

## QUESTIONNAIRE

A questionnaire is a research tool consisting of a set of questions used to gather information and opinions from individuals. It's a common method to collect data in surveys, studies, market research, providing structured and standardized responses for analysis. It has a specific goal to understand topics from the respondent's point of view. It consists of a set of written or printed questions with a choice of answers devised for survey or statistical studies. According to the format of the questions and the expected responses, they can be broadly categorized as "qualitative method" and "quantitative method."

### Characteristics of a Good Questionnaire:

- 1. Limited Number of questions:** The number of questions in the questionnaire should be as limited as possible, and questions should be asked only related to the purpose of the inquiry.
- 2. Proper sequence of questions:** Questions must be placed in the proper sequence, like simple and direct questions must be placed at the start of the questionnaire, and hard and indirect questions must be placed at the last.
- 3. Simplicity:** The language of the questions should be simple and easy to understand, and the questions should be short. Complex questions must be avoided.
- 4. Instructions:** A good questionnaire must have clear and proper instructions for filling out the forms.
- 5. No undesirable questions:** Undesirable questions like personal questions, which can offend the respondents, must be avoided.
- 6. Non-controversial question:** The question should be asked in such a way that they can be answered impartially.
- 7. Calculations:** Questions involving calculations must be avoided, as they can be complex and time-consuming.
- 8. Objective-type questions:** More focus should be given to objective-type questions, whereas subjective-type of questions should be avoided.

No survey can achieve success without a well-designed questionnaire. Unfortunately, questionnaire design has no theoretical base to guide the marketing researcher in developing a flawless questionnaire. All the researcher has to guide him/her is a lengthy list of do's and don'ts born out of the experience of other researchers past and present. Hence, questionnaire design is more of an art than a science.

### Types of Questionnaire:

Questionnaires are widely used in research, surveys, and data collection to gather information from respondents. There are several types of questionnaires based on their structure, purpose, and method of administration. There are several types of questionnaires:

- 1. Structured questionnaire:** It is also known as a closed questionnaire where such questions are asked, which can be answered as yes or no.
- 2. Unstructured questionnaire:** It is based on a more open questionnaire. An open questionnaire means recording more data, as the respondents can point out what is more important for them in their own words and methods, as responses can go to any length.
- 3. Likert Scale Questionnaire:** This type of questionnaire employs a rating scale to measure the extent of agreement or disagreement with specific statements. Respondents are typically asked to select a level of agreement, such as "Strongly Agree," "Agree," "Neutral," "Disagree," or "Strongly Disagree."
- 4. Multiple Choice Questionnaire:** Multiple choice questionnaires offer respondents several options to choose from.
- 5. Dichotomous Questionnaire:** A dichotomous questionnaire includes questions with only two response options, usually "yes" or "no." It is useful for quick data collection and straightforward analysis.
- 6. Ranking Questionnaire:** In a rank order questionnaire, respondents are asked to rank items in order of preference, importance, or any other criteria.
- 7. Demographic Questionnaire:** This questionnaire gathers demographic information about respondents, such as age, gender, education level, income, and occupation.

**8. Interval Scale Questionnaire:** In this questionnaire, respondents rate items based on an interval scale (e.g., 1 to 5), where the distance between the values is equal, but there is no true zero point.

**9. Ratio Scale Questionnaire:** Similar to the interval scale, the ratio scale has equal intervals between values, but it also has a true zero point, allowing for more precise comparisons and measurements.

### **Advantages of questionnaire:**

Questionnaires are essential in various fields due to their advantages:

**1. Data Collection:** Questionnaires enable systematic and efficient data collection from a large number of respondents, making it easier to analyse and draw meaningful conclusions.

**2. Standardization:** They offer standardized questions, ensuring consistency in responses and allowing for easy comparisons and generalizations.

**3. Cost-Effectiveness:** Compared to other data collection methods, questionnaires are relatively cost-effective, as they don't require extensive resources or personnel.

**4. Flexibility:** Questionnaires can be adapted to various formats, like online surveys or paper-based forms, making them accessible to different populations.

**5. Time Efficiency:** It saves time as respondents can fill out questionnaires at their convenience without requiring real-time interaction with researchers.

**6. Quantitative and Qualitative Insights:** Questionnaires can yield both quantitative data (numerical responses) and qualitative data (open-ended responses), providing a comprehensive understanding of the topic.

**7. Easy Analysis:** Responses from questionnaires are typically straightforward to analyse, facilitating the extraction of valuable insights.

**8. Decision Making:** Questionnaire data assists in making informed decisions in various fields, such as business, education, healthcare.

### **Disadvantages of questionnaire:**

Some disadvantages of using questionnaires include:

**1. Limited depth:** Questionnaires may not allow for in-depth exploration of complex issues as they usually rely on predefined questions with limited response options.

**2. Response bias:** Respondents may provide inaccurate or biased answers, consciously or unconsciously, affecting the reliability and validity of the data.

**3. Low response rates:** Some individuals may choose not to participate in the survey, leading to a potential underrepresentation of certain groups.

**4. Lack of context:** Questionnaires may lack the ability to capture the context behind respondents' answers, making it challenging to interpret the data accurately.

**5. Misinterpretation of questions:** Ambiguous or unclear questions can lead to misinterpretations and unreliable results.

**6. Time-consuming:** Designing, distributing, and analysing questionnaires can be time-consuming and resource-intensive.

**7. Language barriers:** Language comprehension issues may arise if respondents are not proficient in the questionnaire's language.

**8. Limited creativity:** Questionnaires often have fixed response formats, restricting respondents from expressing their thoughts in a more creative manner.

### **Steps in questionnaire construction:**

Questionnaires are constructed in a systematic manner. The process goes through a number of interrelated steps. According to Sarantakos, most commonly steps are:

**1. Preparation:** The researcher thinks of various items to be covered in the questionnaire, arrangement of these items in relation to one another, and taking into consideration questions prepared and used in other similar studies.

**2. Constructing the first draft:** The researcher formulates a number of questions including direct/indirect, closed/open-ended and primary/secondary/tertiary questions.

**3. Self-evaluation:** The researcher thinks about relevance, symmetry, clarity in language, etc.

- 4. External evaluation:** The first draft is given to one or two experts/colleagues for scrutiny and suggestions for changes. 5. Revision: After receiving suggestions, some questions are eliminated, some changed and some new questions added.
- 6. Pre-test or pilot study:** A pre-test or a pilot study is undertaken to check the suitability of the questionnaire as a whole.
- 7. Revision:** The minor and major changes may be made on the basis of experience gained in pretesting.
- 8. Second pre-testing:** The revised questionnaire is then subjected to a second test and amended, if necessary.
- 9. Preparing final draft:** After editing, checking spelling, space for response, pre-coding, the final draft is prepared.

## QUESTIONNAIRE FOR PERCEPTION SURVEY ON ENVIRONMENTAL PROBLEMS

### QUESTIONNAIRE ON HOUSEHOLD WASTE MANAGEMENT

**A. Household Details:**

1. Name of the respondent: .....
2. Total members of the Household: .....
  - Total male: .....
  - Total female: .....
3. Age of the Household Head: .....
4. Education of the Household Head: .....
5. Occupation of Head of Household Head: .....
6. Average monthly household income: .....

**B. Household Waste Generation and Disposal:**

7. In your opinion which of these is a priority concern about waste in the area (tick only)?
  - a. Littering and looks bad
  - b. Effect on human health
  - c. Effect on environment
  - d. Others.....

8. In which do you store your household rubbish in?

(For each storage method write down the number of each used in a week.)

<u>Storage Item</u>	<u>No. /Days</u>
a. Plastic bags:	.....
b. Cardboard boxes:	.....
c. Rubbish bin/ drum:	.....
d. Others:	.....
e. No storage: direct disposal to dump (If yes tick only)	

9. Where do you dispose your generated waste (tick only)?

- a. Nearby container;
- b. Open spaces;
- c. Near home;
- d. Others (Specify): .....

10. Can you roughly identify percentage composition of your generated waste?

- a. Kitchen waste: ..... %
- b. Plastic: ..... %
- c. Paper: .....%
- d. Solids: .....%
- e. Others: ..... %

- 11. Do you separate different type of waste at your home? Yes/No
- 12. Would you do so if you are told by your collection service provider? Yes/No
- 13. Are there any large bins in your area? Yes/No

**C. Garbage Collection Services**

- 14. Do you have regular garbage collection in your area? Yes/No
- 15. If yes, do you use it? Yes/No
- 16. How often do you use the collection service?
  - Once a week? Yes/No
  - Other (Specify).....
- 17. Which collection service do you use (tick only)?
  - Public
  - Private
  - Other (Specify): .....
- 18. How much do they charge per month? Rs: ..... Per month.
- 19. Are you satisfied with your current waste collection service? Yes/No
- 20. What is the main reason for your level of satisfaction/dissatisfaction (tick only)?
  - a. Costs
  - b. Unreliability
  - c. Improper collection
  - d. Reliable
  - e. Others (Specify): .....
- 21. Do you separate different type of waste at your home? Yes/No
- 22. Would you do so if you are told by your collection service provider? Yes/No
- 23. Do people dump their waste alongside the garbage bins instead of putting it inside those? Yes/No
  - *If Yes, Why, in your opinion, people behave like this (tick only)?*
    - a. Difficult to put waste inside the bin due to height of the bin
    - b. Difficult to put waste inside the bin due to waste and litter spread around the bin
    - c. Stray animals (dogs, mouse and birds etc.)
    - d. Any other reason: .....
- 24. Please identify some of the main problems with the current solid waste management system (tick only)?
  - a. Waste lying around,
  - b. Odor (Smell)
  - c. Rats
  - d. Flies
  - e. No problem
  - f. Others (Specify): .....
- 25. What is the distance between your house and dumping site? 1. .... Meters

**D. Miscellaneous:**

- 26. How do you evaluate the state of solid waste collection in your house area (tick only)?
  - a. Good
  - b. Fair
  - c. Not Good
  - d. Don't Have
- 27. Are you aware of any environmental policies or regulations in your local area? Yes / No
- 28. Do you think these policies are being adequately enforced? Yes / No
- 29. Do you believe that governments and corporations are doing enough to address environmental problems?  
Yes / No

30. Are you currently involved in any environmental conservation efforts or initiatives? Yes/No

31. Please explain why the household solid waste management is important to you?

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32. Major Problems:

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33. Suggestion:

.....  
.....

Date: .....

Time: .....

Location: .....

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Signature of the Surveyor