

# Questionnaire Schedule

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# Questionnaire

- Questionnaire is the document containing set of questions usually sent by mail, and sometimes delivered by hand also. This method of data collection is quite popular in research particular in big enquiries.
- Questionnaire is described as a document that contains a set of questions, the answers to which are to be provided personally by the respondents.

# Definition of Questionnaire

- Barr, Davis and Johnson: “A questionnaire is a systematic compilation of questions that are submitted to a sampling of population from which information is desired.”
- G.A.Lundberg: “Fundamentally, the questionnaire is a set of stimuli to which literate people are exposed in order to observe their verbal behaviour under these stimuli.”

# Format of the Questionnaire

- Length: The length of the questionnaire should be reasonably long.
- Clearly typed: Questions should be clearly printed.
- Adequate space for answers: Proper space should be provided for recording answers.
- Avoid abbreviations: Questions should not be abbreviated.
- Proper instructions: Instructions for filling questionnaire should be explicit.

# Questionnaire formats

- Funnel format: Questions start from general moving towards specific topic.
- Inverted funnel format: Questions progress from specific to general.
- Diamond format: is a combination of the funnel and inverted funnel format, where questions progress from specific to general and back to specific.
- Box format: Questions are uniform throughout the questionnaire.
- Mixed format: It contains sections, each adopting one of the above format.

# Guidelines for framing questions

- ❖ Questions should be clear and unambiguous.
- ❖ Questions should be relevant.
- ❖ Questions should be short.
- ❖ Negative questions should be avoided.
- ❖ Biased terms should be avoided.
- ❖ Respondent should be competent to answer.

# Types of Questions

- On the basis of nature of information elicited
  - I. Primary questions: elicit information directly related to the research topic.
  - II. Secondary questions: elicit information which do not relate directly to the topic.
  - III. Tertiary questions are of neither primary nor of secondary importance.
- Close-ended and open-ended questions
  - I. The close-ended questions are the fixed-choice questions.
  - II. The open-ended questions are free-response questions which require respondents to answer in their own words.

- On the basis of person about whom information is sought
  - I. Direct questions are personal questions which elicit information about the respondent himself/herself.
  - II. Indirect questions seek information about other people.
- On the basis of measuring response
  - I. Nominal questions: its response falls in two or more categories. e.g. Male/female; rich/poor etc
  - II. Ordinal questions: the responses are placed in rank order of categories. e.g Agree/ Disagree/ Don't know
  - III. Interval questions: in which distance between two numbers is equal.



# Advantages of Questionnaire

1. Questionnaires are less expensive than other methods.
2. It saves time as all the questionnaires are sent simultaneously producing results at almost same time.
3. Since the interviewer is not present he cannot influence the opinion of respondent.
4. The respondent can fill-in the questionnaire at his convenience.
5. Each respondent is exposed to same words so comparison of answers is facilitated.

# Limitations of Questionnaire

- 1) The mailed questionnaires can be used for educated people only.
- 2) The return rate of questionnaires is low.
- 3) Sometimes respondent may wrongly interpret the question.
- 4) Questionnaires do not provide an opportunity to collect additional information.
- 5) Many questions remain unanswered.

# Schedule

- The set of structured questions in which answers are recorded by the interviewer himself is called the schedule.
- According to Thomas Carson Macormic : “The schedule is nothing more than a list of questions which it seems necessary to test the hypothesis or hypotheses.”
- G.A.Lundberg: “The schedule is a device for isolating one element at a time thus intensifying our observation.”

- A schedule therefore is a list of questions formulated and presented with the specific purpose of testing an assumption or hypothesis.

### ➤ **Important features of Schedule**

1. The schedule is presented by the interviewer. The questions are asked and the answers are noted down by him.
2. The list of questions is a mere formal document; it need not be attractive.
3. The schedule can be used in a very narrow sphere of social research.

# Aims of Schedule

- A. Delimitation of the subject: A schedule is always about a definite item of inquiry.
- B. Aide Memoire: In the schedule the list of questions is pre planned and noted down formally. The researcher is armed with the formal document detailing the questions.
- C. Aid to classification and analysis: Schedule contains questions under categories , the responses recorded are easy to classify and analyse.

# Formation of Schedule

- Schedule has two aspects:  
Internal and External
- Internal aspect of schedule include the following things:
  1. Sorting out different aspects of the schedule so that the problems can be studied most effectively.
  2. Determination of essential information like historical background, present scenario related to the problem.
  3. The formation of questions is next step. The questions should be simple and easily communicable.
  4. The questions should be presented to the respondents in well-ordered serial.
  5. The reliability of schedule should be tested.

# External aspects of the schedule

The external aspect of the schedule is known as form or structure of the schedule. Following elements are considered in this regard:

- i. Form and size of the schedule : The form should not be too long.
- ii. Organisation of the units includes title, sub-titles and columns. A proper arrangement of these helps in making schedule well-ordered.
- iii. The material used: The paper should be of good quality. Proper margins and spacing should be done. Pictures should be inserted for better understanding.

# Difference between Questionnaire and Schedule

1. The questionnaire is generally sent through mail to informants in a covering letter whereas the schedule is generally filled out by researcher who interpret the questions to the respondents wherever necessary.
2. Data collection through questionnaire is relatively cheap and economical as the questionnaire is sent through mail but in schedule considerable amount of money is spent in appointing enumerator and their training.
3. Non-response is usually high in case of questionnaire but the schedule is filled by enumerator himself so response rate is relatively high.



4. In case of questionnaire, it is not always clear as to who replies but in case of schedule the identity of respondent is known.
5. Questionnaire method can be used only when respondent is literate but in schedule the information can be gathered from illiterate respondents also.
6. The success of questionnaire method lies on the quality of questionnaire itself , but in the case of schedule much depends upon the honesty and competence of enumerator.

7. The physical appearance of questionnaire must be attractive to attract the attention of the respondents whereas this may not be so in case of schedules as they are to be filled in by enumerators and not by respondents.
8. Along with schedule, observation method can be used but such thing is not possible while using questionnaire.

## References:-

- Research Methodology: Methods and Techniques by C.R.Kothari and Gaurav Garg
- Research Methods by Ram Ahuja
- Sociological Methods and Techniques by Rajendra K.Sharma

THANK YOU