Impact of Computerization on Service efficiency
- A study of Under Graduate Education – in & around Pune City

ANNEXURE

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ANNEXURE

QUESTIONNAIRE

IMPACT OF COMPUTERIZATION ON SERVICE EFFICIENCY –
A STUDY OF UNDERGRADUATE EDUCATION IN & AROUND
PUNE CITY

QUESTIONNAIRE FOR “OFFICE-STAFF”

Personal Information:
Name: __________________________
Post held: ______________________

1. How many computers are available in your office?
   a. Zero
   b. 5
   c. 10
   d. 20
   e. Above

2. Whether the computers in your office were brought all at once
   or step by step?
   a) All at once
   b) Step by step

3. Out of total computers in the office are all computers accessible
   to all?
   a) Y
   b) N

4. How are the computer facilities in your office?
   a) Good
   b) Bad
   c) Moderate
5. Do you feel that a formal training is must to start the use of computers in routine work?
   a) Y
   b) N

6. Have you received any formal computer training?
   a) Y
   b) N

7. If you have not received the formal training what might be the reasons behind the same?
   a) Lack of management’s support
   b) Lack of adequate funds
   c) Lack of interest amongst the office-staff
   d) Lack of initiative
   e) Unavailability of suitable external professional agency

8. If yes, what was the source of training?
   a) Professional training institute from outside
   b) Computer staff of your college

9. What is your opinion about the training given to you?
   a) Adequate
   b) Inadequate

10. If it was inadequate, have you informed about the same to the Management?
   a) Y
   b) N

11. How much useful did you find this training in view of using computers in daily work?
    a) Very useful
    b) Not that much useful
    c) Not useful at all

12. Was there any advice that you would have found useful but you didn’t receive?
    a) Y
b) N

13. If yes, please specify in brief.

14. Do you hope that if computers are introduced in office they will cause positive changes in office?
   a) Y
   b) N

15. If computers are available presently was the office-staff consulted before purchasing the computers?
   a) Y
   b) N

16. If yes was there full freedom to users about making choice of the computers?
   a) Y
   b) N

17. Do you carry any fear in your minds of the staff members about reduction in manpower after computerization?
   a) Y
   b) N

18. In what area you are using the computers presently, as a part of work?
   a) Text processing
   b) Data collection
   c) Data storage
   d) Data entry
   e) Data analysis
   f) Graphical display of data
   g) Sending & receiving mail to the colleges / University
   h) Exchange of data with the colleagues reading academic literature
   i) Searching online database
19. What type of computer you use?
   a) Stand alone
   b) Networked

20. What is the method you adopt to maintain information of the students?
   a) Lists
   b) Files
   c) Ledgers
   d) Combination of all these
   e) If any other, please specify.

21. Are computers utilized to carry out / administer the admission process?
   a) Y
   b) N

22. What activities / services in your office are computerized, partially computerized or done fully by manual process? (please tick in proper column)

<table>
<thead>
<tr>
<th>Sr.No.</th>
<th>Activity</th>
<th>Computerized</th>
<th>Partially computerized</th>
<th>Totally manual method</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Admission form</td>
<td></td>
<td></td>
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<tr>
<td>2.</td>
<td>Fee acceptance &amp; receipt</td>
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<tr>
<td>3.</td>
<td>Bonafide Certificate</td>
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<tr>
<td>4.</td>
<td>Transcript Certificate</td>
<td></td>
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<tr>
<td>5.</td>
<td>Railway/bus concession form</td>
<td></td>
<td></td>
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<tr>
<td>6.</td>
<td>Hall tickets(admit cards)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>Returning deposit/caution money</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>8.</td>
<td>Appointment order of staff</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
9. Leave application form for staff
10. Leave application form for student
11. Database of present/past students
12. Fee register
13. Eligibility register
14. Exam. performance register
15. Students’ personal information register

23. Do you maintain employees’ database on computer?
   a) Y
   b) N

24. What is the method of maintaining the leave record of the staff?
   a) Filing system
   b) Leave database on computer
   c) Card system

25. Do you feel that work efficiency of the office has been improved after using computers in routine work?
   a) Y
   b) N

26. After computerization have you noticed any change in administrative ladders of organizational structure?
   a) Y
   b) N

27. After computerization have you noticed any change in interpersonal relationships?
   a) Y
   b) N
28. Do you feel that in future also the changes will take place in the administrative structure of the office due to the computerization going on presently?
   a) Y
   b) N

29. Are there any facilities that you feel necessary but are not available on computers in the office?
   a) Y
   b) N

30. If yes, please explain in brief about them.
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IMPACT OF COMPUTERIZATION ON SERVICE EFFICIENCY –
A STUDY OF UNDERGRADUATE EDUCATION IN & AROUND
PUNE CITY

QUESTIONNAIRE FOR “STUDENTS”

Personal Information:
Name: ____________________________
Class: ____________________________

31. What are variety of reasons for which you require to approach
the office of the college? (Please tick amongst the list of probable reasons)
   f. Obtaining information about time table
   g. Obtaining identity card,
   h. Obtaining admit card
   i. Filling the examination form
   j. Deposition of fees
   k. Getting the result
   l. Filling verification/revaluation form
   m. Obtaining some certificate (for ex. Leaving certificate)
   n. Traveling concession forms
   o. Obtaining information about University rules, ordinances etc.
   p. Refund of deposits (for ex. caution money)
   q. Training & placement
   r. Library related matters

32. What are the tentative periods required to get these done?

<table>
<thead>
<tr>
<th>WORK</th>
<th>Few hrs.</th>
<th>A day</th>
<th>A month</th>
<th>&gt; A month</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Obtaining information about time table</td>
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<tr>
<td>2. Obtaining identity card</td>
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<td>3. Obtaining admit card</td>
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<td>4. Filling the examination form</td>
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<td>5. Deposition of fees</td>
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<tr>
<td>6. Getting the result</td>
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<tr>
<td>7. Filling the verification / revaluation form</td>
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<tr>
<td>8. Obtaining some certificates (for ex. leaving certificate)</td>
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<tr>
<td>9. Getting/signing travel concession forms</td>
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<tr>
<td>10. Obtaining information about rules, ordinances etc.</td>
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<tr>
<td>11. Obtaining the various deposits (for ex. caution money)</td>
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<tr>
<td>12. Training and placement</td>
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<tr>
<td>13. Library related matters</td>
<td></td>
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</tbody>
</table>

33. What is your observation about the office of your college in view of computerization?
   a) Not computerized
   b) Partially computerized
   c) Fully computerized

34. Is there any reduction in time required in getting work done related to various reasons listed in Q.2 after computerization?
   a. Y
   b. N

35. What is your observation about the library of your college in view of computerization?
   a. Not computerized
   b. Partially computerized
   c. Fully computerized

36. If it is computerized, are you getting the issue of books & other related services faster than in the period before the computerization?
   a. Y
   b. N

37. Whether the database of books-catalog in made available online for searching?
   a. Y
   b. N
38. Which of the following certificates are available in a computerized form? (Please tick)
   a. Time table
   b. Admit card
   c. Bonafide certificate
   d. Leaving certificate
   e. Admission letter
   f. Mark sheets of internal examinations
   g. Receipt of fees
   h. No dues certificate
QUESTIONNAIRE FOR " PRINCIPALS "

Personal Information:
Name: ________________________________
Post held: ____________________________

39. Do you feel that computerization of administrative office is must in near future to withstand in the competition in education field?
   a. Y
   b. N

40. Have you fixed any policy regarding the use of computers in present or near future?
   a. Y
   b. N

41. Please give the following details.
   a) Number of total staff - ( )
   b) Number of computer literates out of them - ( )

42. Have you sat down & planned for computerization or just got on started using computers?
   a. Planned in advance
   b. Just started working

43. In your annual budget, is there a separate provision for computerization of administration of your college?
   a. Y
   b. N

44. Did you experience any fear in the minds of the staff members about reduction in manpower after computerization?
   a. Y
   b. N
45. Whether the quantity of manpower is reduced after computerization?
   a. Y
   b. N

46. Whether any specific measures were taken by you to start the computerization in administration of your college?
   a. Y
   b. N

47. If yes, please specify them in brief.

48. What is the percentage of success about the measures taken?
   a. 25%
   b. 50%
   c. 100%

49. If the process of computerization has already been started in your administrative office, have you noticed any changes in the working environment?
   a. Y
   b. N

50. If yes, how these changes are?
   a. Good
   b. Bad
   c. Neither

51. Is there any effect observed regarding the distribution of work due to usage of computers?
   a. Y
   b. N

52. If yes, whether these changes are good, bad or neither in view of improving the quality of work, speed of rendering the services etc.?
   a. Good
53. If the process of computerization has not started in your office, what are the reasons of the same in your opinion?
   a. Lack of guidance
   b. Lack of motivation
   c. Lack of funds
   d. Lack of space
   e. Lack of positive attitude to adopt the change
   f. Unable to specify

54. Are there any particular factors that are holding back the computerization in the offices of colleges?
   a. Y
   b. N

55. If yes please specify or tick on the probable reasons listed below.
   a. Lack of interest amongst staff
   b. Lack of motivation
   c. Lack of training
   d. Lack of sufficient funds
   e. Lack of management’s support
   f. Resistance of staff to adopt the change
   g. Lack of enough time
   h. Other (please specify)

56. What measures you suggest and take to overcome these?
   (Please tick)
   a. Convincing the staff
   b. Organizing proper training
   c. Giving incentives to learners
   d. Enforcing

57. Have you appointed any person exclusively to start & lead the computerization?
   a. Y
   b. N
58. If yes, what is the nature of his/her appointment?
   a. Permanent
   b. Temporary on ad hoc basis
   c. Contract basis

59. This person is working with your college for previous:
   a. One year or less
   b. More than one year

60. Please tick on appropriate statement.
   a. Staff members should be given incentives/rewards as appreciation if they use computers in daily work
   b. Working on computers should be viewed as a part of their duty

61. If “a” in above is true, have you formulated any system of giving incentives/rewards?
   a. Y
   b. N

62. If yes, please give the details.
   -----------------------------------------------------------------------------------------------
   -----------------------------------------------------------------------------------------------
   -----------------------------------------------------------------------------------------------
   -----------------------------------------------------------------------------------------------

63. If any separate person is not appointed, any internal person is fixed to handle this task?
   a. Y
   b. N

64. What is the nature of his responsibility?
   a. Exclusively to look after computerization
   b. Additional responsibility

65. Did you face any problems in retaining the expert manpower in this field?
   a. Y
b. N

66. If yes are you taking any specific measures to overcome them?
   a. Y
   b. N

67. If no, what methods did you adopt to retain the experts?
   a. Offering freedom of work & good work-atmosphere
   b. Offering good pay package

68. If you demand for some information, to assisting administrative staff, is it made available immediately to serve your purpose?
   a. Y
   b. N

69. Whether the web site of the college is designed & made available on internet?
   i. Y
   ii. N
   iii. It is in progress.

70. Which were the initial reasons behind purchase of computers?
   (Please tick on one or various reasons whichever are applicable)
   a. Increased work load
   b. Just interest
   c. To improve the efficiency of office staff
   d. To go for computerization of college-administration step by step
   e. Other (please specify)

71. Whether an impact is observed after computerization in terms of job roles?
   a. Substantial impact
   b. No impact observed

72. Do you feel that work efficiency of the office has been improved after using computers in routine work?
a. Y
b. N

73. What is the source of this opinion?
   a. Qualified evaluation
   b. Informal feedback from others concerned
   c. Own observations
IMPACT OF COMPUTERIZATION ON SERVICE EFFICIENCY – A STUDY OF UNDERGRADUATE EDUCATION IN & AROUND PUNE CITY

QUESTIONNAIRE FOR “COMPUTER CENTRE I/C”

Personal Information:
Name: ________________________________
Post held: ____________________________

74. Please opine about the present investment in your computer setup.
   a. Insufficient
   b. Sufficient
   c. More than sufficient

75. If “a”, whether any measures are being taken to make it sufficient?
   a. Y
   b. N

76. Whether LAN (Local Area Network) is installed?
   a. Y
   b. N

77. If yes, your computer center connected with all other departments / units in the college through the network?
   a. Y
   b. N

78. Whether the Internet, E-mail facilities are available?
   a. Y
   b. N

79. If yes, do you use them while communicating with external agencies (i.e. colleges, University etc.) during official work?
80. Whether the separate library of computer related books, manuals is maintained locally at computer center?
   a. Y
   b. N

81. What method is adopted for maintaining the hardware?
   a. Separate hardware engineer is appointed
   b. Annual maintenance contract to outside agency

82. What type of printers are used in office?
   a. Dot matrix printers
   b. Ink jet printers
   c. Laser jet printers
   d. Color laser jet printers

83. Do you send your staff for training programs / seminars to keep them updated and conversant with current developments in the field of technology?
   a. Y
   b. N

84. Do you receive the service demands regarding computer-related services / solutions to operational problems in routine working with computers?
   a. Y
   b. N

85. If yes, whether these demands are verbal or in writing?
   a. Verbal
   b. In writing
   c. Both

86. Which type of demands, are normally attended on priority basis?
   a. Verbal
   b. Written
   c. Both
87. Do you maintain a catalog of "demands for computerizing the routine activities", department / section wise?
   a. Y
   b. N

88. Have you prepared the timetable for computerizing the entire administration of the college, department wise, and submitted to the management?
   a. Y
   b. N

89. Have you developed a separate system for handling such demands?
   a. Y
   b. N

90. Have you spared the separate manpower within your unit only to address the needs of other departments in your organization?
   a. Y
   b. N

91. If no, what are the reasons?
   a. Insufficient manpower
   b. Too little frequency of problems to spare separate manpower

92. If yes, do they visit various departments periodically or only when certain problem / service demand is reported?
   a. Periodically
   b. Only when problem is reported

93. Have you developed any software packages for any individual department(s) for their internal use in daily work?
   a. Y
   b. N

94. Which method do you recommend for computerizing the administration of the college?
a. In house development  
b. Entrusting the entire task on outside agency  

95. Do you conduct regular meetings with other departments?  
   a. Y  
   b. N
IMPACT OF COMPUTERIZATION ON SERVICE EFFICIENCY – A STUDY OF UNDERGRADUATE EDUCATION IN & AROUND PUNE CITY

QUESTIONNAIRE FOR "ACCOUNTS OFFICER"

Personal Information:
Name: __________________________________________
Post held: ____________________________

96. Are you aware of the importance of computers in smoothening accounts' work?
   c. Y
d. N

97. Have you received a formal training on “Computerized Financial Accounting”?
   a. Y
   b. N

98. If yes, who imparted that training?
   c. Computer Department of your college
d. Out side agency

99. Do you work on computers for official purpose?
   e. Y
   f. N

100. If yes, what type of software you use?
    a. Ready made software
    b. Software which is developed in house

101. Do you use computers for online data processing? (for example, fees acceptance & giving receipt)
    a. Y
    b. N
102. Whether your pay roll system is computerized?
   a. Y
   b. N

103. Do you provide computerized pay slips to staff?
   a. Y
   b. N

104. If not what are the reasons for inability of providing computerized pay slips? (Please tick whichever is applicable.
   a. Lack of software
   b. Lack of suitable hardware
   c. Both
   d. Other. (Please specify)

105. Whether the standard commercial packages for accounts purpose are available in your section?
   a. Y
   b. N

106. If yes, please give their names.

107. Which activities from the following are computerized in your office? (Please tick in the proper column.)

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Activity</th>
<th>Computerized</th>
<th>Partially computerized</th>
<th>Manual</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Annual Budget</td>
<td></td>
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</tr>
<tr>
<td>2.</td>
<td>Balance sheet</td>
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<tr>
<td>3.</td>
<td>Annual report/magazine</td>
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<tr>
<td>4.</td>
<td>Purchase orders</td>
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<tr>
<td>5.</td>
<td>Comparative</td>
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<td>statements</td>
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<tr>
<td>6. Audit</td>
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<tr>
<td>Please specify if any other activity is present</td>
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</tbody>
</table>
IMPACT OF COMPUTERIZATION ON SERVICE EFFICIENCY –
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PUNE CITY

QUESTIONNAIRE FOR " LIBRARIAN "

Personal Information :
Name : ____________________________________________
Post held : __________________________

108. Are computers available in the library?
    a. Y
    b. N

109. If yes, tick on the applicable alternative about their number.
    a. <5
    b. 5 to 10
    c. >10

110. Whether the stock register of books is available on computers?
    a. Y
    b. N

111. Whether the author wise and title wise index of books is available on computers?
    a. Y
    b. N

112. Whether the department wise libraries are maintained in various departments?
    a. Y
    b. N

113. Whether the status of availability of particular book can be known from computer?
    a. Y
    b. N
114. Whether the location of particular book can be known from computer?
   a. Y
   b. N

115. Whether the tentative date of becoming particular book available is displayed on computer?
   a. Y
   b. N

116. Whether the price list of all the books is available on computer?
   a. Y
   b. N

117. Whether department wise total investment in books is recorded & maintained on computer?
   a. Y
   b. N

118. Whether any branded software is made available in your library?
   a. Y
   b. N

119. Do you send the letters to the members not returning the books in time?
   a. Y
   b. N

120. If yes, whether these letters are prepared manually or are computerized?
   a. Manually
   b. Computerized

121. Whether the concept of digital library is introduced?
   a. Y
   b. N
   c. In progress