**QUESTIONNAIRE**

**Construct 1 (question 1) People’s general attitudes towards AI (GAAIS).**

| **Strongly Agree (5)** | **Agree**  **(4)** | **Neutral**  **(3)** | **Disagree**  **(2)** | | | **Strongly Disagree (1)** | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Artificial Intelligence (AI)** | | | | | | | | | |
| 1.1 Does AI impact job loss | | | | 1 | 2 | | 3 | 4 | 5 |
| 1.2 Do you think AI /Automation will do your job in 5 years? | | | | 1 | 2 | | 3 | 4 | 5 |
| 1.3 Do you think AI can improve service delivery in 5 years? | | | | 1 | 2 | | 3 | 4 | 5 |
| **Show a scale of 1 to 5 for each group member** | | | | | | | | | |
| **1.4 The division of Government that will benefit from AI** | | | | | | | | | |
| Management | | | | 1 | 2 | | 3 | 4 | 5 |
| Customers/Clients | | | | 1 | 2 | | 3 | 4 | 5 |
| HR | | | | 1 | 2 | | 3 | 4 | 5 |
| My job position peers | | | | 1 | 2 | | 3 | 4 | 5 |
| Company | | | | 1 | 2 | | 3 | 4 | 5 |
| **1.5 The type of AI suitable for my department is** | | | | | | | | | |
| Emailing | | | | 1 | 2 | | 3 | 4 | 5 |
| Automated daily routines | | | | 1 | 2 | | 3 | 4 | 5 |
| Automated surveillance | | | | 1 | 2 | | 3 | 4 | 5 |
| Automated daily duties allocation | | | | 1 | 2 | | 3 | 4 | 5 |
| Robots cleaners | | | | 1 | 2 | | 3 | 4 | 5 |
| Robots cleaners | | | | 1 | 2 | | 3 | 4 | 5 |
| Robots security | | | | 1 | 2 | | 3 | 4 | 5 |
| Robots car drivers | | | | 1 | 2 | | 3 | 4 | 5 |
| Robots medical services | | | | 1 | 2 | | 3 | 4 | 5 |
| Data analysing software | | | | 1 | 2 | | 3 | 4 | 5 |
| Automated transactions | | | | 1 | 2 | | 3 | 4 | 5 |
| Service delivery target algorithms | | | | 1 | 2 | | 3 | 4 | 5 |
| **1.6. AI should be applied to these departments** | | | | | | | | | |
| Corporate Services (HR, Facilities & Security, Safety & Risk) | | | | 1 | 2 | | 3 | 4 | 5 |
| Operations (Fleet, Waste Processing, Disposal & Landfill | | | | 1 | 2 | | 3 | 4 | 5 |
| Legal & Compliance | | | | 1 | 2 | | 3 | 4 | 5 |
| Audit & Risk | | | | 1 | 2 | | 3 | 4 | 5 |
| Finance | | | | 1 | 2 | | 3 | 4 | 5 |
| Marketing & Communications | | | | 1 | 2 | | 3 | 4 | 5 |

| **Q 1.7 TO 1.10**  **Mark (X) and provide an explanation** | **MARK (X)** | |
| --- | --- | --- |
| **1.7** Is there anything you would like to say about using AI at work and home? | **YES** | **NO** |
| If yes specify | | |
| **1.8** Are there positives or negatives of using AI in public sector working environments | **YES** | **NO** |
| Mention and explain the positives and the negatives | | |
| **1.9** Do you have experience with AI | **YES** | **NO** |
| Explain how often you use AI | | |
| **1.10** AI has a positive impact on your work environment | **YES** | **NO** |
| Explain how | | |

**Construct 2 (question 2) correlation between management support and the adoption of AI by workers for service delivery in JPS**.

| **Strongly Agree (5)** | **Agree**  **(4)** | **Neutral**  **(3)** | **Disagree**  **(2)** | | | **Strongly Disagree (1)** | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Management Support** | | | | | | | | | |
| 2.1 My Department conducts AI pieces of training | | | | 1 | 2 | | 3 | 4 | 5 |
| 2.2 The department/employers pay for the AI training | | | | 1 | 2 | | 3 | 4 | 5 |
| 2.3 The department prioritises AI adoption and education | | | | 1 | 2 | | 3 | 4 | 5 |
| 2.4 The department uses ITC resources for routine works | | | | | | | | | |
| Computers | | | | 1 | 2 | | 3 | 4 | 5 |
| smartphones | | | | 1 | 2 | | 3 | 4 | 5 |
| Google maps | | | | 1 | 2 | | 3 | 4 | 5 |
| Robots | | | | 1 | 2 | | 3 | 4 | 5 |
| 2.5 Labour representatives participate in the AI adoption and policy formulation forums | | | | 1 | 2 | | 3 | 4 | 5 |
| **Service delivery** | | | | | | | | | |
| 2.6 The department's use of AI resources to deliver services | | | | | | | | | |
| Cleaning | | | | 1 | 2 | | 3 | 4 | 5 |
| Recruitment | | | | 1 | 2 | | 3 | 4 | 5 |
| Transportation | | | | 1 | 2 | | 3 | 4 | 5 |
| Communication | | | | 1 | 2 | | 3 | 4 | 5 |
| 2.7 The use of automated technology (self-driving cars, computers, robots, cleaning machines, smartphones) helps reach targeted service delivery goals rapidly. | | | | 1 | 2 | | 3 | 4 | 5 |
| 2.8 The department uses AI to reduce manual labour | | | | 1 | 2 | | 3 | 4 | 5 |
| 2.9 The use of AI technologies improves accuracy, and productivity and reduces backlog and workload | | | | 1 | 2 | | 3 | 4 | 5 |
| 2.10 Customer satisfaction increased in services that use AI | | | | | | | | | |
| Robots | | | | 1 | 2 | | 3 | 4 | 5 |
| Automation | | | | 1 | 2 | | 3 | 4 | 5 |
| Machine learning | | | | 1 | 2 | | 3 | 4 | 5 |
| Automated cleaning machine | | | | 1 | 2 | | 3 | 4 | 5 |

**Construct 3 (question 3): Correlations between demographics, age and gender, and level of education toward the adoption of AI by workers in JPS.**

| **Variables** | **Questions** | **Values (select one)** | | | |
| --- | --- | --- | --- | --- | --- |
| **Age** | 3.1 What is your age? | 18-25 | 26-35 | 35-45 | 46 and older |
| **Gender** | 3.2 What is your gender? | Male | Female | Non-binary | Prefer not to answer |
| **Education** | 3.3 What is your highest level of education completed | Grade less than matric | Matric | Diploma/  Degree | Master’s/PhD Degree |
| **Employment** | 3.4 What is your position in the company? | General worker | Supervisor/Team Leader | Manager | Senior Manager |
| **Daily Job** | 3.5 what are your routine tasks? | Repetitive | Outdoor | Office bound | Managerial |