**QUESTIONNAIRE (Study 2)**

**This information will be used only for the research purpose and in no case it will be disclosed to anyone.**

**DEMOGRAPHIC PROFILE**

* Gender

a. Male (\_\_\_) b. Female (\_\_\_)

* Age

1. 20 years- 30 years (\_\_\_) c. 30 years – 40 years (\_\_\_)
2. 40 years –50 years (\_\_\_) d. above 50 years (\_\_\_)

* Qualification:

a. Matriculation (\_\_\_) c. Graduation (\_\_\_)

b. Post Graduation (\_\_\_) d. Other (\_\_\_)

* Occupation:

a. Service (\_\_\_) d. Professional (\_\_\_)

b. Business (\_\_\_) e. Others (\_\_\_)

c. Student (\_\_\_)

* Which model of Smartphone are you using: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Time spent by you daily on Smartphone for the purpose other than calling:

1. Less than 2 hours (\_\_\_) c. Less than 4 hours (\_\_\_)
2. Less than 6 hours (\_\_\_) d. Less than 8 hours (\_\_\_)

* Do you use Mobile commerce (Mobile commerce is the buying and selling of goods and services  eg., online banking, bill payment, information delivery etc., through cellular telephone)

1. Yes (\_\_\_) b. No (\_\_\_)

* Apart from the calls you make, what are the other usage of the Smartphone:

1. Social media (WhatsApp/ Facebook) (\_\_\_) f. Online shopping (\_\_\_)
2. Mobile banking (\_\_\_) g. Television App (\_\_\_)
3. Travel Booking (\_\_\_) h. Sports App (\_\_\_)
4. Entertainment booking (\_\_\_) i. Gaming (\_\_\_)
5. Specify if using any other App\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* How much time you would allocate to each of the following activity (assuming you spend 10 hours per day on your Smartphone) (the total time allotted to all activities should add up to 10)

a. Sports App (\_\_\_) f. Online shopping (\_\_\_)

b. Mobile banking (\_\_\_) g. Television App (\_\_\_)

c. Travel booking (\_\_\_) h. Gaming (\_\_\_)

d. Specify if using any other App (\_\_\_) i. Entertainment booking (\_\_\_)

e. Social media (WhatsApp/Facebook) (\_\_\_)

**The following questions are to be considered to the APP that you downloaded 15 days back**. Please encircle any number from 1 to 7 on the basis of your experience.

**Here, 1=strongly disagree 2=moderately disagree**

**3=somewhat disagree 4=neither agree nor disagree**

**5=somewhat agree 6=moderately agree**

**7=strongly agree**

|  |  |  |
| --- | --- | --- |
| S.No | **SECTION A** | |
| 1 | Using the APP improves my performance in my daily activities. | 1 2 3 4 5 6 7 |
| 2 | Using the APP increases my productivity. | 1 2 3 4 5 6 7 |
| 3 | Using the APP enhances my effectiveness in my daily activities. | 1 2 3 4 5 6 7 |
| 4 | I find the APP to be useful in my daily activities. | 1 2 3 4 5 6 7 |
| 5 | My interaction with the APP is clear and understandable. | 1 2 3 4 5 6 7 |
| 6 | Interacting with the APP does not require a lot of my mental effort. | 1 2 3 4 5 6 7 |
| 7 | I find the APP to be easy to use. | 1 2 3 4 5 6 7 |
| 8 | I find it easy to get the APP to do what I want it to do. | 1 2 3 4 5 6 7 |
| (Q 9-12) I am able to complete a job/activity using an APP ………*. . .* | | |
| 9 | *. . .*evenif there was no one around to tell me what to do | 1 2 3 4 5 6 7 |
| 10 | *. . .* even if I had just the built-in help facility for assistance. | 1 2 3 4 5 6 7 |
| 11 | *. ..* onlyif someone showed me how to do it first | 1 2 3 4 5 6 7 |
| 12 | *. . .*onlyif I had used similar App/software before this one to do the same job/activity. | 1 2 3 4 5 6 7 |
| 13 | I have control over using the APP. | 1 2 3 4 5 6 7 |
| 14 | I have the resources necessary to use the APP. | 1 2 3 4 5 6 7 |
| 15 | Given the resources, opportunities and knowledge it takes to use the APP, it would be easy for me to use the APP. | 1 2 3 4 5 6 7 |
| 16 | The APP is not compatible with other systems (such as a PC/Laptop) I use. | 1 2 3 4 5 6 7 |
| **SECTION B**  The following questions (17-20) ask you how you would characterize yourself when you use an App | | |
| 17 | *. . .* spontaneous | 1 2 3 4 5 6 7 |
| 18 | *. . .* creative | 1 2 3 4 5 6 7 |
| 19 | *. . .* playful | 1 2 3 4 5 6 7 |
| 20 | *. . .* unoriginal | 1 2 3 4 5 6 7 |
| 21 | Smartphone Apps do not scare me at all | 1 2 3 4 5 6 7 |
| 22 | Working with a Smartphone App makes me nervous | 1 2 3 4 5 6 7 |
| 23 | Smartphone Apps make me feel uncomfortable | 1 2 3 4 5 6 7 |
| 24 | Smartphone Apps make me feel uneasy | 1 2 3 4 5 6 7 |
| 25 | I find using APPs to be enjoyable | 1 2 3 4 5 6 7 |
| 26 | The actual process of using APP is pleasant | 1 2 3 4 5 6 7 |
| 27 | I have fun using APPs | 1 2 3 4 5 6 7 |
| 28 | People who influence my behaviour think that I should use APPs | 1 2 3 4 5 6 7 |
| 29 | People who are important to me think that I should use APPs. | 1 2 3 4 5 6 7 |
| 30 | My peers/tech experts have been helpful in my learning of the use of APPs. | 1 2 3 4 5 6 7 |
| 31 | In general, my social/ college environment has supported the use of APPs. | 1 2 3 4 5 6 7 |
| 32 | My use of APPs is voluntary. | 1 2 3 4 5 6 7 |
| 33 | My friends/peers do not require me to use an APP. | 1 2 3 4 5 6 7 |
| 34 | Although it might be helpful, using the APP is certainly not compulsory in my daily activities. | 1 2 3 4 5 6 7 |
| 35 | People in my college/social circle who use APPs have more prestige than those who do not. | 1 2 3 4 5 6 7 |
| 36 | People in my college/social circle who use APPs have a high profile. | 1 2 3 4 5 6 7 |
| 37 | Having the latest APPs is a status symbol in my college/social circle. | 1 2 3 4 5 6 7 |
| 38 | In my daily activities, usage of APPs is important. | 1 2 3 4 5 6 7 |
| 39 | In my daily activities, usage of APPs is relevant. | 1 2 3 4 5 6 7 |
| 40 | The use of APPs is pertinent to my various daily activities. | 1 2 3 4 5 6 7 |
|  | **SECTION C** |  |
| 41 | The quality of the output/help I get from APPs is high. | 1 2 3 4 5 6 7 |
| 42. | I have no problem with the quality of the APP’s output. | 1 2 3 4 5 6 7 |
| 43. | I rate the results from the APPs to be excellent. | 1 2 3 4 5 6 7 |
| 44 | I have no difficulty telling others about the results of using the APPs. | 1 2 3 4 5 6 7 |
| 45 | I believe I could communicate to others the benefits of using the APPs. | 1 2 3 4 5 6 7 |
| 46 | The results of using the APPs are clear to me. | 1 2 3 4 5 6 7 |
| 47 | I would have difficulty explaining benefits /usefulness of the APP. | 1 2 3 4 5 6 7 |
| 48 | Assuming I had access to the APP, I intend to use it. | 1 2 3 4 5 6 7 |
| 49 | Given that I had access to the APP, I predict that I would use it. | 1 2 3 4 5 6 7 |
| 50 | I plan to use the APP till it becomes out-dated. | 1 2 3 4 5 6 7 |
| 51 | I am likely to use smartphone APPs for various daily activities in the near future. | 1 2 3 4 5 6 7 |
| 52 | I am likely to use smartphone APPs to shop for products and services in the near future. | 1 2 3 4 5 6 7 |
| 53 | I am likely to use smartphone APPs for entertainment in the near future. | 1 2 3 4 5 6 7 |
| 54 | It is likely that I would use smartphone APPs instead of a computer/laptop for my communication needs in the near future. | 1 2 3 4 5 6 7 |
| 55 | It is likely that I would use smartphone APPs instead of a computer/laptop for my product/service needs in the near future. | 1 2 3 4 5 6 7 |

Thank you for your cooperation