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APPENDIXES

Appendix 1: Questionnaire For MBA Research

Dear Sir/Madam

I am a postgraduate student of University of Moratuwa engaged in a research study on " A study of factors affecting the usage of Government Information Centre and provide guidelines for improvement" as a partial fulfillment of the Master of Business Administration (MBA e-Gov) programme.

I would appreciate if you could spare few minutes of your precious time to fill the questionnaire.

Thank You
M.M.Aliff

Government Information Centre (GIC)[1919]
Survey: Questionnaire

01. General information

1. Gender : ☐ Male ☐ Female

2. Age Group : ☐ 12-18 ☐ 19-25 ☐ 26-55 ☐ above 55

3. Education Level : ☐ below O/L ☐ A/L ☐ degree ☐ Master & above

4. Monthly income : ☐ <20000 ☐ 20001-30000 ☐ 30001-40000 ☐ >40000

02. Awareness about GIC

5. Do you know about GIC? : Yes ☐ No ☐

(If you don't know about GIC, please answer section 7.)

6. How you got to know about the GIC? : ☐ Internet services

☐ Word of mouth ☐ Leaflets/Brochures ☐ Newspaper ☐ Radio ☐ TV

7. Do you use GIC to get information? : ☐ Yes ☐ No

8. Which channel do you use to contact? : ☐ Telephone ☐ Web ☐ SMS

9. In which language you make query? : ☐ Sinhala ☐ Tamil ☐ English

Please indicate whether you are satisfied or dissatisfied with the following statements

	Very little (1)	Little (2)	Average (3)	Much(4)	Very much(5)
10. Extent of awareness about GIC helps you to find the usefulness of GIC service					
11. Extent of awareness about GIC helps you to find the easiness of use of GIC service					
12. Extent of awareness about GIC created willingness to use GIC services					
13. Extent of awareness of the easiness of getting information from GIC through multi-channel.					

03. Usefulness of GIC Services

Please indicate whether you agree or disagree with the following statements.

	Strongly disagree(1)	Disagree(2)	Moderately(3)	Agree(4)	Strongly Agree(5)
14. GIC provides the precise information you need.					
15. GIC provides up-to-date information.					
16. There is saving of time & money using GIC service.					
17. The waiting time for having your question addressed was satisfactory					
18. The process of resolving your problem is satisfactory					
19. Sufficient information is available on the GIC website to solve your problem					
20. The information provided is clear and easy to understand					
21. There is satisfaction about the accessibility through all three languages					

04. Ease of use of GIC Services

Please indicate whether you agree or disagree with the following statements.

	Strongly disagree(1)	Disagree(2)	Moderately (3)	Agree(4)	Strongly Agree(5)
22. It is easy to access GIC through (telephone, internet, sms).					
23. The customer service representatives are very Courteous.					
24 The customer service representatives handle my call quickly.					
25 The customer service representatives are very knowledgeable.					
26 I am kept informed about follow up action and the progress of service.					
27 Can easily navigate around GIC web.					
28 Using GIC services is easy.					
29 I am satisfied with the availability of service.					

05. Trust in using GIC

	Strongly disagree(1)	Disagree(2)	Moderately(3)	Agree(4)	Strongly Agree(5)
30. GIC provides accurate information.					
31. GIC provides reliable information.					
32. Information provided by GIC is trustworthy and it encourages you to use GIC.					

06. Willingness to use

	Strongly disagree(1)	Disagree(2)	Moderately(3)	Agree(4)	Strongly Agree(5)
33. In future I would not hesitate to use GIC services through TP/ Web/ SMS.					
34. In future I intend to increase my use of GIC services					
35. In future I would recommend it to others					
36. My trust in GIC services increased the usage of GIC.					

07. If you don't know about GIC /if you are not using GIC services, please answer the following questions.

37. What are the reasons for not knowing about the GIC

Never seen any advertisement ☐

Never heard from word of mouth ☐

Never seen advertisements in web sites ☐

Others …………………………………………………………………………………

…………………………………………………………………………………...

38.If you know about GIC services, what are the reasons for not using it?

Insufficient information   ☐

Lack of understanding to use   ☐

Unavailability of phone/internet   ☐

Concern about cost   ☐

No trust   ☐

Need does not arise   ☐

Lake of proper attitudinal change   ☐

Others ……
………………………………………………………………………………………………………

39. If you are not using GIC, how are you getting government service information?

By visiting the relevant organization   ☐

Getting assistance from friends/known people   ☐

Through an agent   ☐

Other ways ……….

40. Any other comments and suggestions.
……
……
……

Appendix II: Awareness of GIC and Demographic Factors

			Awareness about GIC [5]		Total
			Yes	No	
Gender [1]	Male	Count	85	95	180
		% within Gender [1]	47.2%	52.8%	100.0%
		% within Awareness about GIC [5]	70.8%	36.0%	46.9%
		% of Total	22.1%	24.7%	46.9%
	Female	Count	35	169	204
		% within Gender [1]	17.2%	82.8%	100.0%
		% within Awareness about GIC [5]	29.2%	64.0%	53.1%
		% of Total	9.1%	44.0%	53.1%
Total		Count	120	264	384
Age Group [2]	12 - 18	Count	0	34	34
		% within Age Group [2]	.0%	100.0%	100.0%
		% within Awareness about GIC [5]	.0%	12.9%	8.9%
		% of Total	.0%	8.9%	8.9%
	19 - 25	Count	11	103	114
		% within Age Group [2]	9.6%	90.4%	100.0%
		% within Awareness about GIC [5]	9.2%	39.0%	29.7%
		% of Total	2.9%	26.8%	29.7%
	26 - 55	Count	94	98	192
		% within Age Group [2]	49.0%	51.0%	100.0%
		% within Awareness about GIC [5]	78.3%	37.1%	50.0%
		% of Total	24.5%	25.5%	50.0%
	Above 55	Count	15	29	44
		% within Age Group [2]	34.1%	65.9%	100.0%
		% within Awareness about GIC [5]	12.5%	11.0%	11.5%
		% of Total	3.9%	7.6%	11.5%
Total		Count	120	264	384

Education Level [3]	Below OL	Count	0	72	72
		% within Education Level [3]	.0%	100.0%	100.0%
		% within Awareness about GIC [5]	.0%	27.7%	18.9%
		% of Total	.0%	18.9%	18.9%
	AL	Count	24	157	181
		% within Education Level [3]	13.3%	86.7%	100.0%
		% within Awareness about GIC [5]	20.0%	60.4%	47.6%
		% of Total	6.3%	41.3%	47.6%
	Degree	Count	83	28	111
		% within Education Level [3]	74.8%	25.2%	100.0%
		% within Awareness about GIC [5]	69.2%	10.8%	29.2%
		% of Total	21.8%	7.4%	29.2%
	Master	Count	13	1	14
		% within Education Level [3]	92.9%	7.1%	100.0%
		% within Awareness about GIC [5]	10.8%	.4%	3.7%
		% of Total	3.4%	.3%	3.7%
Total		Count	120	260	380
Monthly Income [4]	Up to 20000	Count	0	64	64
		% within Monthly Income [4]	.0%	100.0%	100.0%
		% within Awareness about GIC [5]	.0%	24.6%	16.8%
		% of Total	.0%	16.8%	16.8%
	Between 20001 and 30000	Count	5	168	173
		% within Monthly Income [4]	2.9%	97.1%	100.0%
		% within Awareness about GIC [5]	4.2%	64.6%	45.5%
		% of Total	1.3%	44.2%	45.5%

Between 30001 and 40000	Count	85	14	99
	% within Monthly Income [4]	85.9%	14.1%	100.0%
	% within Awareness about GIC [5]	70.8%	5.4%	26.1%
	% of Total	22.4%	3.7%	26.1%
Above 40000	Count	30	0	30
	% within Monthly Income [4]	100.0%	.0%	100.0%
	% within Awareness about GIC [5]	25.0%	.0%	7.9%
	% of Total	7.9%	.0%	7.9%
Total	Count	120	260	380

APPENDIX III: USAGE OF GIC AND DEMOGRAPHIC FACTORS

			Using GIC [7]		Total
			Yes	No	
Gender [1]	Male	Count	63	22	85
		% within Gender [1]	74.1%	25.9%	100.0%
		% within Using GIC [7]	72.4%	66.7%	70.8%
		% of Total	52.5%	18.3%	70.8%
	Female	Count	24	11	35
		% within Gender [1]	68.6%	31.4%	100.0%
		% within Using GIC [7]	27.6%	33.3%	29.2%
		% of Total	20.0%	9.2%	29.2%
Total		Count	87	33	120
	% within Gender [1]		72.5%	27.5%	100.0%
	% within Using GIC [7]		100.0%	100.0%	100.0%
	% of Total		72.5%	27.5%	100.0%
Age Group [2]	19 - 25	Count	8	3	11
		% within Age Group [2]	72.7%	27.3%	100.0%
		% within Using GIC [7]	9.2%	9.1%	9.2%
		% of Total	6.7%	2.5%	9.2%
	26 - 55	Count	69	25	94
		% within Age Group [2]	73.4%	26.6%	100.0%
		% within Using GIC [7]	79.3%	75.8%	78.3%
		% of Total	57.5%	20.8%	78.3%
	Above 55	Count	10	5	15
		% within Age Group [2]	66.7%	33.3%	100.0%
		% within Using GIC [7]	11.5%	15.2%	12.5%
		% of Total	8.3%	4.2%	12.5%
Total		Count	87	33	120
	% within Age Group [2]		72.5%	27.5%	100.0%
	% within Using GIC [7]		100.0%	100.0%	100.0%
	% of Total		72.5%	27.5%	100.0%
Education Level [3]	AL	Count	20	4	24
		% within Education Level [3]	83.3%	16.7%	100.0%
		% within Using GIC [7]	23.0%	12.1%	20.0%
		% of Total	16.7%	3.3%	20.0%
	Degree	Count	55	28	83
		% within Education Level [3]	66.3%	33.7%	100.0%
		% within Using GIC [7]	63.2%	84.8%	69.2%
		% of Total			69.2%
			45.8%	23.3%	

	Master	Count	12	1	13
		% within Education Level [3]	92.3%	7.7%	100.0%
		% within Using GIC [7]	13.8%	3.0%	10.8%
		% of Total	10.0%	.8%	10.8%
Total		Count	87	33	120
Monthly Income [4]	Between 20001 and 30000	Count	3	2	5
		% within Monthly Income [4]	60.0%	40.0%	100.0%
		% within Using GIC [7]	3.4%	6.1%	4.2%
		% of Total	2.5%	1.7%	4.2%
	Between 30001 and 40000	Count	55	30	85
		% within Monthly Income [4]	64.7%	35.3%	100.0%
		% within Using GIC [7]	63.2%	90.9%	70.8%
		% of Total	45.8%	25.0%	70.8%
	Above 40000	Count	29	1	30
		% within Monthly Income [4]	96.7%	3.3%	100.0%
		% within Using GIC [7]	33.3%	3.0%	25.0%
		% of Total	24.2%	.8%	25.0%
Total		Count	87	33	120
		% within Monthly Income [4]	72.5%	27.5%	100.0%
		% within Using GIC [7]	100.0%	100.0%	100.0%
		% of Total	72.5%	27.5%	100.0%

Appendix: IV Province -wise awareness of GIC

			Awareness about GIC [5]		Total
			Yes	No	
Province	Western Province	Count	21	27	48
		% within Province	43.8%	56.3%	100.0%
		% within Awareness about GIC [5]	17.5%	10.2%	12.5%
		% of Total	5.5%	7.0%	12.5%
	Northern Province	Count	10	32	42
		% within Province	23.8%	76.2%	100.0%
		% within Awareness about GIC [5]	8.3%	12.1%	10.9%
		% of Total	2.6%	8.3%	10.9%
	Eastern Province	Count	13	29	42
		% within Province	31.0%	69.0%	100.0%
		% within Awareness about GIC [5]	10.8%	11.0%	10.9%
		% of Total	3.4%	7.6%	10.9%
	Sabragamuwa Province	Count	14	28	42
		% within Province	33.3%	66.7%	100.0%
		% within Awareness about GIC [5]	11.7%	10.6%	10.9%
		% of Total	3.6%	7.3%	10.9%
	North Central Province	Count	16	26	42
		% within Province	38.1%	61.9%	100.0%
		% within Awareness about GIC [5]	13.3%	9.8%	10.9%
		% of Total	4.2%	6.8%	10.9%
	Southern Province	Count	11	31	42
		% within Province	26.2%	73.8%	100.0%
		% within Awareness about GIC [5]	9.2%	11.7%	10.9%
		% of Total	2.9%	8.1%	10.9%
	Central Province	Count	15	27	42
		% within Province	35.7%	64.3%	100.0%
		% within Awareness about GIC [5]	12.5%	10.2%	10.9%
		% of Total	3.9%	7.0%	10.9%
	Uva Province	Count	12	30	42
		% within Province	28.6%	71.4%	100.0%
		% within Awareness about GIC [5]	10.0%	11.4%	10.9%
		% of Total	3.1%	7.8%	10.9%
	North Western Province	Count	8	34	42
		% within Province	19.0%	81.0%	100.0%
		% within Awareness about GIC [5]	6.7%	12.9%	10.9%
		% of Total	2.1%	8.9%	10.9%
Total		Count	120	264	384
		% within Province	31.3%	68.8%	100.0%
		% within Awareness about GIC [5]	100.0%	100.0%	100.0%
		% of Total	31.3%	68.8%	100.0%

Appendix V Media- wise analysis of GIC awareness

							How to know GIC				Total
			Int	Ver b	Lea f	New s Pape r	TV	Two ways	Thre e ways	More than three	
Pro vinc e	Weste rn Provin ce	Count	0	12	1	0	1	6	1	0	21
		% within Province	.0%	57.1 %	4.8 %	.0%	4.8%	28.6%	4.8%	.0%	100. 0%
		% within How to know GIC	.0%	24.0 %	50. 0%	.0%	7.1%	24.0%	11.1 %	.0%	17.5 %
		% of Total	.0%	10.0 %	.8 %	.0%	.8%	5.0%	.8%	.0%	17.5 %
	Northe rn Provin ce	Count	0	9	0	0	0	1	0	0	10
		% within Province	.0%	90.0 %	.0 %	.0%	.0%	10.0%	.0%	.0%	100. 0%
		% within How to know GIC	.0%	18.0 %	.0 %	.0%	.0%	4.0%	.0%	.0%	8.3%
		% of Total	.0%	7.5 %	.0 %	.0%	.0%	.8%	.0%	.0%	8.3%
	Easte rn Provin ce	Count	0	5	1	3	2	2	0	0	13
		% within Province	.0%	38.5 %	7.7 %	23.1 %	15.4%	15.4%	.0%	.0%	100. 0%
		% within How to know GIC	.0%	10.0 %	50. 0%	42.9 %	14.3%	8.0%	.0%	.0%	10.8 %
		% of Total	.0%	4.2 %	.8 %	2.5%	1.7%	1.7%	.0%	.0%	10.8 %
	Sabra gamu wa Provin ce	Count	1	4	0	1	4	2	2	0	14
		% within Province	7.1%	28.6 %	.0 %	7.1%	28.6%	14.3%	14.3 %	.0%	100. 0%
		% within How to know GIC	9.1%	8.0 %	.0 %	14.3 %	28.6%	8.0%	22.2 %	.0%	11.7 %
		% of Total	.8%	3.3 %	.0 %	.8%	3.3%	1.7%	1.7%	.0%	11.7 %
	North Centra l Provin ce	Count	1	5	0	1	3	3	2	1	16
		% within Province	6.3%	31.3 %	.0 %	6.3%	18.8%	18.8%	12.5 %	6.3%	100. 0%
		% within How to know GIC	9.1%	10.0 %	.0 %	14.3 %	21.4%	12.0%	22.2 %	50.0%	13.3 %

										Total
	% of Total	.8%	4.2%	.0%	.8%	2.5%	2.5%	1.7%	.8%	13.3%
Southern Province	Count	0	5	0	0	2	2	2	0	11
	% within Province	.0%	45.5%	.0%	.0%	18.2%	18.2%	18.2%	.0%	100.0%
	% within How to know GIC	.0%	10.0%	.0%	.0%	14.3%	8.0%	22.2%	.0%	9.2%
	% of Total	.0%	4.2%	.0%	.0%	1.7%	1.7%	1.7%	.0%	9.2%
Central Province	Count	6	1	0	1	1	4	2	0	15
	% within Province	40.0%	6.7%	.0%	6.7%	6.7%	26.7%	13.3%	.0%	100.0%
	% within How to know GIC	54.5%	2.0%	.0%	14.3%	7.1%	16.0%	22.2%	.0%	12.5%
	% of Total	5.0%	.8%	.0%	.8%	.8%	3.3%	1.7%	.0%	12.5%
Uva Province	Count	3	3	0	1	0	4	0	1	12
	% within Province	25.0%	25.0%	.0%	8.3%	.0%	33.3%	.0%	8.3%	100.0%
	% within How to know GIC	27.3%	6.0%	.0%	14.3%	.0%	16.0%	.0%	50.0%	10.0%
	% of Total	2.5%	2.5%	.0%	.8%	.0%	3.3%	.0%	.8%	10.0%
North Western Province	Count	0	6	0	0	1	1	0	0	8
	% within Province	.0%	75.0%	.0%	.0%	12.5%	12.5%	.0%	.0%	100.0%
	% within How to know GIC	.0%	12.0%	.0%	.0%	7.1%	4.0%	.0%	.0%	6.7%
	% of Total	.0%	5.0%	.0%	.0%	.8%	.8%	.0%	.0%	6.7%
Total	Count	11	50	2	7	14	25	9	2	120
	% within Province	9.2%	41.7%	1.7%	5.8%	11.7%	20.8%	7.5%	1.7%	100.0%
	% within How to know GIC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	% of Total	9.2%	41.7%	1.7%	5.8%	11.7%	20.8%	7.5%	1.7%	100.0%

Appendix: VI Language wise analysis of the GIC usage.

			Contact Language				Total
			Sin	Tam	Sin & Tam	Sin & Eng	
Province	Western Province	Count	12	0	0	4	16
		% within Province	75.0%	.0%	.0%	25.0%	100.0%
		% within Contact Language	24.5%	.0%	.0%	20.0%	18.4%
		% of Total	13.8%	.0%	.0%	4.6%	18.4%
	Northern Province	Count	0	6	1	0	7
		% within Province	.0%	85.7%	14.3%	.0%	100.0%
		% within Contact Language	.0%	42.9%	25.0%	.0%	8.0%
		% of Total	.0%	6.9%	1.1%	.0%	8.0%
	Eastern Province	Count	0	8	2	0	10
		% within Province	.0%	80.0%	20.0%	.0%	100.0%
		% within Contact Language	.0%	57.1%	50.0%	.0%	11.5%
		% of Total	.0%	9.2%	2.3%	.0%	11.5%
	Sabragamuwa Province	Count	9	0	0	1	10
		% within Province	90.0%	.0%	.0%	10.0%	100.0%
		% within Contact Language	18.4%	.0%	.0%	5.0%	11.5%
		% of Total	10.3%	.0%	.0%	1.1%	11.5%
	North Central Province	Count	3	0	0	4	7
		% within Province	42.9%	.0%	.0%	57.1%	100.0%
		% within Contact Language	6.1%	.0%	.0%	20.0%	8.0%
		% of Total	3.4%	.0%	.0%	4.6%	8.0%
	Southern Province	Count	5	0	1	1	7
		% within Province	71.4%	.0%	14.3%	14.3%	100.0%
		% within Contact Language	10.2%	.0%	25.0%	5.0%	8.0%
		% of Total	5.7%	.0%	1.1%	1.1%	8.0%
	Central Province	Count	9	0	0	4	13
		% within Province	69.2%	.0%	.0%	30.8%	100.0%
		% within Contact Language	18.4%	.0%	.0%	20.0%	14.9%
		% of Total	10.3%	.0%	.0%	4.6%	14.9%

	Uva Province	Count	8	0	0	2	10
		% within Province	80.0%	.0%	.0%	20.0%	100.0%
		% within Contact Language	16.3%	.0%	.0%	10.0%	11.5%
		% of Total	9.2%	.0%	.0%	2.3%	11.5%
	North Western Province	Count	3	0	0	4	7
		% within Province	42.9%	.0%	.0%	57.1%	100.0%
		% within Contact Language	6.1%	.0%	.0%	20.0%	8.0%
		% of Total	3.4%	.0%	.0%	4.6%	8.0%
Total		Count	49	14	4	20	87
	% within Province		56.3%	16.1%	4.6%	23.0%	100.0%
	% within Contact Language		100.0%	100.0%	100.0%	100.0%	100.0%
	% of Total		56.3%	16.1%	4.6%	23.0%	100.0%

Appendix VII Correlation coefficient between Demographic factors with Awareness of Multi channel

1. Correlation coefficient between Genders with Awareness of Multi channel

Symmetric Measures

		Value	Asymp. Std. Error(a)	Approx. T(b)	Approx. Sig.
Interval by Interval	Pearson's R	.090	.115	.829	.410(c)
Ordinal by Ordinal	Spearman Correlation	.064	.111	.590	.557(c)
N of Valid Cases		87			

2. Correlation coefficient between Age-groups with Awareness of Multi channel

		Value	Asymp. Std. Error(a)	Approx. T(b)	Approx. Sig.
Interval by Interval	Pearson's R	.091	.103	.839	.404(c)
Ordinal by Ordinal	Spearman Correlation	.076	.108	.699	.486(c)
N of Valid Cases		87			

.

3. Correlation coefficient between Education-level with Awareness of Multi channel

		Value	Asymp. Std. Error(a)	Approx. T(b)	Approx. Sig.
Interval by Interval	Pearson's R	-.106	.102	-.987	.327(c)
Ordinal by Ordinal	Spearman Correlation	-.122	.106	-1.136	.259(c)
N of Valid Cases		87			

.

4. Correlation coefficient between Monthly-income with Awareness of Multi channel

		Value	Asymp. Std. Error(a)	Approx. T(b)	Approx. Sig.
Interval by Interval	Pearson's R	-.157	.115	-1.465	.147(c)
Ordinal by Ordinal	Spearman Correlation	-.184	.111	-1.728	.088(c)
N of Valid Cases		87			

a Not assuming the null hypothesis.
b Using the asymptotic standard error assuming the null hypothesis.
c Based on normal approximation.

Appendix VIII Correlation coefficient between Perceived Usefulness factors with Willingness to Use GIC

			Willing to use GIC in future [33]	Willing to increase the usage in future [34]	Recommend others to use GIC [35]
Spearman's rho	Providing precise information [14]	Correlation Coefficient	.053	-.021	-.010
		Sig. (2-tailed)	.627	.844	.927
		N	87	87	87
	Information available in GIC web is sufficient [19]	Correlation Coefficient	.122	-.149	-.111
		Sig. (2-tailed)	.265	.173	.310
		N	85	85	85
	Providing up-to-date information [15]	Correlation Coefficient	-.017	-.033	-.012
		Sig. (2-tailed)	.875	.763	.913
		N	87	87	87
	Saving Time and Money [16]	Correlation Coefficient	.200	-.028	-.151
		Sig. (2-tailed)	.066	.799	.169
		N	85	85	85
	Satisfaction about waiting time for attending question [17]	Correlation Coefficient	.027	.006	.136
		Sig. (2-tailed)	.810	.960	.223
		N	82	82	82

** Correlation is significant at the 0.01 level (2-tailed).

* Correlation is significant at the 0.05 level (2-tailed).

Appendix IX Correlation coefficient between Perceived Ease of Use factors with Willingness to Use GIC

			Willing to use GIC in future [33]	Willing to increase the usage in future [34]	Recommend others to use GIC [35]
Spearman's rho	It is easy to access GIC through (telephone, internet, sms). [22]	Correlation Coefficient	.086	-.003	.107
		Sig. (2-tailed)	.429	.981	.325
		N	87	87	87
	The customer service representatives are very courteous [23]	Correlation Coefficient	-.095	.069	.003
		Sig. (2-tailed)	.383	.524	.975
		N	87	87	87
	The customer service representatives are very knowledgeable [25]	Correlation Coefficient	.179	.196	.133
		Sig. (2-tailed)	.098	.069	.220
		N	87	87	87
	Can easily navigate around GIC web. [27]	Correlation Coefficient	.168	.154	-.026
		Sig. (2-tailed)	.184	.225	.835
		N	64	64	64
	satisfied with the availability of service [29]	Correlation Coefficient	-.080	.009	.085
		Sig. (2-tailed)	.461	.937	.436
		N	87	87	87

** Correlation is significant at the 0.01 level (2-tailed).
* Correlation is significant at the 0.05 level (2-tailed).