**APPENDIX D**

**SPSS OUTPUT**

**Frequency Tables**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **What is your gender?** | | | | | | |
| ID | | | Frequency | Percent | Valid Percent | Cumulative Percent |
| SME 1 | Valid | Male | 2 | 40.0 | 40.0 | 40.0 |
|  |  | Female | 3 | 60.0 | 60.0 | 100.0 |
| Total | 5 | 100.0 | 100.0 |  |
| SME 2 | Valid | Male | 4 | 80.0 | 80.0 | 80.0 |
| Female | 1 | 20.0 | 20.0 | 100.0 |
| Total | 5 | 100.0 | 100.0 |  |
| SME 3 | Valid | Male | 1 | 33.3 | 33.3 | 33.3 |
| Female | 2 | 66.7 | 66.7 | 100.0 |
| Total | 3 | 100.0 | 100.0 |  |
| SME 4 | Valid | Male | 3 | 75.0 | 75.0 | 75.0 |
| Female | 1 | 25.0 | 25.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME 5 | Valid | Male | 1 | 50.0 | 50.0 | 50.0 |
| Female | 1 | 50.0 | 50.0 | 100.0 |
| Total | 2 | 100.0 | 100.0 |  |
| SME 6 | Valid | Male | 2 | 50.0 | 50.0 | 50.0 |
| Female | 2 | 50.0 | 50.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME 7 | Valid | Male | 1 | 25.0 | 25.0 | 25.0 |
| Female | 3 | 75.0 | 75.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME 8 | Valid | Male | 3 | 100.0 | 100.0 | 100.0 |
| SME 9 | Valid | Female  Male | 2  2 | 50.0  50.0 | 50.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME10 | Valid | Male | 2 | 50.0 | 50.0 | 50.0 |
| Female | 2 | 50.0 | 50.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME11 | Valid | Male | 2 | 40.0 | 40.0 | 40.0 |
| Female | 3 | 60.0 | 60.0 | 100.0 |
| Total | 5 | 100.0 | 100.0 |  |
| SME12 | Valid | Male | 1 | 25.0 | 25.0 | 25.0 |
| Female | 3 | 75.0 | 75.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **What is your age?** | | | | | | |
| ID | | | Frequency | Percent | Valid Percent | Cumulative Percent |
| SME 1 | Valid | 18-30 | 2 | 40.0 | 40.0 | 40.0 |
| 31-40 | 2 | 40.0 | 40.0 | 80.0 |
| 41-50 | 1 | 20.0 | 20.0 | 100.0 |
| Total | 5 | 100.0 | 100.0 |  |
| SME 2 | Valid | 31-40 | 1 | 20.0 | 20.0 | 20.0 |
| 41-50 | 1 | 20.0 | 20.0 | 40.0 |
| 51-60 | 3 | 60.0 | 60.0 | 100.0 |
| Total | 5 | 100.0 | 100.0 |  |
| SME 3 | Valid | 31-40 | 1 | 33.3 | 33.3 | 33.3 |
| 41-50 | 2 | 66.7 | 66.7 | 100.0 |
| Total | 3 | 100.0 | 100.0 |  |
| SME 4 | Valid | 18-30 | 1 | 25.0 | 25.0 | 25.0 |
| 31-40 | 2 | 50.0 | 50.0 | 75.0 |
| 51-60 | 1 | 25.0 | 25.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME 5 | Valid | 31-40 | 1 | 50.0 | 50.0 | 50.0 |
| 41-50 | 1 | 50.0 | 50.0 | 100.0 |
| Total | 2 | 100.0 | 100.0 |  |
| SME 6 | Valid | 18-30 | 1 | 25.0 | 25.0 | 25.0 |
| SME6 | Valid | 31-40  41-50 | 1  2 | 25.0  50.0 | 25.0  50.0 | 50.0  100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME 7 | Valid | 31-40 | 1 | 25.0 | 25.0 | 25.0 |
| 41-50 | 3 | 75.0 | 75.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME 8 | Valid | 41-50 | 1 | 33.3 | 33.3 | 33.3 |
| 51-60 | 2 | 66.7 | 66.7 | 100.0 |
| Total | 3 | 100.0 | 100.0 |  |
| SME 9 | Valid | 18-30 | 2 | 50.0 | 50.0 | 50.0 |
| 31-40 | 1 | 25.0 | 25.0 | 75.0 |
| 41-50 | 1 | 25.0 | 25.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME10 | Valid | 18-30 | 1 | 25.0 | 25.0 | 25.0 |
| 31-40 | 2 | 50.0 | 50.0 | 75.0 |
|  |  | 41-50 | 1 | 25.0 | 25.0 | 100.0 |
|  |  | Total | 4 | 100.0 | 100.0 |  |
| SME11 | Valid | 18-30 | 2 | 40.0 | 40.0 | 40.0 |
| 31-40 | 1 | 20.0 | 20.0 | 60.0 |
|  |  | 41-50 | 1 | 20.0 | 20.0 | 80.0 |
| 51-60 | 1 | 20.0 | 20.0 | 100.0 |
|  |  | Total | 5 | 100.0 | 100.0 |  |
| SME12 | Valid | 31-40 | 1 | 25.0 | 25.0 | 25.0 |
| 41-50 | 3 | 75.0 | 75.0 | 100.0 |
|  |  | Total | 4 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **What is the highest level of education you attained?** | | | | | | |
| ID | | | Frequency | Percent | Valid Percent | Cumulative Percent |
| SME 1 | Valid | Tertiary | 5 | 100.0 | 100.0 | 100.0 |
| SME 2 | Valid | Secondary | 1 | 20.0 | 20.0 | 20.0 |
| Tertiary | 4 | 80.0 | 80.0 | 100.0 |
| Total | 5 | 100.0 | 100.0 |  |
| SME 3 | Valid | Tertiary | 3 | 100.0 | 100.0 | 100.0 |
| SME 4 | Valid | Tertiary | 4 | 100.0 | 100.0 | 100.0 |
| SME 5 | Valid | Tertiary | 2 | 100.0 | 100.0 | 100.0 |
| SME 6 | Valid | Tertiary | 4 | 100.0 | 100.0 | 100.0 |
| SME 7 | Valid | Secondary | 2 | 50.0 | 50.0 | 50.0 |
| Tertiary | 2 | 50.0 | 50.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME 8 | Valid | Tertiary | 3 | 100.0 | 100.0 | 100.0 |
| SME 9 | Valid | Tertiary | 4 | 100.0 | 100.0 | 100.0 |
| SME10 | Valid | Tertiary | 4 | 100.0 | 100.00 | 100.0 |
| SME11 | Valid | Secondary | 2 | 40.0 | 40.0 | 40.0 |
| Tertiary | 3 | 60.0 | 60.0 | 100.0 |
| Total | 5 | 100.0 | 100.0 |  |
| SME12 | Valid | Tertiary | 4 | 100.0 | 100.0 | 100.0 |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **For how long have you worked continuously for this organisation?** | | | | | | |
|  | | | Frequency | Percent | Valid Percent | Cumulative Percent |
| SME 1 | Valid | Below 1 year | 2 | 40.0 | 40.0 | 40.0 |
| 1-5 years | 2 | 40.0 | 40.0 | 80.0 |
| 6-10 years | 1 | 20.0 | 20.0 | 100.0 |
| Total | 5 | 100.0 | 100.0 |  |
| Total | 4 | 100.0 | 100.0 |  |
| SME 2 | Valid | 6-10 years | 3 | 60.0 | 60.0 | 60.0 |
| Above 10 years | 2 | 40.0 | 40.0 | 100.0 |
| Total | 5 | 100.0 | 100.0 |  |
| SME 3 | Valid | 1-5 years | 1 | 33.3 | 33.3 | 33.3 |
| 6-10 years | 2 | 66.7 | 66.7 | 100.0 |
| Total | 3 | 100.0 | 100.0 |  |
| SME 4 | Valid | 1-5 years | 2 | 50.0 | 50.0 | 50.0 |
| 6-10 years | 1 | 25.0 | 25.0 | 75.0 |
| Above 10 years | 1 | 25.0 | 25.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME 5 | Valid | 1-5 years | 1 | 50.0 | 50.0 | 50.0 |
| Above 10 years | 1 | 50.0 | 50.0 | 100.0 |
| Total | 2 | 100.0 | 100.0 |  |
| SME 6 | Valid | Below 1 year | 1 | 25.0 | 25.0 | 25.0 |
| 1-5 years | 1 | 25.0 | 25.0 | 50.0 |
| 6-10 years | 1 | 25.0 | 25.0 | 75.0 |
| Above 10 years | 1 | 25.0 | 25.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME 7 | Valid | Below 1 year | 1 | 25.0 | 25.0 | 25.0 |
| 1-5 years | 1 | 25.0 | 25.0 | 50.0 |
| 6-10 years | 1 | 25.0 | 25.0 | 75.0 |
| Above 10 years | 1 | 25.0 | 25.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME 8 | Valid | 6-10 years | 2 | 66.7 | 66.7 | 66.7 |
| Above 10 years | 1 | 33.3 | 33.3 | 100.0 |
| Total | 3 | 100.0 | 100.0 |  |
| SME 9 | Valid | Below 1 year | 2 | 50.0 | 50.0 | 50.0 |
| 1-5 years | 2 | 50.0 | 50.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME10 | Valid | 1-5 years | 2 | 50.0 | 50.0 | 50.0 |
| 6-10 years | 2 | 50.0 | 50.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME11 | Valid | 1-5 years | 3 | 60.0 | 60.0 | 60.0 |
| 6-10 years | 1 | 20.0 | 20.0 | 80.0 |
| Above 10 years | 1 | 20.0 | 20.0 | 100.0 |
| Total | 5 | 100.0 | 100.0 |  |
| SME12 | Valid | 1-5 years | 1 | 25.0 | 25.0 | 25.0 |
| 6-10 years | 3 | 75.0 | 75.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **How often do you use computer hardware and software at this organisation?** | | | | | | |
| ID | | | Frequency | Percent | Valid Percent | Cumulative Percent |
| SME 1 | Valid | Often | 5 | 100.0 | 100.0 | 100.0 |
| SME 2 | Valid | Rarely | 1 | 20.0 | 20.0 | 20.0 |
| Often | 4 | 80.0 | 80.0 | 100.0 |
| Total | 5 | 100.0 | 100.0 |  |
| SME 3 | Valid | Often | 3 | 100.0 | 100.0 | 100.0 |
| SME 4 | Valid | Often | 4 | 100.0 | 100.0 | 100.0 |
| SME 5 | Valid | Often | 2 | 100.0 | 100.0 | 100.0 |
| SME 6 | Valid | Often | 4 | 100.0 | 100.0 | 100.0 |
| SME 7 | Valid | Rarely | 1 | 25.0 | 25.0 | 25.0 |
| Often | 3 | 75.0 | 75.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME 8 | Valid | Often | 3 | 100.0 | 100.0 | 100.0 |
| SME 9 | Valid | Not at all | 1 | 25.0 | 25.0 | 25.0 |
| Often | 3 | 75.0 | 75.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME10 | Valid | Often | 4 | 100.0 | 100.0 | 100.0 |
| SME11 | Valid | Often | 5 | 100.0 | 100.0 | 100.0 |
| SME12 | Valid | Often | 4 | 100.0 | 100.0 | 100.0 |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **How would you describe your level of computer hardware and software knowledge and skills?** | | | | | | |
| ID | | | Frequency | Percent | Valid Percent | Cumulative Percent |
| SME 1 | Valid | Basic | 1 | 20.0 | 20.0 | 20.0 |
| Expert | 4 | 80.0 | 80.0 | 100.0 |
| Total | 5 | 100.0 | 100.0 |  |
| SME 2 | Valid | None | 1 | 20.0 | 20.0 | 20.0 |
| Expert | 4 | 80.0 | 80.0 | 100.0 |
| Total | 5 | 100.0 | 100.0 |  |
| SME 3 | Valid | Expert | 3 | 100.0 | 100.0 | 100.0 |
| SME 4 | Valid | Basic | 2 | 50.0 | 50.0 | 50.0 |
| Expert | 2 | 50.0 | 50.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME 5 | Valid | Expert | 2 | 100.0 | 100.0 | 100.0 |
| SME 6 | Valid | Expert | 4 | 100.0 | 100.0 | 100.0 |
| SME 7 | Valid | Basic | 1 | 25.0 | 25.0 | 25.0 |
| Expert | 3 | 75.0 | 75.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME 8 | Valid | Expert | 3 | 100.0 | 100.0 | 100.0 |
| SME 9 | Valid | Basic | 1 | 25.0 | 25.0 | 25.0 |
| Expert | 3 | 75.0 | 75.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME10 | Valid | Basic | 1 | 25.0 | 25.0 | 25.0 |
|  |  | Expert | 3 | 75.0 | 75.0 | 100.0 |
|  |  | Total | 4 | 100.0 | 100.0 |  |
|  |  | Basic | 2 | 40.0 | 40.0 | 40.0 |
| SME11 | Valid | Expert | 3 | 60.0 | 60.0 | 100.0 |
|  |  | Total | 5 | 100.0 | 100.0 |  |
| SME12 | Valid | Expert | 4 | 100.0 | 100.0 | 100.0 |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **I can use a computer for word processing** | | | | | | |
| ID | | | Frequency | Percent | Valid Percent | Cumulative Percent |
| SME 1 | Valid | Expertly | 5 | 100.0 | 100.0 | 100.0 |
| SME 2 | Valid | Not at all | 1 | 20.0 | 20.0 | 20.0 |
| Expertly | 4 | 80.0 | 80.0 | 100.0 |
| Total | 5 | 100.0 | 100.0 |  |
| SME 3 | Valid | Expertly | 3 | 100.0 | 100.0 | 100.0 |
| SME 4 | Valid | Expertly | 4 | 100.0 | 100.0 | 100.0 |
| SME 5 | Valid | Expertly | 2 | 100.0 | 100.0 | 100.0 |
| SME 6 | Valid | Expertly | 4 | 100.0 | 100.0 | 100.0 |
| SME 7 | Valid | Yes! With no difficulty | 2 | 50.0 | 50.0 | 50.0 |
| Expertly | 2 | 50.0 | 50.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME 8 | Valid | Expertly | 3 | 100.0 | 100.0 | 100.0 |
| SME 9 | Valid | Yes! With no difficulty | 1 | 25.0 | 25.0 | 25.0 |
| Expertly | 3 | 75.0 | 75.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME 10 | Valid | Yes! With no difficulty | 1 | 25.0 | 25.0 | 25.0 |
|  |  | Expertly | 3 | 75.0 | 75.0 | 100.0 |
|  |  | Total | 4 | 100.0 | 100.0 |  |
| SME 11 | Valid | Yes! With no difficulty | 1 | 20.0 | 20.0 | 20.0 |
|  |  | Expertly | 4 | 80.0 | 80.0 | 100.0 |
|  |  | Total | 5 | 100.0 | 100.0 |  |
| SME 12 | Valid | Expertly | 4 | 100.0 | 100.0 | 100.0 |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **I can start and shut down a computer** | | | | | | | | | | |
| ID | | | Frequency | | Percent | | Valid Percent | | Cumulative Percent | |
| SME 1 | Valid | Expertly | 5 | | 100.0 | | 100.0 | | 100.0 | |
| SME 2 | Valid | Not at all | 1 | | 20.0 | | 20.0 | | 20.0 | |
| Yes! With no difficulty | 1 | | 20.0 | | 20.0 | | 40.0 | |
| Expertly | 3 | | 60.0 | | 60.0 | | 100.0 | |
| Total | 5 | | 100.0 | | 100.0 | |  | |
| SME 3 | Valid | Expertly | 3 | | 100.0 | | 100.0 | | 100.0 | |
| SME 4 | Valid | Expertly | 4 | | 100.0 | | 100.0 | | 100.0 | |
| SME 5 | Valid | Expertly | 2 | | 100.0 | | 100.0 | | 100.0 | |
| SME 6 | Valid | Expertly | 4 | | 100.0 | | 100.0 | | 100.0 | |
| SME 7 | Valid | Yes! With no difficulty | 1 | | 25.0 | | 25.0 | | 25.0 | |
| Expertly | 3 | | 75.0 | | 75.0 | | 100.0 | |
| Total | 4 | | 100.0 | | 100.0 | |  | |
| SME 8 | Valid | Expertly | 3 | | 100.0 | | 100.0 | | 100.0 | |
| SME 9 | Valid | Expertly | 4 | | 100.0 | | 100.0 | | 100.0 | |
| SME10 | Valid | Expertly | 4 | | 100.0 | | 100.0 | | 100.0 | |
| SME11 | Valid | Yes! With no difficulty | 1 | | 20.0 | | 20.0 | | 20.0 | |
| Expertly | 4 | | 80.0 | | 80.0 | | 100.0 | |
| Total | 5 | | 100.0 | | 100.0 | |  | |
| SME12 | Valid | Expertly | 4 | | 100.0 | | 100.0 | | 100.0 | |
| **I can use Spreadsheets for processing data** | | | | | | | | | | | |
| ID | | | | Frequency | | Percent | | Valid Percent | | Cumulative Percent | |
| SME 1 | Valid | Expertly | | 5 | | 100.0 | | 100.0 | | 100.0 | |
| SME 2 | Valid | Not at all | | 1 | | 20.0 | | 20.0 | | 20.0 | |
| Expertly | | 4 | | 80.0 | | 80.0 | | 100.0 | |
| Total | | 5 | | 100.0 | | 100.0 | |  | |
| SME 3 | Valid | Expertly | | 3 | | 100.0 | | 100.0 | | 100.0 | |
| SME 4 | Valid | Yes! With no difficulty | | 1 | | 25.0 | | 25.0 | | 25.0 | |
| Expertly | | 3 | | 75.0 | | 75.0 | | 100.0 | |
| Total | | 4 | | 100.0 | | 100.0 | |  | |
| SME 5 | Valid | Yes! With some difficulty | | 1 | | 50.0 | | 50.0 | | 50.0 | |
| Expertly | | 1 | | 50.0 | | 50.0 | | 100.0 | |
| Total | | 2 | | 100.0 | | 100.0 | |  | |
| SME 6 | Valid | Expertly | | 4 | | 100.0 | | 100.0 | | 100.0 | |
| SME 7 | Valid | Yes! With some difficulty | | 1 | | 25.0 | | 25.0 | | 25.0 | |
| Yes! With no difficulty | | 1 | | 25.0 | | 25.0 | | 50.0 | |
| Expertly | | 2 | | 50.0 | | 50.0 | | 100.0 | |
| Total | | 4 | | 100.0 | | 100.0 | |  | |
| SME 8 | Valid | Yes! With some difficulty | | 1 | | 33.3 | | 33.3 | | 33.3 | |
| Yes! With no difficulty | | 1 | | 33.3 | | 33.3 | | 66.7 | |
| Expertly | | 1 | | 33.3 | | 33.3 | | 100.0 | |
| Total | | 3 | | 100.0 | | 100.0 | |  | |
| SME 9 | Valid | Yes! With some difficulty | | 1 | | 25.0 | | 25.0 | | 25.0 | |
| Expertly | | 3 | | 75.0 | | 75.0 | | 100.0 | |
| Total | | 4 | | 100.0 | | 100.0 | |  | |
| SME 10 | Valid | Yes! With no difficulty | | 3 | | 75.0 | | 75.0 | | 75.0 | |
|  |  | Expertly | | 1 | | 25.0 | | 25.0 | | 100.0 | |
|  |  | Total | | 4 | | 100.0 | | 100.0 | |  | |
| SME 11 | Valid | Yes! With some difficulty | | 1 | | 20.0 | | 20.0 | | 20.0 | |
|  |  | Yes! With no difficulty | | 2 | | 40.0 | | 40.0 | | 60.0 | |
|  |  | Expertly | | 2 | | 40.0 | | 40.0 | | 100.0 | |
|  |  | Total | | 5 | | 100.0 | | 100.0 | |  | |
| SME 12 | Valid | Expertly | | 4 | | 100.0 | | 100.0 | | 100.0 | |
| **I can save and retrieve documents** | | | | | | | | | | |
| ID | | | Frequency | | Percent | | Valid Percent | | Cumulative Percent | |
| SME 1 | Valid | Expertly | 5 | | 100.0 | | 100.0 | | 100.0 | |
| SME 2 | Valid | Not at all | 1 | | 20.0 | | 20.0 | | 20.0 | |
| Expertly | 4 | | 80.0 | | 80.0 | | 100.0 | |
| Total | 5 | | 100.0 | | 100.0 | |  | |
| SME 3 | Valid | Expertly | 3 | | 100.0 | | 100.0 | | 100.0 | |
| SME 4 | Valid | Expertly | 4 | | 100.0 | | 100.0 | | 100.0 | |
| SME 5 | Valid | Expertly | 2 | | 100.0 | | 100.0 | | 100.0 | |
| SME 6 | Valid | Expertly | 4 | | 100.0 | | 100.0 | | 100.0 | |
| SME 7 | Valid | Yes! With no difficulty | 1 | | 25.0 | | 25.0 | | 25.0 | |
| Expertly | 3 | | 75.0 | | 75.0 | | 100.0 | |
| Total | 4 | | 100.0 | | 100.0 | |  | |
| SME 8 | Valid | Expertly | 3 | | 100.0 | | 100.0 | | 100.0 | |
| SME 9 | Valid | Yes! With no difficulty | 1 | | 25.0 | | 25.0 | | 25.0 | |
| Expertly | 3 | | 75.0 | | 75.0 | | 100.0 | |
| Total | 4 | | 100.0 | | 100.0 | |  | |
| SME10 | Valid | Expertly | 4 | | 100.0 | | 100.0 | | 100.0 | |
|  |  | Yes! With no difficulty | 2 | | 40.0 | | 40.0 | | 40.0 | |
| SME11 | Valid | Expertly | 3 | | 60.0 | | 60.0 | | 100.0 | |
|  |  | Total | 5 | | 100.0 | | 100.0 | |  | |
| SME12 | Valid | Yes! With no difficulty | 1 | | 25.0 | | 25.0 | | 25.0 | |
| Expertly | 3 | | 75.0 | | 75.0 | | 100.0 | |
|  |  | Total | 4 | | 100.0 | | 100.0 | |  | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **I can send and read emails** | | | | | | |
| ID | | | Frequency | Percent | Valid Percent | Cumulative Percent |
| SME 1 | Valid | Expertly | 5 | 100.0 | 100.0 | 100.0 |
| SME 2 | Valid | Expertly | 5 | 100.0 | 100.0 | 100.0 |
| SME 3 | Valid | Expertly | 3 | 100.0 | 100.0 | 100.0 |
| SME 4 | Valid | Expertly | 4 | 100.0 | 100.0 | 100.0 |
| SME 5 | Valid | Expertly | 2 | 100.0 | 100.0 | 100.0 |
| SME 6 | Valid | Expertly | 4 | 100.0 | 100.0 | 100.0 |
| SME 7 | Valid | Expertly | 4 | 100.0 | 100.0 | 100.0 |
| SME 8 | Valid | Expertly | 3 | 100.0 | 100.0 | 100.0 |
| SME 9 | Valid | Expertly | 4 | 100.0 | 100.0 | 100.0 |
| SME10 | Valid | Expertly | 4 | 100.0 | 100.0 | 100.0 |
| SME11 | Valid | Yes! With no difficulty | 1 | 20.0 | 20.0 | 20.0 |
| Expertly | 4 | 80.0 | 80.0 | 100.0 |
| Total | 5 | 100.0 | 100.0 |  |
| SME12 | Valid | Expertly | 4 | 100.0 | 100.0 | 100.0 |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **I can use search engines such as Google** | | | | | | |
| ID | | | Frequency | Percent | Valid Percent | Cumulative Percent |
| SME 1 | Valid | Expertly | 5 | 100.0 | 100.0 | 100.0 |
| SME 2 | Valid | Not at all | 1 | 20.0 | 20.0 | 20.0 |
| Expertly | 4 | 80.0 | 80.0 | 100.0 |
| Total | 5 | 100.0 | 100.0 |  |
| SME 3 | Valid | Expertly | 3 | 100.0 | 100.0 | 100.0 |
| SME 4 | Valid | Expertly | 4 | 100.0 | 100.0 | 100.0 |
| SME 5 | Valid | Expertly | 2 | 100.0 | 100.0 | 100.0 |
| SME 6 | Valid | Expertly | 4 | 100.0 | 100.0 | 100.0 |
| SME 7 | Valid | Yes! With no difficulty | 1 | 25.0 | 25.0 | 25.0 |
| Expertly | 3 | 75.0 | 75.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME 8 | Valid | Expertly | 3 | 100.0 | 100.0 | 100.0 |
| SME 9 | Valid | Expertly | 4 | 100.0 | 100.0 | 100.0 |
| SME10 | Valid | Yes! With no difficulty | 2 | 50.0 | 50.0 | 50.0 |
| Expertly | 2 | 50.0 | 50.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME11 | Valid | Yes! With no difficulty | 1 | 20.0 | 20.0 | 20.0 |
| Expertly | 4 | 80.0 | 80.0 | 100.0 |
| Total | 5 | 100.0 | 100.0 |  |
| SME12 | Valid | Yes! With no difficulty | 1 | 25.0 | 25.0 | 25.0 |
| Expertly | 3 | 75.0 | 75.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **I can log on to social network sites (e.g., Facebook)** | | | | | | |
| ID | | | Frequency | Percent | Valid Percent | Cumulative Percent |
| SME 1 | Valid | Expertly | 5 | 100.0 | 100.0 | 100.0 |
| SME 2 | Valid | Not at all | 1 | 20.0 | 20.0 | 20.0 |
| Expertly | 4 | 80.0 | 80.0 | 100.0 |
| Total | 5 | 100.0 | 100.0 |  |
| SME 3 | Valid | Expertly | 3 | 100.0 | 100.0 | 100.0 |
| SME 4 | Valid | Expertly | 4 | 100.0 | 100.0 | 100.0 |
| SME 5 | Valid | Expertly | 2 | 100.0 | 100.0 | 100.0 |
| SME 6 | Valid | Expertly | 4 | 100.0 | 100.0 | 100.0 |
| SME 7 | Valid | Yes! With some difficulty | 1 | 25.0 | 25.0 | 25.0 |
| Yes! With no difficulty | 2 | 50.0 | 50.0 | 75.0 |
| Expertly | 1 | 25.0 | 25.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME 8 | Valid | Expertly | 3 | 100.0 | 100.0 | 100.0 |
| SME 9 | Valid | Expertly | 4 | 100.0 | 100.0 | 100.0 |
| SME10 | Valid | Yes! With no difficulty | 1 | 25.0 | 25.0 | 25.0 |
| Expertly | 3 | 75.0 | 75.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME11 | Valid | Yes! With no difficulty | 2 | 40.0 | 40.0 | 40.0 |
| Expertly | 3 | 60.0 | 60.0 | 100.0 |
| Total | 5 | 100.0 | 100.0 |  |
| SME12 | Valid | Yes! With no difficulty | 1 | 25.0 | 25.0 | 25.0 |
| Expertly | 3 | 75.0 | 75.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Are you aware of inventory management systems?** | | | | | | |
| ID | | | Frequency | Percent | Valid Percent | Cumulative Percent |
| SME 1 | Valid | No | 5 | 100.0 | 100.0 | 100.0 |
| SME 2 | Valid | Yes | 3 | 60.0 | 60.0 | 60.0 |
|  |  | No | 2 | 40.0 | 40.0 | 100.0 |
| Total | 5 | 100.0 | 100.0 |  |
| SME 3 | Valid | Yes | 1 | 33.3 | 33.3 | 33.3 |
| No | 2 | 66.7 | 66.7 | 100.0 |
| Total | 3 | 100.0 | 100.0 |  |
| SME 4 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME 5 | Valid | Yes | 2 | 100.0 | 100.0 | 100.0 |
| SME 6 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME 7 | Valid | Yes | 3 | 75.0 | 75.0 | 75.0 |
| No | 1 | 25.0 | 25.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME 8 | Valid | Yes | 3 | 100.0 | 100.0 | 100.0 |
| SME 9 | Valid | Yes | 1 | 25.0 | 25.0 | 25.0 |
| No | 3 | 75.0 | 75.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME10 | Valid | Yes | 1 | 25.0 | 25.0 | 25.0 |
|  |  | No | 3 | 75.0 | 75.0 | 100.0 |
|  |  | Total | 4 | 100.0 | 100.0 |  |
| SME11 | Valid | Yes | 4 | 80.0 | 80.0 | 80.0 |
|  |  | No | 1 | 20.0 | 20.0 | 100.0 |
|  |  | Total | 5 | 100.0 | 100.0 |  |
| SME12 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |

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| --- | --- | --- | --- | --- | --- | --- |
| **Are you aware of WhatsApp or Instant messaging?** | | | | | | |
| ID | | | Frequency | Percent | Valid Percent | Cumulative Percent |
| SME 1 | Valid | Yes | 4 | 80.0 | 80.0 | 80.0 |
| No | 1 | 20.0 | 20.0 | 100.0 |
| Total | 5 | 100.0 | 100.0 |  |
| SME 2 | Valid | Yes | 4 | 80.0 | 80.0 | 80.0 |
| No | 1 | 20.0 | 20.0 | 100.0 |
| Total | 5 | 100.0 | 100.0 |  |
| SME 3 | Valid | Yes | 3 | 100.0 | 100.0 | 100.0 |
| SME 4 | Valid | Yes | 3 | 75.0 | 75.0 | 75.0 |
|  |  | No | 1 | 25.0 | 25.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME 5 | Valid | Yes | 2 | 100.0 | 100.0 | 100.0 |
| SME 6 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME 7 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME 8 | Valid | Yes | 3 | 100.0 | 100.0 | 100.0 |
| SME 9 | Valid | Yes | 1 | 25.0 | 25.0 | 25.0 |
| No | 3 | 75.0 | 75.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME10 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME11 | Valid | Yes | 5 | 100.0 | 100.0 | 100.0 |
| SME12 | Valid | Yes | 1 | 25.0 | 25.0 | 25.0 |
| No | 3 | 75.0 | 75.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |

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| --- | --- | --- | --- | --- | --- | --- |
| **Are you aware of search engine optimisation?** | | | | | | |
| ID | | | Frequency | Percent | Valid Percent | Cumulative Percent |
| SME 1 | Valid | Yes | 4 | 80.0 | 80.0 | 80.0 |
| No | 1 | 20.0 | 20.0 | 100.0 |
| Total | 5 | 100.0 | 100.0 |  |
| SME 2 | Valid | No | 5 | 100.0 | 100.0 | 100.0 |
| SME 3 | Valid | Yes | 3 | 100.0 | 100.0 | 100.0 |
| SME 4 | Valid | Yes | 3 | 75.0 | 75.0 | 75.0 |
| No | 1 | 25.0 | 25.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME 5 | Valid | Yes | 2 | 100.0 | 100.0 | 100.0 |
| SME 6 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME 7 | Valid | Yes | 3 | 75.0 | 75.0 | 75.0 |
| No | 1 | 25.0 | 25.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME 8 | Valid | Yes | 3 | 100.0 | 100.0 | 100.0 |
| SME 9 | Valid | Yes | 1 | 25.0 | 25.0 | 25.0 |
| No | 3 | 75.0 | 75.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME10 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME11 | Valid | Yes | 5 | 100.0 | 100.0 | 100.0 |
| SME12 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |

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| --- | --- | --- | --- | --- | --- | --- |
| **Are you aware of social media marketing?** | | | | | | |
| ID | | | Frequency | Percent | Valid Percent | Cumulative Percent |
| SME 1 | Valid | Yes | 4 | 80.0 | 80.0 | 80.0 |
| No | 1 | 20.0 | 20.0 | 100.0 |
| Total | 5 | 100.0 | 100.0 |  |
| SME 2 | Valid | Yes | 4 | 80.0 | 80.0 | 80.0 |
| No | 1 | 20.0 | 20.0 | 100.0 |
| Total | 5 | 100.0 | 100.0 |  |
| SME 3 | Valid | Yes | 3 | 100.0 | 100.0 | 100.0 |
| SME 4 | Valid | Yes | 3 | 75.0 | 75.0 | 75.0 |
| No | 1 | 25.0 | 25.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME 5 | Valid | Yes | 2 | 100.0 | 100.0 | 100.0 |
| SME 6 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME 7 | Valid | Yes | 3 | 75.0 | 75.0 | 75.0 |
| No | 1 | 25.0 | 25.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME 8 | Valid | Yes | 3 | 100.0 | 100.0 | 100.0 |
| SME 9 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME10 | Valid | Yes | 3 | 75.0 | 75.0 | 75.0 |
| No | 1 | 25.0 | 25.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME11 | Valid | No | 5 | 100.0 | 100.0 | 100.0 |
| SME12 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |

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| --- | --- | --- | --- | --- | --- | --- |
| **Are you aware of customer relationship management systems?** | | | | | | |
| ID | | | Frequency | Percent | Valid Percent | Cumulative Percent |
| SME 1 | Valid | Yes | 1 | 20.0 | 20.0 | 20.0 |
| No | 4 | 80.0 | 80.0 | 100.0 |
| Total | 5 | 100.0 | 100.0 |  |
| SME 2 | Valid | Yes | 3 | 60.0 | 60.0 | 60.0 |
| No | 2 | 40.0 | 40.0 | 100.0 |
|  |  | Total | 5 | 100.0 | 100.0 |  |
| SME 3 | Valid | Yes | 3 | 100.0 | 100.0 | 100.0 |
| SME 4 | Valid | Yes | 2 | 50.0 | 50.0 | 50.0 |
| No | 2 | 50.0 | 50.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME 5 | Valid | Yes | 2 | 100.0 | 100.0 | 100.0 |
| SME 6 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME 7 | Valid | Yes | 1 | 25.0 | 25.0 | 25.0 |
| No | 3 | 75.0 | 75.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME 8 | Valid | Yes | 3 | 100.0 | 100.0 | 100.0 |
| SME 9 | Valid | Yes | 2 | 50.0 | 50.0 | 50.0 |
| No | 2 | 50.0 | 50.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
|  |  | Yes | 1 | 25.0 | 25.0 | 25.0 |
| SME10 | Valid | No | 3 | 75.0 | 75.0 | 100.0 |
|  |  | Total | 4 | 100.0 | 100.0 |  |
| SME11 | Valid | No | 5 | 100.0 | 100.0 | 100.0 |
| SME12 | Valid | No | 4 | 100.0 | 100.0 | 100.0 |

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| --- | --- | --- | --- | --- | --- | --- |
| **Are you aware of mobile money systems?** | | | | | | |
| ID | | | Frequency | Percent | Valid Percent | Cumulative Percent |
| SME 1 | Valid | No | 5 | 100.0 | 100.0 | 100.0 |
| SME 2 | Valid | Yes | 3 | 60.0 | 60.0 | 60.0 |
|  |  |  |  |  |  |
|  |  | No | 2 | 40.0 | 40.0 | 100.0 |
| Total | 5 | 100.0 | 100.0 |  |
| SME 3 | Valid | Yes | 3 | 100.0 | 100.0 | 100.0 |
| SME 4 | Valid | Yes | 2 | 50.0 | 50.0 | 50.0 |
| No | 2 | 50.0 | 50.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME 5 | Valid | Yes | 1 | 50.0 | 50.0 | 50.0 |
| No | 1 | 50.0 | 50.0 | 100.0 |
| Total | 2 | 100.0 | 100.0 |  |
| SME 6 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME 7 | Valid | Yes | 2 | 50.0 | 50.0 | 50.0 |
| No | 2 | 50.0 | 50.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME 8 | Valid | Yes | 3 | 100.0 | 100.0 | 100.0 |
| SME 9 | Valid | No | 4 | 100.0 | 100.0 | 100.0 |
| SME10 | Valid | Yes | 1 | 25.0 | 25.0 | 25.0 |
| No | 3 | 75.0 | 75.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME11 | Valid | Yes | 5 | 100.0 | 100.0 | 100.0 |
| SME12 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |

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| --- | --- | --- | --- | --- | --- | --- |
| **Are you aware of human resources management systems?** | | | | | | |
| ID | | | Frequency | Percent | Valid Percent | Cumulative Percent |
| SME 1 | Valid | Yes | 2 | 40.0 | 40.0 | 40.0 |
| No | 3 | 60.0 | 60.0 | 100.0 |
| Total | 5 | 100.0 | 100.0 |  |
| SME 2 | Valid | Yes | 1 | 20.0 | 20.0 | 20.0 |
| No | 4 | 80.0 | 80.0 | 100.0 |
| Total | 5 | 100.0 | 100.0 |  |
| SME 3 | Valid | Yes | 2 | 66.7 | 66.7 | 66.7 |
| No | 1 | 33.3 | 33.3 | 100.0 |
| Total | 3 | 100.0 | 100.0 |  |
| SME 4 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME 5 | Valid | Yes | 1 | 50.0 | 50.0 | 50.0 |
| No | 1 | 50.0 | 50.0 | 100.0 |
| Total | 2 | 100.0 | 100.0 |  |
| SME 6 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME 7 | Valid | No | 4 | 100.0 | 100.0 | 100.0 |
| SME 8 | Valid | Yes | 3 | 100.0 | 100.0 | 100.0 |
| SME 9 | Valid | No | 4 | 100.0 | 100.0 | 100.0 |
| SME10 | Valid | Yes | 1 | 25.0 | 25.0 | 25.0 |
| No | 3 | 75.0 | 75.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME11 | Valid | No | 5 | 100.0 | 100.0 | 100.0 |
| SME12 | Valid | No | 4 | 100.0 | 100.0 | 100.0 |

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| --- | --- | --- | --- | --- | --- | --- |
| **Are you aware of web conferencing systems?** | | | | | | |
| ID | | | Frequency | Percent | Valid Percent | Cumulative Percent |
| SME 1 | Valid | Yes | 5 | 100.0 | 100.0 | 100.0 |
| SME 2 | Valid | Yes | 4 | 80.0 | 80.0 | 80.0 |
| No | 1 | 20.0 | 20.0 | 100.0 |
| Total | 5 | 100.0 | 100.0 |  |
| SME 3 | Valid | Yes | 3 | 100.0 | 100.0 | 100.0 |
| SME 4 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME 5 | Valid | Yes | 2 | 100.0 | 100.0 | 100.0 |
| SME 6 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME 7 | Valid | Yes | 1 | 25.0 | 25.0 | 25.0 |
| No | 3 | 75.0 | 75.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME 8 | Valid | Yes | 3 | 100.0 | 100.0 | 100.0 |
| SME 9 | Valid | Yes | 2 | 50.0 | 50.0 | 50.0 |
| No | 2 | 50.0 | 50.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME10 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME11 | Valid | No | 5 | 100.0 | 100.0 | 100.0 |
| SME12 | Valid | No | 4 | 100.0 | 100.0 | 100.0 |

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| --- | --- | --- | --- | --- | --- | --- |
| **Are you aware of collaboration tools and task management systems?** | | | | | | |
| ID | | | Frequency | Percent | Valid Percent | Cumulative Percent |
| SME 1 | Valid | Yes | 1 | 20.0 | 20.0 | 20.0 |
| No | 4 | 80.0 | 80.0 | 100.0 |
| Total | 5 | 100.0 | 100.0 |  |
| SME 2 | Valid | Yes | 1 | 20.0 | 20.0 | 20.0 |
| No | 4 | 80.0 | 80.0 | 100.0 |
| Total | 5 | 100.0 | 100.0 |  |
| SME 3 | Valid | Yes | 3 | 100.0 | 100.0 | 100.0 |
| SME 4 | Valid | No | 4 | 100.0 | 100.0 | 100.0 |
| SME 5 | Valid | Yes | 2 | 100.0 | 100.0 | 100.0 |
| SME 6 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME 7 | Valid | Yes | 1 | 25.0 | 25.0 | 25.0 |
| No | 3 | 75.0 | 75.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME 8 | Valid | Yes | 3 | 100.0 | 100.0 | 100.0 |
| SME 9 | Valid | Yes | 1 | 25.0 | 25.0 | 25.0 |
| No | 3 | 75.0 | 75.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
|  |  | Yes | 1 | 25.0 | 25.0 | 25.0 |
| SME10 | Valid | No | 3 | 75.0 | 75.0 | 100.0 |
|  |  | Total | 4 | 100.0 | 100.0 |  |
| SME11 | Valid | No | 5 | 100.0 | 100.0 | 100.0 |
| SME12 | Valid | No | 4 | 100.0 | 100.0 | 100.0 |

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| --- | --- | --- | --- | --- | --- | --- |
| **Are you aware of E-mail for business communication?** | | | | | | |
| ID | | | Frequency | Percent | Valid Percent | Cumulative Percent |
| SME 1 | Valid | Yes | 5 | 100.0 | 100.0 | 100.0 |
| SME 2 | Valid | Yes | 5 | 100.0 | 100.0 | 100.0 |
| SME 3 | Valid | Yes | 3 | 100.0 | 100.0 | 100.0 |
| SME 4 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME 5 | Valid | Yes | 2 | 100.0 | 100.0 | 100.0 |
| SME 6 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME 7 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME 8 | Valid | Yes | 3 | 100.0 | 100.0 | 100.0 |
| SME 9 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME10 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME11 | Valid | Yes | 5 | 100.0 | 100.0 | 100.0 |
| SME12 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |

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| --- | --- | --- | --- | --- | --- | --- |
| **Does your organisation have a well-established IT department?** | | | | | | |
| ID | | | Frequency | Percent | Valid Percent | Cumulative Percent |
| SME 1 | Valid | Yes | 5 | 100.0 | 100.0 | 100.0 |
| SME 2 | Valid | No | 5 | 100.0 | 100.0 | 100.0 |
| SME 3 | Valid | No | 3 | 100.0 | 100.0 | 100.0 |
| SME 4 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME 5 | Valid | Yes | 2 | 100.0 | 100.0 | 100.0 |
| SME 6 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME 7 | Valid | No | 4 | 100.0 | 100.0 | 100.0 |
| SME 8 | Valid | Yes | 3 | 100.0 | 100.0 | 100.0 |
| SME 9 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME10 | Valid | No | 4 | 100.0 | 100.0 | 100.0 |
| SME11 | Valid | No | 5 | 100.0 | 100.0 | 100.0 |
| SME12 | Valid | No | 4 | 100.0 | 100.0 | 100.0 |

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| --- | --- | --- | --- | --- | --- | --- |
| **Do employees receive IT training?** | | | | | | |
| ID | | | Frequency | Percent | Valid Percent | Cumulative Percent |
| SME 1 | Valid | Yes! Not often | 5 | 100.0 | 100.0 | 100.0 |
| SME 2 | Valid | No | 5 | 100.0 | 100.0 | 100.0 |
| SME 3 | Valid | Yes | 3 | 100.0 | 100.0 | 100.0 |
| SME 4 | Valid | Yes | 2 | 50.0 | 50.0 | 50.0 |
| Yes! Not often | 2 | 50.0 | 50.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME 5 | Valid | Yes | 2 | 100.0 | 100.0 | 100.0 |
| SME 6 | Valid | Yes | 3 | 75.0 | 75.0 | 75.0 |
| Yes! Not often | 1 | 25.0 | 25.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME 7 | Valid | No | 3 | 75.0 | 75.0 | 75.0 |
| Yes! Not often | 1 | 25.0 | 25.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME 8 | Valid | Yes | 3 | 100.0 | 100.0 | 100.0 |
| SME 9 | Valid | Yes | 1 | 25.0 | 25.0 | 25.0 |
| No | 1 | 25.0 | 25.0 | 50.0 |
| Yes! Not often | 2 | 50.0 | 50.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME10 | Valid | Yes! Not often | 4 | 100.0 | 100.0 | 100.0 |
| SME11 | Valid | No | 5 | 100.0 | 100.0 | 100.0 |
| SME12 | Valid | No | 4 | 100.0 | 100.0 | 100.0 |

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| --- | --- | --- | --- | --- | --- | --- |
| **Do you make use of Word Processing for day-to-day operations?** | | | | | | |
| ID | | | Frequency | Percent | Valid Percent | Cumulative Percent |
| SME 1 | Valid | Yes | 5 | 100.0 | 100.0 | 100.0 |
| SME 2 | Valid | Yes | 5 | 100.0 | 100.0 | 100.0 |
| SME 3 | Valid | Yes | 3 | 100.0 | 100.0 | 100.0 |
| SME 4 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME 5 | Valid | Yes | 2 | 100.0 | 100.0 | 100.0 |
| SME 6 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME 7 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME 8 | Valid | Yes | 3 | 100.0 | 100.0 | 100.0 |
| SME 9 | Valid | Yes | 2 | 50.0 | 50.0 | 50.0 |
| No | 2 | 50.0 | 50.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME10 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME11 | Valid | Yes | 5 | 100.0 | 100.0 | 100.0 |
| SME12 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |

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| --- | --- | --- | --- | --- | --- | --- |
| **Do you make use of E-mail for day-to-day operations?** | | | | | | |
| ID | | | Frequency | Percent | Valid Percent | Cumulative Percent |
| SME 1 | Valid | Yes | 5 | 100.0 | 100.0 | 100.0 |
| SME 2 | Valid | Yes | 5 | 100.0 | 100.0 | 100.0 |
| SME 3 | Valid | Yes | 3 | 100.0 | 100.0 | 100.0 |
| SME 4 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME 5 | Valid | Yes | 2 | 100.0 | 100.0 | 100.0 |
| SME 6 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME 7 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME 8 | Valid | Yes | 3 | 100.0 | 100.0 | 100.0 |
| SME 9 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME10 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME11 | Valid | Yes | 5 | 100.0 | 100.0 | 100.0 |
| SME12 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |

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| --- | --- | --- | --- | --- | --- | --- |
| **Do you make use of inventory management systems for day-to-day operations?** | | | | | | |
| ID | | | Frequency | Percent | Valid Percent | Cumulative Percent |
| SME 1 | Valid | No | 5 | 100.0 | 100.0 | 100.0 |
| SME 2 | Valid | Yes | 3 | 60.0 | 60.0 | 60.0 |
| No | 2 | 40.0 | 40.0 | 100.0 |
| Total | 5 | 100.0 | 100.0 |  |
| SME 3 | Valid | Yes | 1 | 33.3 | 33.3 | 33.3 |
| No | 2 | 66.7 | 66.7 | 100.0 |
| Total | 3 | 100.0 | 100.0 |  |
| SME 4 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME 5 | Valid | Yes | 2 | 100.0 | 100.0 | 100.0 |
| SME 6 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME 7 | Valid | Yes | 3 | 75.0 | 75.0 | 75.0 |
| No | 1 | 25.0 | 25.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME 8 | Valid | Yes | 3 | 100.0 | 100.0 | 100.0 |
| SME 9 | Valid | Yes | 1 | 25.0 | 25.0 | 25.0 |
| No | 3 | 75.0 | 75.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME10 | Valid | Yes | 1 | 25.0 | 25.0 | 25.0 |
|  |  | No | 3 | 75.0 | 75.0 | 100.0 |
|  |  | Total | 4 | 100.0 | 100.0 |  |
| SME11 | Valid | Yes | 4 | 80.0 | 80.0 | 80.0 |
|  |  | No | 1 | 20.0 | 20.0 | 100.0 |
|  |  | Total | 5 | 100.0 | 100.0 |  |
| SME12 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |

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| --- | --- | --- | --- | --- | --- | --- |
| **Do you make use of WhatsApp for day-to-day operations?** | | | | | | |
| ID | | | Frequency | Percent | Valid Percent | Cumulative Percent |
| SME 1 | Valid | Yes | 4 | 80.0 | 80.0 | 80.0 |
| No | 1 | 20.0 | 20.0 | 100.0 |
| Total | 5 | 100.0 | 100.0 |  |
| SME 2 | Valid | Yes | 4 | 80.0 | 80.0 | 80.0 |
| No | 1 | 20.0 | 20.0 | 100.0 |
| Total | 5 | 100.0 | 100.0 |  |
| SME 3 | Valid | Yes | 3 | 100.0 | 100.0 | 100.0 |
| SME 4 | Valid | Yes | 3 | 75.0 | 75.0 | 75.0 |
| No | 1 | 25.0 | 25.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME 5 | Valid | Yes | 2 | 100.0 | 100.0 | 100.0 |
| SME 6 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME 7 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME 8 | Valid | Yes | 3 | 100.0 | 100.0 | 100.0 |
| SME 9 | Valid | Yes | 1 | 25.0 | 25.0 | 25.0 |
| No | 3 | 75.0 | 75.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME10 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME11 | Valid | Yes | 5 | 100.0 | 100.0 | 100.0 |
| SME12 | Valid | Yes | 1 | 25.0 | 25.0 | 25.0 |
| No | 3 | 75.0 | 75.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |

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| **Do you make use of search engine optimisation for day-to-day operations?** | | | | | | |
| ID | | | Frequency | Percent | Valid Percent | Cumulative Percent |
| SME 1 | Valid | Yes | 4 | 80.0 | 80.0 | 80.0 |
| No | 1 | 20.0 | 20.0 | 100.0 |
| Total | 5 | 100.0 | 100.0 |  |
| SME 2 | Valid | No | 5 | 100.0 | 100.0 | 100.0 |
| SME 3 | Valid | Yes | 3 | 100.0 | 100.0 | 100.0 |
| SME 4 | Valid | Yes | 3 | 75.0 | 75.0 | 75.0 |
| No | 1 | 25.0 | 25.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME 5 | Valid | Yes | 2 | 100.0 | 100.0 | 100.0 |
| SME 6 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME 7 | Valid | Yes | 3 | 75.0 | 75.0 | 75.0 |
| No | 1 | 25.0 | 25.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME 8 | Valid | Yes | 3 | 100.0 | 100.0 | 100.0 |
| SME 9 | Valid | Yes | 1 | 25.0 | 25.0 | 25.0 |
| No | 3 | 75.0 | 75.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME10 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME11 | Valid | Yes | 5 | 100.0 | 100.0 | 100.0 |
| SME12 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |

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| **Do you make use of social media marketing for day-to-day operations?** | | | | | | |
| ID | | | Frequency | Percent | Valid Percent | Cumulative Percent |
| SME 1 | Valid | Yes | 4 | 80.0 | 80.0 | 80.0 |
| No | 1 | 20.0 | 20.0 | 100.0 |
| Total | 5 | 100.0 | 100.0 |  |
| SME 2 | Valid | Yes | 4 | 80.0 | 80.0 | 80.0 |
| No | 1 | 20.0 | 20.0 | 100.0 |
| Total | 5 | 100.0 | 100.0 |  |
| SME 3 | Valid | Yes | 3 | 100.0 | 100.0 | 100.0 |
| SME 4 | Valid | Yes | 3 | 75.0 | 75.0 | 75.0 |
| No | 1 | 25.0 | 25.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME 5 | Valid | Yes | 2 | 100.0 | 100.0 | 100.0 |
| SME 6 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME 7 | Valid | Yes | 3 | 75.0 | 75.0 | 75.0 |
| No | 1 | 25.0 | 25.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME 8 | Valid | Yes | 3 | 100.0 | 100.0 | 100.0 |
| SME 9 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME10 | Valid | Yes | 3 | 75.0 | 75.0 | 75.0 |
| No | 1 | 25.0 | 25.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME11 | Valid | No | 5 | 100.0 | 100.0 | 100.0 |
| SME12 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |

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| **Do you make use of customer relationship management systems for day-to-day operations?** | | | | | | |
| ID | | | Frequency | Percent | Valid Percent | Cumulative Percent |
| SME 1 | Valid | Yes | 1 | 20.0 | 20.0 | 20.0 |
| No | 4 | 80.0 | 80.0 | 100.0 |
| Total | 5 | 100.0 | 100.0 |  |
| SME 2 | Valid | Yes | 3 | 60.0 | 60.0 | 60.0 |
|  |  | No | 2 | 40.0 | 40.0 | 100.0 |
|  |  | Total | 5 | 100.0 | 100.0 |  |
| SME 3 | Valid | Yes | 3 | 100.0 | 100.0 | 100.0 |
| SME 4 | Valid | Yes | 2 | 50.0 | 50.0 | 50.0 |
| No | 2 | 50.0 | 50.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME 5 | Valid | Yes | 2 | 100.0 | 100.0 | 100.0 |
| SME 6 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME 7 | Valid | Yes | 1 | 25.0 | 25.0 | 25.0 |
| No | 3 | 75.0 | 75.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME 8 | Valid | Yes | 3 | 100.0 | 100.0 | 100.0 |
| SME 9 | Valid | Yes | 2 | 50.0 | 50.0 | 50.0 |
| No | 2 | 50.0 | 50.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
|  |  | Yes | 1 | 25.0 | 25.0 | 25.0 |
| SME10 | Valid | No | 3 | 75.0 | 75.0 | 100.0 |
|  |  | Total | 4 | 100.0 | 100.0 |  |
| SME11 | Valid | No | 5 | 100.0 | 100.0 | 100.0 |
| SME12 | Valid | No | 4 | 100.0 | 100.0 | 100.0 |

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| **Do you make use of mobile money systems for day-to-day operations?** | | | | | | |
| ID | | | Frequency | Percent | Valid Percent | Cumulative Percent |
| SME 1 | Valid | No | 5 | 100.0 | 100.0 | 100.0 |
| SME 2 | Valid | Yes | 3 | 60.0 | 60.0 | 60.0 |
| No | 2 | 40.0 | 40.0 | 100.0 |
| Total | 5 | 100.0 | 100.0 |  |
| SME 3 | Valid | Yes | 3 | 100.0 | 100.0 | 100.0 |
| SME 4 | Valid | Yes | 2 | 50.0 | 50.0 | 50.0 |
| No | 2 | 50.0 | 50.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME 5 | Valid | Yes | 1 | 50.0 | 50.0 | 50.0 |
|  |  | No | 1 | 50.0 | 50.0 | 100.0 |
| Total | 2 | 100.0 | 100.0 |  |
| SME 6 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME 7 | Valid | Yes | 2 | 50.0 | 50.0 | 50.0 |
| No | 2 | 50.0 | 50.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME 8 | Valid | Yes | 3 | 100.0 | 100.0 | 100.0 |
| SME 9 | Valid | No | 4 | 100.0 | 100.0 | 100.0 |
| SME10 | Valid | Yes | 1 | 25.0 | 25.0 | 25.0 |
| No | 3 | 75.0 | 75.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME11 | Valid | Yes | 5 | 100.0 | 100.0 | 100.0 |
| SME12 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |

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| **Do you make use of human resources management systems for day-to-day operations?** | | | | | | |
| ID | | | Frequency | Percent | Valid Percent | Cumulative Percent |
| SME 1 | Valid | Yes | 2 | 40.0 | 40.0 | 40.0 |
| No | 3 | 60.0 | 60.0 | 100.0 |
| Total | 5 | 100.0 | 100.0 |  |
| SME 2 | Valid | Yes | 1 | 20.0 | 20.0 | 20.0 |
| No | 4 | 80.0 | 80.0 | 100.0 |
| Total | 5 | 100.0 | 100.0 |  |
| SME 3 | Valid | Yes | 2 | 66.7 | 66.7 | 66.7 |
| No | 1 | 33.3 | 33.3 | 100.0 |
| Total | 3 | 100.0 | 100.0 |  |
| SME 4 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME 5 | Valid | Yes | 1 | 50.0 | 50.0 | 50.0 |
| No | 1 | 50.0 | 50.0 | 100.0 |
| Total | 2 | 100.0 | 100.0 |  |
| SME 6 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME 7 | Valid | No | 4 | 100.0 | 100.0 | 100.0 |
| SME 8 | Valid | Yes | 3 | 100.0 | 100.0 | 100.0 |
| SME 9 | Valid | No | 4 | 100.0 | 100.0 | 100.0 |
| SME10 | Valid | Yes | 1 | 25.0 | 25.0 | 25.0 |
| No | 3 | 75.0 | 75.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME11 | Valid | No | 5 | 100.0 | 100.0 | 100.0 |
| SME12 | Valid | No | 4 | 100.0 | 100.0 | 100.0 |

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| **Do you make use of web conferencing systems for day-to-day operations?** | | | | | | |
| ID | | | Frequency | Percent | Valid Percent | Cumulative Percent |
| SME 1 | Valid | Yes | 5 | 100.0 | 100.0 | 100.0 |
| SME 2 | Valid | Yes | 4 | 80.0 | 80.0 | 80.0 |
| No | 1 | 20.0 | 20.0 | 100.0 |
| Total | 5 | 100.0 | 100.0 |  |
| SME 3 | Valid | Yes | 3 | 100.0 | 100.0 | 100.0 |
| SME 4 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME 5 | Valid | Yes | 2 | 100.0 | 100.0 | 100.0 |
| SME 6 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME 7 | Valid | Yes | 1 | 25.0 | 25.0 | 25.0 |
| No | 3 | 75.0 | 75.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME 8 | Valid | Yes | 3 | 100.0 | 100.0 | 100.0 |
| SME 9 | Valid | Yes | 2 | 50.0 | 50.0 | 50.0 |
| No | 2 | 50.0 | 50.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME10 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME11 | Valid | No | 5 | 100.0 | 100.0 | 100.0 |
| SME12 | Valid | No | 4 | 100.0 | 100.0 | 100.0 |

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| **Do you make use of collaboration tools and task management systems for day-to-day operations?** | | | | | | |
| ID | | | Frequency | Percent | Valid Percent | Cumulative Percent |
| SME 1 | Valid | Yes | 1 | 20.0 | 20.0 | 20.0 |
| No | 4 | 80.0 | 80.0 | 100.0 |
| Total | 5 | 100.0 | 100.0 |  |
| SME 2 | Valid | Yes | 1 | 20.0 | 20.0 | 20.0 |
| No | 4 | 80.0 | 80.0 | 100.0 |
| Total | 5 | 100.0 | 100.0 |  |
| SME 3 | Valid | Yes | 3 | 100.0 | 100.0 | 100.0 |
| SME 4 | Valid | No | 4 | 100.0 | 100.0 | 100.0 |
| SME 5 | Valid | Yes | 2 | 100.0 | 100.0 | 100.0 |
| SME 6 | Valid | Yes | 4 | 100.0 | 100.0 | 100.0 |
| SME 7 | Valid | Yes | 1 | 25.0 | 25.0 | 25.0 |
| No | 3 | 75.0 | 75.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
| SME 8 | Valid | Yes | 3 | 100.0 | 100.0 | 100.0 |
| SME 9 | Valid | Yes | 1 | 25.0 | 25.0 | 25.0 |
| No | 3 | 75.0 | 75.0 | 100.0 |
| Total | 4 | 100.0 | 100.0 |  |
|  |  | Yes | 1 | 25.0 | 25.0 | 25.0 |
| SME10 | Valid | No | 3 | 75.0 | 75.0 | 100.0 |
|  |  | Total | 4 | 100.0 | 100.0 |  |
| SME11 | Valid | No | 5 | 100.0 | 100.0 | 100.0 |
| SME12 | Valid | No | 4 | 100.0 | 100.0 | 100.0 |