



MAHATMA GANDHI CENTRAL UNIVERSITY, BIHAR

(A Central University Established by an Act of Parliament)

Gandhi Bhawan, Bankat, Motihari, District – East Champaran, Bihar – 845 401

E-Vimarsh (Online lecture series)

Course- GPS6001 (Research Methodology)

Techniques of Data Collection
QUESTIONNAIRE

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What is Questionnaire?

- The questionnaire is a set of questions on a given problem and there is no direct contact between researcher and respondent the respondent will have to fill the answers themselves.
- The questionnaire is mailed to respondents who are expected to read and understand the questions and write down the reply.

Section-A

Q-1 Name of Respondent

Q-2 E-mail address

Q-3 Name of Institute

Q-4 Profession/Occupation

Q-5 Educational level

Q-6 Age

Q-7 Gender

Q-8 Place

Section -B

Q-1 Are you a working women from service industry?

a) Yes

b) No

Q-2 Are you in service industry as full time working professional?

a) Yes

b) No

Q-3 Are you aware about working environment in service sector?

a) Yes

b) No

Q-4 Do you know about workplace responsibility precisely?

a) Yes

b) No

Q-5 Do you know the work place colleagues?

a) Yes

b) No

Q-6 Is their harmony among colleagues at work place?

a) Yes

b) No

Q-7 People at work place treat women equally for almost all assignments?

a) Yes

b) No

Q-8 Working women face challenge in pulling work well?

a) Yes

b) No

Q-9 Do you feel that women are given appropriate opportunities at work place?

a) Yes

b) No

Definitions

Bogardus

A questionnaire is list of questions to a number of persons for them to answer.

Goode and Hatt

In general, the word questionnaire refers to a device for securing answers to questions by using a form which the respondent fills in himself.

Wilson Gee

It does constitute a convenient method of obtaining a limited amount of information from a large number of persons or from a small selected group which is widely scattered.

Types of Questionnaire

1. Structured Questionnaire
(संरचित प्रश्नावली)
2. Unstructured Questionnaire
(असंरचित प्रश्नावली)
3. Close Questionnaire
(बंद प्रश्नावली)
4. Open Questionnaire
(खुली प्रश्नावली)
5. Pictorial Questionnaire
(चित्रमयी प्रश्नावली)
6. Mixed Questionnaire
(मिश्रित प्रश्नावली)

Structure of Questionnaire

Directions for the respondents
(सूचनादाताओं के लिए निर्देश)

Introductory Informations
(परिचयात्मक सूचनाएँ)

Main Questions and Tables
(मुख्य प्रश्न)

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a) Yes

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Q-3 Are you aware about working environment in service sector?

a) Yes

b) No

Essentials of a good questionnaire

- The respondents should be educated.
- Brief directions with regard to filling up the questionnaire should be given in the questionnaire itself.
- Questions should be simple and short and the size of the questionnaire should be kept short.
- Ambiguous/Vague questions should be avoided
- The sequence of question should be logical, moving from easy to difficult.
- Questionnaire should not contain personal and upsetting questions.
- Some questions should also be kept to check validity of the responses.
- The quality of the paper, along with its colour, must be good so that it may attract the attention of recipients.

Difference between Schedule and Questionnaire

Questionnaire	Schedule
Generally sent through mail.	Face to face contact
Relatively cheap and economical	Relatively more expensive
Non-response is high	Non-response is very low
Very slow and time consuming	Fast and less time consuming
No possibility of personal contact	Personal contact is possible
Respondents must be educated	Any type of respondents
Wider coverage	Limited coverage
Incomplete informations	Complete informations

Advantages

- It is economical.
- Wide coverage is possible
- In short period of time valid information can be collected.
- Respondents have enough time to think and answer.
- Free from the bias of the interviewer.
- Possibility of repetition.
- It puts less pressure on the respondents

Disadvantages

- The risk of incomplete information is high.
- The rate of non-response is high.
- It can be used only when respondents are educated and cooperating.
- Lack of personal contact.
- Greater possibility of wrong answers.
- This method is likely to be the slowest of all.

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Thank You



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