

# **APPENDIX**

## **SUPERVISOR BEHAVIOR CHANGE SURVEY**

To all Unit Commander/Supervisors

1. About three months ago, one or more of your staff attended clerical course in IPDA. The course taught your employee how to manage a filing system, adhered to rules and regulation, typing procedures, etc.
2. The attached survey form contains some questions about the behavior and skills of your staff have observed since the training took place. The information you provide will help us measure how well newly learned skills are being transferred to the workplace and how they affect job performance as a result of training.
4. We are asking you to complete this because, as their supervisor, you are in the best position to observe and judge how well your employees are performing. Please answer the questions that follow as completely and accurately as you can. It should take you about 10-15 minutes to complete the survey questionnaire.
5. Thank you very much for your cooperation.

**ABDULLAH BIN OSMAN**

Mej

Project Paper Coordinator

## TRAINING BEHAVIOR CHANGE SURVEY

Course: Clerical Course Grade .....

Corps : .....

Directions:

Please read each item carefully and place a check mark in the column, and ratings accordingly. Check only one column for each item. Write any comments or suggestions in the space provided.

### SECTION 1

*Ratings: Supervisors is to be rated on a scale of 1 to 3, on the effectiveness of clerical training in improving basic job skill and attributes. 1: Low, 2: Average 3 : High*

#### BASIC JOB SKILLS

	Competence Before Training			Competence After Training		
	1	2	3	1	2	3
Job Knowledge	1	2	3	1	2	3
Quality of Works	1	2	3	1	2	3
Productivity/Timeliness	1	2	3	1	2	3
Dependability	1	2	3	1	2	3
Work Habits	1	2	3	1	2	3
Organizational Skills	1	2	3	1	2	3
Resourcefulness	1	2	3	1	2	3
Problem Solving	1	2	3	1	2	3
Care Office Equipment	1	2	3	1	2	3

## PERSONAL ATTRIBUTES

	Performance of Personal Attributes					
	Before Training			After Training		
Attendance/Punctuality	1	2	3	1	2	3
Ability to take direction	1	2	3	1	2	3
Initiative	1	2	3	1	2	3
Cooperativeness	1	2	3	1	2	3
Adaptability	1	2	3	1	2	3
Receptiveness to criticism	1	2	3	1	2	3
Communication skills	1	2	3	1	2	3
Interaction with coworkers	1	2	3	1	2	3
Courtesy/Hospitality	1	2	3	1	2	3

## SECTION 2

*Ratings: Supervisors is to be rated on a scale of 1 to 3, on the training transfer to workplace. . 1: Not Agreed 2: Uncertain 3: Agreed*

Variables	Not		
	Agreed	Agreed	Agreed
Supervisor encourage trainees to use acquire skills	1	2	3
Supervisors provide opportunities to use acquired skills	1	2	3
Supervisors reinforcing training transfer	1	2	3
Identify and eliminate transfer barriers	1	2	3
Incentives for trainees that apply acquired skills	1	2	3

### SECTION 3

1. What barriers or obstacles (if any) make it difficult for your employees to apply newly learned skills on the job?

Please State :.....  
.....  
.....

2. What enablers or motivators help employees to apply newly learned skills on the jobs?

Please State :.....  
.....  
.....

3. What changes to the training your employees took would help them to perform better?

Please State :.....  
.....  
.....

## SECTION 4

*Please tick and insert relevant information.*

1. Gender      Male (      )                                      Female (      )
  
2. Race      Malay (      )      Chinese (      )      Indian (      )  
Others (      )
  
3. Age      18-25 (      )      26-30 (      )      30-40 (      )  
Above 41 (      )
  
4. Marital Status      Single (      )                                      Married (      )
  
5. Ranks      Private (      )      LCpl (      )      Cpl (      )  
Sgt – WO II (      )      Officers (      )
  
6. Period of Services      Below 5 year (      )      6-10 year (      )  
11-15 year (      )      16-21 year (      )      Above 22 year (      )
  
7. Corps      RAMD (      )      Renjer (      )      Armor (      )  
Artillery (      )      General Service-Clerks (      )

## TRAINEES REACTION SURVEY

Course Name: \_\_\_\_\_

### *Directions:*

Please read each item carefully and place a check mark in the column, which comes closest to how strongly you agree or disagree with the statement. Check only one column for each item. Write any comments or suggestions in the space provided. Your evaluation of this course will assist in making future courses more effective.

### SECTION 1 – DESIGN OF TRAINING PROGRAM

	Strongly Disagree	1	2	3	Uncertain	4	5	Strongly Agree
1. I clearly understood the course objectives.		1	2	3	4	5		
2. The course met all of its stated objectives.		1	2	3	4	5		
3. The course content was relevant to my job.		1	2	3	4	5		
4. The way this course was delivered was an effective way to learn.		1	2	3	4	5		
5. I had enough time to learn the subject matter presented.		1	2	3	4	5		
6. Participant material (handout, manuals, etc) was useful to me.		1	2	3	4	5		

**SECTION 2– COURSE TRAINERS/INSTRUCTOR**

	Strongly Disagree	1	2	3	Uncertain	4	5	Strongly Agree
1. The presentation was well organized and easy to follow.		1	2	3	4	5		
2. The instructor was knowledgeable about the content.		1	2	3	4	5		
3. The instructor created a positive learning atmosphere.		1	2	3	4	5		

**SECTION 3 – COURSE RELEVANCE**

	Strongly Disagree	1	2	3	Uncertain	4	5	Strongly Agree
1. My knowledge and skills increased due to this course.		1	2	3	4	5		
2. I can apply what I learned in this course on my job.		1	2	3	4	5		
3. Good achievement in the course will increased career advancement		1	2	3	4	5		
4. It will enhance self-confidence		1	2	3	4	5		

**SECTION 4 – OVERALL EVALUATION**

1. What did you like best about the course?  
Please State :.....  
.....

2. What did you like least about the course?

Please State : .....  
.....  
.....

3. What would you like to see added or deleted from the course?

Please State : .....  
.....  
.....

4. To what extent have you applied the knowledge and skills taught in the program?

\_\_\_\_\_ To a great extend \_\_\_\_\_ To some extent \_\_\_\_\_ Not at all.

5. If you answered 'to a great extent' or 'to some extent' on item 4, please describe how you have applied this knowledge and skills.

Please State : .....  
.....  
.....

6. If you answered 'not at all' to item 4, please say why you haven't applied the knowledge and skills that were taught.

Please State : .....  
.....  
.....

7. What has changed about your on-the-job behavior as a result of this program?  
(positive attitudes, fewer conflicts, better organized, etc)

Please State : .....  
.....  
.....

8. What additional comments or suggestions do you have?

Please State : .....  
.....

## SECTION 5

*Please tick and insert relevant information.*

1. Gender      Male (      )                              Female (      )
  
2. Race      Malay (      )      Chinese (      )      Indian (      )  
Others (      )
  
3. Age      18-25 (      )      26-30 (      )      30-40 (      )
  
4. Marital Status      Single (      )                              Married (      )
  
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