Knowledge sharing in IBM - Questionnaire

Many of the questions in this survey deal with how people in IBM collaborate to exchange knowledge. In this study we are particular interesting in how individuals share knowledge when receiving new work related information. e.g.

- Changes in orders and potential new clients leads
- Changes in client deadlines and specifications
- Changes in IBM policy
- Changes in projects
- Changes in IBM products or services
- Changes in competing products or services

For example: How do you share knowledge when receiving information regarding changes in IBM products or services?

All responses will be kept confidential and the results will only be used for this research. We are looking for your personal opinion, meaning that there are no wrong or right answers. It will take you approximately 10 min to answer the survey.

Thank you for taking the time to participate in this survey.

Q1

To analyze the information collected in this survey, a classification of the data is required. Your personal data will remain confidential and used for categorization purposes only.

Wł	nat is your age?
O	18-29 (1)
O	30-39 (2)
O	40-49 (3)
O	50-59 (4)
0	60+ (5)
Wł	nat is your gender?
0	Male (1)
	Female (2)
Wł	nich department do you currently work in?
O	STG (1)
\mathbf{C}	S&D (2)
\mathbf{C}	SWG (3)
O	GBS (4)
O	Other (5)

Q2: To what extent have you...

	Never (1)	Less than once a Month (2)	Once a Month (3)	2-3 Times a Month (4)	Once a Week (5)	2-3 Times a Week (6)	Daily (7)
1. received knowledge from colleagues in your country	0	•	•	•	•	•	•
2. used knowledge from colleagues in your country	0	0	•	•	•	0	•
3. received knowledge from colleagues in other countries	0	•	•	•	•	•	•
4. used knowledge from colleagues in other countries	0	0	•	•	•	0	•

Q3: To what extent have colleagues...

	Never (1)	Less than once a Month (2)	Once a Month (3)	2-3 Times a Month (4)	Once a Week (5)	2-3 Times a Week (6)	Daily (7)
1. in your country received knowledge from you?	O	0	•	•	O	O	•
2. in your country used knowledge from you?	0	•	•	•	O	O	•
3. in other countries received knowledge from you?	0	0	0	0	0	0	0
4. in other countries used knowledge from you?	•	•	•	•	•	•	0

Q4: To what extent do you agree or disagree with the following statements:

	Strongly Disagree (1)	Disagree (2)	Somewhat Disagree (3)	Neither Agree nor Disagree (4)	Somewhat Agree (5)	Agree (6)	Strongly Agree (7)
1. I trust my colleagues to do their job	0	0	0	0	0	0	0
2. I feel the information received from coworkers is trustworthy	•	•	•	•	•	•	•
3. I trust the expertise of my colleagues	•	•	•	•	•	•	•
4. If I face difficulties at work, I know that my colleagues will help me out	•	•	•	•	•	•	O
5. My colleagues do not try to deceive for their own profit	•	•	•	•	•	•	•

Q5: To what extent do you agree or disagree with the following statements:

	Strongly Disagree (1)	Disagree (2)	Somewhat Disagree (3)	Neither Agree nor Disagree (4)	Somewhat Agree (5)	Agree (6)	Strongly Agree (7)
1. I am an important part of the organisation's network in my country	•	•	•	•	•	0	•
2. I have many connections in the organisation's network in my home country	•	•	•	•	•	0	•

Q6: How many people in the organisation in your home country do you regularly communicate with?

O 0-3 people (1)

⁴⁻⁸ people (2)

O 9-12 people (3)

O 13-17 people (4)

O 18-23 people (5)

³ 24+ (6)

Q7: To what extent do you agree or disagree with the following statements:

	Strongly Disagree (1)	Disagree (2)	Somewhat Disagree (3)	Neither Agree nor Disagree (4)	Somewhat Agree (5)	Agree (6)	Strongly Agree (7)
1. I am an important part of the organisation's network in other countries	•	0	•	•	•	•	•
2. I have many connections in the organisation's network in other countries	0	0	•	0	•	0	0

Q8: How many people in the organisation outside your home country do you regularly communicate with?

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³ 4-8 people (2)

O 9-12 people (3)

O 13-17 people (4)

O 18-23 people (5)

³ 24+ (6)

Q9: To what extent do you agree or disagree with the following statements: I share knowledge because...

	Strongly Disagree (1)	Disagree (2)	Somewhat Disagree (3)	Neither Agree nor Disagree (4)	Somewhat Agree (5)	Agree (6)	Strongly Agree (7)
1. I think it is important to share knowledge	O	0	0	0	0	0	0
2. I like to share knowledge	•	0	•	•	•	•	0
3. I find it personally satisfying	0	O	•	0	•	•	0

Q10: To what extent do you agree or disagree with the following statements: I share knowledge because...

	Strongly Disagree (1)	Disagree (2)	Somewhat Disagree (3)	Neither Agree nor Disagree (4)	Somewhat Agree (5)	Agree (6)	Strongly Agree (7)
1. I feel proud of myself	0	0	•	0	0	•	0
2. I want my superior to think I am a good employee	•	•	•	O	•	•	•
3. I want my superior to think I am competent	0	•	•	•	•	•	•
4. I want my colleagues to think I am competent	0	•	•	•	•	•	•
5. I want to be respected by my co- workers	•	•	•	•	•	•	•

Q11: To what extent do you agree or disagree with the following statements: I share knowledge because...

	Strongly Disagree (1)	Disagree (2)	Somewhat Disagree (3)	Neither Agree nor Disagree (4)	Somewhat Agree (5)	Agree (6)	Strongly Agree (7)
1. I want my superior to praise me	0	0	•	0	•	0	•
2. I want my colleagues to praise me	•	•	•	•	•	0	•
3. I might get a reward	•	•	•	•	0	•	o
4. It may help me get promoted	0	0	•	0	•	O	•
5. I might get a raise	•	•	•	•	•	•	O
6. I want to be positively noticed in the organisation	•	•	•	•	•	•	•
7. I want to improve the performance and reputation of the organization	•	•	•	•	•	•	•

Q12: To what extent do you agree or disagree with the following statements:

	Strongly Disagree (1)	Disagree (2)	Somewhat Disagree (3)	Neither Agree nor Disagree (4)	Somewhat Agree (5)	Agree (6)	Strongly Agree (7)
1. My job role allows me to share knowledge	•	•	•	•	•	0	•
2. I have access to necessary communication tools	•	•	•	•	•	•	•
3. There is enough time to share knowledge	•	•	•	•	•	O	•

where appropriate:
where appropriate: Wiki (1) Email (2) Web (e.g experts) (3) Facebook (4) Twitter (5) W3 (6) Connections (7) Sametime (8) Formal meetings (9)
☐ Formal meetings (9)
□ Workshops (10)
☐ Video/Phone-conference (11)
☐ LinkedIn (12)
□ Blog (13)

Q13: Have you received training in any of these communication platforms? Click

Q14: To what extent do you agree or disagree with the following statements:

	Strongly Disagree (1)	Disagree (2)	Somewhat Disagree (3)	Neither Agree nor Disagree (4)	Somewhat Agree (5)	Agree (6)	Strongly Agree (7)
1. There is internal competition in my organization	0	0	0	0	•	O	0
2. Other employees can threaten my position in the organization	•	•	•	•	•	O	•
3. There is strong rivalry among colleagues in my organization	•	•	•	•	•	O	•
4. There is strong rivalry between different subsidiaries in my organization. (e.g. IBM Norway vs. IBM Sweden)	•	•	•	•	•	•	•
5. Individual performance is important in my organization	0	0	•	0	•	0	0

Q15: How often do you use the following communication tools to share knowledge in your country?

	Never (1)	Less than Once a Month (2)	Once a Month (3)	2-3 Times a Month (4)	Once a Week (5)	2-3 Times a Week (6)	Daily (7)
1. SMS	•	0	0	•	•	•	0
2. Email	•	0	0	•	•	•	0
3. Telephone	•	0	0	•	•	•	O
4. Facebook	•	0	0	•	•	•	0
5. Twitter	•	0	0	•	•	•	0
6. w3	O	O	O	•	•	O	O
7. Connections	O	•	•	O	O	O	•
8. Sametime	O	•	•	•	•	•	O
9. Formal meetings	O	•	•	•	•	•	O
10. Training (such as workshops etc)	•	0	0	•	•	0	O
11.Video/Phone.conference	•	0	O	•	•	•	O
12. LinkedIn	•	•	•	•	•	•	O
13. Wiki	O	O	0	O	0	O	O

14. Blog	0	O	0	O	0	0	0
15. Web (e.g. experts)	O	O	O	•	O	O	0
16. Informal chat (F-2-F)	O	0	O	O	O	O	O

Q16: How often do you use the following communication tools to share knowledge with other countries?

	Never (1)	Less than Once a Month (2)	Once a Month (3)	2-3 Times a Month (4)	Once a Week (5)	2-3 Times a Week (6)	Daily (7)
1. SMS	0	0	•	0	0	0	0
2. Email	•	0	•	O	•	•	0
3. Telephone	•	0	•	O	•	•	0
4. Facebook	•	0	•	O	•	•	0
5. Twitter	•	0	0	•	•	•	0
6. w3	O	•	•	O	O	O	O
7. Connections	O	•	•	O	O	O	O
8. Sametime	•	•	•	O	•	•	O
9. Formal meetings	O	O	•	O	O	O	O
10. Training (such as workshops etc)	•	0	0	•	•	0	0
11.Video/Phone.conference	•	•	•	0	•	•	0
12. LinkedIn	•	•	•	•	•	•	0
13. Wiki	•	•	•	•	•	•	O

14. Blog	0	O	0	O	0	0	0
15. Web (e.g. experts)	O	O	O	•	O	O	0
16. Informal chat (F-2-F)	O	0	O	O	O	O	O

Q17: How often do you receive knowledge in your country through the following communication tools?

	Never (1)	Less than Once a Month (2)	Once a Month (3)	2-3 Times a Month (4)	Once a Week (5)	2-3 Times a Week (6)	Daily (7)
1. SMS	0	•	0	0	0	0	0
2. Email	O	O	O	O	O	O	•
3. Telephone	O	O	O	O	O	O	•
4. Facebook	O	O	O	O	O	O	O
5. Twitter	O	•	O	O	O	O	O
6. w3	O	O	O	O	O	O	O
7. Connections	O	O	O	O	O	O	O
8. Sametime	O	O	O	O	O	O	O
9. Formal meetings	O	O	O	O	O	O	O
10. Training (such as workshops etc)	•	0	0	•	•	0	0
11.Video/Phone.conference	O	O	0	•	•	O	0
12. LinkedIn	O	O	O	•	•	O	0
13. Wiki	0	0	0	0	O	0	O

14. Blog	0	O	0	O	0	0	0
15. Web (e.g. experts)	O	O	O	•	O	O	0
16. Informal chat (F-2-F)	O	0	O	O	O	O	O

Q18: How often do you receive knowledge from other countries through the following communication tools?

	Never (1)	Less than Once a Month (2)	Once a Month (3)	2-3 Times a Month (4)	Once a Week (5)	2-3 Times a Week (6)	Daily (7)
1. SMS	•	0	0	•	•	•	0
2. Email	•	0	0	•	•	•	0
3. Telephone	•	0	0	•	•	•	•
4. Facebook	•	0	0	•	•	•	•
5. Twitter	•	0	0	•	•	•	•
6. w3	•	0	•	•	•	•	•
7. Connections	•	0	0	•	•	•	O
8. Sametime	•	0	•	O	•	•	0
9. Formal meetings	•	0	•	•	•	•	•
10. Training (such as workshops etc)	•	0	0	•	•	•	O
11.Video/Phone.conference	O	0	O	O	O	O	•
12. LinkedIn	•	•	O	O	O	O	•
13. Wiki	0	•	0	0	0	0	•

14. Blog	0	•	O	0	0	•	0
15. Web (e.g. experts)	•	•	•	•	•	•	0
16. Informal chat (F-2-F)	•	0	O	O	O	O	O

Q19: To what extent do you agree or disagree with the following statements:

	Strongly Disagree (1)	Disagree (2)	Somewhat Disagree (3)	Neither Agree or Disagree (4)	Somewhat Agree (5)	Agree (8)	Strongly Agree (6)
1. My closest supervisors expect me to share knowledge	0	•	•	•	•	O	O
2. My closest supervisors give me positive feedback if I share knowledge	•	•	•	•	•	•	•
3. My closest supervisors view knowledge sharing as essential for IBM	•	•	•	•	•	O	•

Q20: To what extent do you agree or disagree with the following statements:

	Strongly Disagree (1)	Disagree (2)	Somewhat Disagree (3)	Neither Agree or Disagree (4)	Somewhat Agree (5)	Agree (8)	Strongly Agree (6)
1. My closest colleagues think that knowledge sharing is very important	•	•	•	•	0	•	•
2. My closest colleagues think that it is very important that everyone feels responsible for sharing knowledge internally in IBM	•	•	•	•	•	•	•
3. My colleagues give positive feedback if someone shares knowledge	0	0	•	0	•	•	0
4. Frequent knowledge sharing gives higher status among my closest colleagues	•	•	•	•	•	•	0

Q21: To what extent do you agree or disagree with the following statements:

	Strongly Disagree (1)	Disagree (2)	Somewhat Disagree (3)	Neither Agree or Disagree (4)	Somewhat Agree (5)	Agree (8)	Strongly Agree (6)
1. The reward systems that are applied to me are directly tied to my efforts in sharing knowledge	0	•	•	0	•	•	0
2. Frequent, high- quality knowledge sharing increases my salary	0	•	•	•	•	•	•

Q22: To what extent does your company currently reward you for sharing knowledge.....

	Strongly Disagre e (1)	Disagre e (2)	Somewha t Disagree (3)	Neither Agree or Disagre e (4)	Somewha t Agree (5)	Agre e (8)	Strongl y Agree (6)
1. by increments/bonuses ?	0	0	O	0	O	•	0
2. by promotion?	0	•	•	O	•	•	O
3. by positive performance evaluation?	•	0	0	0	O	•	0
4. by more recognition from my superiors?	0	0	0	0	O	•	0