

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☒ More than 10

1.4 Do you own a company issued PDA?

☐ Yes

☐ No

Section C: Your work environment

2.1 In which province are you based?

☐ Gauteng ☐ North West ☐ Mpumalanga ☐ Free State ☐ KZN
☐ Western Cape ☒ Northern Cape ☐ Polokwane ☐ Eastern Cape

2.2 What type of client base do you service?

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☐ One client organization but based in more than one site
☒ More than one client organization as well as several site locations

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☐ Do not travel on calls ☐ 0-100km/day ☒ 100-200km/day ☐ 200-300km/day ☐ 300km+ /day

2.4 On average, how many calls do you attend to on a daily basis?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☒ More than 10

2.5 What method do you use to update your calls?

☐ Use my PDA ☒ Phone my Callico ☐ Send Email to my Callico ☒ Use my PC @ the Office

Section D: Your interaction with the PDA system

Please answer this Section by indicating on the likert scale the Degree to which you Agree or Disagree with the Corresponding Statement.

3.1 Using my PDA enables me to better manage my calls:

PUI

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SII

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input checked="" type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input checked="" type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input checked="" type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input checked="" type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input checked="" type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
<p align="center"><i>Kindly save your completed questionnaire and email back at your earliest convenience. Once again, Thank You for Your Time and Participation!</i></p>					

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1.1 Gender: ☐ Female ☒ Male

1.2 Please state your age in Years:

years of age

1.3 Number of years as an FSE/Field Technician:

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☒ 10 ☐ More than 10

1.4 Do you own a company issued PDA?

☒ Yes

☐ No

Section C: Your work environment

2.1 In which province are you based?

☐ Gauteng ☐ North West ☐ Mpumalanga ☐ Free State ☐ KZN
☐ Western Cape ☒ Northern Cape ☐ Polokwane ☐ Eastern Cape

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- ☒ Corporate environment (One client organization based in one building/campus)
☐ One client organization but based in more than one site
☐ More than one client organization as well as several site locations

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☐ Do not travel on calls ☒ 0-100km/day ☐ 100-200km/day ☐ 200-300km/day ☐ 300km+ /day

2.4 On average, how many calls do you attend to on a daily basis?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☒ More than 10

2.5 What method do you use to update your calls?

☐ Use my PDA ☐ Phone my Callco ☐ Send Email to my Callco ☒ Use my PC @ the Office

Section D: Your interaction with the PDA system

Please answer this Section by indicating on the likert scale the Degree to which you Agree or Disagree with the Corresponding Statement.

3.1 Using my PDA enables me to better manage my calls:

PUI

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SII

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input checked="" type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input checked="" type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input checked="" type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
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1.3 Number of years as an FSE/Field Technician:

☒ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

1.4 Do you own a company issued PDA?

☒ Yes ☐ No

Section C: Your work environment

2.1 In which province are you based?

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☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SU1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

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☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input checked="" type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input checked="" type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
<p align="center"><i>Kindly save your completed questionnaire and email back at your earliest convenience. Once again, Thank You for Your Time and Participation!</i></p>					

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Section B: Your general personal details (tick appropriate option)

1.1 Gender: ☐ Female ☒ Male

1.2 Please state your age in Years:

years of age

1.3 Number of years as an FSE/Field Technician:

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☒ More than 10

1.4 Do you own a company issued PDA?

☒ Yes

☐ No

Section C: Your work environment

2.1 In which province are you based?

☐ ☐ North West ☐ Mpumalanga ☐ Free State ☒ KZN
☐ Western Cape ☐ Northern Cape ☐ Polokwane ☐ Eastern Cape

2.2 What type of client base do you service?

- ☐ Corporate environment (One client organization based in one building/campus)
☐ One client organization but based in more than one site
☒ More than one client organization as well as several site locations

2.3 On average how many kilometers do you cover attending to calls daily?

☐ Do not travel on calls ☐ 0-100km/day ☐ 100-200km/day ☒ 200-300km/day ☐ 300km+ /day

2.4 On average, how many calls do you attend to on a daily basis?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

2.5 What method do you use to update your calls?

☒ Use my PDA ☐ Phone my Callico ☐ Send Email to my Callico ☐ Use my PC @ the Office

Section D: Your interaction with the PDA system

Please answer this Section by indicating on the likert scale the Degree to which you Agree or Disagree with the Corresponding Statement.

3.1 Using my PDA enables me to better manage my calls:

PUI

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SII

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input checked="" type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
<p align="center">Kindly save your completed questionnaire and email back at your earliest convenience. Once again, Thank You for Your Time and Participation!</p>					

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dumisani.ngcobo@gijima.com
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Section B: Your general personal details (tick appropriate option)

1.1 Gender: ☐ Female ☒ Male

1.2 Please state your age in Years:

years of age

1.3 Number of years as an FSE/Field Technician:

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☒ 8 ☐ 9 ☐ 10 ☐ More than 10

1.4 Do you own a company issued PDA?

☒ Yes

☐ No

Section C: Your work environment

2.1 In which province are you based?

☒ Gauteng ☐ North West ☐ Mpumalanga ☐ Free State ☐ KZN
☐ Western Cape ☐ Northern Cape ☐ Polokwane ☐ Eastern Cape

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Section D: Your interaction with the PDA system

Please answer this Section by indicating on the likert scale the Degree to which you Agree or Disagree with the Corresponding Statement.

3.1 Using my PDA enables me to better manage my calls:

PUI

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SII

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input checked="" type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input checked="" type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
<p align="center"><i>Kindly save your completed questionnaire and email back at your earliest convenience. Once again, Thank You for Your Time and Participation!</i></p>					

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1.1 Gender: ☐ Female ☒ Male

1.2 Please state your age in Years:

years of age

1.3 Number of years as an FSE/Field Technician:

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☒ More than 10

1.4 Do you own a company issued PDA?

☒ Yes

☐ No

Section C: Your work environment

2.1 In which province are you based?

☐ Gauteng ☐ North West ☐ Mpumalanga ☒ Free State ☐ KZN
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Please answer this Section by indicating on the likert scale the Degree to which you Agree or Disagree with the Corresponding Statement.

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PUI

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SII

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input checked="" type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
<p style="text-align: center;"><i>Kindly save your completed questionnaire and email back at your earliest convenience. Once again, Thank You for Your Time and Participation!</i></p>					

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1.4 Do you own a company issued PDA?

☒ Yes

☐ No

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2.1 In which province are you based?

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3.2 I find the PDA easy to operate:

PE1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

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3.8 Updating calls using the PDA is easy:

PE2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

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3.12 Using the PDA enhances my productivity:

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☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

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AT2

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CO3

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input checked="" type="checkbox"/> Very Satisfied					
<input type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
<p align="center"><i>Kindly save your completed questionnaire and email back at your earliest convenience. Once again, Thank You for Your Time and Participation!</i></p>					

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Date questionnaire filled in (please type DD/MM/YYYY):

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1.1 Gender: ☐ Female ☒ Male

1.2 Please state your age in Years:

years of age

1.3 Number of years as an FSE/Field Technician:

☐ 1 ☒ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

1.4 Do you own a company issued PDA?

☒ Yes

☐ No

Section C: Your work environment

2.1 In which province are you based?

☐ Gauteng ☐ North West ☐ Mpumalanga ☐ Free State ☐ KZN
☒ Western Cape ☐ Northern Cape ☐ Polokwane ☐ Eastern Cape

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2.4 On average, how many calls do you attend to on a daily basis?

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2.5 What method do you use to update your calls?

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Section D: Your interaction with the PDA system

Please answer this Section by indicating on the likert scale the Degree to which you Agree or Disagree with the Corresponding Statement.

3.1 Using my PDA enables me to better manage my calls:

PUI

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SII

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input checked="" type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input checked="" type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
<p align="center"><i>Kindly save your completed questionnaire and email back at your earliest convenience. Once again, Thank You for Your Time and Participation!</i></p>					

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years of age

1.3 Number of years as an FSE/Field Technician:

☐ 1 ☐ 2 ☒ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

1.4 Do you own a company issued PDA?

☐ Yes

☐ No

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2.1 In which province are you based?

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Section D: Your interaction with the PDA system

Please answer this Section by indicating on the likert scale the Degree to which you Agree or Disagree with the Corresponding Statement.

3.1 Using my PDA enables me to better manage my calls:

PUI

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SII

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input checked="" type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
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years of age

1.3 Number of years as an FSE/Field Technician:

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

1.4 Do you own a company issued PDA?

☒ Yes

☐ No

Section C: Your work environment

2.1 In which province are you based?

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3.2 I find the PDA easy to operate:

PE1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SII

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input checked="" type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
<p align="center"><i>Kindly save your completed questionnaire and email back at your earliest convenience. Once again, Thank You for Your Time and Participation!</i></p>					

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☒ Use my PDA ☐ Phone my Callco ☐ Send Email to my Callco ☐ Other Method

Section D: Your interaction with the PDA system					
3.1 Using my PDA enables me to better manage my calls:					PUI
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.2 I find it easy to operate the PDA:					PE1
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.3 Introducing the PDA system is a good idea from the company's point of view:					ATI
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.4 Using the PDA fits well with the way I prefer to work:					CO1
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.5 A specific person/group is available for assistance when I have problems with my PDA:					FC1
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input checked="" type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:					SII
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.7 I use my PDA very frequently:					US1
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.8 Updating calls using the PDA is easy:					PE2
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.9 The PDA fits well with all aspects of my lifestyle:					CO2
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.10 In general the user community supports the use of the PDA:					SI2
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.11 I believe the PDA will be widely used within the company in the next 12 months:					US2
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.12 Using the PDA enhances my productivity:					PU2
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.13 Working with the PDA makes work more interesting:					AT2
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.14 I find the PDA to be a practical instrument to use for phoning:					CO3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.15 Problems raised in connection with functioning of the PDA generally get resolved:					FC2
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input checked="" type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	

3.19 I think that the PDA is a flexible tool to use:

PE3

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.20 Introducing the PDA system is a good idea in my point of view:

AT3

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.21 Using the PDA is completely compatible with my current situation:

CO4

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.23 Select the answer that you feel best fills the space in the statement below:

FC3

"I am generally _____ with the support I have received for the PDA system":

☐ Very Satisfied
☒ Satisfied
☐ Unsure
☐ Unsatisfied
☐ Very Unsatisfied

*Kindly save your completed questionnaire and email back at your earliest convenience.
Once again, Thank You Very Much for Your Time and Participation!*

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1.1 Gender: ☐ Female ☒ Male

1.2 Please state your age in Years:

years of age

1.3 Number of years as an FSE/Field Technician:

☐ 1 ☐ 2 ☐ 3 ☒ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

1.4 Do you own a company issued PDA?

☒ Yes

☐ No

Section C: Your work environment

2.1 In which province are you based?

☒ Gauteng ☐ North West ☐ Mpumalanga ☐ Free State ☐ KZN
☐ Western Cape ☐ Northern Cape ☐ Polokwane ☐ Eastern Cape

2.2 What type of client base do you service?

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☐ More than one client organization as well as several site locations

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☐ Do not travel on calls ☐ 0-100km/day ☒ 100-200km/day ☐ 200-300km/day ☐ 300km+ /day

2.4 On average, how many calls do you attend to on a daily basis?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☒ More than 10

2.5 What method do you use to update your calls?

☐ Use my PDA ☒ Phone my Callico ☐ Send Email to my Callico ☐ Use my PC @ the Office

Section D: Your interaction with the PDA system

Please answer this Section by indicating on the likert scale the Degree to which you Agree or Disagree with the Corresponding Statement.

3.1 Using my PDA enables me to better manage my calls:

PUI

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SII

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☒ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input type="checkbox"/> Satisfied					
<input checked="" type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
<p style="text-align: center;"><i>Kindly save your completed questionnaire and email back at your earliest convenience. Once again, Thank You for Your Time and Participation!</i></p>					

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Date questionnaire filled in (please type DD/MM/YYYY):

Section B: Your general personal details (tick appropriate option)

1.1 Gender: ☒ Female ☒ Male

1.2 Please state your age in Years:

years of age

1.3 Number of years as an FSE/Field Technician:

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

1.4 Do you own a company issued PDA?

☒ Yes

☐ No

Section C: Your work environment

2.1 In which province are you based?

☒ Gauteng ☐ North West ☐ Mpumalanga ☐ Free State ☐ KZN
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☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☒ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

2.5 What method do you use to update your calls?

☒ Use my PDA ☒ Phone my Callico ☐ Send Email to my Callico ☐ Use my PC @ the Office

Section D: Your interaction with the PDA system

Please answer this Section by indicating on the likert scale the Degree to which you Agree or Disagree with the Corresponding Statement.

3.1 Using my PDA enables me to better manage my calls:

PUI

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SU1

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input checked="" type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input checked="" type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
<p align="center"><i>Kindly save your completed questionnaire and email back at your earliest convenience. Once again, Thank You for Your Time and Participation!</i></p>					

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☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☒ More than 10

1.4 Do you own a company issued PDA?

☒ Yes ☐ No

Section C: Your work environment

2.1 In which province are you based?

☐ Gauteng ☐ North West ☐ Mpumalanga ☐ Free State ☐ KZN
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Please answer this Section by indicating on the likert scale the Degree to which you Agree or Disagree with the Corresponding Statement.

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3.2 I find the PDA easy to operate:

PE1

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SII

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☒ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input checked="" type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
<p align="center"><i>Kindly save your completed questionnaire and email back at your earliest convenience. Once again, Thank You for Your Time and Participation!</i></p>					

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years of age

1.3 Number of years as an FSE/Field Technician:

☐ 1 ☐ 2 ☒ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

1.4 Do you own a company issued PDA?

☒ Yes

☐ No

Section C: Your work environment

2.1 In which province are you based?

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☒ More than one client organization as well as several site locations

2.3 On average how many kilometers do you cover attending to calls daily?

☐ Do not travel on calls ☒ 0-100km/day ☐ 100-200km/day ☐ 200-300km/day ☐ 300km+ /day

2.4 On average, how many calls do you attend to on a daily basis?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

2.5 What method do you use to update your calls?

☒ Use my PDA ☐ Phone my Callco ☐ Send Email to my Callco ☐ Use my PC @ the Office

Section D: Your interaction with the PDA system

Please answer this Section by indicating on the likert scale the Degree to which you Agree or Disagree with the Corresponding Statement.

3.1 Using my PDA enables me to better manage my calls:

PUI

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SII

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input checked="" type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
<p align="center">Kindly save your completed questionnaire and email back at your earliest convenience. Once again, Thank You for Your Time and Participation!</p>					

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dumisani.ngcobo@gijima.com
5. Should you prefer to fill in the questionnaire by hand, please fax it to: *Fax (012) 665 5154.*
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Date questionnaire filled in (please type DD/MM/YYYY):

Section B: Your general personal details (tick appropriate option)

1.1 Gender: ☐ Female ☒ Male

1.2 Please state your age in Years:

years of age

1.3 Number of years as an FSE/Field Technician:

☐ 1 ☐ 2 ☒ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

1.4 Do you own a company issued PDA?

☒ Yes

☐ No

Section C: Your work environment

2.1 In which province are you based?

☒ ☐ North West ☐ Mpumalanga ☐ Free State ☐ KZN
☐ Western Cape ☐ Northern Cape ☐ Polokwane ☐ Eastern Cape

2.2 What type of client base do you service?

- ☐ Corporate environment (One client organization based in one building/campus)
- ☒ One client organization but based in more than one site
- ☐ More than one client organization as well as several site locations

2.3 On average how many kilometers do you cover attending to calls daily?

☐ Do not travel on calls ☒ 0-100km/day ☐ 100-200km/day ☐ 200-300km/day ☐ 300km+ /day

2.4 On average, how many calls do you attend to on a daily basis?

☐ 1 ☐ 2 ☐ 3 ☒ 4 ☒ 5 ☒ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

2.5 What method do you use to update your calls?

☐ Use my PDA ☒ Phone my Callico ☒ Send Email to my Callico ☐ Use my PC @ the Office

Section D: Your interaction with the PDA system

Please answer this Section by indicating on the likert scale the Degree to which you Agree or Disagree with the Corresponding Statement.

3.1 Using my PDA enables me to better manage my calls:

PUI

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☐ Strongly Agree ☒ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SII

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input checked="" type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input type="checkbox"/> Satisfied					
<input checked="" type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
<p style="text-align: center;"><i>Kindly save your completed questionnaire and email back at your earliest convenience. Once again, Thank You for Your Time and Participation!</i></p>					

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Date questionnaire filled in (please type DD/MM/YYYY):

Section B: Your general personal details (tick appropriate option)

1.1 Gender: ☐ Female ☒ Male

1.2 Please state your age in Years:

years of age

1.3 Number of years as an FSE/Field Technician:

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☒ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

1.4 Do you own a company issued PDA?

☒ Yes ☐ No

Section C: Your work environment

2.1 In which province are you based?

☒ Gauteng ☐ North West ☐ Mpumalanga ☐ Free State ☐ KZN
☐ Western Cape ☐ Northern Cape ☐ Polokwane ☐ Eastern Cape

2.2 What type of client base do you service?

☒ Corporate environment (One client organization based in one building/campus)
☐ One client organization but based in more than one site
☐ More than one client organization as well as several site locations

2.3 On average how many kilometers do you cover attending to calls daily?

☐ Do not travel on calls ☒ 0-100km/day ☐ 100-200km/day ☐ 200-300km/day ☐ 300km+ /day

2.4 On average, how many calls do you attend to on a daily basis?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☒ 8 ☐ 9 ☐ 10 ☐ More than 10

2.5 What method do you use to update your calls?

☐ Use my PDA ☐ Phone my Callico ☐ Send Email to my Callico ☒ Use my PC @ the Office

Section D: Your interaction with the PDA system

Please answer this Section by indicating on the likert scale the Degree to which you Agree or Disagree with the Corresponding Statement.

3.1 Using my PDA enables me to better manage my calls:

PUI

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SII

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☒ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input checked="" type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input checked="" type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input type="checkbox"/> Satisfied					
<input checked="" type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
<p align="center"><i>Kindly save your completed questionnaire and email back at your earliest convenience. Once again, Thank You for Your Time and Participation!</i></p>					

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1.2 Please state your age in Years:

years of age

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☐ 1 ☒ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

1.4 Do you own a company issued PDA?

☒ Yes

☐ No

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2.1 In which province are you based?

☐ Gauteng ☐ North West ☐ Mpumalanga ☐ Free State ☒ KZN
☐ Western Cape ☐ Northern Cape ☐ Polokwane ☐ Eastern Cape

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PUI

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3.2 I find the PDA easy to operate:

PE1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SII

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

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US2

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3.12 Using the PDA enhances my productivity:

PU2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input checked="" type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
<p style="text-align: center;"><i>Kindly save your completed questionnaire and email back at your earliest convenience. Once again, Thank You for Your Time and Participation!</i></p>					

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Date questionnaire filled in (please type DD/MM/YYYY):

Section B: Your general personal details (tick appropriate option)

1.1 Gender: ☐ Female ☒ Male

1.2 Please state your age in Years:

years of age

1.3 Number of years as an FSE/Field Technician:

☐ 1 ☐ 2 ☐ 3 ☒ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

1.4 Do you own a company issued PDA?

☐ Yes

☐ No

Section C: Your work environment

2.1 In which province are you based?

☐ ☐ North West ☐ Mpumalanga ☐ Free State ☒ KZN
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☐ Do not travel on calls ☐ 0-100km/day ☒ 100-200km/day ☐ 200-300km/day ☐ 300km+ /day

2.4 On average, how many calls do you attend to on a daily basis?

☐ 1 ☐ 2 ☐ 3 ☒ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

2.5 What method do you use to update your calls?

☒ Use my PDA ☒ Phone my Callico ☐ Send Email to my Callico ☐ Use my PC @ the Office

Section D: Your interaction with the PDA system

Please answer this Section by indicating on the likert scale the Degree to which you Agree or Disagree with the Corresponding Statement.

3.1 Using my PDA enables me to better manage my calls:

PUI

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SU1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input checked="" type="checkbox"/> Very Satisfied					
<input type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
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years of age

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☐ 1 ☐ 2 ☒ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

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☒ Yes

☐ No

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PUI

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SII

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input checked="" type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
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years of age

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☐ 1 ☐ 2 ☐ 3 ☒ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

1.4 Do you own a company issued PDA?

☒ Yes

☐ No

Section C: Your work environment

2.1 In which province are you based?

☐ ☐ North West ☐ Mpumalanga ☐ Free State ☒ KZN
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PE1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SII

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

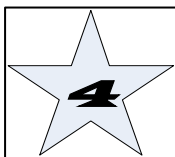
☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input checked="" type="checkbox"/> Very Satisfied					
<input type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
<p><i>Kindly save your completed questionnaire and email back at your earliest convenience.</i></p> <p><i>Once again, Thank You for Your Time and Participation!</i></p>					



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years of age

1.3 Number of years as an FSE/Field Technician:

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☒ 10 ☐ More than 10

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☒ Use my PDA
 ☐ Phone my Callco
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Section D: Your interaction with the PDA system

Please answer this Section by indicating on the likert scale the Degree to which you Agree or Disagree with the Corresponding Statement.

3.1 Using my PDA enables me to better manage my calls:**PUI**

☒ Strongly Agree
 ☐ Agree
 ☐ Unsure
 ☐ Disagree
 ☐ Strongly Disagree

3.2 I find it easy to operate the PDA:**PE1**

☒ Strongly Agree
 ☐ Agree
 ☐ Unsure
 ☐ Disagree
 ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:**ATI**

☒ Strongly Agree
 ☐ Agree
 ☐ Unsure
 ☐ Disagree
 ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:**CO1**

☒ Strongly Agree
 ☐ Agree
 ☐ Unsure
 ☐ Disagree
 ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:**FC1**

☐ Strongly Agree
 ☒ Agree
 ☐ Unsure
 ☐ Disagree
 ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:**SII**

☐ Strongly Agree
 ☒ Agree
 ☐ Unsure
 ☐ Disagree
 ☐ Strongly Disagree

3.7 I use my PDA very frequently:**US1**

☒ Strongly Agree
 ☐ Agree
 ☐ Unsure
 ☐ Disagree
 ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:**PE2**

☒ Strongly Agree
 ☐ Agree
 ☐ Unsure
 ☐ Disagree
 ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:**CO2**

☐ Strongly Agree
 ☒ Agree
 ☐ Unsure
 ☐ Disagree
 ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:**SI2**

☒ Strongly Agree
 ☐ Agree
 ☐ Unsure
 ☐ Disagree
 ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:**US2**

☐ Strongly Agree
 ☐ Agree
 ☐ Unsure
 ☐ Disagree
 ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:**PU2**

☒ Strongly Agree
 ☐ Agree
 ☐ Unsure
 ☐ Disagree
 ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:**AT2**

☒ Strongly Agree
 ☐ Agree
 ☐ Unsure
 ☐ Disagree
 ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:**CO3**

☒ Strongly Agree
 ☐ Agree
 ☐ Unsure
 ☐ Disagree
 ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:**FC2**

☐ Strongly Agree
 ☒ Agree
 ☐ Unsure
 ☐ Disagree
 ☐ Strongly Disagree

3.16 GijimaAst leadership has generally supported the use of the PDA:	SI3
<input checked="" type="checkbox"/> Strongly Agree <input type="checkbox"/> Agree <input type="checkbox"/> Unsure <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:	US3
<input checked="" type="checkbox"/> Strongly Agree <input type="checkbox"/> Agree <input type="checkbox"/> Unsure <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:	PU3
<input checked="" type="checkbox"/> Strongly Agree <input type="checkbox"/> Agree <input type="checkbox"/> Unsure <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:	PE3
<input checked="" type="checkbox"/> Strongly Agree <input type="checkbox"/> Agree <input type="checkbox"/> Unsure <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:	AT3
<input checked="" type="checkbox"/> Strongly Agree <input type="checkbox"/> Agree <input type="checkbox"/> Unsure <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:	CO4
<input checked="" type="checkbox"/> Strongly Agree <input type="checkbox"/> Agree <input type="checkbox"/> Unsure <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:	
"I am generally _____ with the support I have received for the PDA system":	
<input checked="" type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Unsure <input type="checkbox"/> Unsatisfied <input type="checkbox"/> Very Unsatisfied	
Kindly save your completed questionnaire and email back at your earliest convenience. Once again, Thank You for Your Time and Participation!	

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Date questionnaire filled in (please type DD/MM/YYYY):

Section B: Your general personal details (tick appropriate option)

1.1 Gender: ☐ Female ☒ Male

1.2 Please state your age in Years:

years of age

1.3 Number of years as an FSE/Field Technician:

☐ 1 ☐ 2 ☒ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

1.4 Do you own a company issued PDA?

☒ Yes

☐ No

Section C: Your work environment

2.1 In which province are you based?

☐ Gauteng ☐ North West ☐ Mpumalanga ☐ Free State ☒ KZN
☐ Western Cape ☐ Northern Cape ☐ Polokwane ☐ Eastern Cape

2.2 What type of client base do you service?

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☐ One client organization but based in more than one site
☒ More than one client organization as well as several site locations

2.3 On average how many kilometers do you cover attending to calls daily?

☐ Do not travel on calls ☐ 0-100km/day ☐ 100-200km/day ☐ 200-300km/day ☒ 300km+ /day

2.4 On average, how many calls do you attend to on a daily basis?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☒ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

2.5 What method do you use to update your calls?

☒ Use my PDA ☐ Phone my Callco ☐ Send Email to my Callco ☐ Use my PC @ the Office

Section D: Your interaction with the PDA system

Please answer this Section by indicating on the likert scale the Degree to which you Agree or Disagree with the Corresponding Statement.

3.1 Using my PDA enables me to better manage my calls:

PUI

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SII

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input checked="" type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
<p align="center"><i>Kindly save your completed questionnaire and email back at your earliest convenience. Once again, Thank You for Your Time and Participation!</i></p>					

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1.1 Gender: ☒ Female ☐ Male

1.2 Please state your age in Years:

years of age

1.3 Number of years as an FSE/Field Technician:

☐ 1 ☐ 2 ☒ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

1.4 Do you own a company issued PDA?

☒ Yes ☐ No

Section C: Your work environment

2.1 In which province are you based?

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Section D: Your interaction with the PDA system

Please answer this Section by indicating on the likert scale the Degree to which you Agree or Disagree with the Corresponding Statement.

3.1 Using my PDA enables me to better manage my calls:

PUI

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☐ Strongly Agree ☒ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SII

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input checked="" type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input checked="" type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
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years of age

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☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☒ More than 10

1.4 Do you own a company issued PDA?

☒ Yes

☐ No

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2.1 In which province are you based?

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☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SII

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

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US2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

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CO3

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
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3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input checked="" type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
<p align="center"><i>Kindly save your completed questionnaire and email back at your earliest convenience. Once again, Thank You for Your Time and Participation!</i></p>					

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years of age

1.3 Number of years as an FSE/Field Technician:

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☒ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

1.4 Do you own a company issued PDA?

☒ Yes

☐ No

Section C: Your work environment

2.1 In which province are you based?

☐ ☐ North West ☐ Mpumalanga ☐ Free State ☐ KZN
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3.2 I find the PDA easy to operate:

PE1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

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FC1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SII

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input checked="" type="checkbox"/> Very Satisfied					
<input type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
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1.1 Gender: ☐ Female ☒ Male

1.2 Please state your age in Years:

years of age

1.3 Number of years as an FSE/Field Technician:

☐ 1 ☒ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

1.4 Do you own a company issued PDA?

☒ Yes ☐ No

Section C: Your work environment

2.1 In which province are you based?

☐ Gauteng ☐ North West ☐ Mpumalanga ☐ Free State ☐ KZN
☒ Western Cape ☐ Northern Cape ☐ Polokwane ☐ Eastern Cape

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2.5 What method do you use to update your calls?

☒ Use my PDA ☒ Phone my Callico ☐ Send Email to my Callico ☐ Use my PC @ the Office

Section D: Your interaction with the PDA system

Please answer this Section by indicating on the likert scale the Degree to which you Agree or Disagree with the Corresponding Statement.

3.1 Using my PDA enables me to better manage my calls:

PUI

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

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PE2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

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☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

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US2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
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3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input checked="" type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input checked="" type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
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☒ Yes

☐ No

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PUI

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SII

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

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☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

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PU2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
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3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
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3.20 Introducing the PDA system is a good idea in my point of view:					AT3
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3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
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<input type="checkbox"/> Very Satisfied					
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2.2 What type of client base do you service?

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2.3 On average how many kilometers do you cover attending to calls daily?

☐ Do not travel on calls ☒ 0-100km/day ☐ 100-200km/day ☐ 200-300km/day ☐ 300km+ /day

2.4 On average, how many calls do you attend to on a daily basis?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☒ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

2.5 What method do you use to update your calls?

☒ Use my PDA ☐ Phone my Callico ☐ Send Email to my Callico ☒ Use my PC @ the Office

Section D: Your interaction with the PDA system

Please answer this Section by indicating on the likert scale the Degree to which you Agree or Disagree with the Corresponding Statement.

3.1 Using my PDA enables me to better manage my calls:

PUI

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SU1

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input type="checkbox"/> Satisfied					
<input checked="" type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
<p align="center"><i>Kindly save your completed questionnaire and email back at your earliest convenience. Once again, Thank You for Your Time and Participation!</i></p>					

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dumisani.ngcobo@gijima.com
5. Should you prefer to fill in the questionnaire by hand, please fax it to: *Fax (012) 665 5154.*
6. Your prompt response (*within three days of receipt*) will be greatly appreciated.

Section A: Your permission to use response for academic research

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Date questionnaire filled in (please type DD/MM/YYYY):

Section B: Your general personal details (tick appropriate option)

1.1 Gender: ☐ Female ☒ Male

1.2 Please state your age in Years:

years of age

1.3 Number of years as an FSE/Field Technician:

☐ 1 ☐ 2 ☒ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

1.4 Do you own a company issued PDA?

☒ Yes ☐ No

Section C: Your work environment

2.1 In which province are you based?

☐ Gauteng ☐ North West ☐ Mpumalanga ☐ Free State ☐ KZN
☐ Western Cape ☒ Northern Cape ☐ Polokwane ☐ Eastern Cape

2.2 What type of client base do you service?

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☐ One client organization but based in more than one site
☒ More than one client organization as well as several site locations

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Section D: Your interaction with the PDA system

Please answer this Section by indicating on the likert scale the Degree to which you Agree or Disagree with the Corresponding Statement.

3.1 Using my PDA enables me to better manage my calls:

PUI

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SU1

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☒ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input checked="" type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input checked="" type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
<p style="text-align: center;"><i>Kindly save your completed questionnaire and email back at your earliest convenience. Once again, Thank You for Your Time and Participation!</i></p>					

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Section A: Your permission to use response for academic research

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Date questionnaire filled in (*please type DD/MM/YYYY*):

Section B: Your general personal details (*tick appropriate option*)

1.1 Gender: ☐ Female ☒ Male

1.2 Please state your age in Years:

years of age

1.3 Number of years as an FSE/Field Technician:

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☒ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

1.4 Do you own a company issued PDA?

☐ Yes

☐ No

Section C: Your work environment

2.1 In which province are you based?

☐ Gauteng ☐ North West ☐ Mpumalanga ☒ Free State ☐ KZN
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Section D: Your interaction with the PDA system

Please answer this Section by indicating on the likert scale the Degree to which you Agree or Disagree with the Corresponding Statement.

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PUI

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SII

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input checked="" type="checkbox"/> Very Satisfied					
<input type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
<p align="center"><i>Kindly save your completed questionnaire and email back at your earliest convenience. Once again, Thank You for Your Time and Participation!</i></p>					

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years of age

1.3 Number of years as an FSE/Field Technician:

☐ 1 ☒ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

Section C: Your work environment

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☒ Use my PDA
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Section D: Your interaction with the PDA system

Please answer this Section by indicating on the likert scale the Degree to which you Agree or Disagree with the Corresponding Statement.

3.1 Using my PDA enables me to better manage my calls:**PUI**

☐ Strongly Agree
 ☐ Agree
 ☒ Unsure
 ☐ Disagree
 ☐ Strongly Disagree

3.2 I find it easy to operate the PDA:**PE1**

☐ Strongly Agree
 ☒ Agree
 ☐ Unsure
 ☐ Disagree
 ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:**ATI**

☐ Strongly Agree
 ☒ Agree
 ☐ Unsure
 ☐ Disagree
 ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:**CO1**

☐ Strongly Agree
 ☐ Agree
 ☒ Unsure
 ☐ Disagree
 ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:**FC1**

☐ Strongly Agree
 ☐ Agree
 ☐ Unsure
 ☐ Disagree
 ☒ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:**SII**

☐ Strongly Agree
 ☐ Agree
 ☐ Unsure
 ☒ Disagree
 ☐ Strongly Disagree

3.7 I use my PDA very frequently:**US1**

☐ Strongly Agree
 ☐ Agree
 ☐ Unsure
 ☒ Disagree
 ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:**PE2**

☐ Strongly Agree
 ☐ Agree
 ☐ Unsure
 ☒ Disagree
 ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:**CO2**

☐ Strongly Agree
 ☐ Agree
 ☒ Unsure
 ☐ Disagree
 ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:**SI2**

☐ Strongly Agree
 ☐ Agree
 ☐ Unsure
 ☒ Disagree
 ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:**US2**

☐ Strongly Agree
 ☒ Agree
 ☐ Unsure
 ☐ Disagree
 ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:**PU2**

☐ Strongly Agree
 ☐ Agree
 ☐ Unsure
 ☒ Disagree
 ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:**AT2**

☐ Strongly Agree
 ☐ Agree
 ☒ Unsure
 ☐ Disagree
 ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:**CO3**

☐ Strongly Agree
 ☐ Agree
 ☐ Unsure
 ☐ Disagree
 ☒ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:**FC2**

☐ Strongly Agree
 ☐ Agree
 ☐ Unsure
 ☒ Disagree
 ☐ Strongly Disagree

3.16 GijimaAst leadership has generally supported the use of the PDA:	SI3
<input type="checkbox"/> Strongly Agree <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Unsure <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:	US3
<input type="checkbox"/> Strongly Agree <input type="checkbox"/> Agree <input checked="" type="checkbox"/> Unsure <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:	PU3
<input type="checkbox"/> Strongly Agree <input type="checkbox"/> Agree <input type="checkbox"/> Unsure <input checked="" type="checkbox"/> Disagree <input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:	PE3
<input type="checkbox"/> Strongly Agree <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Unsure <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:	AT3
<input type="checkbox"/> Strongly Agree <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Unsure <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:	CO4
<input type="checkbox"/> Strongly Agree <input type="checkbox"/> Agree <input type="checkbox"/> Unsure <input checked="" type="checkbox"/> Disagree <input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:	
"I am generally _____ with the support I have received for the PDA system":	
<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Unsure <input checked="" type="checkbox"/> Unsatisfied <input type="checkbox"/> Very Unsatisfied	
Kindly save your completed questionnaire and email back at your earliest convenience. Once again, Thank You for Your Time and Participation!	

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Date questionnaire filled in (please type DD/MM/YYYY):

Section B: Your general personal details (tick appropriate option)

1.1 Gender: ☐ Female ☒ Male

1.2 Please state your age in Years:

years of age

1.3 Number of years as an FSE/Field Technician:

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☒ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

1.4 Do you own a company issued PDA?

☒ Yes

☐ No

Section C: Your work environment

2.1 In which province are you based?

☐ ☐ North West ☐ Mpumalanga ☐ Free State ☐ KZN
☐ Western Cape ☒ Northern Cape ☐ Polokwane ☐ Eastern Cape

2.2 What type of client base do you service?

- ☒ Corporate environment (One client organization based in one building/campus)
☒ One client organization but based in more than one site
☒ More than one client organization as well as several site locations

2.3 On average how many kilometers do you cover attending to calls daily?

☐ Do not travel on calls ☐ 0-100km/day ☐ 100-200km/day ☒ 200-300km/day ☐ 300km+ /day

2.4 On average, how many calls do you attend to on a daily basis?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

2.5 What method do you use to update your calls?

☒ Use my PDA ☒ Phone my Callico ☐ Send Email to my Callico ☒ Use my PC @ the Office

Section D: Your interaction with the PDA system

Please answer this Section by indicating on the likert scale the Degree to which you Agree or Disagree with the Corresponding Statement.

3.1 Using my PDA enables me to better manage my calls:

PUI

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SII

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input checked="" type="checkbox"/> Very Satisfied					
<input type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
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1.2 Please state your age in Years:

years of age

1.3 Number of years as an FSE/Field Technician:

☒ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

1.4 Do you own a company issued PDA?

☒ Yes ☐ No

Section C: Your work environment

2.1 In which province are you based?

☒ Gauteng ☐ North West ☐ Mpumalanga ☐ Free State ☐ KZN
☐ Western Cape ☐ Northern Cape ☐ Polokwane ☐ Eastern Cape

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Section D: Your interaction with the PDA system

Please answer this Section by indicating on the likert scale the Degree to which you Agree or Disagree with the Corresponding Statement.

3.1 Using my PDA enables me to better manage my calls:

PUI

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SII

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input checked="" type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input checked="" type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input type="checkbox"/> Satisfied					
<input checked="" type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
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years of age

1.3 Number of years as an FSE/Field Technician:

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☒ More than 10

1.4 Do you own a company issued PDA?

☒ Yes

☐ No

Section C: Your work environment

2.1 In which province are you based?

☐ Gauteng ☐ North West ☐ Mpumalanga ☐ Free State ☐ KZN
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Please answer this Section by indicating on the likert scale the Degree to which you Agree or Disagree with the Corresponding Statement.

3.1 Using my PDA enables me to better manage my calls:

PUI

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☐ Strongly Agree ☒ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SU1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input checked="" type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
<p align="center">Kindly save your completed questionnaire and email back at your earliest convenience. Once again, Thank You for Your Time and Participation!</p>					

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years of age

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☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☒ 8 ☐ 9 ☐ 10 ☐ More than 10

1.4 Do you own a company issued PDA?

☒ Yes

☐ No

Section C: Your work environment

2.1 In which province are you based?

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Please answer this Section by indicating on the likert scale the Degree to which you Agree or Disagree with the Corresponding Statement.

3.1 Using my PDA enables me to better manage my calls:

PUI

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

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FC1

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SII

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US1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

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SI2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

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US2

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3.12 Using the PDA enhances my productivity:

PU2

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3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

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CO3

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input checked="" type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input checked="" type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
<p align="center"><i>Kindly save your completed questionnaire and email back at your earliest convenience. Once again, Thank You for Your Time and Participation!</i></p>					

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1.1 Gender: ☐ Female ☒ Male

1.2 Please state your age in Years:

years of age

1.3 Number of years as an FSE/Field Technician:

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☒ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

1.4 Do you own a company issued PDA?

☒ Yes ☐ No

Section C: Your work environment

2.1 In which province are you based?

☐ Gauteng ☐ North West ☐ Mpumalanga ☐ Free State ☐ KZN
☐ Western Cape ☐ Northern Cape ☒ Polokwane ☐ Eastern Cape

2.2 What type of client base do you service?

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☐ Do not travel on calls ☒ 0-100km/day ☐ 100-200km/day ☐ 200-300km/day ☐ 300km+ /day

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☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☒ 9 ☐ 10 ☐ More than 10

2.5 What method do you use to update your calls?

☒ Use my PDA ☒ Phone my Callico ☐ Send Email to my Callico ☒ Use my PC @ the Office

Section D: Your interaction with the PDA system

Please answer this Section by indicating on the likert scale the Degree to which you Agree or Disagree with the Corresponding Statement.

3.1 Using my PDA enables me to better manage my calls:

PUI

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SII

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input checked="" type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
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years of age

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☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☒ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

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☒ Yes

☐ No

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Section D: Your interaction with the PDA system

Please answer this Section by indicating on the likert scale the Degree to which you Agree or Disagree with the Corresponding Statement.

3.1 Using my PDA enables me to better manage my calls:

PUI

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SU1

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input type="checkbox"/> Satisfied					
<input checked="" type="checkbox"/> Unsure					
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1.4 Do you own a company issued PDA?

☒ Yes

☐ No

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3.2 I find the PDA easy to operate:

PE1

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☒ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SII

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

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FC2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
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<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
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3.18 Use of the PDA system is important for performing my work:					PU3
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3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input checked="" type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
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1.4 Do you own a company issued PDA?

☒ Yes

☐ No

Section C: Your work environment

2.1 In which province are you based?

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☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☒ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SII

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☒ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☒ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☒ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☒ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☒ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input checked="" type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
<input checked="" type="checkbox"/> Very Unsatisfied					
<p style="text-align: center;"><i>Kindly save your completed questionnaire and email back at your earliest convenience. Once again, Thank You for Your Time and Participation!</i></p>					

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Date questionnaire filled in (please type DD/MM/YYYY):

Section B: Your general personal details (tick appropriate option)

1.1 Gender: ☐ Female ☒ Male

1.2 Please state your age in Years:

years of age

1.3 Number of years as an FSE/Field Technician:

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☒ 9 ☐ 10 ☐ More than 10

1.4 Do you own a company issued PDA?

☒ Yes

☐ No

Section C: Your work environment

2.1 In which province are you based?

☒ ☐ North West ☐ Mpumalanga ☐ Free State ☐ KZN
☐ Western Cape ☐ Northern Cape ☐ Polokwane ☐ Eastern Cape

2.2 What type of client base do you service?

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- ☒ One client organization but based in more than one site
- ☐ More than one client organization as well as several site locations

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☐ Do not travel on calls ☒ 0-100km/day ☐ 100-200km/day ☐ 200-300km/day ☐ 300km+ /day

2.4 On average, how many calls do you attend to on a daily basis?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☒ More than 10

2.5 What method do you use to update your calls?

☐ Use my PDA ☐ Phone my Callco ☐ Send Email to my Callco ☒ Use my PC @ the Office

Section D: Your interaction with the PDA system

Please answer this Section by indicating on the likert scale the Degree to which you Agree or Disagree with the Corresponding Statement.

3.1 Using my PDA enables me to better manage my calls:

PUI

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SII

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input checked="" type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input type="checkbox"/> Satisfied					
<input checked="" type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
<p align="center"><i>Kindly save your completed questionnaire and email back at your earliest convenience. Once again, Thank You for Your Time and Participation!</i></p>					

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1.1 Gender: ☐ Female ☒ Male

1.2 Please state your age in Years:

years of age

1.3 Number of years as an FSE/Field Technician:

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☒ More than 10

1.4 Do you own a company issued PDA?

☒ Yes

☐ No

Section C: Your work environment

2.1 In which province are you based?

☐ ☐ North West ☐ Mpumalanga ☒ Free State ☐ KZN
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☐ More than one client organization as well as several site locations

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☐ Do not travel on calls ☒ 0-100km/day ☐ 100-200km/day ☐ 200-300km/day ☐ 300km+ /day

2.4 On average, how many calls do you attend to on a daily basis?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☒ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

2.5 What method do you use to update your calls?

☒ Use my PDA ☐ Phone my Callco ☐ Send Email to my Callco ☒ Use my PC @ the Office

Section D: Your interaction with the PDA system

Please answer this Section by indicating on the likert scale the Degree to which you Agree or Disagree with the Corresponding Statement.

3.1 Using my PDA enables me to better manage my calls:

PUI

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SII

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☒ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input checked="" type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input checked="" type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input checked="" type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
<p align="center"><i>Kindly save your completed questionnaire and email back at your earliest convenience. Once again, Thank You for Your Time and Participation!</i></p>					

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1.2 Please state your age in Years:

years of age

1.3 Number of years as an FSE/Field Technician:

☐ 1 ☐ 2 ☐ 3 ☒ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

Section C: Your work environment

2.1 In which province are you based?

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 ☐ Phone my Callco
 ☐ Send Email to my Callco
 ☒ Use my PC @ the Office

Section D: Your interaction with the PDA system

Please answer this Section by indicating on the likert scale the Degree to which you Agree or Disagree with the Corresponding Statement.

3.1 Using my PDA enables me to better manage my calls:**PUI**

☐ Strongly Agree
 ☐ Agree
 ☒ Unsure
 ☐ Disagree
 ☐ Strongly Disagree

3.2 I find it easy to operate the PDA:**PE1**

☐ Strongly Agree
 ☒ Agree
 ☐ Unsure
 ☐ Disagree
 ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:**AT1**

☐ Strongly Agree
 ☐ Agree
 ☒ Unsure
 ☐ Disagree
 ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:**CO1**

☐ Strongly Agree
 ☐ Agree
 ☒ Unsure
 ☐ Disagree
 ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:**FC1**

☐ Strongly Agree
 ☐ Agree
 ☐ Unsure
 ☒ Disagree
 ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:**SII**

☐ Strongly Agree
 ☐ Agree
 ☐ Unsure
 ☒ Disagree
 ☐ Strongly Disagree

3.7 I use my PDA very frequently:**US1**

☐ Strongly Agree
 ☒ Agree
 ☐ Unsure
 ☐ Disagree
 ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:**PE2**

☐ Strongly Agree
 ☐ Agree
 ☐ Unsure
 ☒ Disagree
 ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:**CO2**

☐ Strongly Agree
 ☐ Agree
 ☐ Unsure
 ☒ Disagree
 ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:**SI2**

☐ Strongly Agree
 ☐ Agree
 ☒ Unsure
 ☐ Disagree
 ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:**US2**

☐ Strongly Agree
 ☐ Agree
 ☐ Unsure
 ☒ Disagree
 ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:**PU2**

☐ Strongly Agree
 ☐ Agree
 ☒ Unsure
 ☐ Disagree
 ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:**AT2**

☐ Strongly Agree
 ☐ Agree
 ☒ Unsure
 ☐ Disagree
 ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:**CO3**

☐ Strongly Agree
 ☐ Agree
 ☐ Unsure
 ☒ Disagree
 ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:**FC2**

☐ Strongly Agree
 ☐ Agree
 ☒ Unsure
 ☐ Disagree
 ☐ Strongly Disagree

3.16 GijimaAst leadership has generally supported the use of the PDA:	SI3
<input type="checkbox"/> Strongly Agree <input type="checkbox"/> Agree <input checked="" type="checkbox"/> Unsure <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:	US3
<input type="checkbox"/> Strongly Agree <input type="checkbox"/> Agree <input checked="" type="checkbox"/> Unsure <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:	PU3
<input type="checkbox"/> Strongly Agree <input type="checkbox"/> Agree <input type="checkbox"/> Unsure <input checked="" type="checkbox"/> Disagree <input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:	PE3
<input type="checkbox"/> Strongly Agree <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Unsure <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:	AT3
<input type="checkbox"/> Strongly Agree <input type="checkbox"/> Agree <input checked="" type="checkbox"/> Unsure <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:	CO4
<input type="checkbox"/> Strongly Agree <input type="checkbox"/> Agree <input checked="" type="checkbox"/> Unsure <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:	
"I am generally _____ with the support I have received for the PDA system":	
<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input checked="" type="checkbox"/> Unsure <input type="checkbox"/> Unsatisfied <input type="checkbox"/> Very Unsatisfied	
Kindly save your completed questionnaire and email back at your earliest convenience. Once again, Thank You for Your Time and Participation!	

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years of age

1.3 Number of years as an FSE/Field Technician:

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☒ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

1.4 Do you own a company issued PDA?

☒ Yes

☐ No

Section C: Your work environment

2.1 In which province are you based?

☒ Gauteng ☐ North West ☐ Mpumalanga ☐ Free State ☐ KZN
☐ Western Cape ☐ Northern Cape ☐ Polokwane ☐ Eastern Cape

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☒ One client organization but based in more than one site
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2.3 On average how many kilometers do you cover attending to calls daily?

☐ Do not travel on calls ☐ 0-100km/day ☒ 100-200km/day ☒ 200-300km/day ☐ 300km+ /day

2.4 On average, how many calls do you attend to on a daily basis?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☒ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

2.5 What method do you use to update your calls?

☐ Use my PDA ☒ Phone my Callico ☐ Send Email to my Callico ☒ Use my PC @ the Office

Section D: Your interaction with the PDA system

Please answer this Section by indicating on the likert scale the Degree to which you Agree or Disagree with the Corresponding Statement.

3.1 Using my PDA enables me to better manage my calls:

PU1

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SU1

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☒ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input checked="" type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input checked="" type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input checked="" type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input checked="" type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
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Date questionnaire filled in (please type DD/MM/YYYY):

Section B: Your general personal details (tick appropriate option)

1.1 Gender: ☐ Female ☒ Male

1.2 Please state your age in Years:

years of age

1.3 Number of years as an FSE/Field Technician:

☐ 1 ☐ 2 ☒ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

1.4 Do you own a company issued PDA?

☒ Yes

☐ No

Section C: Your work environment

2.1 In which province are you based?

☐ Gauteng ☐ North West ☐ Mpumalanga ☐ Free State ☐ KZN
☐ Western Cape ☐ Northern Cape ☐ Polokwane ☒ Eastern Cape

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Section D: Your interaction with the PDA system

Please answer this Section by indicating on the likert scale the Degree to which you Agree or Disagree with the Corresponding Statement.

3.1 Using my PDA enables me to better manage my calls:

PUI

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SII

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input checked="" type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
<p align="center"><i>Kindly save your completed questionnaire and email back at your earliest convenience. Once again, Thank You for Your Time and Participation!</i></p>					

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1.2 Please state your age in Years:

years of age

1.3 Number of years as an FSE/Field Technician:

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

1.4 Do you own a company issued PDA?

☐ Yes

☐ No

Section C: Your work environment

2.1 In which province are you based?

☐ Gauteng ☐ North West ☐ Mpumalanga ☐ Free State ☐ KZN
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3.2 I find the PDA easy to operate:

PE1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SII

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☒ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input checked="" type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input checked="" type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input checked="" type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input checked="" type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
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☒ Yes ☐ No

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2.1 In which province are you based?

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PE1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

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3.8 Updating calls using the PDA is easy:

PE2

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

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CO2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

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3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

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CO3

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

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FC2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input checked="" type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input checked="" type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
<p align="center"><i>Kindly save your completed questionnaire and email back at your earliest convenience. Once again, Thank You for Your Time and Participation!</i></p>					

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Section B: Your general personal details (tick appropriate option)

1.1 Gender: ☐ Female ☐ Male

1.2 Please state your age in Years:

years of age

1.3 Number of years as an FSE/Field Technician:

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☒ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

1.4 Do you own a company issued PDA?

☒ Yes ☐ No

Section C: Your work environment

2.1 In which province are you based?

☒ ☐ North West ☐ Mpumalanga ☐ Free State ☐ KZN
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2.4 On average, how many calls do you attend to on a daily basis?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☒ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

2.5 What method do you use to update your calls?

☐ Use my PDA ☐ Phone my Callco ☐ Send Email to my Callco ☒ Use my PC @ the Office

Section D: Your interaction with the PDA system

Please answer this Section by indicating on the likert scale the Degree to which you Agree or Disagree with the Corresponding Statement.

3.1 Using my PDA enables me to better manage my calls:

PUI

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☒ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SII

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☒ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☒ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☒ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
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<input type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
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1.2 Please state your age in Years:

years of age

1.3 Number of years as an FSE/Field Technician:

☐ 1 ☒ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

1.4 Do you own a company issued PDA?

☒ Yes

☐ No

Section C: Your work environment

2.1 In which province are you based?

☐ ☐ North West ☒ Mpumalanga ☐ Free State ☐ KZN
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Please answer this Section by indicating on the likert scale the Degree to which you Agree or Disagree with the Corresponding Statement.

3.1 Using my PDA enables me to better manage my calls:

PUI

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SII

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
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<input type="checkbox"/> Very Satisfied					
<input checked="" type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
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years of age

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☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☒ More than 10

1.4 Do you own a company issued PDA?

☒ Yes

☐ No

Section C: Your work environment

2.1 In which province are you based?

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3.2 I find the PDA easy to operate:

PE1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SII

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☒ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input checked="" type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
<p style="text-align: center;"><i>Kindly save your completed questionnaire and email back at your earliest convenience. Once again, Thank You for Your Time and Participation!</i></p>					

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☐ 1 ☐ 2 ☐ 3 ☒ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

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☒ Yes ☐ No

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2.1 In which province are you based?

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PUI

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

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FC1

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SII

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

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US1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

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☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

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CO3

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input checked="" type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
<p align="center">Kindly save your completed questionnaire and email back at your earliest convenience. Once again, Thank You for Your Time and Participation!</p>					

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Date questionnaire filled in (please type DD/MM/YYYY):

Section B: Your general personal details (tick appropriate option)

1.1 Gender: ☐ Female ☒ Male

1.2 Please state your age in Years:

years of age

1.3 Number of years as an FSE/Field Technician:

☒ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

1.4 Do you own a company issued PDA?

☒ Yes ☐ No

Section C: Your work environment

2.1 In which province are you based?

☒ ☐ North West ☐ Mpumalanga ☐ Free State ☐ KZN
☐ Western Cape ☐ Northern Cape ☐ Polokwane ☐ Eastern Cape

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☐ Do not travel on calls ☒ 0-100km/day ☐ 100-200km/day ☐ 200-300km/day ☐ 300km+ /day

2.4 On average, how many calls do you attend to on a daily basis?

☐ 1 ☐ 2 ☐ 3 ☒ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

2.5 What method do you use to update your calls?

☐ Use my PDA ☒ Phone my Callico ☐ Send Email to my Callico ☒ Use my PC @ the Office

Section D: Your interaction with the PDA system

Please answer this Section by indicating on the likert scale the Degree to which you Agree or Disagree with the Corresponding Statement.

3.1 Using my PDA enables me to better manage my calls:

PUI

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SII

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☒ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input type="checkbox"/> Satisfied					
<input checked="" type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
<p align="center"><i>Kindly save your completed questionnaire and email back at your earliest convenience. Once again, Thank You for Your Time and Participation!</i></p>					

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years of age

1.3 Number of years as an FSE/Field Technician:

☒ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

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☒ Yes ☐ No

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☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

2.5 What method do you use to update your calls?

☐ Use my PDA ☒ Phone my Callico ☐ Send Email to my Callico ☒ Use my PC @ the Office

Section D: Your interaction with the PDA system

Please answer this Section by indicating on the likert scale the Degree to which you Agree or Disagree with the Corresponding Statement.

3.1 Using my PDA enables me to better manage my calls:

PUI

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SII

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input checked="" type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
<p align="center"><i>Kindly save your completed questionnaire and email back at your earliest convenience. Once again, Thank You for Your Time and Participation!</i></p>					

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☐ 1 ☒ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

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Please answer this Section by indicating on the likert scale the Degree to which you Agree or Disagree with the Corresponding Statement.

3.1 Using my PDA enables me to better manage my calls:**PUI**

☐ Strongly Agree
 ☐ Agree
 ☐ Unsure
 ☒ Disagree
 ☐ Strongly Disagree

3.2 I find it easy to operate the PDA:**PE1**

☐ Strongly Agree
 ☒ Agree
 ☐ Unsure
 ☐ Disagree
 ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:**ATI**

☐ Strongly Agree
 ☒ Agree
 ☐ Unsure
 ☐ Disagree
 ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:**CO1**

☐ Strongly Agree
 ☒ Agree
 ☐ Unsure
 ☐ Disagree
 ☐ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:**FC1**

☐ Strongly Agree
 ☐ Agree
 ☒ Unsure
 ☐ Disagree
 ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:**SII**

☐ Strongly Agree
 ☐ Agree
 ☐ Unsure
 ☒ Disagree
 ☐ Strongly Disagree

3.7 I use my PDA very frequently:**US1**

☐ Strongly Agree
 ☐ Agree
 ☐ Unsure
 ☒ Disagree
 ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:**PE2**

☐ Strongly Agree
 ☒ Agree
 ☐ Unsure
 ☐ Disagree
 ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:**CO2**

☐ Strongly Agree
 ☐ Agree
 ☐ Unsure
 ☒ Disagree
 ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:**SI2**

☐ Strongly Agree
 ☐ Agree
 ☐ Unsure
 ☒ Disagree
 ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:**US2**

☐ Strongly Agree
 ☒ Agree
 ☐ Unsure
 ☐ Disagree
 ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:**PU2**

☐ Strongly Agree
 ☐ Agree
 ☐ Unsure
 ☒ Disagree
 ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:**AT2**

☐ Strongly Agree
 ☐ Agree
 ☒ Unsure
 ☐ Disagree
 ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:**CO3**

☐ Strongly Agree
 ☐ Agree
 ☐ Unsure
 ☒ Disagree
 ☐ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:**FC2**

☐ Strongly Agree
 ☐ Agree
 ☐ Unsure
 ☒ Disagree
 ☐ Strongly Disagree

3.16 GijimaAst leadership has generally supported the use of the PDA:	SI3
<input type="checkbox"/> Strongly Agree <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Unsure <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:	US3
<input type="checkbox"/> Strongly Agree <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Unsure <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:	PU3
<input type="checkbox"/> Strongly Agree <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Unsure <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:	PE3
<input type="checkbox"/> Strongly Agree <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Unsure <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:	AT3
<input type="checkbox"/> Strongly Agree <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Unsure <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:	CO4
<input type="checkbox"/> Strongly Agree <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Unsure <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:	
"I am generally _____ with the support I have received for the PDA system":	
<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input checked="" type="checkbox"/> Unsure <input type="checkbox"/> Unsatisfied <input type="checkbox"/> Very Unsatisfied	
Kindly save your completed questionnaire and email back at your earliest convenience. Once again, Thank You for Your Time and Participation!	

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☒ Use my PDA ☐ Phone my Callco ☐ Send Email to my Callco ☐ Other Method

Section D: Your interaction with the PDA system					
3.1 Using my PDA enables me to better manage my calls:					PU1
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.2 I find it easy to operate the PDA:					PE1
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.3 Introducing the PDA system is a good idea from the company's point of view:					AT1
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.4 Using the PDA fits well with the way I prefer to work:					CO1
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.5 A specific person/group is available for assistance when I have problems with my PDA:					FC1
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:					SI1
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.7 I use my PDA very frequently:					US1
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.8 Updating calls using the PDA is easy:					PE2
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.9 The PDA fits well with all aspects of my lifestyle:					CO2
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.10 In general the user community supports the use of the PDA:					SI2
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.11 I believe the PDA will be widely used within the company in the next 12 months:					US2
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.12 Using the PDA enhances my productivity:					PU2
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.13 Working with the PDA makes work more interesting:					AT2
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.14 I find the PDA to be a practical instrument to use for phoning:					CO3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.15 Problems raised in connection with functioning of the PDA generally get resolved:					FC2
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	

3.19 I think that the PDA is a flexible tool to use:	PE3
<input checked="" type="checkbox"/> Strongly Agree <input type="checkbox"/> Agree <input type="checkbox"/> Unsure <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:	AT3
<input checked="" type="checkbox"/> Strongly Agree <input type="checkbox"/> Agree <input type="checkbox"/> Unsure <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:	CO4
<input type="checkbox"/> Strongly Agree <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Unsure <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below: "I am generally _____ with the support I have received for the PDA system":	FC3
<input type="checkbox"/> Very Satisfied <input checked="" type="checkbox"/> Satisfied <input type="checkbox"/> Unsure <input type="checkbox"/> Unsatisfied <input type="checkbox"/> Very Unsatisfied	
<div> <i>save</i> </div> <div> <i>Much for Your Time and Participation!</i> </div>	

Respondent code (for office use only):

Notes on completing and submitting the questionnaire:

1. Please answer the questions in each section as best as you can.
2. Please provide your response to all questions.
3. The survey is electronic and all you need to do is click on your chosen response.
4. After completing the questionnaire kindly save it and e-Mail back to the following address:
dumisani.ngcobo@gijima.com
5. Should you prefer to fill in the questionnaire by hand, then you can either fax it to: Fax (012) 665
6. Your prompt response (*within three days of receipt*) will be greatly appreciated.

Section A: Your permission to use response for academic research

Kindly fill in the spaces provided:

I, (name) (surname) by typing my name, hereby give permission that my response may be used for research purposes provided that my identity and personal details are not revealed in the published records of the research.

Date questionnaire filled in (please type DD/MM/YYYY):

Section B: Your general personal details (tick appropriate option)

1.1 Gender: ☐ Female ☒ Male

1.2 Please state your age in Years:

years of age

1.3 Number of years as an FSE/Field Technician:

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☒ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10

Section C: Your work environment

2.1 In which province are you based?

☒ Gauteng ☐ North West ☐ Mpumalanga ☐ Free State ☐ KZN
☐ Western Cape ☐ Northern Cape ☐ Polokwane ☐ Eastern Cape

2.2 What type of client base do you service?

☐ Corporate environment (One client organization based in one building/campus)
☐ One client organization but based in more than one site
☒ More than one client organization + several site locations

2.3 On average how many kilometers do you cover on calls daily?

☐ Do not travel on calls ☐ 0-100km/day ☒ 100-200km/day ☐ 200-300km/day ☐ 300km+ /day

2.4 On average, how many calls do you attend to on a daily basis?

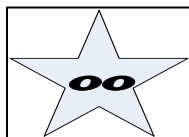
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☒ More than 10

2.5 What method do you use to update your calls?

☒ Use my PDA ☐ Phone my Callco ☐ Send Email to my Callco ☐ Other Method

Section D: Your interaction with the PDA system					
3.1 Using my PDA enables me to better manage my calls:					PUI
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.2 I find it easy to operate the PDA:					PE1
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.3 Introducing the PDA system is a good idea from the company's point of view:					ATI
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.4 Using the PDA fits well with the way I prefer to work:					CO1
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.5 A specific person/group is available for assistance when I have problems with my PDA:					FC1
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:					SII
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.7 I use my PDA very frequently:					US1
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.8 Updating calls using the PDA is easy:					PE2
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.9 The PDA fits well with all aspects of my lifestyle:					CO2
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.10 In general the user community supports the use of the PDA:					SI2
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.11 I believe the PDA will be widely used within the company in the next 12 months:					US2
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.12 Using the PDA enhances my productivity:					PU2
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.13 Working with the PDA makes work more interesting:					AT2
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.14 I find the PDA to be a practical instrument to use for phoning:					CO3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.15 Problems raised in connection with functioning of the PDA generally get resolved:					FC2
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input checked="" type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	

3.19 I think that the PDA is a flexible tool to use:	PE3
<input checked="" type="checkbox"/> Strongly Agree <input type="checkbox"/> Agree <input type="checkbox"/> Unsure <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:	AT3
<input checked="" type="checkbox"/> Strongly Agree <input type="checkbox"/> Agree <input type="checkbox"/> Unsure <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:	CO4
<input checked="" type="checkbox"/> Strongly Agree <input type="checkbox"/> Agree <input type="checkbox"/> Unsure <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below: "I am generally _____ with the support I have received for the PDA system":	FC3
<input checked="" type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Unsure <input type="checkbox"/> Unsatisfied <input type="checkbox"/> Very Unsatisfied	
<div> <i>save</i> </div> <div> <i>Much for Your Time and Participation!</i> </div>	



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2. Please provide your response to all questions.
3. The survey is electronic and all you need to do is click on your chosen response.
4. After completing the questionnaire kindly save it and e-Mail back to the following address:
dumisani.ngcobo@gijima.com
5. Should you prefer to fill in the questionnaire by hand, please fax it to: *Fax (012) 665 5154.*
6. Your prompt response (*within three days of receipt*) will be greatly appreciated.

Section A: Your permission to use response for academic research

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Date questionnaire filled in (*please type DD/MM/YYYY*):

Section B: Your general personal details (*tick appropriate option*)

1.1 Gender: ☐ Female ☒ Male

1.2 Please state your age in Years:

years of age

1.3 Number of years as an FSE/Field Technician:

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☒ More than 10

1.4 Do you own a company issued PDA?

☒ Yes ☐ No

Section C: Your work environment

2.1 In which province are you based?

☒ ☐ North West ☐ Mpumalanga ☐ Free State ☐ KZN
☐ Western Cape ☐ Northern Cape ☐ Polokwane ☐ Eastern Cape

2.2 What type of client base do you service?

- ☐ Corporate environment (One client organization based in one building/campus)
☒ One client organization but based in more than one site
☐ More than one client organization as well as several site locations

2.3 On average how many kilometers do you cover attending to calls daily?

☒ Do not travel on calls ☐ 0-100km/day ☐ 100-200km/day ☐ 200-300km/day ☐ 300km+ /day

2.4 On average, how many calls do you attend to on a daily basis?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☒ More than 10

2.5 What method do you use to update your calls?

☐ Use my PDA ☐ Phone my Callico ☐ Send Email to my Callico ☒ Use my PC @ the Office

Section D: Your interaction with the PDA system

Please answer this Section by indicating on the likert scale the Degree to which you Agree or Disagree with the Corresponding Statement.

3.1 Using my PDA enables me to better manage my calls:

PUI

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☒ Strongly Disagree

3.2 I find the PDA easy to operate:

PE1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.3 Introducing the PDA system is a good idea from the company's point of view:

AT1

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.4 Using the PDA fits well with the way I prefer to work:

CO1

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☒ Strongly Disagree

3.5 A specific person/group is available to assist when I have problems with my PDA:

FC1

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.6 My fellow FSEs believe that the use of the PDA is beneficial to the company:

SII

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.7 I use my PDA very frequently:

US1

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.8 Updating calls using the PDA is easy:

PE2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.9 The PDA fits well with all aspects of my lifestyle:

CO2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.10 In general the user community supports the use of the PDA:

SI2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

3.11 I believe the PDA will be widely used within the company in the next 12 months:

US2

☐ Strongly Agree ☒ Agree ☐ Unsure ☐ Disagree ☐ Strongly Disagree

3.12 Using the PDA enhances my productivity:

PU2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.13 Working with the PDA makes my work more interesting:

AT2

☐ Strongly Agree ☐ Agree ☐ Unsure ☒ Disagree ☐ Strongly Disagree

3.14 I find the PDA to be a practical instrument to use as a phone:

CO3

☐ Strongly Agree ☐ Agree ☐ Unsure ☐ Disagree ☒ Strongly Disagree

3.15 Problems raised in connection with functioning of the PDA generally get resolved:

FC2

☐ Strongly Agree ☐ Agree ☒ Unsure ☐ Disagree ☐ Strongly Disagree

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.16 GijimaAst leadership has generally supported the use of the PDA:					SI3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.17 I look forward to the use of the PDA for more functions/purposes:					US3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input checked="" type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.18 Use of the PDA system is important for performing my work:					PU3
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input checked="" type="checkbox"/> Strongly Disagree	
3.19 I think that the PDA is a flexible tool to use:					PE3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.20 Introducing the PDA system is a good idea in my point of view:					AT3
<input type="checkbox"/> Strongly Agree	<input checked="" type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	
3.21 Using the PDA is completely compatible with my current situation:					CO4
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Unsure	<input type="checkbox"/> Disagree	<input checked="" type="checkbox"/> Strongly Disagree	
3.23 Select the answer that you feel best fills the space in the statement below:					FC3
"I am generally _____ with the support I have received for the PDA system":					
<input type="checkbox"/> Very Satisfied					
<input type="checkbox"/> Satisfied					
<input type="checkbox"/> Unsure					
<input checked="" type="checkbox"/> Unsatisfied					
<input type="checkbox"/> Very Unsatisfied					
<p style="text-align: center;"><i>Kindly save your completed questionnaire and email back at your earliest convenience. Once again, Thank You for Your Time and Participation!</i></p>					

ID	NAME	SURNAME	PROVINCE	ASM
1	Marlon	Govendor	Mpumalanga	Stefan Bezuidenhout
2	Dian	Derkson	Mpumalanga	Stefan Bezuidenhout
3	Vaughan	Seale	Gauteng	Theuns Botha
4	Lowies	Steyn	Gauteng	Theuns Botha
5	Neville	Coetzee	Eastern Cape	Steven Eicker
6	Nico	Lambrechts	Eastern Cape	Steven Eicker
7	Elandre	Els	Eastern Cape	Steven Eicker
8	Louis	Ellof	Gauteng	Theuns Botha
9	Freeman	Akakpo	Gauteng	Brian Isaacs
10	Jorge	Silva	Gauteng	Jan Mienie
11	Danie	van Niekerk	Gauteng	Jan Mienie
12	Neels	Grobbelaar	Gauteng	Jan Mienie
13	Phillip	Grobler	Gauteng	Herman Engelbrecht
14	Iniel	Ruitenbach	Gauteng	Jan Mienie
15	Adri	Du Prez	KZN	Jan Mienie
16	Rajin	Byroo	KZN	Claude Naidoo
17	David	Hanwith-Horden	KZN	Pinetown
18	Ismail	Cassoo	KZN	Pinetown
19	Vernon	Pillay	KZN	Pinetown
20	Hannes	Grobler	Northern Cape	Sakkie Olivier
21	Norman	du Plooy	Northern Cape	Sakkie Olivier
22	Malusi	Ndlovu	KZN	Pinetown
23	Kevin	Govendor	KZN	Pinetown
24	Francois	de Wagenaar	Gauteng	Ben van Vuuren
25	Brian	Mare	Free State	Mark Sheppard
26	Cor	de Klerk	Free State	Mark Sheppard
27	Bernard	Nortier	Western Cape	??
28	Qobela	Molapo	Gauteng	Ben van Vuuren
29	Latief	de Villiers	Western Cape	??
30	Mike	Makotla	Gauteng	Christine Wood
31	Keath	Sheldon	Gauteng	??
32	Paul	Mouton	Western Cape	??
33	Nymus	Booyesen	KZN	??
34	Brian	Nielsen	Gauteng	Christine Wood
35	Sean	Kriel	Gauteng	Christine Wood
36	Peter	Butcher	KZN	??
37	Adhish	Ramdeen	KZN	??
38	Stuart	Booth	KZN	??
39	Mohammed	Ismail	KZN	??
40	Nathi	Nkonyeni	KZN	??
41	Josephine	Taka La	Gauteng	Christine Wood
42	Conrad	Bezuidenhout	Free State	Mark Sheppard
43	Jacobus	Theron	Polokwane	Louw van Staden
44	Geo	Kerspey	Western Cape	
45	Adre	Honiball	North West	
46	Alpheus	Seleka	Polokwane	Hennie du Toit
47	Pieter	Viljoen	Polokwane	Hennie du Toit
48	Jako	Fourie	Northern Cape	??
49	Lody	Joubert	Free State	Mark Sheppard
50	Eugene	Welgemoed	Northern Cape	??
51	Paulus	Swartz	Gauteng	Herman Engelbrecht

52	Proppie	Du Prez	Polokwane	Hennie du Toit
53	Janice	Theron	Western Cape	
54	Chrisjan	Schoeman	Polokwane	Hennie du Toit
55	John	Coetzer	Western Cape	
56	Max	Motsamai	Free State	Mark Sheppard
57	Jean-Pierre	Gonzales	Eastern Cape	Steven Eicker
58	Johan	Meyer	Gauteng	Theuns Botha
59	Dowayne	Loader	Free State	Mark Sheppard
60	Lesego	Molefe	Gauteng	??
61	Jacques	Nel	Eastern Cape	Steven Eicker
62	Adrien	Liebenberg	Northern Cape	Sakkie Olivier
63	Piet	Smit	Gauteng	Brian Isaacs
64	Nicolas	Liebenberg	Gauteng	Brian Isaacs
65	Jacques	Oosthuizen	Mpumalanga	Stefan Bezuidenhout
66	Willem	Nielsen	Gauteng	??
67	Michael	Erasmus	Gauteng	??
68	Jarred	Strydom	gauteng	Jan Mienie
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