



On-Line Survey Tools For The Descriptive Studies

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ABSTRACT

The questionnaires were sent to the participants or the respondents through the media of computers meant as one of the research tools . The weblinks were generated using the free and the open source softwares .The responses were then collected automatically through the software and further the discussions were provided with the results of the analysis provided by the software itself .

KEY WORD(S) : Questionnaires , Free and the open source software , Weblinks , E-Surveyspro.com

1. INTRODUCTION

Research is a method of Science(Development of the Theory and the substantive hypothesis)which identifies and then defines the problem , formalizes a Hypothesis (An idea for a probable solution , an intelligent guess) , Collection ,Organization and the Analysis of the Data , Formulation of the conclusions , Verification ,Rejection or the Modification of the Hypothesis by the test of its consequences in a specific situation .(John Dewey ,1938).

The Descriptive studies are very appropriate for the Behavioral Sciences and the categories for the same include the Assessment ,Evaluation and the Descriptive Research [From the text-book Education Research by John W Best & James V Kahin]

1. Assessments describe the status of a phenomenon at a particular time with-out the value judgment, explanation of the reasons or the under-lying causes or the recommendations for the actions.
2. Evaluation does add to the description of the status of the element of the value judgment in-terms of the effectiveness, course of the action and there would not be any generalizations that are extended beyond the evaluation of the situation.
- 3.Descriptive Research focuses mainly on the analysis of the relation-ships between the non-manipulated variables and thus generalize with the conclusions beyond the samples that are under the consideration .This thus helps in the development of the generalizations ,principles and the theories that do have the universal validity .



2. LITERATURE REVIEW

The following research papers were cited for preparing this review work:

S1 No	Title of the Work	Web-Link of the Journal
1	Competency based Training and Development for Engineering Students	www.ijera.com/papers/vol%201%20issue%202/012246250AD.pdf
2	Re-Designing Of A Service Center with the Free and Open Source Softwares Providing R4 (A Comparative Study with the Existing and the Modern Tools of Technology)	www.ijera.com/papers/Vol3_issue5/AD35166170.pdf
3	A Research Methodology For CRM – A New Research Approach	www.ijera.com/papers/Vol3_issue6/AE36176187.pdf
4	Alternative Approach of Research for Fluid Mechanics Using Multi- Disciplinary Tools	www.ijera.com/papers/Vol3_issue6/LK3619561964.pdf
5	A literary study on the bonding of the Six Sigma with the Service Quality for the enrichment of the Service Sector(S) for the Construction Projects . [With A approach towards the Construction Management and Technology]	www.ijera.com/papers/Vol4_issue9/Version%204/N490492104.pdf
6	Methodology of Conducting an Action Research in a Digitized Manner	http://www.iaster.com/uploadfolder/6MethodologyofconductinganActionResearchinaDigitisedMannerCopy/6Methodology%20of%20conducting%20an%20Action%20Research%20in%20a%20Digitised%20Manner%20Copy.pdf
7	Brainstorming as a Tool for the Benchmarking For Achieving Results in the Service-Oriented-Businesses (A Online Survey: Study Approach)	https://archive.org/stream/IJER2013402/IJER_2013_409_djvu.txt
8	A novice approach to solve the engineering / technology problems with the most updated tools	http://ijoeer.in/Vol.2.Issue.4.html
9	What are the Ways to Develop The Rural –Techno-Entrepreneur(s)?	http://www.iaster.com/uploadfolder/5Techno-EntrepreneurshipCopy/5Techno-Entrepreneurship%20Copy.pdf
10	Teaching the Technical People through the Travel and Tourism	www.ripublication.com/ijepa/ijepav2n2_11.pdf

3. RESEARCH METHODOLOGY

The following were the research questions that were framed in different papers individually and copyrighted through the online tools.



Web links for the Questionnaires:

Sl No.	Name of the Questionnaire	Weblink for the Questionnaire	Date of Open
1	Service quality questionnaire	http://www.eSurveysPro.com/Survey.aspx?id=0a377f7a-78c5-4d73-bf00-7b335d295d00	30-08-2012
2	Questionnaire on CRM for Six Sigma	http://www.eSurveysPro.com/Survey.aspx?id=f6844aa9-f175-4373-b327-f500cf5191c9	21-01--2013
3	Questionnaire on total quality management for the creative service sector	http://www.eSurveysPro.com/Survey.aspx?id=b80cc8c5-8540-4d6a-8242-7ceb4976b0aa	05-02-2013
4	Survey invitation for the academic research	http://www.eSurveysPro.com/Survey.aspx?id=34a13427-29ad-4257-a927-280891c9e2fc	19-03-2013
5	Customer-Expectations & Customer-Perceptions for any ABC Service(S) Center	http://www.eSurveysPro.com/Survey.aspx?id=90dd825b-8c86-4433-8374-0ddf010741	19-09-2013

Links to the SURVEY from the Web-Pages

Sl No.	Name of the Questionnaire	Link to the Survey from the Web-Page
1	Service quality questionnaire	Click here to take the survey now . The survey was created with eSurveysPro.com survey software .
2	Questionnaire on CRM for Six Sigma	Click here to take the survey now . The survey was created with eSurveysPro.com survey software .
3	Questionnaire on total quality management for the creative service sector	Click here to take the survey now . The survey was created with eSurveysPro.com survey software .
4	Survey invitation for the academic research	Click here to take the survey now . The survey was created with eSurveysPro.com survey software .
5	Customer-Expectations & Customer-Perceptions for any ABC Service(S) Center	Click here to take the survey now . The survey was created with eSurveysPro.com survey software .

Links for embedding the full survey page in the Web-Page

Sl No.	Name of the Questionnaire	Link for embedding the full survey page in the web-page
1	Service quality questionnaire	<code><iframe src="http://www.eSurveysPro.com/Survey.aspx?id=0a377f7a-78c5-</code>



		4d73-bf00-7b335d295d00" frameborder="0" width="800" height="600" style="overflow: hidden">Click here to take the survey now. The survey was created with eSurveysPro.com survey software</iframe>
2	Questionnaire on CRM for Six Sigma	<iframe src="http://www.eSurveysPro.com/Survey.aspx?id=f6844aa9-f175-4373-b327-f500cf5191c9" frameborder="0" width="800" height="600" style="overflow: hidden">Click here to take the survey now. The survey was created with eSurveysPro.com survey software</iframe>
3	Questionnaire on total quality management for the creative service sector	<iframe src="http://www.eSurveysPro.com/Survey.aspx?id=b80cc8c5-8540-4d6a-8242-7ceb4976b0aa" frameborder="0" width="800" height="600" style="overflow: hidden">Click here to take the survey now. The survey was created with eSurveysPro.com survey software</iframe>
4	Survey invitation for the academic research	<iframe src="http://www.eSurveysPro.com/Survey.aspx?id=34a13427-29ad-4257-a927-280891c9e2fc" frameborder="0" width="800" height="600" style="overflow: hidden">Click here to take the survey now. The survey was created with eSurveysPro.com survey software</iframe>
5	Customer-Expectations & Customer-Perceptions for any ABC Service(S) Center	<iframe src="http://www.eSurveysPro.com/Survey.aspx?id=90dd825b-8c86-4433-8374-0ddf01074114" frameborder="0" width="800" height="600" style="overflow: hidden">Click here to take the survey now. The survey was created with eSurveysPro.com survey software</iframe>

4. DATA COLLECTION AND DATA ANALYSIS

Sl No.	Name of the Questionnaire	Weblink for the Data Collection & Data Analysis
1	Service quality questionnaire	http://www.esurveyspro.com/SummaryReport.aspx?surveyId=205961
2	Questionnaire on CRM for Six Sigma	http://www.esurveyspro.com/SurveyResults.aspx?surveyId=220524
3	Questionnaire on total quality management for the creative service sector	http://www.esurveyspro.com/SummaryReport.aspx?surveyId=221991
4	Survey invitation for the academic research	http://www.esurveyspro.com/SummaryReport.aspx?surveyId=229619
5	Customer-Expectations & Customer-Perceptions for any ABC	http://www.esurveyspro.com/SummaryReport.aspx?surveyId=254742



Service(S) Center

5. RESULT(S)

Using this kind of the On-Line surveys web-site , the below mentioned are the ones that could be obtained automatically and the same had been very helpful as could be found from the references mentioned :

1. Results Overview with the survey completion reports ,total responses , completed responses and incompletd responses .
2. Summary Reports with the Details ,Export , Printer-Friendly ,Export to the PDF and the options for the various kinds of analysis through the various kinds of the Charts .
3. Respondent Details with the options of the Individual responses and the filtering options .
4. IP Analysis with the options for the IP Address ,Responses and the deletion of the responses .

6. DISCUSSIONS AND IMPLICATIONS

The benefits that were observed as the beneficial features of the On-Surveys do include the following :

1. There are no routine or the clerical works that are involved in the gathering ,summarizing ,tabulation , etc .
2. The problems under the consideration become defined clearly .
3. The objectives of the research become very definite .
4. Expertise is obtained by virtue of the usage .
5. There is no need to go for further imaginative planning ,careful analysis and then do the interpretation for the data that is gathered . No logical and the skill reporting of the findings is either required .

7. REFERENCE(S)

Weblinks:

1. www.e-prosurveys.com
2. www.datawinners.com
3. www.ijera.com/papers/vol%201%20issue%202/012246250AD.pdf
4. www.ijera.com/papers/Vol3_issue5/AD35166170.pdf
5. www.ijera.com/papers/Vol3_issue6/AE36176187.pdf
6. www.ijera.com/papers/Vol3_issue6/LK3619561964.pdf
7. www.ijera.com/papers/Vol4_issue9/Version%204/N490492104.pdf
8. <http://www.iaster.com/uploadfolder/6MethodologyofconductinganActionResearchinaDigitisedMannerCopy/6Methodology%20of%20conducting%20an%20Action%20Research%20in%20a%20Digitised%20Manner%20Copy.pdf>
9. https://archive.org/stream/IJER2013402/IJER_2013_409_djvu.txt
10. <http://ijoe.in/Vol.2.Issue.4.html>
11. <http://www.iaster.com/uploadfolder/5Techno-EntrepreneurshipCopy/5Techno-Entrepreneurship%20Copy.pdf>
12. www.ripublication.com/ijepa/ijepav2n2_11.pdf

Text-Books :

1. Education Research by John W Best and James V Kahin .