

Appendix A Ouestionnaires

This appendix contains the questionnaires used in the different case studies. Four versions of the main questionnaire are given. The questionnaire used in Case Study 1 differed from the other three, but the other three were only slightly modified to deal with the changing situation.

The questionnaire on group processing can be found in Appendix A.5. This questionnaire is used by the groups themselves to determine if they have problems within the groups. It was also used for the research to see if the groups managed to improve their group processing over the weeks from the first JAD session to the last JAD session in Case Studies 2 and 4. In Case Study 3, it was only used to let the groups evaluate their own group processing at the end of the first JAD session. The observer also used the questionnaire in their evaluation of the groups for Case Studies 2 and 3. This evaluation is based on the work of Jaques [1991, pp179-180, p204].

The buddy rating form in Appendix A.6 was used to foster individual accountability within the groups during Case Studies 2 and 4. Each group member evaluated the other group members according to their participation, facilitation skills etc. This was used as part of the students grade for the course.

The last questionnaire in Appendix A.7 was the one used by the lecturer to create heterogeneous groups, with respect to language, academic ability and gender. The students knowledge of the business areas also helped to decide what groups they were in. It was used in Case Studies 2 and 4.

Academic ability

in

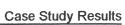
A.1 QUESTIONNAIRE ON YOUR EXPERIENCES WITH JAD - CASE STUDY 1

This questionnaire is being used to investigate your experiences of using JAD techniques within the classroom when learning modelling techniques. Please answer the questions based on your own experience and leave out questions that you do not want to answer rather than giving inaccurate responses. Place an X in the box provided. You do NOT need to put your name on the questionnaire.

1. In which class group are you?				
Business		Technical		
2. What is your home la	anguage?			
English Afrikaans	Xhosa	Other – plea	se specify	1
Do you think that the industry?	modelling techniques	that you hav	e learnt th	nis year will be useful i
Very useful	Somewhat useful	Seldom us	eful	Not used at all
Why do you answer as you do? 4. How were you allocated to a group?				
Chose my own group	Sometimes chose my own group and at other times was placed in a group	Was place group.	ed in a	Other – please specify
5. Which of the above methods of allocating you to a group would you prefer?				
Chose my own group	Sometimes chose my own group and at other times was placed in a group	Was place group.	ed in a	Other – please specify
6. Did you find that the members of your group were generally the same as you with respect to:				
Sex	Yes – Same		Mixed	
Race	Yes – Same		Mixed	

<u>Yes – Same</u> Yes - Same Mixed

Mixed





Арр	endix A			Case Study Result
7.	How much did you	u enjoy working in group	s?	
Er	njoyed it a lot	Enjoyed it most of the time	Did not enjoy it most of the time	Did not enjoy it at all
Wh	at did you enjoy the	most?		
Wha	at did you dislike the	e most?		
···				
8.	How did you enjoy t	peing the JAD facilitator?	?	
E	Enjoyed it a lot	Enjoyed it most of the time	Did not enjoy it most of the time	Did not enjoy it at all
Wha	at did you enjoy the	most?		9
• • • • • •				
Wha	at did you dislike the	e most?		
	.,			
9. lang	When you were uage?	the JAD facilitator, we	re you able to commu	ınicate in your home
	Always	Most of the time	Very seldom	Never
		ne language, describe yo ator and as a member o		ing English in the JAD



Appendix A			Case Study Results
	ere a member of the grou gave you a chance to hav		ator, did you feel that the wanted to.
Always	Most of the time	Very seldom	Never
Comment on you	ranswer.		
11. Did you feel t	hat you were able to contri	bute to the group?	
Always	Most of the time	Very seldom	Never
Comment on your	answer.		
12. Did you feel the	nat all group members mad	le contributions to the	group?
Always	Most of the time	Very seldom	Never
Comment on your	answer.		
13. Did you feel th	nat you were accepted as a	group member?	
13. Did you feel th	nat you were accepted as a	group member?	Never
	Most of the time		Never
Always	Most of the time		Never
Always	Most of the time		Never
Always	Most of the time		Never
Always	Most of the time		Never



Case Study Results

Appendix A				Case S	tudy Results
14. Do you feel that the JA learn?	AD techniques used	in the classro	om are eff	fective in help	ing you to
Always	Most of the time	Very seldo	m	Never	
Comment on your answer:					
	,				
15. At the beginning of the and you had to work in	normal groups, wr	nich method di	a you pre	ici aliu wily:	
Working in groups wi white boards	th No preference method	e for either	Working boards	g in groups	without
Why did you have that pre	eference?				
		B			· · · · · · · · ·
16. Why do you think that more than one reason	at JAD techniques v ?	were used in t	he classro	oom? You ma	ay mention



A.2 QUESTIONNAIRE ON YOUR EXPERIENCES WITH JAD - CASE STUDY 2

This questionnaire is being used to investigate your experiences of using JAD techniques within the classroom when learning modelling techniques. Please answer the questions based on your own experience and leave out questions that you do not want to answer rather than giving inaccurate responses. Place an X in the box provided. You do NOT need to put your name on the questionnaire.

1.	1. In which class group are you?				
	Business		2	Technical	
2.	What is yo	our home lang	juage?		
	English	Afrikaans	Xhosa	Other – please spec	oify
3.					
	Male			Female	
4.	What race	e are you?			
	African	Color	ured	White	Asian
5.	useful in i	ndustry?		ues that you have learn	
	Very useful	Some	ewhat useful	Seldom useful	Not used at all
Wł	ny do you answ	·			
	**				
6.	How did you	ı experience v	working in group	s?	
	Enjoyed it a lo	t Enjoy the tir	yed it most of me	Did not like it most of the time	Did not enjoy it at all
	nat did you enjo				
Wh	at did you disli	ke the most?			



7.	. How did you experience being the JAD facilitator?					
	Enjoyed it a lot	Enjoyed it most of the time	Did not enjoy it most of the time	Did not enjoy it at all		
Wh	What did you enjoy the most?					
Wh	nat did you dislike the					
8. Ian	When you were the guage?	e JAD facilitator, were yo	ou able to communicate	e in your home		
ı	Always	Most of the time	Very seldom	Never		
9.	When you were facilitators gave	a member of the group	and not the facilitator,	did you feel that the		
	Always	Most of the time	Very seldom	Never		
Co	mment on your answ					
10. Did you feel that you were able to contribute to the group?						
	Always	Most of the time	Very seldom	Never		
Co	omment on your ansv	ver.				



<u>Appendix</u>	A				Case Study	Results
11. Di	d you feel that all g	roup members ma	de contributi	ons to the	group?	
Alway	rs Mo	ost of the time	Very seldo	m	Never	
	t on your answer.					
12. Did y	ou feel that you we	re accepted as a g	roup membe	er?		
Alwa	ys Mo	st of the time	Very seldo	m	Never	
Comment	on your answer.					
				* * * * * * * * *		
13. W	hat method of learr	ing the modelling t	echniques d	o you pref	er?	
	ng in groups using D techniques	Working in group without using JAI		Working i	ndividually	
Why did y	ou have that prefe	rence?				
	you feel that the J u to learn?	AD techniques use	ed in the clas	sroom are	effective in help	ing
	ady knew the It h	nelped me a lot	It helped a	little	It did not help a	t all
Comment	on your answer:					



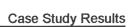
Appendix A			Case Study Results	
15. Do you feel that th	ne JAD technique has low to act within a grou	helped you to learn ho p?		
l was already confident	It helped me a lot	It helped a little	It did not help at all	
Comment:				
16. Do you feel that the people?	ne JAD technique has	helped you to learn to	interact with other	
I was already able to interact easily with other people	It helped me a lot	It helped a little	It did not help at all	
Comment:				
	he JAD technique has eople?	helped you to learn ho	ow to speak in front of	
I was already able to speak easily in front of small groups of people	It helped me a lot	It helped a little	It did not help at all	
Comment:				
18. Why do you think that JAD techniques were used in the classroom? You may mention more than one reason?				
	, , , , , , , , , , , , , , , , , , , ,			



A.3 QUESTIONNAIRE ON YOUR EXPERIENCES WITH JAD - CASE STUDY 3

This questionnaire is being used to investigate your experiences of using JAD techniques within the classroom when learning modelling techniques. Please answer the questions based on your own experience and leave out questions that you do not want to answer rather than giving inaccurate responses. Place an X in the box provided. You do NOT need to put your name on the questionnaire.

1.	On which campus were you?					
	East London		Mainl			
2.	2. What is your home language?					
	English Afrikaar	ns Xhosa	Other – please spec	ify		
3. What gender are you?						
	Male		Female			
4.	What race are you	u?				
	African	Coloured	White	Asian		
5.	Do you think that year will be useful	the entity-relationship in industry?	modelling techniques to	hat you have learnt this		
	Very useful	Somewhat useful	Seldom useful	Not used at all		
 6.	How did you experi	ence working in grou	ps?			
	Enjoyed it a lot	Enjoyed it most of the time	Did not like it most of the time	Did not enjoy it at all		
W	/hat did you enjoy the n					
W	/hat did you dislike the	most?				





Appe	ndix A			Case Study Results	
7.	How did you exp	perience being the JAD	facilitator?		
E	Enjoyed it a lot	Enjoyed it most of the time	Did not enjoy it most of the time	Did not enjoy it at all	
Wha	t did you enjoy the	most?			
Wha	t did you dislike the	most?			

8.	When you were whome language?	working in your JAD gro	ups, were you able to	communicate in your	
ΓΑ	lways	Most of the time	Very seldom	Never	
9.		a member of the group a		did you feel that the	
ΓΑ	lways	Most of the time	Very seldom	Never	
	ment on your answe				
10.	10. Did you feel that you were able to contribute to the group?				
A	lways	Most of the time	Very seldom	Never	
Comi	ment on your answe	er.			
		*			
		*			



Appendix A				Case Study Result
11. Did you feel that all grou	up members ma	de contribution	ons to the	group?
Always Most	of the time	Very seldo	m	Never
Comment on your answer.				
12. Did you feel that you were	accepted as a g	roup membe	r?	
Always Most	of the time	Very seldor	n	Never
Comment on your answer.				
13. What method of learning	the modelling t	echniques d	o you pref	er?
	Vorking in group vithout using JAE		Working i	ndividually
Why did you have that preferen	ce?			
14. Do you feel that the JAD you to learn?	techniques use	d in the clas	sroom are	effective in helping
I already knew the It help techniques perfectly	ped me a lot	It helped a l	ittle	It did not help at all
Comment on your answer:				



Appendix A Case Study Result					
Do you feel that the JAD technique has helped you to learn how to feel more confident about how to act within a group?					
l was already confident	It helped me a lot	It helped a little	It did not help at all		
Comment:					
16. Do you feel that the people?	he JAD technique has	helped you to learn to i	nteract with other		
I was already able to interact easily with other people	It helped me a lot	It helped a little	It did not help at all		
Comment:					
	ne JAD technique has	helped you to learn how			
I was already able to speak easily in front of small groups of people	It helped me a lot	It helped a little	It did not help at all		
Comment:					
3. Why do you think that JAD techniques were used in the classroom? You may mention more than one reason?					
· · · · · · · · · · · · · · · · · · ·					

1.

In which class group are you?



A.4 QUESTIONNAIRE ON YOUR EXPERIENCES WITH JAD - CASE STUDY 4

This questionnaire is being used to investigate your experiences of using JAD techniques within the classroom when learning modelling techniques. Please answer the questions based on your own experience and leave out questions that you do not want to answer rather than giving inaccurate responses. Place an X in the box provided. You do NOT need to put your name on the questionnaire.

				25.						
	Business		Technical	7.0						
2.	What is your h	nome language?								
	English Afril	kaans Xhosa	Other – please spec	ify						
3.	What gender	are you?								
	Male		Female							
4.	What race are	you?								
	African	Coloured	White	Asian						
5.	Are you:									
	Busy with IS2	Busy with IS1 Finished	IS2 Finished IS1 bu	it not yet busy with IS2						
6.										
	Very useful	Somewhat useful	Seldom useful	Not used at all						
w. 7.		as you do?	os?							
	Enjoyed it a lot	Enjoyed it most of the time	Did not like it most of the time	Did not enjoy it at all						
W	hat did you enjoy th	ne most?								
W	hat did you dislike t	he most?								



Ap	pendix A	· · · · · · · · · · · · · · · · · · ·		Case Study Result
8.	How did you e	xperience being the JA	AD facilitator?	
	Enjoyed it a lot	Enjoyed it most the time	of Did not enjoy it r	nost Did not enjoy it at all
Wh	nat did you enjoy th	e most?		
Wh	nat did you dislike th			

9.	When you were language?	e the JAD facilitator, w	ere you able to comn	nunicate in your home
Г	Always	Most of the time	Very seldom	Never
10.	_	e a member of the grou	-	tor, did you feel that the
	Always	Most of the time	Very seldom	Never
Con	nment on your answ	ver.		
11.	Did you feel tha	t you were able to con	tribute to the group?	
	Always	Most of the time	Very seldom	Never
	nment on your ansv			



App	endix A			Case Study Results
12.	Did you feel tha	it all group members m	ade contributions t	o the group?
	Always	Most of the time	Very seldom	Never
Con	nment on your ansv	ver.		
* • • •				
13.	Did you feel that	t you were accepted a		
	Always	Most of the time	Very seldom	Never
Com	ment on your answ	/er.		

14.	What method of	learning the modelling	ı techniques do you	ı prefer?
	Vorking in groups une JAD techniques			king individually
Why	did you have that բ	preference?		
15.	Do you feel that you to learn?	the JAD techniques us	ed in the classroor	n are effective in helping
	already knew the chniques perfectly	It helped me a lot	It helped a little	It did not help at all
Comi	ment on your answ	er:		
• • •			, ,	



Appendix A			Case Study Results
-	the JAD technique has how to act within a gro		low to feel more
l was already confident	It helped me a lot	It helped a little	It did not help at all
Comment:			
	the JAD technique has		
I was already able to interact easily with other people		It helped a little	It did not help at all
Comment:			

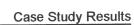
18. Do you feel that t small groups of p	the JAD technique has eople?	helped you to learn he	ow to speak in front of
I was already able to speak easily in front of small groups of people		It helped a little	It did not help at all
Comment:			

19. Why do you think mention more tha	that JAD techniques v in one reason?	vere used in the classr	oom? You may



GROUP EVALUATION A.5

1.	We made sure that everyone understood the objectives for the session at the start of the session.									
Alway	s	1	2	3	4	5	Never			
2.	The g	roup members	listened to and	responded to	the other mem	bers ideas and	comments			
Alway	s	1	2	3	4	5	Never			
3.	The g	The group members were all involved and participated in the discussion.								
Alway	s	1	2	3	4	5	Never			
4.	. Dominant members were allowed to dominate the group									
Alway	s	1	2	3	4	5	Never			
5.	5. Group members involved themselves in private conversations thus disturbing the group									
Alway	s	1	2	3	4	5	Never			
6.	The at	mosphere of th	ne group was fr	iendly and ope	n					
Alway	s	1	2	3	4	5	Never			
7.	The gr does n	oup has been a ot avoid confli	able to discuss ct	differences be	tween the idea	s of the group	members and			
Alway	s	1	2	3	4	5	Never			
8.	Discus	sions were hel	d which were ir	relevant to the	topic					
Alway	s	1	2	3	4	5	Never			
9.										
Alway	s	1	2	3	4	5	Never			
10.										
Always	s	1	2	3	4	5	Never			
11.	The ot	her team mem	bers contribute	d to the group						
Always	S	1	2	3	. 4	5	Never			





Appendix A Case Study Results									
12. The facilitator determined if the members of the group had reached consensus before moving on to the next point.									
Always	1	2	3	4	5	Never			
3. Group members were sensitive to my feelings									
Always 1 2 3 4 5									
14. The group members participated to the best of their ability									
Always	1	2	3	4	5	Never			
15. People	e pushed their o	own views with	out trying to ex	plain them to t	he others	_			
Always	1	2	3	4	5	Never			
16. Group	members were	encouraged to	ask questions	5					
Always	1	2	3	4	5	Never			
17. The gr	17. The group was able to structure the session								
Always	1	2	3	4	5	Never			
18. We ch	ecked on our p	rogress and we	ere able to com	plete the task	in the allotted	time			
Always	1	2	3	4	5	Never			
19. People	constantly into	errupted me an	d I was unable	to make my p	oint				
Always	1	2	3	4	5	Never			
20. The fa sense	20. The facilitator was able to take the discussions from the various group members and make sense of them on the board.								
Always	1	2	3	4	5	Never			
21. Anything that you would want to add that is positive about the way that your group interacted? 22. Anything that you would like to add that is negative about the way your group interacted?									



A.6 BUDDY/ SELF RATING

Your name:	up name:							
Write a number from 1 to 5 in exhibit this skill and 5 means Write the name of the person	that they	are exce	ellent in th	ne particu	lar skill.	Please al	so rate yo	ourself.
Name —>	S E L F							
MEMBER SKILLS								
Participates to the best of their ability								
Listens to the ideas of the other members of the group								
Presents their own ideas clearly and logically								
Is flexible and does not always want their own ideas to be used								
Has good ideas to contribute to the group								
Encourages the other group members								
Asks questions if they are not clear on something								
Does not try to dominate the other members of the group								
Values the other group members as people								
FACILITATION SKILLS								
Clear about what the goal and objectives are								
Able to control the session								
Made me feel part of the group								
Encouraged all team members to participate								
Knew the modelling techniques well enough to manage the sessions								



Appendix A Case Study Result							
A.7 BUSINESS SK	ILLS - 2	ND YEAR	S Grou	p:		• • • • • • • • • • • • • • • • • • • •	
Name:							
Home Language: English	n / Xhosa .	/ Afrikaans	/ Other (p	olease spec	fy)		
Language of group prefe	rence: En	glish only /	' Afrikaans	s / Xhosa .			
Gender: Male / Female							
Mark for Information Sys	tems I: be	low 50/50-	59 / 60 - 7	74 / 75 -100			
Confidence to talk in fron	t of others	S					
Very difficult for me	1	2	3	4	5	No problem for me	
For each of the following	businesse	es indicate	how well	they are kno	own to you	:	
Library							
Do not know it at all	Seldor	n used		Used ofter	1	Have worked there	
Health club							
Do not know it at all	Seldon	n used		Used often		Have worked there	
Free clinic in townships							
Do not know it at all	Seldon	n used		Used often		Have worked there	
Computer laboratories at	the Techr	nikon					
Do not know it at all	Seldon	n used		Used often		Have worked there	
Restaurant							
Do not know it at all	Seldon	n used		Used often		Have worked there	
Grocery Store (like Spar o	or Checke	rs)					
Do not know it at all Seldom used Used often Have worked there							