

## Appendix A

### Type of questions asked of interviewees

- Perceptions regarding competition, future market trends, and customer demands
- Cultural backgrounds and specific training
- Understanding about the meaning of terms such as homophily, speech-recognition technology, and diffusion of innovation (we provided them with definitions of these terms if their understanding of the terms differed from our definitions)
- Specific operational arrangements that a hospital adopting speech recognition uses
- Factors that foster or discourage the adoption of speech recognition
- Their impressions of and perspectives on the acceptance of the technology
- Whether they felt that speech recognition had been a major improvement
- What they considered to be major advantages and disadvantages of the technology
- What they perceived to be the major determinants facilitating acceptance of the technology
- Their perception of the value of speech-recognition technology
- Their prior experience with and exposure to other information technologies
- How labor and human resources issues affect the speech-recognition decision
- The positive and negative implications of speech recognition
- The characteristics of the buyer-supplier contracts and relationships with the technology providers
- The level of responsibility transferred to physicians
- Specific knowledge management tools used in the speech-recognition arrangement
- Specific types of organizational arrangements dealing with the implementation of speech-recognition technology
- Issues related to the capital investments for speech recognition