

# Developing a Questionnaire



**Lovkesh S Vermani**  
**National ICT Awardee**

# What is a Questionnaire?

- A tool for collecting information to describe, compare, or explain an event or situation, as well as, knowledge, attitudes, behaviors, and/or sociodemographic characteristics on a particular target group.



# Before the Design of Questionnaire

Your approach should take consideration of:

- Your topic
- The type of question paper you want
- How quickly you need the information

# Questionnaire Design

- Questionnaire design is a systematic process in which the teacher contemplates various question formats, considers a number of factors characterizing, Teacher needs to organizes the questionnaire's layout very carefully.

# Procedure for Making Question Paper

- Specify what questions will be sought
- Determine the type of questionnaire
- Determine the content of individual questions
- Determine the form of response to each question
- Determine the wording of each question

# Types of Multiple Choice Questions

**Which of the following would you like to see in the showroom :**

- Sports Utility Vehicle
- Sedan
- Hatchback
- Convertible
- All the above



# Common mistakes

What might be wrong with this question?

Need to cover all options

What was the first drink you had today?

Tea

Coffee

Water

Juice

Haven't had a drink today

Other (please state)



# Common mistakes

What might be wrong with this question?

Options should be mutually exclusive.

What is your age group?

<b>0-18</b>	<b>18-30</b>	<b>30-45</b>	<b>45+</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



<b>0-18</b>	<b>19-30</b>	<b>31-45</b>	<b>46+</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

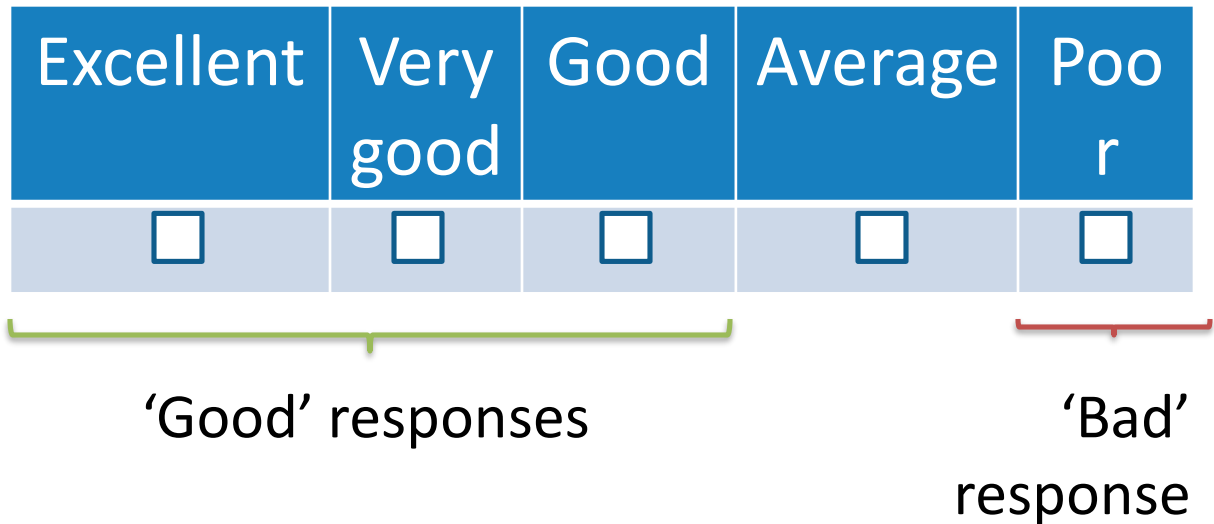


# Common mistakes

What might be wrong with this question?

Options should be balanced

What did you think about the waiting time?



# Common mistakes

What might be wrong with this question?

Use opt-out responses appropriately

How would you rate the appointment booking service using the:

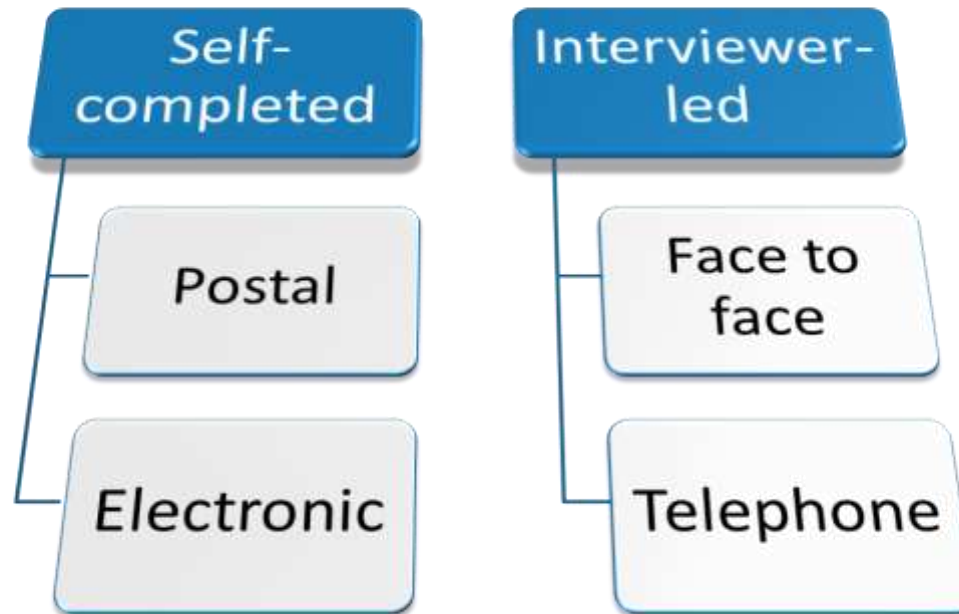
	Good	Average	Poor	N/A
Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reception	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# Demographics



- Need to know how opinions and behaviors vary across different categories of people
- Such things as
  - Gender, age,
  - education levels

# Types of questionnaire



# Instructions

- Beginning of each section, should include clear instructions

# Instructions

- Give an information about questionnaire time
- Be consistent with instructions and format
- Avoid ambiguity, confusion, and vagueness.

# Instructions

- Avoid asking questions beyond a respondent's capabilities



# Online Surveying Platforms

- [docs.google.com/forms](https://docs.google.com/forms)
- [freeonlinesurveys.com](https://freeonlinesurveys.com)
- [tr.surveymonkey.com](https://tr.surveymonkey.com)



<https://www.youtube.com/watch?v=QfVNNbQLAH4>

Click above link for Video demonstration!!!

THANK YOU!!!