



Questions marked with a \* are required

---

## Preamble

### Introduction

I am asking you to complete this on-line survey, which should take less than 10 minutes of your very valuable time.

The aim of my research is to document what knowledge means for a Canberra-based public-sector organisation, so a theory and model of knowledge productivity, including a means for measurement, can be developed. The specific problem to be addressed is *'How can public-sector organisations enable knowledge for improved productivity and positive exploitation?'*

My research includes a social network study in which I will try to map out the communication network of your organisation. Social network analysis provides both a visual and a mathematical analysis of human relationships.

### Survey Goals

The immediate goal of this survey is to understand who talks to whom. I am trying to identify highly connected individuals to take part in later focus groups, and questionnaires, because these individuals already understand the data, information and knowledge flows within your organisation.

Your organisation's goal in this study is to improve communication in areas that need it.

### Example Questions

You will be asked to provide answers to statements and questions like:

- 'Please identify up to 10 people who are important to you in your professional network'*
- 'What is your gender?'*

## Consent

### Survey Parts

The survey has two parts. You may choose to take part in one part only, or both parts. Of course you may choose not to participate at all. Please note your organisation has agreed that participation in the study is **voluntary**. Part One has 10 questions and Part Two has seven questions.

### Part One - The Social Network Analysis

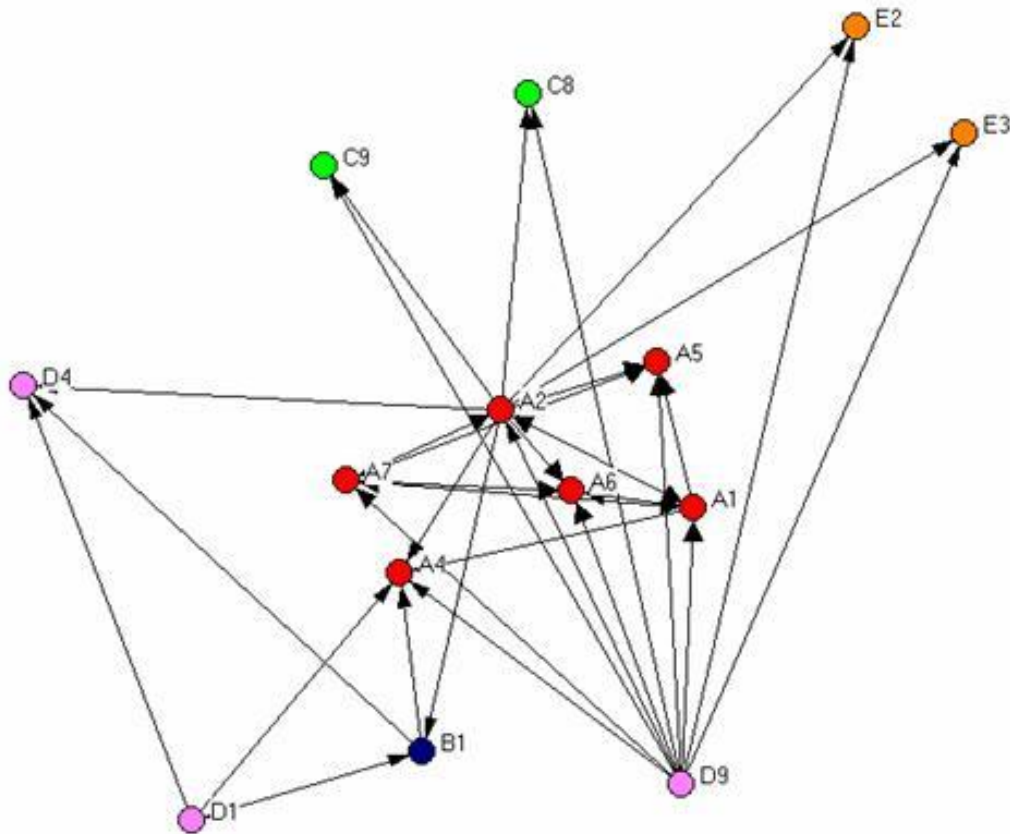
If you agree to participate in this part of the survey you will be asked to answer questions about whom you interact with regularly, along with background information about yourself, such as the department you are in, and so on. To map out who talks to whom, I will need you to give me your name when filling out this part of the survey. Once data have been collected, I will make social network maps like the map below.

---

Please contact Graham Durant-Law at [graham@durantlaw.info](mailto:graham@durantlaw.info) or Professor Trish Milne at [trish.milne@canberra.edu.au](mailto:trish.milne@canberra.edu.au) if you have any questions regarding this survey.



Questions marked with a \* are required



In these maps names will be replaced with alphanumeric codes. In addition, I will calculate network metrics such as the length of the network paths from one person to another. I will provide you with direct, individualised feedback about your location in the social network of the organisation, should this be of interest to you.

Any publicly available analyses of these data will not identify you by name, nor identify your organisation. The maps with the alphanumeric codes may be shown to senior management. Please note, however, that I have gained a signed agreement from senior management, stipulating data will only be used for improving communication in your organisation and will not be used in an evaluative way.

You may choose to stop your participation in this part of the survey at any time. If so, you will not appear on any of the social network maps and no metrics will be calculated that involve you. As explained above, your participation in this part of the survey will be anonymous. Senior management will only be able to see results of the study that include alphanumeric codes in place of names. Any publicly available analyses of the data will not identify any individual by name, nor identify your organisation.



Questions marked with a \* are required

---

## Part Two - Demographical Questions

If you agree to participate in this part of the survey you will be asked to answer questions about yourself. You may choose to stop your participation in this part of the survey at any time.

### Your Consent

I have read, and understand, the preamble and consent sections of this survey. I believe I understand the purpose of the research project and what I will be asked to do. I understand that I may stop my participation in this research study at any time and that I can refuse to answer any questions.

I understand that if I take part in the Social Network Analysis I will be required to provide my name. I also understand that name will be replaced with alphanumeric codes. I also understand that I may choose not to complete the Social Network Analysis.

### I choose to:

\*

- not take part in this study.
- participate in this survey.



Questions marked with a \* are required

## Part One - The Social Network Analysis

Thank you for agreeing to complete this part of the survey – I value your time and your responses. There are 10 questions in this part. The answers to the questions in will allow me to visually map the communication network of your organisation.

What is your name?

\*

Whereabouts in your organisation do you work?

\*

Please identify up to 10 people who are important to you in your professional network. Please enter at least one name. (You must enter at least four names to receive a personal network report with benchmarks and group findings once the survey has been completed and closed.)

These can be people who provide you with information to do your work, help you think about complex problems posed by your work, or provide developmental advice or personal support helpful in your day-to-day working life. These may or may not be people you communicate with on a regular basis and must come from within your organisation.

Person 1 \* \_\_\_\_\_

Person 2 \_\_\_\_\_

Person 3 \_\_\_\_\_

Person 4 \_\_\_\_\_

Person 5 \_\_\_\_\_

Person 6 \_\_\_\_\_

Person 7 \_\_\_\_\_

Person 8 \_\_\_\_\_

Person 9 \_\_\_\_\_

Person 10 \_\_\_\_\_

Please contact Graham Durant-Law at [graham@durantlaw.info](mailto:graham@durantlaw.info) or Professor Trish Milne at [trish.milne@canberra.edu.au](mailto:trish.milne@canberra.edu.au) if you have any questions regarding this survey.



Questions marked with a \* are required

For each person you have identified please indicate where they work.

Person 1 \* -----

Person 2 -----

Person 3 -----

Person 4 -----

Person 5 -----

Person 6 -----

Person 7 -----

Person 8 -----

Person 9 -----

Person 10 -----

For each person you have identified please indicate their hierarchical level relative to your own. For example if you are an EL1 and Person 1 is an EL1 check the 'Same' box

	Higher	Same	Lower
Person 1 *	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Person 2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Person 3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Person 4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Person 5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Person 6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Person 7	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Person 8	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Person 9	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Person 10	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please contact Graham Durant-Law at [graham@durantlaw.info](mailto:graham@durantlaw.info) or Professor Trish Milne at [trish.milne@canberra.edu.au](mailto:trish.milne@canberra.edu.au) if you have any questions regarding this survey.



Questions marked with a \* are required

For each person you have identified please indicate the primary benefit that you currently receive from them.

	Information that helps me solve problems or capitalise on opportunities	Access to decision makers that allows me to move plans ahead.	Political support that allows me to move my plans ahead.	Problem-solving interactions that actively challenge my thinking on problems or opportunities in my work	Career advice or other developmental feedback that helps me be more effective in my work.	Personal support and the ability to vent or discuss a tough problem in my work in ways that help me to get back on track	Purpose or a sense that what I do at work has a positive impact and matters.
Person 1 *	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Person 2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Person 3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Person 4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Person 5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Person 6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Person 7	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Person 8	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Person 9	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Person 10	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please contact Graham Durant-Law at [graham@durantlaw.info](mailto:graham@durantlaw.info) or Professor Trish Milne at [trish.milne@canberra.edu.au](mailto:trish.milne@canberra.edu.au) if you have any questions regarding this survey.



Questions marked with a \* are required

For each person you have identified please assign a score based on the amount of contact you have with them? 1 is the most amount of contact. 10 is the least amount of contact. Each score should be different.

- Person 1 \* -----
- Person 2 -----
- Person 3 -----
- Person 4 -----
- Person 5 -----
- Person 6 -----
- Person 7 -----
- Person 8 -----
- Person 9 -----
- Person 10 -----

Rank values must be between 1 and 10

For each person you have identified please indicate the frequency they provide you with information you use to do your work.

	Never	Occasionally	Frequently	Very Frequently
Person 1 *	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Person 2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Person 3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Person 4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Person 5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Person 6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please contact Graham Durant-Law at [graham@durantlaw.info](mailto:graham@durantlaw.info) or Professor Trish Milne at [trish.milne@canberra.edu.au](mailto:trish.milne@canberra.edu.au) if you have any questions regarding this survey.



Questions marked with a \* are required

	Never	Occasionally	Frequently	Very Frequently
Person 7	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Person 8	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Person 9	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Person 10	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

For each person you have identified please indicate the value of the information they provide you that helps you to do your work.

	Very Value	Valuable	Occasionally Valuable
Person 1 *	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Person 2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Person 3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Person 4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Person 5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Person 6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Person 7	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Person 8	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Person 9	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Person 10	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

In the last six months who did you most often turn to for input prior to making an important decision?

\*

Thank you for completing the Social Network Analysis. Do you want to:

\*

- proceed to the Demographic section?
- terminate the survey?

Please contact Graham Durant-Law at [graham@durantlaw.info](mailto:graham@durantlaw.info) or Professor Trish Milne at [trish.milne@canberra.edu.au](mailto:trish.milne@canberra.edu.au) if you have any questions regarding this survey.



Questions marked with a \* are required

## Part Two - Demographic Details

Thank you for agreeing to complete this part of the survey – I value your time and your responses. There are seven radio-button questions in this section. Your answers will allow me to complete some statistical tests based on factors such as gender and age.

What is your gender?

\*

- Male
- Female

Which age bracket do you fit into?

\*

- Less than 20 years
- 20 to 30 years
- 31 to 40 years
- 41 to 50 years
- 51 to 60 years
- more than 60 years

What is the highest qualification you have completed?

\*

- Year 12 or equivalent
- Certificate
- Diploma or Advanced Diploma
- Bachelor Degree
- Graduate Certificate or Graduate Diploma
- Masters Degree
- Doctorate
- None of the above



Questions marked with a \* are required

---

How long have you worked for this organisation?

\*

- less than six months
- six months or more but less than one year
- one year or more but less than three years
- three years or more but less than five years
- more than five years

How long have you worked in your present job?

\*

- less than six months
- six months or more but less than one year
- one year or more but less than three years
- three years or more but less than five years
- more than five years

Please indicate whether your job is:

\*

- full-time
- part-time
- casual
- other .....



Questions marked with a \* are required

---

### Conclusion and Thank You

Thank you for taking part in my survey and research project. You may be assured that your responses will be treated in strict confidence.

Are you prepared to participate in a subsequent focus group?

\*

Yes

No

Are you prepared to participate in a subsequent survey?

\*

Yes

No

Do you want a debrief?

\*

Yes

No

If you answered yes to any of the questions immediately above how do I contact you?