

INTERNAL COMMUNICATIONS SURVEY

This survey is designed to evaluate the current communications within Firstcase Telecommunications. The survey is anonymous and individual answers will be kept confidential. The survey will go towards assessing the demands for a new style of internal communications, specifically virtual team working and collaborative tools. It should not take more than ten minutes to complete.

- 1 How essential are effective communications to your work?

|-----|
1 2 3 4 5

1 – Integral part of work 3 – Useful, but not essential 5 – Not necessary, can work alone

- 2 Firstcase Telecommunications is a multinational company. Does your job involve communicating with employees/customers in other countries on a regular basis?

Yes No

- 3 Currently, what is your *most* effective tool in communicating with colleagues who are geographically dispersed?

Phone E-mail Fax Face-to-face contact Other

Other (please specify)

- 4 When communicating with members of a project team or colleagues, what kind of information is regularly exchanged?

Conversation Thoughts and ideas Formal documents

- 5 If a new system is brought in, which aims to improve work practice, how do you adopt it?

Take it on board and try to maximize its usage by suggesting it to others

Take it on board and use it yourself

Maybe use it, but maintain usage of old system in tandem

Rely on old system, might test new system out

Reject new system completely

- 6 Have you ever had the need to use video conferencing?

Yes No

How useful did you find your experience(s)? If 'No' above, do you believe it may have been useful?

- 7 'Collaborative tools allow members of a meeting to share applications, documents and ideas in a virtual environment.' Given this statement do you think that these tools could have value in your work?

- 8 Do you have any further thoughts or comments regarding any issues which have been brought up in this survey?

THANK YOU FOR YOUR PARTICIPATION