

unit-20-assignment-2-survey-responses

Timestamp	Does your business currently have a professional website?
2026/09/14 2:10:21 pm CET	Needs improvement.
2026/09/14 2:10:58 pm CET	No
2026/09/14 2:13:32 pm CET	Yes
2026/09/14 2:22:10 pm CET	No
2026/09/14 2:22:56 pm CET	Yes
2026/09/14 2:23:32 pm CET	Yes
2026/09/14 2:24:10 pm CET	Needs improvement.
2026/09/14 2:36:18 pm CET	Needs improvement.
2026/09/14 2:36:43 pm CET	Yes
2026/09/14 2:37:03 pm CET	No
2026/09/14 2:37:50 pm CET	Needs improvement.
2026/09/14 2:38:18 pm CET	Yes
2026/09/14 2:38:34 pm CET	Yes
2026/09/14 2:38:51 pm CET	Yes
2026/09/17 12:00:16 pm CET	Yes
2026/09/25 2:32:43 pm CET	Needs improvement.
2026/09/25 2:34:36 pm CET	No

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Which digital problem causes your business the most difficulty?

all

Bookings

Website

Customer enquiries

Security

Customer enquiries

Bookings

Follow-ups

Bookings

Website

Website

Website

Website

Website

Customer enquiries

Website

Customer enquiries

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Do you currently have a person or company that provides regular IT support?

Yes

No

Yes

Yes

Yes

Yes

No

Yes

Yes

No

Yes

Yes

Yes

Yes

Yes

Yes

Yes

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How many hours per week do staff spend on repetitive customer or admin tasks?

4-5

2-3

0-1

4-5

0-1

0-1

2-3

4-5

0-1

0-1

2-3

0-1

0-1

0-1

0-1

0-1

0-1

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Would you be interested in automating reminders, enquiry acknowledgements or lead follow-ups?

No
Maybe
Yes
No
No
Yes
Maybe
Maybe
Yes
Yes
Yes
Yes
Yes
Yes
Yes
No
Yes

How comfortable are you with using AI in your business?

- 2
- 3
- 1
- 1
- 1
- 1
- 1
- 5
- 4
- 1
- 4
- 1
- 1
- 1
- 2
- 1
- 2

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Which service would be most useful to your business?

AI Automation
AI Automation
Website Development
AI Automation
IT Support
AI Automation
Combined Package.
Combined Package.
Website Development
Website Development
Website Development
Website Development
Website Development
Website Development
Website Development
Website Development
Website Development

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What would be most important when choosing an IT provider?

Security

Local support

Price

Trust

Trust

Trust

Local support

Trust

Price

Price

Price

Price

Price

Price

Trust

Trust

Local support

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What price range would you consider for a basic professional website?

£1,000+

£300–£599

Under £300

£600–£999

£300–£599

Under £300

£300–£599

£600–£999

Under £300

Under £300

Under £300

Under £300

Under £300

Under £300

£300–£599

£600–£999

Under £300

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What monthly amount would you consider for ongoing IT/automation support?

£50–£99

£100–£199

Under £50

£50–£99

£50–£99

Under £50

£50–£99

Under £50

Under £50

Under £50

Under £50

Under £50

Under £50

Under £50

£50–£99

£100–£199

Under £50

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How would you prefer to find an IT provider?

Referral

Referral

Google

LinkedIn

Referral

Google

Direct email

Direct email

Google

Google

Google

Google

Google

Google

Referral

Referral

Google

What is one task or IT problem you would most like to make easier in your business?

AI replies to customers and improve website