

# Appendix A

## Questionnaires

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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.

## 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
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2. What is your home language?

English	Afrikaans	Xhosa	Other – please specify.....
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3. Do you think that the modelling techniques that you have learnt this year will be useful in industry?

Very useful	Somewhat useful	Seldom useful	Not used at all
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Why do you answer as you do?

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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 placed in a group.	Other – please specify..... ..... .....
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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 placed in a group.	Other – please specify..... ..... .....
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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
Academic ability	Yes – Same	Mixed
Language	Yes - Same	Mixed

7. How much did you enjoy working in groups?

Enjoyed it a lot	Enjoyed it most of the time	Did not enjoy it most of the time	Did not enjoy it at all
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What did you enjoy the most?

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What did you dislike the most?

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8. How did you enjoy 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
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What did you enjoy the most?

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What did you dislike the most?

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9. When you were the JAD facilitator, were you able to communicate in your home language?

Always	Most of the time	Very seldom	Never
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If English is not your home language, describe your experiences with using English in the JAD process both as a facilitator and as a member of the group.

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10. When you were a member of the group and not the facilitator, did you feel that the facilitators gave you a chance to have your say when you wanted to.

Always	Most of the time	Very seldom	Never
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Comment on your answer.

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11. Did you feel that you were able to contribute to the group?

Always	Most of the time	Very seldom	Never
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Comment on your answer.

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12. Did you feel that all group members made contributions to the group?

Always	Most of the time	Very seldom	Never
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Comment on your answer.

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13. Did you feel that you were accepted as a group member?

Always	Most of the time	Very seldom	Never
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Comment on your answer.

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14. Do you feel that the JAD techniques used in the classroom are effective in helping you to learn?

Always	Most of the time	Very seldom	Never
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Comment on your answer:

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15. At the beginning of the second semester there was only one white board in the classroom and you had to work in normal groups, which method did you prefer and why?

Working in groups with white boards	No preference for either method	Working in groups without boards
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Why did you have that preference?

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16. Why do you think that JAD techniques were used in the classroom? You may mention more than one reason?

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## 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. In which class group are you?

Business	Technical
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2. What is your home language?

English	Afrikaans	Xhosa	Other – please specify.....
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3. What gender are you?

Male	Female
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4. What race are you?

African	Coloured	White	Asian
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5. Do you think that the modelling techniques that you have learnt this year will be useful in industry?

Very useful	Somewhat useful	Seldom useful	Not used at all
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Why do you answer as you do?

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6. How did you experience working in groups?

Enjoyed it a lot	Enjoyed it most of the time	Did not like it most of the time	Did not enjoy it at all
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What did you enjoy the most?

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What did you dislike the most?

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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
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What did you enjoy the most?

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What did you dislike the most?

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8. When you were the JAD facilitator, were you able to communicate in your home language?

Always	Most of the time	Very seldom	Never
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If English is not your home language, describe your experiences with using English in the JAD process both as a facilitator and as a member of the group.

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9. When you were a member of the group and not the facilitator, did you feel that the facilitators gave you a chance to have your say?

Always	Most of the time	Very seldom	Never
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Comment on your answer.

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10. Did you feel that you were able to contribute to the group?

Always	Most of the time	Very seldom	Never
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Comment on your answer.

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11. Did you feel that all group members made contributions to the group?

Always	Most of the time	Very seldom	Never
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Comment on your answer.

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12. Did you feel that you were accepted as a group member?

Always	Most of the time	Very seldom	Never
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Comment on your answer.

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13. What method of learning the modelling techniques do you prefer?

Working in groups using the JAD techniques	Working in groups on paper without using JAD	Working individually
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Why did you have that preference?

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14. Do you feel that the JAD techniques used in the classroom are effective in helping you to learn?

I already knew the techniques perfectly	It helped me a lot	It helped a little	It did not help at all
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Comment on your answer:

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15. Do you feel that the JAD technique has helped you to learn how to feel more confident about how to act within a group?

I was already confident	It helped me a lot	It helped a little	It did not help at all
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Comment:

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16. Do you feel that the JAD technique has helped you to learn to interact with other people?

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
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Comment:

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17. Do you feel that the JAD technique has helped you to learn how to speak in front of small groups of people?

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
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Comment:

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18. Why do you think that JAD techniques were used in the classroom? You may mention more than one reason?

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### 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	Main
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2. What is your home language?

English	Afrikaans	Xhosa	Other – please specify.....
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3. What gender are you?

Male	Female
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4. What race are you?

African	Coloured	White	Asian
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5. Do you think that the entity-relationship modelling techniques that you have learnt this year will be useful in industry?

Very useful	Somewhat useful	Seldom useful	Not used at all
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Why do you answer as you do?

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6. How did you experience working in groups?

Enjoyed it a lot	Enjoyed it most of the time	Did not like it most of the time	Did not enjoy it at all
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What did you enjoy the most?

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What did you dislike the most?

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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
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What did you enjoy the most?

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What did you dislike the most?

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8. When you were working in your JAD groups, were you able to communicate in your home language?

Always	Most of the time	Very seldom	Never
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If English is not your home language, describe your experiences with using English in the JAD process both as a facilitator and as a member of the group.

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9. When you were a member of the group and not the facilitator, did you feel that the facilitators gave you a chance to have your say?

Always	Most of the time	Very seldom	Never
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Comment on your answer.

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10. Did you feel that you were able to contribute to the group?

Always	Most of the time	Very seldom	Never
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Comment on your answer.

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11. Did you feel that all group members made contributions to the group?

Always	Most of the time	Very seldom	Never
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Comment on your answer.

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12. Did you feel that you were accepted as a group member?

Always	Most of the time	Very seldom	Never
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Comment on your answer.

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13. What method of learning the modelling techniques do you prefer?

Working in groups using the JAD techniques	Working in groups on paper without using JAD	Working individually
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Why did you have that preference?

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14. Do you feel that the JAD techniques used in the classroom are effective in helping you to learn?

I already knew the techniques perfectly	It helped me a lot	It helped a little	It did not help at all
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Comment on your answer:

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15. Do you feel that the JAD technique has helped you to learn how to feel more confident about how to act within a group?

I was already confident	It helped me a lot	It helped a little	It did not help at all
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Comment:

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16. Do you feel that the JAD technique has helped you to learn to interact with other people?

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
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Comment:

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17. Do you feel that the JAD technique has helped you to learn how to speak in front of small groups of people?

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
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Comment:

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18. Why do you think that JAD techniques were used in the classroom? You may mention more than one reason?

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### 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.

1. In which class group are you?

Business	Technical
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2. What is your home language?

English	Afrikaans	Xhosa	Other – please specify.....
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3. What gender are you?

Male	Female
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4. What race are you?

African	Coloured	White	Asian
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5. Are you:

Busy with IS2	Busy with IS1	Finished IS2	Finished IS1 but not yet busy with IS2
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6. Do you think that the modelling techniques that you have learnt this year will be useful in industry?

Very useful	Somewhat useful	Seldom useful	Not used at all
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Why do you answer as you do?

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7. How did you experience working in groups?

Enjoyed it a lot	Enjoyed it most of the time	Did not like it most of the time	Did not enjoy it at all
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What did you enjoy the most?

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What did you dislike the most?

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8. 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
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What did you enjoy the most?

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What did you dislike the most?

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9. When you were the JAD facilitator, were you able to communicate in your home language?

Always	Most of the time	Very seldom	Never
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If English is not your home language, describe your experiences with using English in the JAD process both as a facilitator and as a member of the group.

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10. When you were a member of the group and not the facilitator, did you feel that the facilitators gave you a chance to have your say?

Always	Most of the time	Very seldom	Never
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Comment on your answer.

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11. Did you feel that you were able to contribute to the group?

Always	Most of the time	Very seldom	Never
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Comment on your answer.

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12. Did you feel that all group members made contributions to the group?

Always	Most of the time	Very seldom	Never
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Comment on your answer.

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13. Did you feel that you were accepted as a group member?

Always	Most of the time	Very seldom	Never
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Comment on your answer.

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14. What method of learning the modelling techniques do you prefer?

Working in groups using the JAD techniques	Working in groups on paper without using JAD	Working individually
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Why did you have that preference?

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15. Do you feel that the JAD techniques used in the classroom are effective in helping you to learn?

I already knew the techniques perfectly	It helped me a lot	It helped a little	It did not help at all
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Comment on your answer:

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16. Do you feel that the JAD technique has helped you to learn how to feel more confident about how to act within a group?

I was already confident	It helped me a lot	It helped a little	It did not help at all
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Comment:

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17. Do you feel that the JAD technique has helped you to learn to interact with other people?

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
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Comment:

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18. Do you feel that the JAD technique has helped you to learn how to speak in front of small groups of people?

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
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Comment:

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19. Why do you think that JAD techniques were used in the classroom? You may mention more than one reason?

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## A.5 GROUP EVALUATION

1. We made sure that everyone understood the objectives for the session at the start of the session.

Always	1	2	3	4	5	Never
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2. The group members listened to and responded to the other members ideas and comments

Always	1	2	3	4	5	Never
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3. The group members were all involved and participated in the discussion.

Always	1	2	3	4	5	Never
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4. Dominant members were allowed to dominate the group

Always	1	2	3	4	5	Never
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5. Group members involved themselves in private conversations thus disturbing the group

Always	1	2	3	4	5	Never
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6. The atmosphere of the group was friendly and open

Always	1	2	3	4	5	Never
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7. The group has been able to discuss differences between the ideas of the group members and does not avoid conflict

Always	1	2	3	4	5	Never
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8. Discussions were held which were irrelevant to the topic

Always	1	2	3	4	5	Never
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9. Group members supported one another

Always	1	2	3	4	5	Never
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10. I was able to contribute to the group

Always	1	2	3	4	5	Never
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11. The other team members contributed to the group

Always	1	2	3	4	5	Never
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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
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13. Group members were sensitive to my feelings

Always	1	2	3	4	5	Never
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14. The group members participated to the best of their ability

Always	1	2	3	4	5	Never
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15. People pushed their own views without trying to explain them to the others

Always	1	2	3	4	5	Never
--------	---	---	---	---	---	-------

16. Group members were encouraged to ask questions

Always	1	2	3	4	5	Never
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17. The group was able to structure the session

Always	1	2	3	4	5	Never
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18. We checked on our progress and were able to complete the task in the allotted time

Always	1	2	3	4	5	Never
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19. People constantly interrupted me and I was unable to make my point

Always	1	2	3	4	5	Never
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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
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21. Anything that you would want to add that is positive about the way that your group interacted?

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22. Anything that you would like to add that is negative about the way your group interacted?

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## A.6 BUDDY/ SELF RATING

Your name: .....

Class group: 2..... Group name: .....

Write a number from 1 to 5 in the column under the person's name. 1 means that the person does not exhibit this skill and 5 means that they are excellent in the particular skill. Please also rate yourself.

Write the name of the person you are rating at the top of each column.

Name →	S E L F							
<b>MEMBER SKILLS</b>								
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								
<b>FACILITATION SKILLS</b>								
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								

**A.7 BUSINESS SKILLS - 2<sup>ND</sup> YEARS** Group: .....

Name: .....

Home Language: English / Xhosa / Afrikaans / Other (please specify) .....

Language of group preference: English only / Afrikaans / Xhosa .....

Gender: Male / Female .....

Mark for Information Systems I: below 50/50-59 / 60 - 74 / 75 -100

Confidence to talk in front of others

Very difficult for me	1	2	3	4	5	No problem for me
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For each of the following businesses indicate how well they are known to you:

Library

Do not know it at all	Seldom used	Used often	Have worked there
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Health club

Do not know it at all	Seldom used	Used often	Have worked there
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Free clinic in townships

Do not know it at all	Seldom used	Used often	Have worked there
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Computer laboratories at the Technikon

Do not know it at all	Seldom used	Used often	Have worked there
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Restaurant

Do not know it at all	Seldom used	Used often	Have worked there
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Grocery Store (like Spar or Checkers)

Do not know it at all	Seldom used	Used often	Have worked there
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