

## **Study No. (4) Questionnaire**

**(The study is prepared based on a series of studies and published articles on the Internet / Dr. Firas Al Izzeh)**

### **Introduction:**

The questionnaire is a tool frequently used in educational institutions, and we at the Al Zaytoonah University use many of them in collecting number of information and evidences from members of academic staff, employees at the university, students, graduates, those employed for graduates, and professionals from numerous groups in the community . This requires us considerable expertise and extreme accuracy in the design of questionnaires, use and analyze their results.

The process of designing and preparing the questionnaire is very important and require knowledge and experience of concerned subjects that deal with studying human behavior such as thinking, emotion, trends and tendencies. These sciences are psychology, sociology, social psychology, psychometrics, and etc. There are two ways for the preparation of questionnaire:

- 1 – The questionnaire that is directed to the person who is doing the questionnaire indirectly or through the mail; it attracts the interest of the said person and raise his/her interest to fill the data, which requires attaching a list of instructions that acknowledge him/her with the subjects and concepts included in the questionnaire; such as an indication or purpose of the research, process of gathering information, aspects and issues addressed by the individual operators to collect information, researchers and analysts to search results, and the date and the period of information gathering to reassure him/her about the results of his/her behavior about the questionnaire.
- 2 – The questionnaire that is provided to the person doing the questionnaire directly, to be interested in drafting procedural behavioral patterns to be observed in the classroom, whether these behavioral patterns were educational or pedagogical or cognitive or relational.

### **The concept of the questionnaire:**

The questionnaire is one of the most important instruments of collecting information and data used in psychological, educational, social researches due to the low cost of use on one hand, and ease of use and process the data we get, on the other hand, They are simply a list of questions directed to individuals to answer them, to get information on a particular topic. The questionnaire can be defined as follows:

- 1 - The questionnaire is the basic means of communication for the researcher and respondent, containing many questions revolve around the topic to be answered by the respondent.
- 2 - The questionnaire in the most basic concepts is the set of questions that are set selectively, and sent by mail or may be delivered to the selected persons to record their answers on a sheet of the questions and then back again, and this is so-called (intelligence). This is done without the help of a researcher for individuals, whether in understanding the questions or registering their reply ; and the questions that require

answers may be published in newspapers, magazines and television to be answered by individuals then to be sent to the research supervising authority, and this is also known as postal questionnaire.

3 – The questionnaire is a way to get answers to a number of written questions in a form prepared for this purpose, and the respondent fill it him/herself.

4 – The questionnaire is an organized mean to collect and analyze information in order to take actions or judgments or decisions in order to develop and improve.

**Types of questionnaire:** the questionnaire can be divided into three types:

1 - Restricted questionnaire: the orientation of the searched items are directed to the individual. These questions are closed ones that required answering with (yes or no), or to suggest specific alternatives to the questionnaire responses in a way to minimize the error in the interpretation of information.

2 - Open questionnaire: in this case, open questions are requested, leaving him/her free to answer according to his opinion, beliefs and trends; so as to allow him to express his/her opinion, position and frame of reference, and freely and spontaneously.

3 - Double questionnaire (Restricted and Open): in this case, questions that are directed to the researched should be specific and close ones, alternative responses are specified, for that s/he has to choose one and justify that choice.

To summarize, the selection of one of the previous forms of the questionnaire depends on some psychometric properties, which are related to honesty, reliability and the possibility of the application; it is often that people likes the combination of open questionnaire and close questionnaire to diversify gathering multiple sources of information.

In addition to this questionnaire may be divided into:

- Standardized questionnaire
- Non standardized questionnaire

It is divided according to the method of distribution into:

- Postal or electronic questionnaire
- Direct questionnaire

And it is divided according to the sample into:

- Questionnaire having collective application
- Questionnaire having individual application

**Specifications good questionnaire :** When you build or design a questionnaire, the designer has to launch that the respondent is a simple individual who might not understand quickly or does not understand well, and may be short tempered or moody ; so that it has to formulate and put questions clearly, shortly and extreme diplomatic way. The specifications of good questionnaire, for example are:

- Objectivity
- Honesty

- Persistence
- Inclusiveness
- Integration
- Few questions
- Attention to the size of the sample
- Give sufficient time for responses
- Accept as final responses.

### **Design of the questionnaire:**

There are general rules that are needed to be strictly followed in the design of that tool that efficiency depends on how much experience and knowledge of the researcher about the mechanisms of designing the questionnaire, and the knowledge of the characteristics and composition of the sample brought to it. It comes with a set of conditions and psychometric methodology for designing a good questionnaire:

- Define the framework of research, its objectives and its details, to avoid getting superficial and long information about the subject.
- Identify the problem and the required information.
- Determine the sample accurately.
- Dividing the subject matter to the detailed parts or axes.
- Design representing tables for a clear vision for how to address the obtained data (like the status of the actual perception of the expected results).
- Formulate questions and identified them in the survey.
- Review the questionnaire before application as reviewing questions, and review the data contained in the coverage, etc.
- Experimenting the form.

### **Terms of formulating questions:**

- The ease and lack of ambiguity, formulating questions clearly and away from the verbal complex in order to avoid confusion and misunderstanding.
- Impartiality.
- Avoid questions that suggest the answer.
- Propose adequate alternatives for the answer.
- Answer the questions that do not require hard effort intellectually.
- Avoid asking sensitive questions that affect private life of the individual by formulating questions that are away of embarrassment and provoke allergies.
- Formulate questions in a way not to suggest in any way a particular answer.
- Avoid asking questions raise intuitive answers that of ridicule and derision.
- Do not ask compound questions.
- Design the key to true form (repeating some of the questions in various formats to ensure the truth of respondent).
- Taking into account the gradient in the order of the questions.
- Taking into account the logical order of questions (depending on the nature of the topic).
- Taking into account the sequence and linkage between the content of the questions.
- Ask questions in the context of the clear and independent axes.
- Avoid asking violent questions (Are you a racist) and embarrassing questions (What

do you think about your school principal, for example), juncture questions and social status, etc.

### **Discharge questionnaire:**

The researcher or the user of the survey cannot understand the information collected unless after discharging them, because without it would not allow him to study, analyze, classify and place in the scales and distribute iteratively to draw conclusions out of them, and treat them statistically if it is needed to do so, where the researcher follows several steps, including:

- Revision of questionnaires collecting and counting.
- Excluding insincere questionnaires.
- Excluding anonymous questionnaires (data).
- Excluding incomplete questionnaires, etc.

### **Advantages of the questionnaire:**

- Get a great deal of information in a short time.
- The researcher can obtain information from a large number of individuals.
- Application of the questionnaire does not require a large number of researchers.
- Easy to put, codified, and arrange questions.
- The questionnaire provides the time to the respondent, and gives him/her a chance to think.

### **Disadvantages of the questionnaire:**

- Sometimes the wrong understanding of the question by the respondent.
- The length of the questionnaire in some cases leads to boredom, and hence to reluctance of the respondent to answer.
- Closed questionnaire may not provide an opportunity for the respondent to provide the actually desired answer.
- The selected sample may not represent the features of the original society.
- Align and Self-bias in putting questions may affect responses of the respondents.

### **The basis for preparing the questionnaire:**

The steps of writing of scientific research are to compile information from various sources (books, dictionaries and references, interviews and questionnaires), and find out what affects these factors, or the relationships between them and the other variables and ideas.

What we are dealing currently is the questionnaire. It is one of the cheaper cost methods, to some extent, it can be said that there are questionnaires that are not based on scientific methodology, thereby losing credibility in the results.

## **Steps to be followed for the designing and managing the questionnaire:**

### **1. Resolution Instructions:**

It needs to address the targeted group in a friendly optimistic language that has the invitation to express an objective opinion and active participation; giving them the absolute confidence that their views will not be used only for the purposes of scientific research, and it's important to tell the participants in the questionnaire that there is protection to their privacy and their answers will not be shared with a non-existing individuals to the questionnaire whatever their answers are.

Notify the targeted group to fill the questionnaire that will be at the expense of their time, work. Their participation will sooner or later benefit them and their colleagues and their students. Select for them what they are required to do, if the questionnaire is open, how many lines they suppose to write for example, if the questionnaire is closed, select the signal that they have to develop, or comment they want to add.

### **2. Determine the objectives of the questionnaire:**

We will not get what results we want, if there is no clear goal and a specific work of the questionnaire; the more unclear objective or purpose the more waste of time participants in that survey will spend. Take this example, the questionnaire designer must be very careful in defining the goal and s/he should not leave it floating or thrown to public things that may understand several purposes and goals. To summarize, if you found it difficult to write a questionnaire, remember that you did not take the time to identify objectives of the survey.

From the beginning, it is necessary to distinguish between two types of questionnaires:

**Open Questionnaires:** (They consist of essay questions answered by the questioned in the quantity and quality that s/he wants to). Let us take the open formula, which simply give the user the freedom to write his opinion, there should be no identification of the answers, and this type is useful when there is a selection of people who will participate in the questionnaire, it also have the advantage that gives freedom to people to express freely. Remember that using this method will increase the likelihood of receiving unexpected views, and may be strange. The disadvantages that its questions should be read carefully and individually, it is difficult to work on a statistical study of this type and it is clear that the use of this type is costly, in terms of effort, time and money where it need a long time to read the answers carefully and accurately, and finally, the most importantly, it will take a long time of the participant. Remember

that the more the questions are long; the more participant would be felt bored and upset.

**2) Closed questionnaires:** It has two forms:

A. Monitoring paper: It is a type of questions that the response of each question is a short answer (yes, or no) / (agree or disagree).

B. Grades measurement: it is his two judgment phrases need to issue a judgment on, or estimate them. The said judgment or discretion should be one of the three provisions or three estimates or more. For Grades measures, it is recommended that the number of judgments or estimates should be either one or three or five or seven, etc... In each case, the so-called scale is called by the number of judgments or estimates of the questionnaire; arranged in a triple scale or a in pentagon scales and so on.

The closed-formula, which is having many answers, and one or more answers are selected choices. In fact, there is no specific number of answers, but it must the answers should cover all the possibilities of the questions, to an extent of the account the quantity, that they may cause confusion. Generally the number of choices of answers should be between five to ten possibilities. For example:

If the question concerns the ranges of ease of using something, so the answers may be either \* easy and difficult \* or \* and convenient inconvenient \*. In this case there is no way for neutrality; and it is best to be a potential answers, so that those who have neutral answers or does not have any opinion to choose.

There is another point of view which says that double answers are the best, as it used to push the user to express his/her opinion; and it is recommended in case of long questionnaires to have double answers so there are will be no neutral answers; so as to ease their account and extract the percentage, furthermore calculating the complicated statistics. So the computer process will be quick and easy.

**Considerations must be taken when putting the questionnaire, they are as follows:**

1 –Clarity: Errors and the inaccuracy of the answers an often occur, resulting inaccurate results, and the reason for this is lack of clarity of the question. It is obligatory that the question is clear and there are no ambiguities. When you put the question, consider reducing the likelihood that understands the question with more than one meaning by more than a user, this point is very important point.

2– In terms of language and expressions, you should avoid phrases that do not use exotic abundance

3 - Paragraphs: there is a set of characteristics that must be enjoyed, until it led to the desired result easily:

♣ To be close in length.

♣ To be unified in the significance of time (past, present, or future)

♣ To be identical at the beginning (if the start with infinitive, present verb or question

word).

- ♣ Format of paragraphs should be one, either positive or negative.
- ♣ Be logically concatenated
- ♣ To be affiliated to a dimension that fall under it.
- ♣ Include an explanation of the new terms.
- ♣ Negative particles and exclusion particles should be underlined, such as (no, only)
- ♣ It is necessary to arbitrate the questionnaire by specialists in terms of:
  - 1 - Language safety
  - 2- The sequence of paragraphs
  - 3 - Affiliation of paragraphs
  - 4 - Experimentation is required resolution for the questionnaire on a similar targeted category as sample arbitration to know the following:
    - ♣ Readability of the questionnaire.
    - ♣. Estimate the time of filling questionnaire.
    - ♣ Clarity of the questionnaire's instructions.
    - ♣ Analyze the results of the questionnaire prior to the analysis so that the researcher keeps away incomplete questionnaires and then ensure that the completed questionnaires represent sample of his research.

**Questionnaire defects:**

- 1 - You need effort and care in the preparation and formulation.
- 2 – It is difficult to use if respondents are uneducated or illiterate.
- 3 - Possibility of misunderstanding some questions.
- 4 – Copies of the questionnaire might be lost, or not answered, or not answering some questions by some people or not returned to the concerned sides.
- 5 - Give the respondent an opportunity to discuss questions with others, so as to be affected by his views.
- 6 - If you do not force the respondent to mention his/her name or reveal his identity, it is not possible to refer to him/her.
- 7 - The possibility that other individuals rather than the targeted ones answer the questionnaire.
- 8 - Sometimes the questionnaire required large number of questions which leads to be long and make them evoking boredom for the respondent.

The End