APPENDICES
You do not have to give your name or sign.

Please give a tick mark against the relevant questionnaire responses, or please state details where so requested

1. Name of the organisation :

2. a) Is there a separate Training Department in the organisation ? Yes/No

   b) If no, which department looks after training of personnel

3. What are the infrastructure available in the training department, or in the concerned department that looks after training

   a) Own faculty, own training centre, own training aids, and rarely use external faculty

   b) Always depend on external faculty with own training centre and facilities

   c) Use external agency on turnkey basis

   d) Any other infrastructure / arrangement

4. How do you identify training needs

   a) by considering the targets for the various functions within the organisation as provided by organisational goals and objectives;

   b) from the demographic basis provided by manpower plan;

   c) by examining the inventory of knowledge and skills available within the organisation and determining the shortfall;

   d) by looking into the organisational climate indices like turnover, absenteeism, short-term training needs, attitude surveys, grievances, strikes, etc.;
e) by scrutinising efficiency indices like quality of product, wastage, cost of labour and materials, machine down-time, equipment utilisation, customer complaints, etc.;

f) from request by line management or opinion survey;

g) from requirements when new systems or new equipments are introduced;

h) by identifying weak areas and areas for improvement through performance appraisal;

i) any method other than those mentioned above.

5. What is the extent of the support for training in your organisation?

6. Please list the different areas for and specific titles of the programmes that you organise in the department.

7. How do you determine the number of trainees against each level—executives, supervisor, workers vis-a-vis number of and types of programmes you will organise/conduct during a particular period/year?

   a) on the basis of target number and level fixed by top management; also types of programmes obtained from top;

   b) number of trainees and level as well as types determined by training department on the basis of requests/requisition received from line function;

   c) by making appropriation for different levels on the basis of funds allocated to the training department.

8. What instruments do you use to get feed-back from trainees?

   a) evaluation questionnaire;

   b) observation of random sample group;

   c) report from supervisors of trainees;

   d) any other method, if so, details.
9. What parameters do you use for evaluation of training?

   a) reaction evaluation;
   b) immediate outcome evaluation;
   c) intermediate outcome evaluation;
   d) ultimate outcome evaluation;
   e) any other.

10. What measures do you take as follow-up action to the Evaluation Reports?

    a) follow-up training programmes,
    b) on-the-job training by supervisors,
    c) any other approach.

11. What was the total expenses under training head last year?

12. Any other observation / information.

Date: