APPENDICES
APPENDIX A

LETTER TO ORGANISATIONS

Dear Sir/Madam,

We are conducting research to discover the end-users extent of involvement in computer related Training and Development activities. Their satisfaction with computer related training programmes, and their preferred mode of learning. This study will help improving the training environment within the organisation.

I therefore, request you to suggest the names of the employees who use computers and can be interviewed. All the information collected from the respondents will be kept strictly confidential. Only the researcher will have access to it. Your company name will not appear anywhere in the study.

If you like to have a copy of the findings of this research, please feel free to contact me. Any questions you may like to ask are also welcome.

Thanking you for your cooperation.

Yours sincerely,

(Ashraf Naim)
Department of Business Administration
Aligarh Muslim University
Aligarh, 202 002
APPENDIX B

LETTER TO PARTICIPANTS

Dear Participants,

We request you to participate in our research study on Training and Development of End Users. The study is being conducted to obtain information about your attitude and the extent of involvement in computer related Training and Development activities. This information will help improving the training environment within the organisation.

We like to have the permission to interview you on this topic and share your experience with us. This will just require 15-30 minutes of your time.

Participation in this study is voluntary. You may withdraw from the study any time or may refuse to answer any question on the questionnaire.

We assure you of complete confidentiality. Only for statistical analysis data will be used and will not be linked to any person.

If you agree to participate in this project, please fill the preliminary questionnaire attached with this letter, suggesting the date and time when you will be available.

Thanking you for your cooperation.

Yours sincerely,

(Ashraf Naim)
Department of Business Administration
Aligarh Muslim University
Aligarh, 202 002
PHASE I : QUESTIONNAIRE

Q.1 Name ______________________________

Q.2 What is your present position in the organisation ______________________________

Q.3 Please indicate the percentage of work day you spend working directly on the computer (Please tick the appropriate category)

[ ] 0 to 10% [ ] 10 to 20%
[ ] 20 to 30% [ ] 30 to 40%
[ ] 40 to 50% [ ] 50% or more

Q.4 Please indicate the percentage of work day you spend working indirectly with computer e.g using reports etc. (Please tick the appropriate category)

[ ] 0 to 10% [ ] 10 to 20%
[ ] 20 to 30% [ ] 30 to 40%
[ ] 40 to 50% [ ] 50% or more

Q.5 Please indicate the number of computer training programme attended in the last two years. (Please tick the appropriate category)

[ ] 0-1 [ ] 2-3 [ ] 4-5 [ ] 5 or more

Q.6 Indicate the type of system you use

[ ] Stand alone PC
[ ] Networked PC

Q.7 In which category of end-users you would place yourself in.

[ ] Menu driven (nonskilled) end user
[ ] Command level (semiskilled) end user
[ ] Programming (skilled) end user

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THANK YOU FOR YOUR PARTICIPATION

Date for interview

Time for interview

Contact address (optional)
APPENDIX C

PHASE II : QUESTIONNAIRE

1. Name: ____________________________________________

(Please tick the appropriate box)

2. Age

[ ] 18-30 [ ] 30-40 [ ] 40-50 [ ] 50-60 [ ] 60-70

3. Sex

[ ] Female [ ] Male

4. How much education do you have

[ ] High School [ ] Masters

[ ] Intermediate (10+2) [ ] Ph.D

[ ] Bachelors

5. Your formal degree is in

[ ] Arts [ ] Pharmacy

[ ] Commerce [ ] Medical

[ ] Engineering [ ] Social Science

[ ] Science [ ] Labour Welfare

[ ] Management [ ] Any other(Specify)

[ ] Agriculture

6. Type of company or business you are employed by

[ ] Service [ ] Non - Service

7. What is your functional area

[ ] Finance [ ] Personnel

[ ] Marketing/Sales [ ] Production

8. How would you describe your position in the company

[ ] Manager [ ] Professional staff

[ ] Executive [ ] Others
9. How many years of computer experience do you have

[ ] 0-2 years
[ ] 3-4 years
[ ] 5-6 years
[ ] 6-8 years
[ ] 8 or more years

10. Estimate the number of hours per week you normally spend on computer (hr's)

11. Out of the total time that you spend on computers how much time do you give for improving your skills (percent of the total time on computers)

12. How would you describe your position as an end user

[ ] Menu driven (nonskilled) end user
[ ] Command level (semiskilled) end user
[ ] Programming (skilled) end user

13. During the last two accounting years how many training programmes on computer usage were organised by your organisation for you

<table>
<thead>
<tr>
<th>No. of programmes</th>
<th>No. of hr's</th>
</tr>
</thead>
<tbody>
<tr>
<td>Using external consultants</td>
<td></td>
</tr>
<tr>
<td>Using internal faculty</td>
<td></td>
</tr>
<tr>
<td>Involving both</td>
<td></td>
</tr>
</tbody>
</table>

14. Which mode of learning do you prefer most?

[ ] Formal classes
[ ] Computer tutors
[ ] Reference manuals/textbooks/workbooks
[ ] Peers
[ ] Experimentation/trial and error.

15. Which type of relationship do you prefer between trainer and learner in designing and implementing training programme.

[ ] Both trainer and learner should be equally involved in designing and implementing training programme.

[ ] Trainer or learner should dominate the design and implementation of the training programme, while other should play a minor role.

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16. **Instruction**

The following is a list of activities related to your extent of involvement in T&D programs. Please indicate how much each phrase describes your extent of involvement in each of the activity as follows.

<table>
<thead>
<tr>
<th>Applicable</th>
<th>Not</th>
<th>Very</th>
<th>Little</th>
<th>Moderately</th>
<th>Much</th>
<th>Very</th>
<th>Much</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) In initiating programmes</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>b) In evaluating programmes feasibility</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>c) In justifying programmes expenditure</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>d) In identifying training needs</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>e) In setting programmes objectives</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>f) In identifying potential problems</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>g) In determining the content of training</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>h) In scheduling the training session</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>i) In training and instructing others (as trainer)</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>j) In preparing reading material</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>k) In working as a support person</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>l) In evaluating training effectiveness</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td></td>
</tr>
</tbody>
</table>

17. **Instruction**

The purpose of the following question is to measure your satisfaction with training programmes provided by the organisation. Please mark how much you agree or disagree with each of the following statements.

<table>
<thead>
<tr>
<th>Training ...</th>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Neither agree nor disagree</th>
<th>Agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>i) ...was relevant to my work</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>ii) ...was complete and comprehensive</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>iii) ...was timely (given when I needed it)</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>iv) ...was easy to understand</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>v) ...was very useful</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>vi) ...was very helpful</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>vii) ...was presented very well</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>
viii)...was handled very well 1 2 3 4 5  
xix)...was too demanding 1 2 3 4 5  
x...was helpful in performing my job effectively 1 2 3 4 5  
xii)...was able to deliver what was intended 1 2 3 4 5  
xiii)...had adequate practical sessions 1 2 3 4 5  
xiv)...was up-to-date and informative 1 2 3 4 5  
xv)...was imparted by skilled personnel 1 2 3 4 5  
xvi)...was effective in achieving goals 1 2 3 4 5  
xvii)...was provided in a congenial environment 1 2 3 4 5  
xviii)...improved organisating skills 1 2 3 4 5  
xix)...improved communicating skills 1 2 3 4 5  
xx)...improved planning capabilities 1 2 3 4 5  
xxi)...improved controlling capabilities 1 2 3 4 5  
xxii)...increased efficiency 1 2 3 4 5  
xxiii)...improved decision making skills 1 2 3 4 5  
xxiv)...increased promotional prospects 1 2 3 4 5  
xxv)...infrastructure was satisfying 1 2 3 4 5  
xxvi)...improved transactional skills 1 2 3 4 5  
xxvii)...improved evaluation capabilities 1 2 3 4 5  
xxviii)...took over certain routine tasks 1 2 3 4 5  
xxix)...was enjoyable 1 2 3 4 5  
xxx)...was repetitive 1 2 3 4 5  
xxxi)...cultivated confidence in myself 1 2 3 4 5  
xxii)...improved my overall job performance 1 2 3 4 5  
xxiii)...duration was adequate 1 2 3 4 5  

18. Introduction  
The purpose of the following questions is to measure how useful was your involvement in T&D activities. Please mark how much you agree or disagree with each of the following statements.

<table>
<thead>
<tr>
<th>Statement</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>My participation in the Training and Development activities IS/WAS</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>a)...important</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>b)...no concerned to me</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>c)...irrelevant</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>d)...needed</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>e)...useful</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>f)...valuable</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>g)...exciting</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>h)...mundane</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>
i)...significant
j)...superfluous
k)...fundamental
l)...beneficial
m)...interesting
n)...essential
o)...desirable
p)...unwanted

THANK YOU