



**: UNIT STRUCTURE :**

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**Answers**

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**7.0 OBJECTIVES**

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After going through this unit, you should be able to

- know about the concept of the questionnaire
- learn about types of questions
- understand about various types of questionnaires

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**7.1 INTRODUCTION**

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Just imagine, you have completed your lunch with your family in one of the most famous restaurants of your city and you get a small feedback form along with the bill. When you use any mobile application, it asks you for the rating and feedback. There are hundreds of incidents we come across every day when someone asks us about the feedback or gathers the details in a particular format. That format or a group of questions is called a questionnaire.

A questionnaire is a set of questions in logical sequence which are asked to collect the data from the respondents so that the further data analysis can be done and reach to the solution or the conclusion.

Questionnaires are the most appropriate way to conduct a survey and gather the responses. This survey can be useful for research, product or service launching and promotion of any product or service.

Questionnaires can be an effective means of measuring the behavior, attitudes, preferences, opinions and, intentions of relatively large numbers of subjects more cheaply and quickly than other methods.

Often a questionnaire uses both open and closed questions to collect data. This is beneficial as it means both quantitative and qualitative data can be obtained.

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## 7.2 MEANING OF A QUESTIONNAIRE

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A questionnaire should aim to gather complete and accurate information. A scholar says a questionnaire designer should focus on writing clearly worded questions using natural and familiar language that respondents fully understand. And she should provide any background a respondent might require to answer a question.

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## 7.3 TYPES OF QUESTIONS

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Questions can be divided into two types: 1. Open Ended Questions and 2. Close Ended Questions

### 7.3.1 Open Ended Questions

Open up a conversation with this question. These are good survey questions to get more meaningful answers from as people have the opportunity to give you more feedback. This type of questions are used for qualitative surveys.

Examples: i. What is your opinion about this.....?

ii. How did you get to know about this....?

iii. How can you improve / develop this.....?

### 7.3.2 Close Ended Questions

These questions are widely used for gathering data for the purpose of a survey as the fixed options are given to the respondents from which the respondent is supposed to select. This type of questions are used for quantitative surveys.

#### 7.3.2.1 Multiple Choice Questions

Multiple Choice Questions as the name suggest the respondent gets the multiple options from which he/she can select one or more options.

##### Example 1:

Options 1

Options 2

Options 3

Options 4

#### 7.3.2.2 Rating/Ranking Questions

In the Rating / Ranking Questions, the respondent needs to give rating or ranking of the options. Rating can be given like: Best, Better, Good, Bad, Worse whereas the respondent is supposed to give the number of priority for the given options.

##### Example:

Options 1

Options 2

Options 3

### 7.3.2.3 Likert Scale Questions

The Likert scale is typically a 5- or 7- point scale that gauges a respondent's level of agreement with a statement or the intensity of their reaction towards something.

The scale develops symmetrically: the median number (e.g., a '3' on a 5-point scale) indicates a point of neutrality, the lowest number (always a '1') indicates an extreme view, and the highest number (e.g., a '5' on a 5-point scale) indicates the opposite extreme view.

#### Example:

Questions	1	2	3	4	5
How strongly do you agree with ...					

#### Explanation:

1. Strongly disagree
2. Somewhat disagree
3. Neither agree nor disagree
4. Somewhat agree
5. Strongly agree

Question	1	2	3	4	5	6	7
How satisfied are you with....							

#### Explanation:

1. Very dissatisfied
2. Somewhat dissatisfied
3. Slightly dissatisfied
4. Neither satisfied nor dissatisfied
5. Slightly satisfied
6. Somewhat satisfied
7. Very satisfied

## 7.4 IMPORTANT TIPS FOR THE EFFECTIVE QUESTIONNAIRE

1. The objective of the questionnaire and the questions should be clear.
2. The question type should be aptly selected as per the requirement.
3. The question should be framed correctly as per grammar and logic.
4. The question should be clear and unambiguous.
5. Mention all the necessary details as instructions wherever necessary

**CHECK YOUR PROGRESS 1**

**ANSWER THE FOLLOWING QUESTIONS.**

1. What is the use of a questionnaire?
2. Which are the types of questions?

**CHECK YOUR PROGRESS 2**

**STATE WHETHER THE STATEMENT IS TRUE OR FALSE.**

1. Admission form is an example of a questionnaire.
2. The objective of the questionnaire and the questions should be clear.
3. The question should be clear and ambiguous.
4. A questionnaire should aim to gather complete and accurate information.
5. Close-ended questions are used for quantitative surveys.

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**7.5 SAMPLE QUESTIONNAIRE**

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**1. A questionnaire leading to a survey of socio-economic condition of working women in a city.**

**NOTES:**

- 1) The aim of this questionnaire is to survey of socio-economic of working women in a city.
- 2) The information given by you will be kept quite confidential and won't be misused.
- 3) Fill in the blanks where ever it is required.
- 4) Strike off the responses, which are not applicable.
- 5) Please tick the responses applicable to you in the squares given against options.

**QUESTIONS:**

(1) What is your name?

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(2) What is your address?

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PIN \_\_\_\_\_

(3) What is your age?

\_\_\_\_\_ Years. Date of Birth: \_\_\_\_\_

(4) What is your qualification?

Undergraduate

Graduate

Post graduate other

Others, please specify \_\_\_\_\_

- (5) What is your marital status?  
[Strike off the responses not applicable to you]  
(Unmarried / Married / Divorce / Separated / Widow)
- (6) How many members are there in your family?  
\_\_\_\_\_ members
- (7) What is your monthly income?  
Rs. \_\_\_\_\_
- (8) What is the total monthly income of your family?  
Rs. \_\_\_\_\_
- (9) Where do you work?  
Name of Organization: \_\_\_\_\_
- (10) What is your designation?  
\_\_\_\_\_
- (11) Is your job temporary or permanent?  
 Temporary  
 Permanent
- (12) Since how long have you been doing the job?  
\_\_\_\_\_ years \_\_\_\_\_ months
- (13) Why do you work?  
 To help my family  
 To become independent  
 To enjoy luxuries  
 My father/ husband wants me to work  
 To use my talent and qualification efficiently  
 It is my hobby
- (14) How many hours do you work?  
\_\_\_\_\_ hours
- (15) Are you able to spend enough time for your family?  
Yes / No \_\_\_\_\_
- (16) Do you keep your income with you?  
Yes / No \_\_\_\_\_
- (17) How much amount do you spend for your personal expense?  
Rs. \_\_\_\_\_
- (18) Have you got the liberty to decide independently about where and when to spend your money?

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- Yes / No \_\_\_\_\_
- (19) Do you save money?  
Yes / No \_\_\_\_\_
- (20) If yes, are your family members aware about your savings?  
Yes / No \_\_\_\_\_
- (21) Where do you invest your saved money?
- Investment with a bank
  - Investment in shares
  - Investment in gold
  - Investment in NSC
  - Investment in FDs
  - Others, please specify \_\_\_\_\_
- (22) Do you do your domestic work?  
Yes / No \_\_\_\_\_
- (23) Who helps you in your domestic work?
- My mother / sister
  - My mother – in - law / sister – in – law
  - My maid
  - My daughter / daughters
  - My husband
  - No of above
- (24) How is your in – law’s attitude towards your work?
- Positive
  - Negative
  - Neutral
- (25) Generally, when do you take leave? (Give the rank)
- When I am sick
  - When I am upset
  - When my family needs me
  - On social occasions
  - When the guests are at home

(26) How do spend your holidays? (Give the rank)

I do my domestic work

I take rest

I go for socializing

(27) Are you free to invite your colleagues to your house?

Yes / No \_\_\_\_\_

(28) Are you free to go to your colleagues' houses?

Yes / No \_\_\_\_\_

(29) Is there any harassment in the office from the male colleagues?

Yes / No \_\_\_\_\_

(30) Are you satisfied with your work?

Yes / No \_\_\_\_\_

(31) What should be done to improve the socio-economic condition of working women in a city?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**2. Questionnaire leading to a survey on the reintroduction of voluntary retirement scheme offered to the employees of Tata Chemicals, Mithapur.**

**NOTES:**

- 1) The aim of this questionnaire is to survey of socio-economic of working women in a city.
- 2) The information given by you will be kept quite confidential and won't be misused.
- 3) Fill in the blanks where ever it is required.
- 4) Strike off the responses, which are not applicable.
- 5) Please tick the responses applicable to you in the squares given against options.

**QUESTIONS:**

(1) Name : Mr./Ms. \_\_\_\_\_

(2) Age : \_\_\_\_years. D.O.B.: \_\_/\_\_/\_\_\_\_

(3) Gender : Male/Female \_\_\_\_\_

(4) Education Qualification : \_\_\_\_\_

(5) Professional Qualification : \_\_\_\_\_

(6) Residential Address : \_\_\_\_\_

\_\_\_\_\_ PIN \_\_\_\_\_

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- (7) Designation : \_\_\_\_\_
- (8) Duration of service : \_\_\_\_\_ Years \_\_\_\_\_ Months
- (9) Monthly salary : Rs. \_\_\_\_\_
- (10) Number of family members : \_\_\_\_\_ members
- (11) Number of earning family members : \_\_\_\_\_ members
- (12) Total income of the family : Rs. \_\_\_\_\_
- (13) Total expense of the family : Rs. \_\_\_\_\_
- (14) Kind of your work : \_\_\_\_\_
- (15) How many years are remained for you to be retired? \_\_\_\_\_ years
- (16) The working environment in my office is –
- Pleasant
- Good
- So-so
- Bad
- No of above
- (17) My relation with my colleagues is –
- Pleasant
- Good
- So-so
- Bad
- No of above
- (18) My relation with my head is –
- Pleasant
- Good
- So-so
- Bad
- No of above
- (19) How does your work seem to – (Give the rank)
- Boring
- Interesting
- Uninteresting
- Monotonous

(20) The compensation I get is –

Satisfactory

Less

More

No of above

(21) I enjoy the following facilities / incentives –

Pension

Gratuity

Leave Encashment

LIC

House Rent or Quarter

Conveyance

(22) Why have you taken the decision to opt the VRS? (Give the rank)

The offer is very attractive

Compulsion by head for undue favour

No chances for promotion

No incentives of promotion

Frequent transfer

None of above

(23) As a result of the VRS, I will get –

Rs. \_\_\_\_\_

(24) What do you prefer to do after retirement? (Give the rank)

I will do nothing and enjoy my live peacefully

I will start my own business

I will serve elsewhere

I will help my sons in business

I will do my favorite activities

None of above

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(25) According to me, the VRS will affect the company –

In no way

Positively

Adversely

No of above

(26) Do you think that VRS will affect the services given by the company?

Yes / No \_\_\_\_\_

(27) Kindly express your opinion about VRS scheme.

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3. **Draft a questionnaire on “The living conditions of middle class families / teachers / policemen / government servant”**

**Or**

**“How do the high prices affect the middle class?”**

**NOTES:**

- 1) Read the questionnaire carefully and answer the question.
- 2) The answers given by you will be treated confidential.
- 3) The purpose of the questionnaire is to make a survey or an observation.
- 4) Answer the questions clearly legibly.
- 5) Fill in the blanks / gaps wherever necessary.
- 6) Tick mark the appropriate boxes.

**QUESTIONS:**

(1) What is your name?

Mr./Ms, \_\_\_\_\_

(2) What is your age?

\_\_\_\_\_ Years. Date of Birth: \_\_\_\_\_

(3) What is your address?

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\_\_\_\_\_ PIN \_\_\_\_\_

(4) What is your education? \_\_\_\_\_

(5) What is your profession? \_\_\_\_\_

- (6) How many members are there in your family? \_\_\_\_\_
- (7) How many of them are earning? \_\_\_\_\_
- (8) What is the total monthly income of your family?  
Rs. \_\_\_\_\_
- (9) How much amount do you spend monthly / yearly for the following items.

No.	Items	Expenditure Rs.
1	Food	Rs. ....
2	Clothes	Rs. ....
3	Housing	Rs. ....
4	Medical	Rs. ....
5	Education	Rs. ....
6	Religious functions	Rs. ....
7	Social functions	Rs. ....
8	Entertainment	Rs. ....
9	Miscellaneous	Rs. ....
	Total	Rs.....

- (10) How many members were there in your family before 10 years ?  
\_\_\_\_\_ members.
- (11) What was the total monthly income of the family before 10 years ?  
Rs. \_\_\_\_\_
- (12) Can you buy your necessities for your present income as many as you could buy them before 10 years?  
Yes / No \_\_\_\_\_
- (13) If yes, give reasons.
  - I prepare my monthly budget very carefully.
  - I haven't changed my standard living.
  - With the increase in the members of the family, the income of the family is also increased.
- (14) If no, give reasons.
  - The members in the family are increased.
  - The prices have gone very high.
  - I have changed my standard of living.
- (15) How do the high prices affect your monthly budget?  
[Put the number in priority/give the rank.]
  - It has no effect on my monthly budget.
  - Every month, I have to borrow money.
  - It is very difficult to meet two ends.

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(16) Whom do you consider to be responsible for high prices?  
[Strike off the responses not applicable to you]  
Farmers/Businessmen/ Hoarders & Black Marketers/ Dual Policy of Government.

(17) What do you do with your surplus money, if your income is more than your expenditure? [Give the rank]

- Investment in gold
- Investment in shares
- Depositing with banks
- Buying of saving certificates

(18) How do you bridge the gap if your expenditure is more than your income? [Put the numbers in priority]

- Spending from savings
- Selling of shares
- Selling of gold
- loans from banks / private parties

(19) What is your suggestion to improve the conditions of middle class ?

- Strict actions against hoarders
- Social control on rising prices
- Selling of daily necessities through fair prices shops

(20) What actions should be taken by the government to help the middle class?

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**4. Draft a questionnaire leading to an inquiry in to the “Problems of Small Scale Industries”**

**NOTES:**

- 1) Read the questionnaire carefully and answer the question.
- 2) The answers given by you will be treated confidential.
- 3) The purpose of the questionnaire is to make a survey or an observation.
- 4) Answer the question clearly (legibly).
- 5) Fill in the blanks/gaps wherever necessary. Tick mark the appropriate boxes.

**QUESTIONS:**

**QUESTIONNAIRE**

- (1) What is the name of your industrial name?  
\_\_\_\_\_
- (2) What is its address?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ PIN \_\_\_\_\_
- (3) Which item do you manufacture? \_\_\_\_\_
- (4) When did you start your industry? \_\_\_\_\_
- (5) Have you started your industry on your own land?  
Yes / No \_\_\_\_\_
- (6) If No, how much amount do you have to pay monthly as a rent?  
Rs. \_\_\_\_\_
- (7) Have you started your industry with your own capital?  
Yes / No \_\_\_\_\_
- (8) If No, how much amount do you have to borrow as a loan?  
Rs. \_\_\_\_\_
- (9) Do you feel that the rate of interest is very high ?  
Yes / No \_\_\_\_\_
- (10) Can you get the raw material at the prescribed rate ?  
 Yes, I can get the raw material at the prescribed rate.  
 No, sometimes I have to pay a very high price for the raw material.  
 It is provided by the government.
- (11) Can you get the necessary labour supply at the prescribed wages ?  
[Put the numbers of priority]  
 Unskilled workers are easily available.  
 Semi skilled workers sometimes demand more than that of skilled workers.  
 Skilled workers are not easily available.
- (12) Do you have to face the problem of to strike ?  
Yes / No \_\_\_\_\_
- (13) If yes, how do you solve it ? [Put the numbers of priority.]  
 I remain firm.  
 I try to satisfy their demands.

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I select the middle way.

- (14) can you get the necessary power supply regularly ?  
Yes / No \_\_\_\_\_
- (15) Do you have to cut down the product because of irregular power supply ? [Always / Sometimes/ rarely / never]
- (16) Can you get the ready market for the sale of your produced?  
Yes / No \_\_\_\_\_
- (17) Do you sale your product with in the state or out side the state ?  
\_\_\_\_\_
- (18) Do you export your product ?  
Yes / No \_\_\_\_\_
- (19) If yes, what difficulties do you face in the export of your product ?  
\_\_\_\_\_
- (20) Do you think that the small units can face the competition from the large units.?  
Yes / No \_\_\_\_\_
- (21) What actions should be taken by the governments to encourage the small scale industries?  
\_\_\_\_\_  
\_\_\_\_\_

**5. Design a questionnaire for the Course Evaluation using Google Form tool.**

**NOTES:**

- 1) Read the questionnaire carefully and answer the question.
- 2) The answers given by you will be treated confidential.
- 3) The purpose of the questionnaire is to make a survey or an observation.
- 4) Answer the question clearly (legibly).
- 5) Fill in the blanks/gaps wherever necessary.

**QUESTIONS:**

- (1) Class Name \_\_\_\_\_
- (2) Faculty \_\_\_\_\_
- (3) Level of Effort (Mark only one per row.)

	Poor	Fair	Satisfactory	Very Good	Excellent
Level of effort you put into the course					

**(4) Contribution to learning. (Mark only one per row.)**

	Poor	Fair	Satisfactory	Very Good	Excellent
Level of skill/knowledge at the start of the course					
Level of skill/knowledge at the end of the course					
Level of skill/knowledge required to complete the course					
Contribution of this course to your skill/knowledge					

**(5) Skill and responsiveness of the Faculty. (Mark only one per row.)**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Faculty was an effective lecturer / demonstrator					
Presentation was clear and organized.					
Faculty stimulated student interest					
Faculty was available and helpful					

**(6) Course Content. (Mark only one per row.)**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Learning objectives were clear					
Course content was organized and well planned					
Students could participate in the course.					

**(7) Your comments or suggestions.**


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**Assignment**

- (1) Prepare a questionnaire regarding online examination system. .
- (2) A questionnaire regarding the survey of standard of English in Gujarat.

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- (3) A questionnaire regarding the saving habits of students.
- (4) The questionnaire on living conditions of hostels students.
- (5) A questionnaire regarding the collage students' attitude to words co-activities.

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### **7.6 LET US SUM UP**

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In this unit, we have discussed the concept and usage of the questionnaire along with the types of questions and sample questionnaires. For further reference, it is suggested to refer Google Form as it has become a common medium to gather the information for the survey.

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### **7.7 REFERENCES AND RECOMMENDED READING**

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1. <https://www.google.com/forms/about/>
2. "Questionnaire Design" by Ian Brace, Kogan Page, UK.
3. "Developing a Questionnaire", Bill Gillham, Contunuum International Publishing Group, Great Britain
4. <https://www.surveymonkey.com/mp/survey-question-types/>
5. <https://www.sampletemplates.com/business-templates/questionnaire-sample.html>

### **ANSWERS**

#### **Check your progress 1**

1. The questionnaire is a set of questions which are used to gather / collect data.
2. There are two types of questions: 1. Open Ended Questions and 2. Close Ended Questions in a questionnaire.

#### **Check your progress 2**

1. False
2. True
3. False
4. True
5. True