

ANNEXURE – I

QUESTIONNAIRE

ON

EMPLOYEE’S PERCEPTION IN RELATION TO TRAINING AND DEVELOPMENT: A STUDY OF SERVICE SECTOR

Please answer the following questions to the best of your abilities for the relevant option or placing your response in the space provided. If the question does not apply to your situation please leave it blank. Please note you are not obliged to answer any questions you are not comfortable with. All responses will remain anonymous and will be treated with utmost confidentiality – at no stage will any individuals or agencies be identified as part of the research findings. Thank you in advance for your cooperation and input.

Name (Optional) _____

1. **Gender:** Female Male

2. **Your age:** 20-29 30-39 40-49 50-59
60 +

3. **What is your marital status?**

Single/never married Living together Married

Divorced/separated

Widow/er

4. **What is the highest level of education completed?**

Secondary Education: Year 12 Certificate Advanced

Diploma/Diploma

Undergraduate Degree

Graduate Diploma/Graduate Certificate

Post Graduate Degree

Other, Please specify

5. Type of Organization:

- Insurance Sector Banking Sector Telecommunication
Sector
 IT Sector

6. Nature of Organization: Private Public

7. What is your current employment status?

- Full-time Part-time Casual Student

8. What is the level of your supervisory responsibility?

- None Manager Supervisor Executive

 Team leader Partner/Owner

9. What is the Department/Division size (employees)?

- Fewer than 50 50-249 250-999 1,000
or more

10. How long have you been working at your present job/role within the organization?

- Less than 6 months 11-15 years
 6 months to 1 year 16-20 years
 1-5 years 21-25 years
 6-10 years Over 25 years

11. Is Training imparted to you in your Organization?

- Yes No

12. What is the mode of training in Your Organization?

- On the Job Off the Job

13. Methods of training adopted in case of On the Job in your Organization?

- Coaching Mentoring Job Rotation Apprenticeship
 Job Instructional Training

14. Methods of training adopted in case of Off the Job?

- Lectures & conferences Vestibule Training Simulation Exercises
Sensitivity Training Transactional Training

15. What are the methods of training you have attended in your Organization?

- Lecture Demonstration Discussions Presentation
 Seminar Job Rotation Apprenticeship Sensitivity
Training
 Simulation Exercises

Perception of employees regarding training and development programs

SA : Strongly Agree, A : Agree, N : Neutral, DA : Disagree, SD : Strongly Disagree

	SD	DA	N	A	SA
Training and development is essential for all employees					
Training and development programmes are enough to update my skill and knowledge					
T & D in our Organisation is fair and thorough					
Training programme Conducted by competent faculty					
I feel enough Training and Development Opportunities for career development.					
The resource used the training programme is satisfactory					
The information gained from the training programme is effective					

I feel comfortable with the training environment					
The training and Development programme is well planned					
Sufficient personal importance is given the training programme					
Training helps me to develop my career					
The training imparted is towards organization development					
The training programme is related to self development					
The training programme provided by the company improve my job performance					
Training makes me to work better with job satisfaction					
The training programme is related to work development					
Employees enhancement come through Training & Development					
Training and development teach the technique of performing a job to employees					
Training and development enhance the skills of job of employees					
I am satisfied with time interval between various training programmes					
Most of the employees consider training and development vital for job					
Training and development waste of time and waste of money					
Competency level of employees increases due to T&D					

Training and development boost up the morale of the employees					
Training and development reduce the stress of the employees					
T & D gives High morale to employees and leads to better performance					
Performance and productivity greatly depend on T&D					
T&D enhance the performance and productivity of the employees as well as of the organization					
T&D reduce consumption of time and cost and increase performance and productivity					
Employees enhancement come through Training & Development					
Training and Development brings positive attitude in employees					
With training and development job knowledge increase in employees					
Training and development teach the technique of performing a job to employees					
Training and development enhance the skills of job of employees					
Our organization conducts extensive training programs for its employees in all aspects of quality					
Employees in each job will normally go through training programs every year					
I believe that more career paths will emerge and more opportunities will come my way after participating in the training program?					

Training has helped me in improving my overall required skills for work?					
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What as per you are the effective elements of T & D?

Effectiveness Elements of T & D	SD	DA	N	A	SA
Competent Faculty					
Resource used					
Information gained					
Evaluated after training					
Comfortable training environment					
Interval between					
Well planned					
Overall training					
Importance to the personal					
Develop my career					
Organisation development					
New skill					
Self development					
Technical skill					
Work better with job satisfaction					
Improves job performance					
Offered minimize accident					
Improve working condition					
Work development					

To study whether assessment of Training and development leads to job satisfaction and job delight of employee

	SD	DA	N	A	SA
The type of training conducted in my organization is satisfactory					
The overall training programme in my organization is satisfactory					
Training develop new skill					
The training & development offered to me minimize the accident and damages to equipment					
Training and development teach the technique of performing a job to employees					
I was evaluated after the training programme					
T & D enhanced my technical skill					
Performance and productivity increase due to the enhanced competency of the employees					
There are formal training programs to teach new employees the skills they need to perform their jobs?					
I feel job satisfaction is attained through T & D					

To study the impact of assessment on organizational performance and managerial effectiveness

	SD	DA	N	A	SA
Enough opportunities are available to continue in the organization					
Skilled employees performance and productivity					

is more than the unskilled employees					
Performance and productivity increase due to the T & D of the employees					
Performance and productivity increase due to the job knowledge					
Performance and productivity increase due to the positive attitude of employees					
I believe my promotion is a result of induction of the training program					
I believe that my set targets and objective are attained and identified by the firm through training program?					
In our organization, Training motivates employees to be more committed towards organizational goals?					
My career path is more in shape due to my participation in the training program?					
My organization provides a positive feedback for good performance					