Likert scale- based questionnaire & responses for 30 respondents showing the number of respondents for each respond option

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Strongly Agree | Agree | Neutral | Disagree | Strongly disagree |
| 1)Do you agree that virtualized service providers, generally, render better quality services than non-virtualized providers ? | 0 | 12 | 13 | 5 | 0 |
| 2) Do you agree that availability is the most important service warranty item on Service level agreements(SLA’s)? (Note: service warranty items include availability, information security, capacity and service continuity). | 3 | 17 | 7 | 3 | 0 |
| 3) Do you agree that virtualization of a data centre’s servers improves service availability ? | 2 | 20 | 6 | 2 | 0 |
| 4) Do you agree that providing IT services in a non-virtualized environment improves service availability ? | 0 | 0 | 4 | 20 | 6 |
| 5)When planning to outsource an IT service, server virtualization would be an important guiding factor. | 0 | 20 | 6 | 4 | 0 |
| 6)IT users and customers are more likely to outsource from virtualized service providers. | 2 | 15 | 10 | 3 | 0 |
| 7)There are other important factors(other than) server virtualization influencing service availability. | 10 | 20 | 0 | 0 | 0 |
| 8)Applications also have an important effect on availability. | 0 | 13 | 16 | 1 | 0 |
| 9) Maturity of processes such as incident management, availability management, problem management, change management and release & deployment management have an important influence on service availability. | 10 | 20 | 0 | 0 | 0 |
| 10) Errors at the user level also affect service availability. | 0 | 13 |  | 16 | 1 |
| 11)Network factors also count . Agree ? 12) Storage factors also play a role. Do you agree ? | 100 | 2016 | 013 | 01 | 00 |
|  |  |  |  |  |  |

Mode of coding for responses

Strongly agree,5; Agree , 4; neutral, 3; disagree, 2 and strongly disagree, 2

Question:1) Run the chi-squared test to determine if responses between agree categories and disagree categories(2 categories), for each Likert item, occurred by chance. Show and interpret results of the chi-squared test.

Coded responses for ‘agree’ and ‘strongly agree’ were combined as one category. ‘Strongly disagree and disagree’ responses were also combined to form one category. These 2 categories are of interest. There are 12 Likert items.

2. Would Fisher’s Exact test be more appropriate, and would it have produced a different outcome ? Please show.