APPENDIX
APPENDIX – I

TRAINEES QUESTIONNAIRE

(Please give your answer by putting a tick (✓) in the below)

Name:

Bank:

Cadre:

(a) Age (Years):

(b) Total Experience (Year):

1. The training programme in which I participated are
   a) Fully related to my job
   b) Related to my job
   c) Some what related to any job
   d) To fully unrelated to my job.

2. By participating the training programme my knowledge had
   a) Improved to a very great extent
   b) Improved to a great extent
   c) Improved to some extent
   d) Improved to a very little extent
   e) Not improved at all
3. Training programme have help me to solve work related problems
   a) To a very great extent
   b) To a great extent
   c) To some extent
   d) To a very little extent
   e) Not at all helped

4. Training programmes have helped me to plan my work
   a) To a very large extent
   b) To large extent
   c) To some extent
   d) To a very little extent
   e) Not at all helped

5. My training needs are decided by my boss
   a) Strongly disagree
   b) Disagree
   c) Some what agree
   d) Agree
   e) Strongly Agree

6. I participate in a training programme after having being consulted.
   a) Strongly agree
   b) Agree
   c) Some what agree
   d) Disagree
   e) Strongly Disagree
7. I participate in the training programme on compulsion by the superior
   a) Strongly disagree
   b) Disagree
   c) Some what agree
   d) Agree
   e) Strongly Agree

8. The management conducts training programme for improving the skills of the employees
   a) Strongly agree
   b) Agree
   c) Some what agree
   d) Disagree
   e) Strongly Disagree

9. The management conducts training programme to increase the efficiency and performance
   a) Strongly disagree
   b) Disagree
   c) Some what agree
   d) Agree
   e) Strongly Agree

10. Training classes / workshops help to develop my personality
    a) Strongly agree
    b) Agree
    c) Some what agree
    d) Disagree
    e) Strongly Disagree
11. Training has provided me
   a) Greatest satisfaction
   b) Greater satisfaction
   c) Satisfaction to some extent
   d) Little satisfaction
   e) Dissatisfaction

12. Training programmes develop Human relations
   a) To a very large extent
   b) To a large extent
   c) To some extent
   d) To a very little extent
   e) Does not develop

13. I can respect from co-employees by participating in training programme
   a) Strongly agree
   b) Agree
   c) Some what agree
   d) Disagree
   e) Strongly Disagree

14. I help organizational development by participating in the training programme
   a) Strongly agree
   b) Agree
   c) Some what agree
   d) Disagree
   e) Strongly Disagree
15. Participation in training classes helps me to take additional responsibilities
   a) Strongly agree
   b) Agree
   c) Some what agree
   d) Disagree
   e) Strongly Disagree

16. The Motivation behind taking part in training classes is knowledge empowerment
   a) Strongly agree
   b) Agree
   c) Some what agree
   d) Disagree
   e) Strongly Disagree

17. I participate in the training programme only to skip from my daily routine
   a) Strongly disagree
   b) Disagree
   c) Some what agree
   d) Agree
   e) Strongly Agree
18. I feel, training should be conducted to the day to day problems in
the office
a) Strongly disagree
b) Disagree
c) Some what agree
d) Agree
e) Strongly Agree

19. I feel training classes should be conducted only with problems
related to psychology (Assertiveness, Interpersonal relationships,
Motivation etc.)
a) Strongly disagree
b) Disagree
c) Some what agree
d) Agree
e) Strongly Agree

20. The concepts taught in the training classes are implementable
a) Strongly agree
b) Agree
c) Some what agree
d) Disagree
e) Strongly Disagree
QUESTIONNAIRE TO TRAINERS

NAME OF THE BANK:

Personal data about the person answering the questionnaire:

1. Designation : 

2. Experience as a Trainer : □ 5 years □ 6 – 10 years □ 11 years

3. Prior Occupation/Nature : of work before becoming a trainer

4. No. of Training Programmes : □ Below 10

   conducted in bank during the

   last 2 years □ 10 - 20 □ Above 20

5. Average number of participants: □ Below 10

   per training programme conducted

   in this bank during the 2 years □ 10 – 20 □ Above 20

6. Categories of trainers you have trained

   □ Clerk

   □ Senior level manager

   □ Junior level manager

   □ Accountant

   □ Computer Operating Staff

   □ Other categories (please specify…)


General information about your training programmes

7. What are the training methods used by you in most of the workshop

☐ Demonstration ☐ Discussion
☐ Case study/project work ☐ Questionnaire
☐ Role Playing games ☐ Lecture/Senior
☐ OHP / Video / Film ☐ Any other (please specify)

8. How did you normally decide on the training methods?

☐ Capabilities of the trainees ☐ Resource of the organization
☐ Training objectives ☐ If any other please specify

9. When is evaluation of each training programme usually made?

☐ Immediately after the training programme
☐ During the training programme
☐ After a few week / months
☐ Periodic skill or knowledge or periodic observation
☐ Any other (please specify)
APPENDIX – II

INITIAL SURVEY

QUESTIONNAIRE

Please complete all application sections of the questionnaire. All data are confidential.

Name of person completing this questionnaire:

________________________________________

Position title:

________________________________________

Office telephone number:

________________________________________

Bank Organization name:

________________________________________

Office Address:

________________________________________

Does your bank organization provide or make available training to any members of its work force?

Yes _____, No, organisation-sponsored training is not available to employees ______.

(If you answer "No" to this question, do not complete the remaining questions. Please return the questionnaire).
Introduction

1. Has a banking services assessment (BSA) been conducted in your organization?
   Yes _____  No _____  Don’t know _____

2. If yes, are you engaged in a Banking Services improvement Program?

3. In your opinion, has training affected banking services within your organization?
   Significant improvement: __________
   Moderate improvement: __________
   Some improvement: __________
   No improvement: __________

Staff Development Questions:

1. How many people in your organization are in banking related fields?
   _____ employees,  Don’t know _____

2. Is banking services and related training available?
   Yes  No  Don’t know

3. Do you feel that management supports banking services training?
   Officers:  Yes _____  No _____  No opinion _____
   Clerical:  Yes _____  No _____  No opinion _____
   Sub staff: Yes _____  No _____  No opinion _____
4. Is training provided for all banking services-related job classification levels, including managers and support staff?
   Yes _____  No _____  Don’t know _____

5. Are employees encouraged by management to attend training classes?
   Yes _____  No _____  Don’t know _____

6. Is time allowed during work hours for training?
   Yes  No  Don’t know

7. Are people within the organization generally satisfied with the training they receive?
   Yes _____  No _____  Don’t know _____

8. In general, is the training budget:
   Increasing _____,  decreasing _____
   Same as last year _____  no separate budget _____

9. For banking and related disciplines, is the training budget:
   Increasing _____,  decreasing _____
   Same as last year _____  no separate budget _____

**Training Process**

1. Is there a separate group responsible for providing banking and related training?
   Yes  No _____  Don’t know
2. Is this group resourceful of banking and related functions?
   Very _____   Not much _____  Don’t know _____

3. Are new training programs developed: check all that apply)
   internally _____, by visiting faculty/consultants _____,
   by collaboration _____

4. Is training delivery out-sources (visiting faculty, consultants,
   collaborations, etc.)
   training delivery is totally out-sourced ________
   training delivery is partially out-sourced ________
   approximate percentage ________
   training delivery is not out-sourced ________

5. Are training producers documented?
   Creating training plans:
   Yes _____   No _____   Don’t know _____

   Performing training needs analyses:
   Yes _____   No _____   Don’t know _____

   Requesting training:
   Yes _____   No _____   Don’t know _____

   Training development:
   Yes _____   No _____   Don’t know _____
Training procurement:
Yes _____  No _____  Don’t know _____

Registering for training:
Yes _____  No _____  Don’t know _____

Training delivery:
Yes _____  No _____  Don’t know _____

Training evaluation:
Yes _____  No _____  Don’t know _____

6. Is the training process subject to continuous improvement?
Yes _____  No _____  Don’t know _____

7. Is training: (check all that apply)
   instructor led_______, computer-based _____

8. How effective is your training process?
   Very effective: ______  effective: ______  not effective: ____

Measurement

1. Does the organization measure the value of training provided?
Yes _____  No _____  Don’t know _____
2. If yes, to what level? _____ learning has occurred
   _____ application on the job
   _____ return on investment
   _____ customer satisfaction indicators

3. Are data collected such as enrollment vs. attendance, training
   planned vs. training provided?
   Yes _____  No _____  Don’t know _____

4. Are employee training records kept?
   Yes  No  Don’t know

5. Is training’s contribution to productivity improvement advertised
   throughout the banking organization?
   Yes _____  No _____  Don’t know _____

6. Is training independently evaluated by a qualified group outside the
   training organization?
   Yes _____  No _____  Don’t know _____

7. Are training activities regularly reported to senior management
   using a documented procedure?
   Yes _____  No _____  Don’t know _____

8. How effective is your measurement process?
   Very effective:_____  effective:_____  not effective: _____
Planning & Requirements

1. Is there a vision/mission statement for training?
   Yes  No  Don’t know

2. Does the training group interact with senior managers to discuss training needs?
   Yes _____  No _____  Don’t know ______

3. Are training needs assessments conducted?
   Always _____  Sometimes_____  Never____  Don’t know ______

4. Are training plans produced?
   For individuals:  Yes _____  No _____  Don’t know ______
   For organizational units: Yes _____  No _____  Don’t know ______

5. If yes, can “off-the-plan” training be requested: (check all that apply)
   by trainers______
   by senior managers ______
   directly by employees _____
   not at all _____

6. Are training plans maintained?
   Maintained______  ignored______
7. Are training needs:
   always met______  sometimes met ____
   never met______  don’t know______

8. On an average, how much time elapses between the identification of a training need and the delivery of training?
   When training is purchased ______ days don’t know______
   When training exists in house ______ days don’t know______
   When training must be developed ______ days don’t know______

9. How effective is your planning and requirements process?
   Very effective: ________
   Effective: ________
   Not effective: 