Management Strategy for Distributing Questionnaires and Interview Guidelines in the Research Data Collection Process

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Abstract

Writing can mean lowering or describing graphic symbols that describe a language understood by someone. For a researcher, management of research preparation is a very important step because this step greatly determines the success or failure of all research activities. Before a person starts with research activities, he must make a written plan commonly referred to as the management of research data collection. In the process of collecting research data, of course we can do the management of questionnaires as well as the preparation of interview guidelines to disseminate and obtain accurate information. With the arrangement of planning and conducting interviews: the ethics of conducting interviews, the advantages and disadvantages of interviews, the formulation of interview questions, the schedule of interviews, group and focus group interviews, interviews using recording devices, and interview bias. making a questionnaire must be designed with very good management by giving to the information needed, in accordance with the problem and all that does not cause problems at the stage of analysis and interpretation.

Keywords: Interview, Questionnaire, Interview Guidelines.

1. Introduction

You will arrive at the management stage of making a questionnaire after you have done all the preliminary work, namely work related to planning and consultation, and deciding exactly what you need to find. Only then do you know whether the questionnaire is suitable for that purpose and is the best way to gather information compared to, for example, interviews or observations [1]. If so, you need to ensure that you have made a very well-designed questionnaire management by giving you the information you need, in accordance with your problem and all that does not cause problems at the analysis and interpretation stage [2].

It's more difficult to make a really good questionnaire than you imagined before. You cannot deny that designing a questionnaire management is really difficult and should not be designed by anyone who believes that anyone who can write a language clearly and with a little common sense can produce a good questionnaire (Oppenheim 1992) [3]. Of course, as Oppenheim says, common sense and the ability to write languages clearly always become help in a variety of human backgrounds, management planning questionnaires requires more than that. He requires discipline in choosing questions, in writing questions, in making the design, guidance, distribution and return of the questionnaire [4]. Furthermore, thoughts must be devoted to how the answers were analyzed at the design stage, the book after the questionnaire was returned. If you distribute a questionnaire and only expect the best, then you may find the answer returned is impossible to process.

Your introductory reading and research design identify important areas of investigation. Return to your hypothesis or goal, then decide which questions you need to ask to achieve your intended purpose [5]. Then you write questions that might appear on the cards or on separate sheets of paper, to facilitate the settings in the next step. You need some effort in the management of word formulation to avoid ambiguity, to get the level of accuracy that ensures that the research subject understands exactly what you are asking, to check that your language is free of jargon, to decide which form of question to use, and to ensure that you are able to classify and analyze answers [6]. The analysis instructions are given in the previous chapter. Before you complete the questionnaire design, you should read this chapter carefully. The time devoted to questionnaire preparation saves a lot of work time later on.

2. Research Method

The more structured a question, the easier it is to analyze. Youngman (1994) lists the seven forms of questions as follows [7]:

Verbal or open	The expected answer is an expanded word, phrase or comment. Answers to oral questions can produce useful information, but the analysis can cause problems. Some forms of content analysis may be required for verbal materials except information obtained for specific purposes. For example, you might feel the need to give respondents the opportunity to express their own views on the topic being investigated, or to express their complaints. You might want to use the question as an introduction to the next interview or in determining the interview it is important to know which aspects of the topic really matter to the respondents.

Well-structured questions do not raise many problems at the analysis stage.

List	Identify a list of questions, but questions in the list may need to be investigated. For example, questions, about qualifications and respondents may have several qualifications needed in the list.
Category	The answer is only one for the device categories given. For example, if the age category is given (20-29, 30-39, and so on), the respondent can only match one category.
Ranking	in the ranking question, respondents were asked to put things in a regular ranking. For example, respondents may be asked to place quality or characteristics regularly.
Quantity	The answer is a number (exact or approximate), giving the sum of several characteristics.
Grid	A list or grid is given to document the answers to two or more answers at the same time.
Scale	There are various stages of scaling devices that might be used in a questionnaire, but require careful handling

The students noticed that once they tried and became more familiar with various ways of analyzing and presenting questionnaire answers based on lists, categories, ranks, scales quantity or scale of questions, they were able to have the most appropriate format when arriving at the management stage of designing data they and analyze data in their project [8].

The amazingly designed questionnaire management will lose its superiority if it looks out of place. Look at a number of published surveys, which use the questionnaire as a data collection management method and they will give you thoughts about the layout of the questionnaire [9]. The recipients of the questionnaire need to be encouraged to read and answer questions. They may reject documents that are not neat and hastily prepared. There are no rigid and fast rules regarding layout, but there are a number of clues that help the appearance of the questionnaire (Judith Bell, 2006) [10]:

1. The questionnaire should be typed, processed by computer (or typed if you do a large survey).
2. Instructions should be made clearly (with upright letters or with different letters).
3. The space between questions will help the reader and yourself when you analyze the answers.
4. If you want to make a questionnaire with a limited number of sheets, it might be better for you to photocopy it with a smaller size.
5. Make a box of answer choices that are parallel, close to the right side of the answer sheet. This method makes it easier for respondents, as well as yourself, to document the answers.
6. If you intend to use a computer program, leave the right end of the answer sheet for coding, if needed. You can read more about coding.
7. Look critically at your questionnaire and ask yourself if the impression appears, if you are the recipient of the questionnaire.
8. You notice the regularity of questions. You should place a sensitive problem at the end of the questionnaire. Start with straightforward questions that are easy to fill and continue on more complex topics (writing questions on separate cards or sheets of paper facilitates the selection and re-selection of questions).

3. Results and Analysis

In the ideal world, it would be great to wait for all questionnaires to be returned and to catch a glimpse of all the answers before starting to provide the code and document it [11]. However, in a time-limited project, you may need to start by doing management in the answer documentation as soon as the first questionnaire is returned. Therefore, before you finally decide on the content and format, read this chapter carefully and make sure that you read the list in this chapter so that you are sure to cover all the basic tasks.

List of checks for making and distributing questionnaires

1. You make sure that you have the approval to advance before moving too fast with preparation. Never assume that it will 'be OK'	Check your ethical requirements, ethics of research commissions and other commissions that are responsible for validating research in your institution. Remember, approval takes a long time so that if possible you can submit your research proposal at the right time [12].
2. You decide what you need to know and make a list of which information is needed. Ask yourself why you need this information.	Don't fill your questionnaire with irrelevant questions just in case the question might be useful. The fact will not happen.
3. Is the questionnaire the best way to get information?	Consider the information you need. If other data collection methods are better, consider alternatives [13].

4.	If you decide the questionnaire will be the best, then start formulating the question words. Write questions on a separate card or sheet of paper to help arrange it later.	Remember that concepts cannot be measured so that if you really need to know the respondent's decision with x or y, think of indicators of satisfaction.
5.	Check the words of each question. Are there ambiguities, inaccuracies or assumptions? Do you ask the respondent to remember something? Can they do it? Are you asking about the knowledge that the respondent might have? Is there a double question, which directs the respondent, supposes, hypothesis?	Make questions in simple language. Don't use words that the respondent might not understand (including technical language), except when dealing with professional groups, who understand your concise language.
6.	Determine the form of the question.	Verbal, list, category, rank, scale, quantity, grid. Each form requires a different analysis [14].
7.	When you are satisfied that all questions are formulated in very good language and in the right form, choose them so regularly.	It is often better for you to place sensitive questions on the final part of the questionnaire.
8.	Write down instructions to be included in the questionnaire.	Respondents must have a clear understanding of how to answer questions (give a check mark, circle boxes Yes / No).
9.	Consider the layout and appearance of the questionnaire. The charging instructions must be clearly presented (maybe different magnitude, and placed in an important place).	Read the chapter on coding and possible ways of analyzing answers before you finally decide on the formulation, content and structure of your questionnaire.
10.	Type your questionnaire with a computer. Irregular appearance does not encourage respondents to take it seriously.	If you are lucky enough to get a typist to do word-processing for you, thank you, but it is your job to give the right instructions regarding the layout of the questionnaire.
11.	Determine your sample.	Try choosing a sample that is as close to your final population as possible. If you have to do it with a sample of opportunities, say why it was done in your report.

12. Always direct the test questionnaire, regardless of how narrow your time is.	Ideally, the questionnaire for the trial will be sent to the same person as the sample chosen. However, if not possible, ask family colleagues or colleagues to help.
13. Test your analysis method. Again, read chapter 12 before finally deciding on the format of the questionnaire.	Even though there are 5 or 6 demand questionnaires filled out, you can see if there are problems that arise when analyzing the returned questionnaire.
14. Make adjustments / improvements to the questionnaire according to the respondent's comments being tested and your preliminary analysis.	Consider time. If it takes too much time for your volunteers to fill out the questionnaire, decide whether there are questions that should be written off or rewritten. Dispose of questions that are not directly related to your topic. Check again so that nothing is included simply because it might appear at several stages in the future.
15. Decide where the questionnaire is distributed. But before doing so, check the questionnaire so that you know what is meant by anonymity and confidentiality, and you formulate a clear definition for the respondents.	Mail delivery? internal post shipping? Personally distributed questionnaires face to face with the respondents? If deciding an investigation is carried out by post, then include your own stamped envelope. If the respondent completes the questionnaire, then that means they are doing good to you, so don't ask them to pay for the privilege. Also enter letters and statements about terms and guarantees that explain the respondent's rights and your responsibilities.
16. Don't forget to say when you want the questionnaire returned if possible. Specify the appropriate day and date.	Make a note of when the questionnaire was distributed and returned.
17. Decide what to do with respondents who did not respond to your questionnaire before you distributed the questionnaire.	Remember that you cannot send a warning if all answers are guaranteed to be anonymized.
18. Begin documenting the answers as soon as the completed questionnaire is returned.	You don't have time to wait.
19. Don't involve yourself with complicated statistics, unless you know what you are doing.	It is possible to make a good report without extensive statistical knowledge, as many questionnaire structures are considered mature.

The people interviewed will, correctly, want to know what you propose to do with a recording device, who has access to the recording device and how long the recording will be stored. You must be prepared to be rejected. Even if the respondent has agreed to have a recording device beforehand, they may refuse when the time comes. Thus, you need to do all the initial preparations relating to questions, suggestions, evidence that guarantees or tries to

ensure that all the main problems that you cannot investigate are sufficient, and you also need a checklist or schedule and summary interview sheets [15].

List of checks for making and interviewing guidelines

1.	Decide what you want to know.	List all the questions about the information needed.
2.	Ask yourself why you need this information.	Research your list and delete items that are not related to the task [16].
3.	Is interviewing the best way to get information?	Consider alternative methods.
4.	If so, start formulating the question frame.	The final form of the question depends on the form of the interview.
5.	Decide on the form of interview.	Structured interviews will also produce structured answers. Is that the way you want or is a more open approach needed?
6.	Formulate questions again. Write down the questions on the cards.	Also check the language used.
7.	Consider how questions are analyzed.	Decide the form and language of the question.
8.	Prepare an interview schedule or instructions and design the summary sheet.	Pay attention to the rules of the question. Prepare suggestions in cases where respondents do not provide basic information freely.
9.	Tuntunlah jadwal kerja lembaran rangkuman Anda.	Both jobs need to be tested and you need to practice asking questions and documenting questions.
10.	Revise work schedules if necessary.	Make a note of the comments of the respondents who were guided by the interview.
11.	Be careful of bias.	If you have a strong view of a number of aspects of the topic, you must be vigilant. When people ask the same question, do they get the same answer?
12.	Pilihlah siapa yang akan diwawancarai.	The interview is time consuming. Try choosing a representative sample. Decide what is done if the people chosen are not willing or unable to be interviewed. Be realistic about the number of people interviewed, which can be done during the time available.
13.	Try to ensure the time and place of the interview so that you are not disturbed.	-
14.	You make sure that the official channel has been cleared and let the party you want to interview see the protocol document first.	Letters from research supervisors, leaders or heads explaining the purpose of the study might help.
15.	Introduce yourself and give the interviewee the opportunity to ask for clarification as needed. Of course you have sent a letter and	Tell what happened to the information provided by the respondents interviewed. Clarify the notion of anonymity in the context of your research [17].

statement explaining the purpose of the
study.

16. Agree with the interviewee how long the interview will end.	Do your best and do not exceed the specified time limit.
17. Check the accuracy of your notes with the interviewee, especially if a number of points of thought will be quoted in the report.	But you don't promise to check the statement with the respondent after the interview if it might prove difficult.
18. If you want to record an interview, you must get permission from the person interviewed.	Remember that it takes a very long time to divert the interview recorded with a tape recorder, if that's what you want to do. Write during an interview. Don't wait until all interviews are finished.
19. Honesty and self integrity are very necessary for research.	Do not give promises that cannot be fulfilled. Honor respondents' views about anonymity. If you know a respondent unwise discloses confidential information, don't take advantage of it.
20. Common sense and need is good wiil take you along the way.	People who agree to be interviewed actually do something good for you. They deserve respect.
21. Do not stop the steps of the next researcher by disappointing the respondent with all the statements you gave during their participation in the study.	Many ways to make participants study disappointed. Promises that are not fulfilled or the interviewer arrives late, does the interview longer than the promised time, promises to check the accuracy of the statement, promises to summarize the findings but does not give them; conduct interviews with hostility and ungratefulness to the people interviewed.

4. Conclusion

Words that have the same meaning for you can be a variety of other people, so you need to do a management calculation of what the meaning of your question might be for respondents who are. If the respondent is confused, annoyed or even feels hurt, they may leave the item blank or even leave it. You want answers to all questions if possible, so try to avoid confusion and pay attention to the assumptions that are caused. It is not always easy to do management and check questions that ask respondents. But the use of emotional language or the direction of questions placed can direct respondents to answer questions in a certain way.

One of the main advantages of interview management is its adaptability. Skilled interviewers can follow up on thoughts, prove answers and investigate motives and feelings, which the questionnaire cannot do. Interview management really depends on the technique and therefore there is always the danger of bias. Management of answer analysis can raise problems and therefore the formulation of the words of the questions is the same as the demands in the interview as well as in the questionnaire. Nevertheless, interview management should produce material that is rich and often gives meat to the bones of the questionnaire answers. Interviewing one by one is not the only way to meet respondents so that in some cases you might find it more useful to conduct group interviews. There is nothing new about group interviews, although focus groups, especially lately are far more popular, especially in the management of computer research and information systems.

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