APPENDIX-F

INTERVIEW SCHEDULE FOR THE INSTRUCTORS

(The informal interview conducted with the instructors included the following questions. The instructors were asked the questions exactly in the order given below).

1. The courses were developed a long time ago, what is your opinion to modify them to meet the present needs?

2. If you feel the need, what sort of modification do you suggest? And why?

3. Do you think training the staff is essential? If so, why?

4. A few of the trained staffs are capable of doing their job, but most of them are not. Why?

5. When someone is trained, some kind of changes are definitely noted in the trained person's behaviour. Do you note changes in the trainees, that reflect the objectives of the training programme?

6. What is your opinion regarding training the staff having low qualification, who are supposed to provide services to the insurants and employer to satisfy them.

7. When TS themselves are not well qualified, how would you expect that they would give sufficient insurance knowledge to the insurants and employers?

8. Some of the instructors feel that the SSTC should be reorganised and restructured. What do you think of it?

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9. I was told that there was no interpersonal relationship between the Principals and the instructors. Is it true? If yes, what is the reason?

10. Some instructors complain against the authority in the organisation and the Principal that only those instructors who have good relationship with them get opportunity to go abroad for training or seminar. Is it true?

11. Suppose you are made the Principal of the SSTC, what steps would you take to improve the SSTC, and the training programme?

12. What is your feeling about the attitude of the authority towards the SSTP?

13. Most of the people do not like their present job. What is your choice if you are given an opportunity to join a job other than that of the instructors?

14. Have you ever tried to switch over to other jobs?

15. Why don't you have a regular training programme?

16. One of the policies of the SSTP is to increase the educational department in every province. Is it true?

17. People usually don't reveal facts about their superiors' duty or of the programme even when they know that there are a lot of defects; and changes are urgently needed. What is the cause behind it?