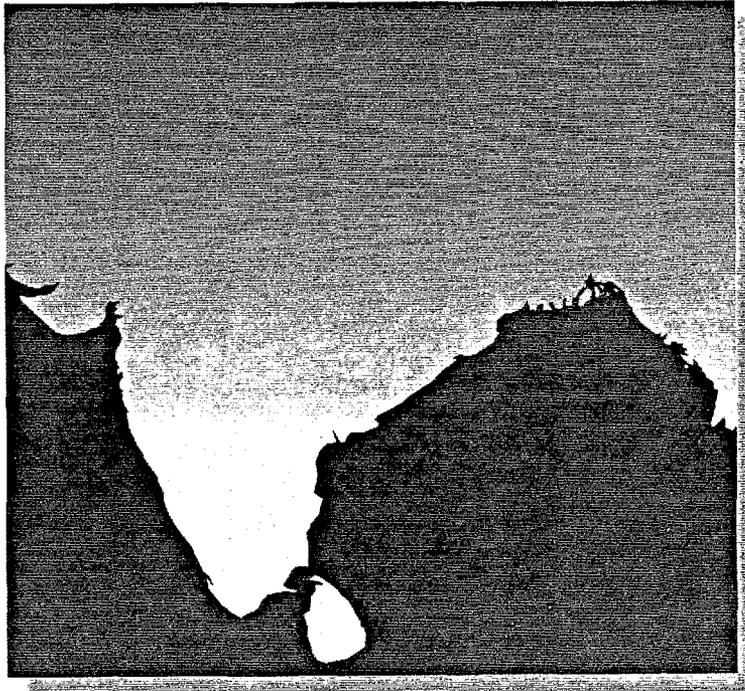


DN-ACA-507  
93826



**Energy Management Consultation and Training Project**  
**INDIA**

**Urban Power  
Distribution Efficiency (TR-6)**



**Power Finance Corporation and  
State Electricity Boards**

***Bechtel Corporation***

***March/April 1995***



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## Annex

1	Daily Agendas and List of Presenters for the Urban Distribution Course
2	Participant List for the EMCAT TQM/Urban Distribution Efficiency Course
3	TQM Training Evaluation Forms
4	Participant Questionnaire Tabulation and Supporting Forms
5	Urban Distribution Course Topic Presentation Evaluation Results

# Section 1

## Introduction

### 1.1 BACKGROUND

Through the Energy Management Consultation and Training (EMCAT) project, the U.S. Agency for International Development (USAID) assists the Government of India in its efforts to improve the performance of the country's electric power sector. To help India achieve this goal, EMCAT provides technical assistance and training to the Power Finance Corporation (PFC), an Indian power sector development bank, and to State Electricity Boards (SEBs) that operate electric power utility systems within the country.

The EMCAT project is funded by USAID and managed by Bechtel Corporation (Bechtel) from a dedicated project office in New Delhi and from its corporate headquarters in San Francisco. Bechtel, along with several of its principal subcontractors, is responsible for designing, developing, and delivering the training programs that constitute a major portion of EMCAT's overall scope.

The course that is the subject of this report, **Urban Distribution Efficiency for Electric Utilities**, was the sixth EMCAT training course to be given in the U.S.

### 1.2 PURPOSE OF COURSE

The primary purpose of this course was to provide advanced-level training in urban power distribution efficiency to a group of Indian officers from the PFC and a number of selected SEBs, who are charged with the design, construction, and operation of urban power distribution systems under the responsibility of electric utility organizations in India.

As in the case of previous training exercises conducted in the EMCAT project, a total quality management (TQM) component was incorporated in the course to give participants additional tools to use in strengthening new work processes with their respective organizations.

Based on experience obtained from previous training courses, it was decided that this course would begin with a 4-day TQM component followed by the main 4-week urban distribution efficiency course. The structure and content of the course are described in Section 2 of this report.

### 1.3 TRAINING PROVIDERS, DATES, AND LOCATIONS

Under an EMCAT subcontract, Development Associates, Inc. (DA) assisted Bechtel in carrying out U.S.-based training for the EMCAT project, including all training-related logistics such as transportation, lodging, per diem payments, health insurance and participant orientation.

With Bechtel's concurrence, DA entered into a contract with Southern Electric International (SEI), another Bechtel subcontractor, to provide the training services requested by PFC for TR-6.

The dates and locations of the two training segments were as follows:

- The TQM component was conducted by Bechtel from March 6 to March 10, 1995, at its regional office in Gaithersburg, Maryland.
- The technical course was given by SEI at two locations: in Birmingham, Alabama, from March 13 to March 24, and in Atlanta, Georgia, from March 27 to April 7, 1995.

Participants and trainers are profiled in Section 3 of this report.

SEI is an operating unit of the Southern Company, which includes Alabama Power, Georgia Power, Gulf Power, Mississippi Power, Savannah Electric Power, and Southern Nuclear. For simplicity, "SEI" is used throughout this report to designate the entity supplying all the resources provided by the Southern Company.

# Section 2

## Course Structure and Content

### 2.1 TOTAL QUALITY MANAGEMENT TRAINING

#### Overall Structure and Methodology

Total quality management (TQM) is a general philosophy of management that has become increasingly popular in recent years. It is a model of management that contrasts sharply with the hierarchical, command-and-control model that evolved during the industrial age. Its key features are:

- Focusing on work processes and their continuous improvement, rather than on specific problems and solutions
- Satisfying customer needs and expectations as the unvarying standard of successful process performance
- Using statistical methods for work process analysis and for testing and evaluating the results of process changes
- Addressing process improvement using teams whose members are responsible for carrying out the process successfully and empowered to change the process
- Monitoring the group process in the teams using coaches who employ modern behavioral science concepts to facilitate positive, effective, results-oriented teamwork

TQM teams address ongoing work processes, analyzing the whole process and each component step, with all of its inputs and outputs and supplier-customer relationships. Using statistical and other methods of analysis, teams attempt to continuously improve these work processes, ensuring that each step adds value for its internal or external customer.

The Bechtel TQM course relies extensively on active trainee participation. It provides trainees with the knowledge and skills necessary to implement work process improvement initiatives in all areas of their work.

#### Course Content

- **Brief review of TQM concepts and history**
- **TQM methodology** – Plan, Do, Check, Act (PDCA) cycle; roles of team members
- **TQM in the workplace** – brainstorming, affinity diagrams, group techniques
- **Choosing a process to improve** – divergence/convergence model of decision-making, evaluation criteria, nominal group technique
- **Effective meeting skills** – five-step process for holding successful meetings

- **Describing the current process** – deployment flowcharting for work processes
- **Functional styles** – individual styles and patterns of action; ways to direct interpersonal behavior to enhance interaction
- **Work process analysis** – cause and effect diagram
- **Group dynamics** – the five stages of group development
- **Purpose statement development** – statement of a team's work process improvement goal
- **Statistical thinking** – tools for process performance analysis
- **Data collection planning**
- **Data analysis** – Pareto charts and histograms
- **Presentation skills**
- **Team building**

## 2.2 URBAN DISTRIBUTION EFFICIENCY TRAINING

### Overall Structure and Methodology

The 4-week technical component was attended by 25 participants. The course format, shown below, was adopted from the SEI proposal and was modified to address requirements identified by prior participants as well as comments received from present participants during the course. The course included:

- **Subject presentations** – Southern Company professionals and discipline experts made presentations and explained how they applied their knowledge and experience to solving problems.
- **Case studies** – extensive use was made of case studies that highlighted the management techniques and practices used daily for operating a distribution system at its highest level of efficiency. Participants identified problems and used various tools to resolve them. Facilitators assisted them in their tasks.
- **Exercises** – specific exercises were conducted to further demonstrate the application of methods/practices presented during the course.
- **Field visits** – full use was made of the opportunities to have participants visit the offices of Southern Company and to have discussions with senior company officers.

### Course Content

The course was divided into two sequential segments, each of 2 weeks' duration: the first in Birmingham at the headquarters of the Alabama Power Company; the second in Atlanta, Georgia, at the headquarters of the Georgia Power Company. As mentioned in Section 1.3, both companies are operating units of SEI's parent firm. Participation of instructors from these two utilities exposed participants to a broad range of relevant expertise and acquainted them with diverse utility operating environments.

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Each essential component outlined in the original request for proposal was covered, as well as special requests submitted by the participants.

Subjects covered in the Birmingham segment included:

- **Underground materials and design** – residential and commercial
- **Safety and health** – crew methods and training
- **Material specification, purchasing, and inventory control**
- **Revenue metering** – residential, commercial, and industrial
- **Service to customers in remote areas**
- **Overhead design**
- **Transformer specifications, loading, and low-voltage distribution systems**
- **Distribution automation**
- **Pole inspection, treatment, and reinforcement** – padmount inspection program; transformer and OCR repair
- **12 kV to 25 kV conversion**
- **Coordination of distribution systems**

Subjects covered in the Atlanta segment included:

- **Customer service center** - replacing underground cable
- **Adding fixed capacitors** - capacity release transformer plant
- **Network underground system** – SCADA operations
- **Train the trainer:**
  - The instructor's role
  - Adult learning theory
  - Basic communication skills
  - Objectives development
  - Instructional settings, methods, and media
  - Planning and implementing instruction
- **Supervisory control data** – acquisition and use of SCADA
- **SERP** – service evaluation and restoration control center
- **Distribution specifications and standards** – budgeting process

The agenda and list of presenters are found in Annex 1.

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# Section 3

## Participants, Trainers, and Training Facilities

### 3.1 PARTICIPANTS

#### Participant Profile

There were 25 participants, 4 from the PFC, 19 from nine SEBs located in different regions of India, and the remaining 2 from Bombay Electric Supply & Transport Undertaking (BEST). All were experienced professional engineers and managers occupying positions as middle to upper level managers within their respective organizations. Most of them had degrees in engineering, management, or a related field.

#### Participant List

A complete list of participants, indicating professional titles and organization affiliations, is included as Annex 2.

### 3.2 TRAINERS

#### TQM Course

Training at Bechtel's Gaithersburg offices was delivered by a specialized team of trainers that included:

- **Mr. Nick McDuffie** – responsible for team building and TQM training. Mr. McDuffie holds a B.S. in civil engineering and is a certified TQM specialist responsible for coordinating TQM activities for Bechtel's entire Gaithersburg operation.
- **Ms. Rosanna Steinig** – responsible for TQM coaching, team building, and course development. Ms. Steinig is a training administrator in Bechtel's Gaithersburg office, where she specializes in frontline leadership training, diversity awareness, and TQM coaching.
- **Ms. Dodie Hall** – responsible for TQM facilitator training, with emphasis on team building and coaching. Ms. Hall is a training administrator and certified training instructor in Bechtel's Gaithersburg office.
- **Training Advisors** – responsible for selected course presentations and advising on course content. These Bechtel specialists were either of Indian origin or familiar with Indian culture and assisted the TQM training team in tailoring the course to the needs of the participants.

#### Urban Distribution Efficiency Course

This course was conducted by SEI, under subcontract to Development Associates, Inc. (DA). As required under its contract with DA, SEI assumed full responsibility for all training personnel,

who worked under the coordination of Mr. Joseph Popwell, a member of the SEI staff with over 30 years of experience as a distribution engineer. Mr. Popwell was assisted by a group of four other coordinators and a staff of 46 technical instructors drawn from the Alabama Power Company, the Georgia Power Company, and the Southern Company College. Their names and activities are contained in Annex 1.

### **3.3 TRAINING FACILITIES**

#### **TQM Course**

The 4-day TQM course was given at the Bechtel regional office in Gaithersburg, Maryland. Participants were lodged in rooms with full kitchen facilities at the Woodfin Suites Hotel in Gaithersburg. DA provided daily van service between the hotel and the Bechtel office building.

#### **Urban Distribution Efficiency Course**

The 4-week urban distribution losses course was conducted by SEI in two locations: at Southern Electric and Alabama Power Company facilities in Birmingham, Alabama; and at Southern Electric and Georgia Power Company facilities in Atlanta, Georgia. Participants were housed at the Residence Inn in Birmingham and the Residence Inn in Atlanta, both of which offered full kitchen facilities. SEI furnished daily transportation between the inns and the training sites.

# Section 4

## Course Evaluations

### 4.1 PARTICIPANTS' EVALUATIONS

All 25 participants participated in the course evaluation process for both the TQM and the urban distribution losses segments. For Bechtel's 4-day TQM session evaluation, a special questionnaire was prepared for participants to complete. For the urban distribution losses component, Development Associates conducted the final evaluation by means of an exit questionnaire that followed the guidelines set forth in USAID's Handbook 10.

Participants gave the TQM course content and delivery excellent marks. On a scale of 1 to 5, where 1 represented strongly agree and 5 represented strongly disagree, participants rated the TQM course as shown below.

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
Course was related to job and content will be usable on job	40%	57%	3%	0%	0%
Course materials were useful and understandable	49%	46%	5%	0%	0%
Feedback was timely/constructive; reading exercises were relevant	43%	50%	7%	0%	0%
Instructors were well prepared, knowledgeable, and understandable	68%	27%	5%	0%	0%

Copies of the TQM evaluation questionnaires are attached as Annex 3.

Responses to DA's exit questionnaire also indicated that the course was considered a success by most participants. All 25 participants deemed that the designated objectives of the training had been achieved. Regarding specific aspects of the course, participants were asked to rate the following: programs content and delivery, relevance of the training to their jobs, applicability of the training to conditions in India, balance of theory and practice, and the opportunity to meet Americans. Responses split about evenly between "very satisfied" and "moderately satisfied."

The questionnaire asked the participants what contributions they planned to make or what new approaches they planned to implement in their jobs upon their return to India, based on the knowledge and experience gained from the course. The five highest ranking planned actions were, in descending order of importance, as follows:

- Improve operational procedures, programs, or services
- Manage a project, office, division, or company

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- Influence or make policy
- Train others (workshops, on-the-job training, etc.)
- Initiate new projects or services

The EMCAT evaluation questionnaire (administered by Development Associates), including a tabulation of participant responses, is given in Annex 4. Results of a separate evaluation by SEI of participant reaction to the individual urban distribution course topics are presented in Annex 5.

## **4.2 TRAINERS' EVALUATIONS**

The participants expressed considerable interest in exploring new ideas and learning about new methods. They were eager to discuss ways to improve India's power distribution systems through the adoption of practices that are in use in the U.S. Some of them, however, expressed concern that not enough attention had been given to India's existing power system. All in all, the course presented a cohesive overview of urban distribution policies and practices that contributed to the participants' understanding of the issues.

# Section 5

## Lessons Learned and Recommendations

### 5.1 LESSONS LEARNED AND OPPORTUNITIES FOR IMPROVEMENT

Although the participants generally agreed that the course objectives had been achieved, they suggested several steps that could be taken to improve the course. These include (1) a more thorough discussion on the situation prevailing in India, (2) a reduction in the amount of materials received during the course, thereby reducing the currently heavy load of paper that needs to be taken back to India, and (3) a revision of the transportation arrangements between lodgings and training sites in order to avoid delays.

### 5.2 RECOMMENDATIONS

On the basis of faculty observation in class, site visits, comments made by participants, analysis of each participant's evaluation, and interviews with many of the students, the following recommendations were made:

- Keep the length of the course 3 to 4 weeks.
- In future schedules, allow for more time for application of single-phase transformers, customer service, capacitors on primary voltage (India 11 kVE) fuses, sectionalizers, reclosers, and serving three phase customers with two single phase transformers.
- For students from India, visit a concrete pole plant rather than a wood pole plant.
- Continue the present sequence of courses, i.e., TQM course first, then urban distribution efficiency course second.
- Do not have more than 28 participants in the class; the class size of 25 was managed well in all aspects of the training.
- Discuss the Alabama 34 kV specification with the next class. Participants from India may want to acquire some experience using 33 kV as a distribution voltage since 33 V is already in place as a subtransmission voltage in India.
- Consider the possibility of providing participants with a floppy disk containing course information. At a minimum, supply hard copy, printed on both sides.

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**Annex 1**  
**Daily Agendas and List of Presenters for the**  
**Urban Distribution Course**

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**Daily Agendas for the  
Urban Distribution Course for  
Indian Engineers**

**March 13 - April 7, 1995**

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# **Urban Distribution Course for Indian Engineers**

## **Agenda for March 13, 1995**

### **Alabama Power Company**

- |       |  |
|-------|--|
| 8:30  | Underground Material - Tim Wall and Bruce Shattuck<br>Underground Design - Residential - Tim Wall<br>Commercial - Bruce Shattuck |
| 9:45  | Break  |
| 10:15 | View Transformer Mock Ups at Test Lab  |
| 11:30 | Lunch  |
| 12:30 | Field Trip to Shelby District for the Remainder of the Afternoon   |

# Urban Distribution Course for Indian Engineers

## Agenda for March 14, 1995

### Alabama Power Company

- 8:30 Introduction - Welcome  
Floyd Cooley - Safety & Health  
Ron Mitchell - Crew Methods & Training
- 8:45 Safety - Floyd Cooley  
A Continuing Commitment to Safety  
Video: Elmer Harris (President of Alabama Power Company)  
Safety and Health Manual (President's Statement)  
J.M. Barry's Statement  
Central Safety Committee (C.S.C.)  
O.S.H.A. / Federal Regulations  
Safety Meetings  
Field Work  
Lost Time Accidents  
Stop Shock - Video  
Job Safety Analysis  
1992/1994 Lost Time Statistics
- 9:45 Break
- 10:00 Overview of Crew Methods & Training  
History  
Present  
Future
- 11:15 Lunch
- 12:45 Tour of Rubber Glove Lab
- 2:00 Break
- 2:15 Tour of Training Center and Field
- 4:00 Adjourn

# **Urban Distribution Course for Indian Engineers**

## **Agenda for March 15, 1995**

### **Alabama Power Company**

- 8:30 Plant Trip to Continental Electric in Trussville  
(This is a Pole Line Hardware Plant.)
- 10:45 Travel Back to Varnons
- 11:30 Lunch
- 12:30 Material Specifications - Why We Have Them, When We Prepare  
Them, & How They Are Prepared - Ed Mullinax
- 1:30 Travel to PD Test Lab
- 1:45 Tour of PD Test Lab - Bob Cheney
- 3:00 Break
- 3:15 Observe the Testing of Some Fiberglass Products - Don Williams
- 4:00 Adjourn

# **Urban Distribution Course for Indian Engineers**

## **Agenda for March 16, 1995**

### **Alabama Power Company (Materials Purchasing and Inventory Control)**

- 8:30 Introduction and Overview of Materials Services  
Philosophy Behind Procurement Practices -  
Ethics, Bid Process, Confidentiality
- 9:15 Break
- 9:30 APCO Purchase Order Processing System "POPS"  
Request for Quotes, Diskettes Pricing, Alliances &  
Purchase Orders
- 10:30 Break
- 10:45 APCO Materials Management System  
Inventory Control - When, Where, & How Much to Stock
- 11:30 Lunch
- 12:30 Trip to the General Warehouse for the Remainder of the Afternoon -  
John Fuller

Presented By: Robert Mills - Manager - Purchasing & Inventory Management  
Brock Hornsby - Supervisor - Purchasing & Inventory Management  
Max Bodine - Senior Buyer/Analyst - Purchasing & Inventory Management  
Don Hull - Senior Materials Analyst - Materials Services Support

# Urban Distribution Course for Indian Engineers

## Agenda for March 17, 1995

Alabama Power Company  
(Metering and Current Diversion)

- 8:30 Current Diversion - Doug Page
- 10:00 Revenue Metering - John Grubbs  
Residential  
Commercial  
Industrial
- Substation Metering - John Grubbs  
Monitoring Load on Company Substations
- 11:30 Lunch
- 12:30 Meter Testing - John Grubbs
- Tour of the Instrument Service Center at GSC for the Remainder  
of the Afternoon

# **Urban Distribution Course for Indian Engineers**

## **Agenda for March 20, 1995**

### **Alabama Power Company**

- |       |   |
|-------|---|
| 8:30  | Serving Customers in Remote Areas from the Transmission System -<br>Russ Ward |
| 9:45  | Break   |
| 10:00 | Serving Customers in Remote Areas from the Distribution System -<br>Tim Wall  |
| 11:30 | Lunch   |
| 12:30 | Field Trip to Customer Sites for the Remainder of the Afternoon               |

# **Urban Distribution Course for Indian Engineers**

## **Agenda for March 21, 1995**

**Alabama Power Company**

- |              |   |
|--------------|---|
| <b>8:30</b>  | <b>Overhead Design - General - Robert Patterson<br/>Pole Size and Class<br/>Economic Conductor Sizing<br/>Typical Overhead Configurations</b> |
| <b>9:30</b>  | <b>Break</b>  |
| <b>9:45</b>  | <b>Overhead Design - General (continued)<br/>Protective Devices<br/>NESC Requirements<br/>Sag &amp; Tension Tables</b>                        |
| <b>11:00</b> | <b>Design Example</b>   |
| <b>11:30</b> | <b>Lunch</b>  |
| <b>12:30</b> | <b>Field Trip to Cahaba Pole Treating Plant for the Remainder<br/>of the Afternoon</b>  |

# **Urban Distribution Course for Indian Engineers**

## **Agenda for March 22, 1995**

**Alabama Power Company  
(Overhead Distribution Transformers)**

- |       |   |
|-------|---|
| 8:30  | Transformer Specifications & QVA - Ken Nolan  |
| 9:15  | Break   |
| 9:30  | Transformer Specifications - (continued)<br>Evaluation of Load Transformers and Failures & Testing -<br>Ken Nolan & Guy Raymond |
| 10:30 | Break   |
| 10:45 | Transformer Loading and Low Voltage Distribution Systems -<br>Ken Nolan   |
| 11:30 | Lunch   |
| 12:30 | Field Trip -<br>Industrial Installation<br>Residential Subdivisions<br>Commercial Installation                                  |
| 4:00  | Adjourn   |

**Urban Distribution Course for  
Indian Engineers**

**Agenda  
for  
March 23, 1995**

**Alabama Power Company**

- |       |  |
|-------|--|
| 8:30  | Distribution Automation System Overview - Larry Clark                      |
| 9:30  | Break  |
| 9:45  | SCADA Operations and Demonstration   |
| 10:30 | Trouble Handling   |
| 11:30 | Lunch  |
| 12:30 | Field Trip to Shades Cahaba District for the Remainder<br>of the Afternoon |

**Urban Distribution Course for  
Indian Engineers**

**Agenda  
for  
March 24, 1995**

**Alabama Power Company**

- |       |   |
|-------|---|
| 8:30  | Pole Inspection, Treatment, and Reinforcement - Mike Zarichnak        |
| 9:15  | Break   |
| 9:30  | Padmount Inspection Program - Ken Nolan                               |
| 10:15 | Break   |
| 10:30 | Transformer and OCR Repair - Guy Raymond                              |
| 11:30 | Lunch   |
| 12:30 | Plant Tour - Heavy Duty Electric - for the Remainder of the Afternoon |

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# **Urban Distribution Course for Indian Engineers**

## **Agenda for March 27, 1995**

### **Canton Operating Headquarters - GPC**

- 8:30 Introduction - Gordon Via
- 8:35 Georgia Power Basic Distribution System - Steve Waldrep
- 9:05 Georgia Power Area Planning Guidelines - Steve Waldrep
- 9:35 Break
- 9:50 Criteria for 12kV to 25kV Conversions - Steve Waldrep
- 10:20 A look at the Canton Conversion - Steve Waldrep
- 10:50 South Canton Conversion - Randy Mayfield
- 11:20 Lunch
- 12:20 Observe Line Crew Work - Randy Mayfield
- 1:20 Visit Canton #2 Substation - Steve Waldrep
- 2:20 Visit North Keithsburg Substation - Steve Waldrep
- 3:20 Return to Operating for Questions - Steve Waldrep
- 3:50 Adjourn

# Urban Distribution Course for Indian Engineers

## Agenda for March 28, 1995

Georgia Power Company  
(Distribution System Coordination)

\*\* The entire day was devoted to the Distribution System Coordination Program presented by Douglas Dunn which was outlined as follows:

- I. General Discussion of Equipment including Relays, Reclosers, Fuses, and Sectionalizers
  - Description and Function
  - Characteristics and Application
  - Criteria for Use
  - Diagrams and Symbols
  - Cost Savings and Benefits
- II. Fault Current
  - Brief Discussion of Definition and How it is used in Selection of Coordination Equipment (Manual Method of Calculation)
  - Review of Class Example of Fault Calculation (Manual Method)
- III. Coordination of a feeder using Manual Methods
  - Use of Log Paper and Plotting Test Points for Breaker Curves
  - Fitting Relay Curves to Plotted Points
  - Fitting Recloser Curves to Plotted Points
  - Fitting Fuse Curves to Recloser Curves and Breaker Curves
  - Review of Rules Used to Assure Coordination
- IV. Review of Fault Current Calculations for a Feeder Using Computer Modeling
- V. Review of Feeder Coordination Using Computer Modeling
- VI. Information Regarding Availability of Software for Coordination of Distribution circuits
- VII. Presentation on a Circuit that Had Been Upgraded to Improve Operation -  
David Duncan

After Lunch: Field Trip to See the Equipment & How the Improvements Were Made

# **Urban Distribution Course for Indian Engineers**

## **Agenda for March 29, 1995**

### **Southern Electric International**

- 8:30            Welcome
- 8:40            Customer Service Center Overview
- 9:00            Breakout Sessions / Tour of Center - 5 Groups
- 10:15          Break
- 10:30          Question Session
- 11:30          Lunch

### **Metro West Operating - GPC (Underground Cable Replacement)**

- 1:00            Discussion of the Various Existing Cables Installed - Dennis Pratt
- Discussion of Cable Replacement Criteria - Mark McDonald
- Cost Analysis to Replace Underground Cable - Mark McDonald
- Discussion of the Neutral Tester - Shashi Patel
- Field Visit of a Trenchless Cable Replacement Project at Cherokee  
                  Country Club - Mark McDonald
- Field Visit of an Open Trench Cable Installation Project -  
                  Mark McDonald
- 4:30            Adjourn

# **Urban Distribution Course for Indian Engineers**

## **Agenda for March 30, 1995**

**Forest Park Auditorium - GPC  
(Capacitors)**

- |       |  |
|-------|--|
| 8:30  | Fixed Capacitors - Randy Selby (& David Vinson)<br>Voltage Rise, Loss Reduction, & Capacity Release                      |
| 10:15 | Break  |
| 10:30 | Switched Capacitors to Match Load Curve - Ratio of Return for<br>Investment Spent on Capacitors in India on 11kV Systems |
| 12:00 | Lunch  |
| 12:30 | Field Visit to ABB Transformer Plant   |
| 5:15  | Adjourn  |

# **Urban Distribution Course for Indian Engineers**

## **Agenda for March 31, 1995**

### **Network Underground - GPC**

- 8:30 Overview of GPC Network Underground System -  
Skip Willingham, Engineering Manager  
Pete Risse, Sr. Underground Engineer
- 9:30 Group A - SCADA System & Operations  
Rick Heithold, Test Engineer  
Jim Page, Engineering Associate I  
Group B - Field Visit to Transformer Vault  
Pete Risse, Sr. Underground Engineer  
Ken Lund, Engineering Associate I
- 10:30 Group A - Field Visit to Transformer Vault  
Group B - SCADA System & Operations

### **Metro Distribution Services - GPC**

- 12:30 Lunch
- 1:00 Welcome and Introductions  
Organization / Service Territory  
Shift Work - 24 Hour Operations  
Location and Positioning of Troublemens and Distribution Operators  
Troublemens  
Distribution Operators  
How a Trouble Call Is Worked  
SCADA and Its Role
- 3:00 Break
- 3:30 Tour of Center - 3 Groups  
Distribution Automation Demo  
SCADA Demo, Dispatching  
Distribution Substation Switching
- 4:00 Adjourn

# **Urban Distribution Course for Indian Engineers**

## **Agenda for April 3-4, 1995**

**Southern Company College  
(Two-Day Train-the-Trainer Course)**

**\*\* Both days were devoted to the Train-the-Trainer Course presented by Betty Bousch and outlined as follows:**

- I. Welcome and Introductions**
- II. Housekeeping**
- III. Ice Breakers**
- IV. Discussion of Participants' Teaching Topics**
  - Module 1: The Instructor's Role**
  - Module 2: Adult Learning Theory**
  - Module 3: Basic Communication Skills**
  - Module 4: Objectives Development**
  - Module 5: Instructional Settings, Methods, and Media**
  - Module 6: Planning and Implementing Instruction**
- V. Preparation of Lessons**
- VI. Closing Comments**
- VII. Completion of Course Evaluation Forms**

# **Urban Distribution Course for Indian Engineers**

## **Agenda for**

**April 5, 1995**

### **Carrollton District - GPC**

- 9:30 SCADA - Supervisory Control and Data Acquisition - Joe Hall
- 10:30 Break
- 10:45 SDMS - Service Disconnect Meter and District Operations -  
Joe Hall and Gerald Monroe

### **Austell Operating Headquarters (Fulton Industrial Park Overview)**

- 1:00 Class Room Presentation of the Layout and the Power System in the  
Fulton Industrial Park Area - John Clark, Distribution Engineer
- 2:00 Break - Refreshments
- 2:15 Field Trip to Fulton Industrial Park -  
John Clark, Distribution Engineer  
Frank Pass, Power Quality Engineer
- 3:00 Adjourn

# **Urban Distribution Course for Indian Engineers**

## **Agenda for April 6, 1995**

### **Georgia Power Company**

- 8:30            Group A - Overview of S.E.R.P. Operations - Jimmie Durham  
                  Service Evaluation and Restoration Procedures  
                  Group B - Visiting Georgia Control Center - Mo Tadayon
- 9:30            Rotate Group A and B
- 10:30           Break
- 10:45           Distribution Specification Book - Mickey Gunter
- 12:00           Lunch
- 12:30           Distribution Specification Book - Mickey Gunter
- 1:30            Break
- 1:45            Budgeting Process - Importance of Prioritization -  
                  Wayne Ford and Travis Johnson
- 3:15            Adjourn

# **Urban Distribution Course for Indian Engineers**

## **Agenda for April 7, 1995**

### **Georgia Power Company**

- |       |   |
|-------|---|
| 9:15  | Evaluations for Development Associates by Students - Loraine Wood   |
| 10:00 | Evaluations for SEI by Students - Ralph Benedict and Joe Popwell  |
| 10:45 | Break   |
| 11:00 | Graduation Speaker - Ron Yonker from Southern Company College   |
| 11:45 | Lunch   |
| 12:30 | Presentation of Certificates from Development Associates and SEI -<br>Loraine Wood, Ralph Benedict and Joe Popwell                        |
| 2:00  | Break   |
| 2:15  | Closing Remarks by 4 Students Chosen by the Group -<br>Implementation of Programs taught in School<br>(1 Speaker from PFC and 3 from SEB) |
| 3:00  | Adjourn   |

# Urban Distribution Course for Indian Engineers

## Agenda for April 7, 1995

### Georgia Power Company

- |       |   |
|-------|---|
| 9:15  | Evaluations for Development Associates by Students - Loraine Wood   |
| 10:00 | Evaluations for SEI by Students - Ralph Benedict and Joe Popwell  |
| 10:45 | Break   |
| 11:00 | Graduation Speaker - Ron Yonker from Southern Company College   |
| 11:45 | Lunch   |
| 12:30 | Presentation of Certificates from Development Associates and SEI -<br>Loraine Wood, Ralph Benedict and Joe Popwell                        |
| 2:00  | Break   |
| 2:15  | Closing Remarks by 4 Students Chosen by the Group -<br>Implementation of Programs taught in School<br>(1 Speaker from PFC and 3 from SEB) |
| 3:00  | Adjourn   |

# Urban Distribution Course for Indian Engineers

## List of Presenters for March 13 - April 7, 1995

### Coordinators

Lowell Garrett, APC  
Peter Ivey, GPC  
Ernie Strauss, GPC  
Joe Popwell, GPC  
Ralph Benedict, GPC

### Instructors for APC

Bruce Shattuck	Doug Page
Tim Wall	John Grubbs
Floyd Cooley	Russ Ward
Ed Mullinax	Robert Patterson
Robert Mills	Ken Nolan
Brock Hornsby	Guy Raymond
Max Bodine	Larry Clark
Don Hull	Mike Zarichnak
Bob Cheney	

### Instructors for GPC

Steve Waldrep	Pete Risse
Doug Dunn	Larry Woelfl
David Duncan	Gerald Monroe
Wayne Martin	Joe Hall
Celesta Wilson	Frank Pass
Mark McDonald	John Clark
Dennis Pratt	Jimmie Durham
Shashi Patel	Mo Tadayon
Randy Selby	Mickey Gunter
David Vinson	Wayne Ford
Skip Willingham	Travis Johnson
Gordon Via	Jim Page
Randy Mayfield	Ken Lund
Rick Heithold	

### Southern Company College

Ron Yonker  
Betty Bousch

**Annex 2**  
**Participant List for the EMCAT TQM/  
Urban Distribution Efficiency Course**

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**Annex 2**  
**Participant List for the EMCAT TQM/Urban Distribution Efficiency Course**

<b>Name</b>	<b>Title</b>	<b>Institution</b>
S.K. Khosla	Manager	Power Finance Corp.
A.K. Jain	Manager	Power Finance Corp.
A. Chakravarti	Manager	Power Finance Corp.
A.K. Agarwal	Manager	Power Finance Corp.
P.M.K. Gandhi	Superintending Engineer	Andhra Pradesh, SEB
K. Ranganathan	Superintending Engineer	Andhra Pradesh, SEB
U.V. Gupte	Executive Engineer	Gujarat, SEB
A. P. Shukla	Superintending Engineer	Gujarat, SEB
A. Chamaraj	Superintending Engineer	Karnataka, SEB
B. T. Jnaneswara	Executive Engineer	Karnataka, SEB
B.K. Mehta	Executive Engineer	Madhya Pradesh, SEB
P.D. Shukla	Executive Engineer	Madhya Pradesh, SEB
V.D. Apte	Executive Engineer	Maharashtra, SEB
V. L. Sonavane	Executive Engineer	Maharashtra, SEB
M.L. Gupta	Director	Himachal Pradesh, SEB
S.K. Gupta	Superintending Engineer	Himachal Pradesh, SEB
S.N. Kapoor	Superintending Engineer	Himachal Pradesh, SEB
A. M. Ramakrishnan	Superintending Engineer	Tamil Nadu, SEB
P. Rajalingam	Executive Engineer	Tamil Nadu, SEB
A.K. Gupta	Executive Engineer	Rajasthan, SEB
B. L. Khamesra	Executive Engineer	Rajasthan, SEB
A. W. Ansari	Chief Engineer	Uttar Pradesh, SEB
D. B. Singh	Chief Engineer	Uttar Pradesh, SEB
R. Kamath	Divisional Engineer	Bombay, BEST
V. Chandra Mohan	Divisional Engineer	Bombay, BEST

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**Annex 3**  
**TQM Training Evaluation Forms**

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# Training Reaction Questionnaire

**DIRECTIONS:** The questions on this form have been designed to monitor course quality. Be sure to read each statement carefully and consider the degree to which you agree or disagree. Mark one response per item. Your responses are confidential and will appear only as part of a summary showing average values for everyone taking this course.

## JOB RELATEDNESS

1. The course objectives support my job responsibilities.
2. What I learned in this course will be easy to apply to my job.
3. This course provided me with the skills and/or information I need to do my job.
4. The training references and aids will be usable on my job.
5. The course content/exercises were related to my job.

Comments:

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## COURSE MATERIALS

6. The student course materials were useful during the course.
7. The student course materials were complete.
8. The student course materials were well organized.
9. The student course materials were written at an understandable level.
10. The production quality of the course materials and visuals was acceptable.

Comments:

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---

Strongly Agree  
 Agree  
 Neither Agree nor Disagree  
 Disagree  
 Strongly Disagree  
 Not Applicable

	1	2	3	4	5	0
1. The course objectives support my job responsibilities.		✓				
2. What I learned in this course will be easy to apply to my job.	✓					
3. This course provided me with the skills and/or information I need to do my job.	✓	✓				
4. The training references and aids will be usable on my job.		✓				
5. The course content/exercises were related to my job.		✓				
6. The student course materials were useful during the course.	✓					
7. The student course materials were complete.	✓					
8. The student course materials were well organized.		✓				
9. The student course materials were written at an understandable level.						
10. The production quality of the course materials and visuals was acceptable.	✓					

**MATERIALS INTERACTION**

- 11. The feedback on exercises was timely.
- 12. The feedback on exercises was constructive.
- 13. The required reading was relevant to the course objectives.
- 14. The exercises were relevant.
- 15. The casework and exercises provided sufficient opportunity to practice skills taught.

Strongly Agree  
Agree  
Neither Agree nor Disagree  
Disagree  
Strongly Disagree  
Not Applicable

	1	2	3	4	5	0
11	✓					
12	✓					
13	✓					
14	✓					
15	✓					
16	✓					
17	✓					
18	✓					
19	✓					
20	✓					
21	✓					

Comments:

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**INSTRUCTOR INFORMATION**

- 16. The instructor was well prepared for each session/lesson.
- 17. The instructor provided constructive and timely feedback.
- 18. The instructor's knowledge of the subject was apparent.
- 19. The instructor summarized the material effectively.
- 20. The instructor encouraged questions and discussion.
- 21. The instructor's presentations were clear and understandable.

Comments:

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( M. L. GUPTA )

Name (optional)

System Planning in Himachal Pradesh Elect. Board

Title & Functional Area of the organization in which you work

03/9/95

Date:

40



# Training Reaction Questionnaire

**DIRECTIONS:** The questions on this form have been designed to monitor course quality. Be sure to read each statement carefully and consider the degree to which you agree or disagree. Mark one response per item. Your responses are confidential and will appear only as part of a summary showing average values for everyone taking this course.

## JOB RELATEDNESS

1. The course objectives support my job responsibilities.
2. What I learned in this course will be easy to apply to my job.
3. This course provided me with the skills and/or information I need to do my job.
4. The training references and aids will be usable on my job.
5. The course content/exercises were related to my job.

Comments: TMQ can be useful to any activity.

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## COURSE MATERIALS

6. The student course materials were useful during the course.
7. The student course materials were complete.
8. The student course materials were well organized.
9. The student course materials were written at an understandable level.
10. The production quality of the course materials and visuals was acceptable.

Comments:

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Strongly Agree  
 Agree  
 Neither Agree nor Disagree  
 Disagree  
 Strongly Disagree  
 Not Applicable

	1	2	3	4	5	0
1. The course objectives support my job responsibilities.	1	2	3	4	5	0
2. What I learned in this course will be easy to apply to my job.	1	2	3	4	5	0
3. This course provided me with the skills and/or information I need to do my job.	1	2	3	4	5	0
4. The training references and aids will be usable on my job.	1	2	3	4	5	0
5. The course content/exercises were related to my job.	1	2	3	4	5	0
6. The student course materials were useful during the course.	1	2	3	4	5	0
7. The student course materials were complete.	1	2	3	4	5	0
8. The student course materials were well organized.	1	2	3	4	5	0
9. The student course materials were written at an understandable level.	1	2	3	4	5	0
10. The production quality of the course materials and visuals was acceptable.	1	2	3	4	5	0

Strongly Agree  
Agree  
Neither Agree nor Disagree  
Disagree  
Strongly Disagree  
Not Applicable

**MATERIALS INTERACTION**

- 11. The feedback on exercises was timely.
- 12. The feedback on exercises was constructive.
- 13. The required reading was relevant to the course objectives.
- 14. The exercises were relevant.
- 15. The casework and exercises provided sufficient opportunity to practice skills taught.

1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0

Comments: Some more case studies are  
required to practice skills taught during  
the course.

**INSTRUCTOR INFORMATION**

- 16. The instructor was well prepared for each session/lesson.
- 17. The instructor provided constructive and timely feedback.
- 18. The instructor's knowledge of the subject was apparent.
- 19. The instructor summarized the material effectively.
- 20. The instructor encouraged questions and discussion.
- 21. The instructor's presentations were clear and understandable.

1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0

Comments: The course was managed very  
well by the instructors.

R. KAMATH.

Name (optional)

DIVISIONAL ENGINEER, DISTRIBUTION OF ELECTRICITY,  
 Title & Functional Area of the organization in which you work

10.3.95  
 Date:

UP



# Training Reaction Questionnaire

**DIRECTIONS:** The questions on this form have been designed to monitor course quality. Be sure to read each statement carefully and consider the degree to which you agree or disagree. Mark one response per item. Your responses are confidential and will appear only as part of a summary showing average values for everyone taking this course.

## JOB RELATEDNESS

1. The course objectives support my job responsibilities.
2. What I learned in this course will be easy to apply to my job.
3. This course provided me with the skills and/or information I need to do my job.
4. The training references and aids will be usable on my job.
5. The course content/exercises were related to my job.

Comments: It shall sharpen our ability  
to handle our job better

## COURSE MATERIALS

6. The student course materials were useful during the course.
7. The student course materials were complete.
8. The student course materials were well organized.
9. The student course materials were written at an understandable level.
10. The production quality of the course materials and visuals was acceptable.

Comments: The course material was  
quite useful

Strongly Agree  
 Agree  
 Neither Agree nor Disagree  
 Disagree  
 Strongly Disagree  
 Not Applicable

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Applicable
1. The course objectives support my job responsibilities.	1	2	3	4	5	0
2. What I learned in this course will be easy to apply to my job.	1	2	3	4	5	0
3. This course provided me with the skills and/or information I need to do my job.	1	2	3	4	5	0
4. The training references and aids will be usable on my job.	1	2	3	4	5	0
5. The course content/exercises were related to my job.	1	2	3	4	5	0
6. The student course materials were useful during the course.	1	2	3	4	5	0
7. The student course materials were complete.	1	2	3	4	5	0
8. The student course materials were well organized.	1	2	3	4	5	0
9. The student course materials were written at an understandable level.	1	2	3	4	5	0
10. The production quality of the course materials and visuals was acceptable.	1	2	3	4	5	0

**MATERIALS INTERACTION**

- 11. The feedback on exercises was timely.
- 12. The feedback on exercises was constructive.
- 13. The required reading was relevant to the course objectives.
- 14. The exercises were relevant.
- 15. The casework and exercises provided sufficient opportunity to practice skills taught.

Strongly Agree  
Agree  
Neither Agree nor Disagree  
Disagree  
Strongly Disagree  
Not Applicable

1	2	3	4	5	0
✓ 1	2	3	4	5	0
1	✓ 2	3	4	5	0
✓ 1	2	3	4	5	0
✓ 1	2	3	4	5	0
✓ 2	3	4	5	0	
✓ 1	2	3	4	5	0
✓ 1	2	3	4	5	0
✓ 2	3	4	5	0	

Comments: Quite satisfactory

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**INSTRUCTOR INFORMATION**

- 16. The instructor was well prepared for each session/lesson.
- 17. The instructor provided constructive and timely feedback.
- 18. The instructor's knowledge of the subject was apparent.
- 19. The instructor summarized the material effectively.
- 20. The instructor encouraged questions and discussion.
- 21. The instructor's presentations were clear and understandable.

Comments: It was perfect

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Chin  
(S N Kapur)

Name (optional) \_\_\_\_\_  
 Title & Functional Area of the organization in which you work  
Management of Electrical Utility

Date: 10/3/95

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# Training Reaction Questionnaire

**DIRECTIONS:** The questions on this form have been designed to monitor course quality. Be sure to read each statement carefully and consider the degree to which you agree or disagree. Mark one response per item. Your responses are confidential and will appear only as part of a summary showing average values for everyone taking this course.

## JOB RELATEDNESS

1. The course objectives support my job responsibilities.
2. What I learned in this course will be easy to apply to my job.
3. This course provided me with the skills and/or information I need to do my job.
4. The training references and aids will be usable on my job.
5. The course content/exercises were related to my job.

Comments:

*This course has made me a strong believer in TQM concepts*

## COURSE MATERIALS

6. The student course materials were useful during the course.
7. The student course materials were complete.
8. The student course materials were well organized.
9. The student course materials were written at an understandable level.
10. The production quality of the course materials and visuals was acceptable.

Comments:

*The course materials have been well structured*

Strongly Agree  
Agree  
Neither Agree nor Disagree  
Disagree  
Strongly Disagree  
Not Applicable

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Applicable
1. The course objectives support my job responsibilities.	1	2	3	4	5	0
2. What I learned in this course will be easy to apply to my job.	1	2	3	4	5	0
3. This course provided me with the skills and/or information I need to do my job.	1	2	3	4	5	0
4. The training references and aids will be usable on my job.	1	2	3	4	5	0
5. The course content/exercises were related to my job.	1	2	3	4	5	0
6. The student course materials were useful during the course.	1	2	3	4	5	0
7. The student course materials were complete.	1	2	3	4	5	0
8. The student course materials were well organized.	1	2	3	4	5	0
9. The student course materials were written at an understandable level.	1	2	3	4	5	0
10. The production quality of the course materials and visuals was acceptable.	1	2	3	4	5	0

Strongly Agree  
Agree  
Neither Agree nor Disagree  
Disagree  
Strongly Disagree  
Not Applicable

**MATERIALS INTERACTION**

- 11. The feedback on exercises was timely.
- 12. The feedback on exercises was constructive.
- 13. The required reading was relevant to the course objectives.
- 14. The exercises were relevant.
- 15. The casework and exercises provided sufficient opportunity to practice skills taught.

	1	2	3	4	5	0
11	1					
12	1					
13		2				
14	1					
15	1					
16	1					
17	1					
18	1					
19	1					
20	1					
21	1					

Comments:

Good - It is a lot of fun.

**INSTRUCTOR INFORMATION**

- 16. The instructor was well prepared for each session/lesson.
- 17. The instructor provided constructive and timely feedback.
- 18. The instructor's knowledge of the subject was apparent.
- 19. The instructor summarized the material effectively.
- 20. The instructor encouraged questions and discussion.
- 21. The instructor's presentations were clear and understandable.

Comments:

This has been a highly illuminating experience. I can only sympathize with those who did not have this opportunity.

V. CHANDRAMOHAN

Name (optional)

DIVISIONAL ENGINEER - PROJECTS

Title & Functional Area of the organization in which you work

10-3-1995

Date:

4/6



# Training Reaction Questionnaire

**DIRECTIONS:** The questions on this form have been designed to monitor course quality. Be sure to read each statement carefully and consider the degree to which you agree or disagree. Mark one response per item. Your responses are confidential and will appear only as part of a summary showing average values for everyone taking this course.

## JOB RELATEDNESS

1. The course objectives support my job responsibilities.
2. What I learned in this course will be easy to apply to my job.
3. This course provided me with the skills and/or information I need to do my job.
4. The training references and aids will be usable on my job.
5. The course content/exercises were related to my job.

Comments: The course had provided me skill  
to make improvement in my job

## COURSE MATERIALS

6. The student course materials were useful during the course.
7. The student course materials were complete.
8. The student course materials were well organized.
9. The student course materials were written at an understandable level.
10. The production quality of the course materials and visuals was acceptable.

Comments: course material was quite useful

Strongly Agree  
 Agree  
 Neither Agree nor Disagree  
 Disagree  
 Strongly Disagree  
 Not Applicable

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Applicable
1	✓					
2		✓				
3	✓					
4	✓					
5						
6		✓				
7		✓				
8		✓				
9	✓					
10		✓				

**MATERIALS INTERACTION**

- 11. The feedback on exercises was timely.
- 12. The feedback on exercises was constructive.
- 13. The required reading was relevant to the course objectives.
- 14. The exercises were relevant.
- 15. The casework and exercises provided sufficient opportunity to practice skills taught.

Strongly Agree  
 Agree  
 Neither Agree nor Disagree  
 Disagree  
 Strongly Disagree  
 Not Applicable

✓ 1	2	3	4	5	0
✓ 1	2	3	4	5	0
✓ 1	2	3	4	5	0
✓ 1	2	3	4	5	0
1	✓ 2	3	4	5	0
✓ 1	2	3	4	5	0
✓ 1	2	3	4	5	0
✓ 1	2	3	4	5	0
✓ 1	2	3	4	5	0
✓ 1	2	3	4	5	0

Comments: Very useful interaction of  
material

**INSTRUCTOR INFORMATION**

- 16. The instructor was well prepared for each session/lesson.
- 17. The instructor provided constructive and timely feedback.
- 18. The instructor's knowledge of the subject was apparent.
- 19. The instructor summarized the material effectively.
- 20. The instructor encouraged questions and discussion.
- 21. The instructor's presentations were clear and understandable.

Comments: The team of Instructors was  
excellent

MANAGER  
 4/8

JAIN A. K.  
 Name (optional)  
(P.F.C.) New DELHI  
 Title & Functional Area of the organization in which you work  
 \_\_\_\_\_  
 Date: 3/9/95



# Training Reaction Questionnaire

**DIRECTIONS:** The questions on this form have been designed to monitor course quality. Be sure to read each statement carefully and consider the degree to which you agree or disagree. Mark one response per item. Your responses are confidential and will appear only as part of a summary showing average values for everyone taking this course.

## JOB RELATEDNESS

1. The course objectives support my job responsibilities.
2. What I learned in this course will be easy to apply to my job.
3. This course provided me with the skills and/or information I need to do my job.
4. The training references and aids will be usable on my job.
5. The course content/exercises were related to my job.

Comments:

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## COURSE MATERIALS

6. The student course materials were useful during the course.
7. The student course materials were complete.
8. The student course materials were well organized.
9. The student course materials were written at an understandable level.
10. The production quality of the course materials and visuals was acceptable.

Comments:

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Strongly Agree  
 Agree  
 Neither Agree nor Disagree  
 Disagree  
 Strongly Disagree  
 Not Applicable

	2	3	4	5	0
1.	2	3	4	5	0
2.	2	3	4	5	0
3.	2	3	4	5	0
4.	2	3	4	5	0
5.	2	3	4	5	0
6.	2	3	4	5	0
7.	2	3	4	5	0
8.	2	3	4	5	0
9.	2	3	4	5	0
10.	2	3	4	5	0

**MATERIALS INTERACTION**

- 11. The feedback on exercises was timely.
- 12. The feedback on exercises was constructive.
- 13. The required reading was relevant to the course objectives.
- 14. The exercises were relevant.
- 15. The casework and exercises provided sufficient opportunity to practice skills taught.

Comments:

Strongly Agree  
Agree  
Neither Agree nor Disagree  
Disagree  
Strongly Disagree  
Not Applicable

	2	3	4	5	0
11	2	3	4	5	0
12	2	3	4	5	0
13	2	3	4	5	0
14	2	3	4	5	0
15	2	3	4	5	0
16	2	3	4	5	0
17	2	3	4	5	0
18	2	3	4	5	0
19	2	3	4	5	0
20	2	3	4	5	0
21	2	3	4	5	0

**INSTRUCTOR INFORMATION**

- 16. The instructor was well prepared for each session/lesson.
- 17. The instructor provided constructive and timely feedback.
- 18. The instructor's knowledge of the subject was apparent.
- 19. The instructor summarized the material effectively.
- 20. The instructor encouraged questions and discussion.
- 21. The instructor's presentations were clear and understandable.

Comments:

ANIL KUMAR AGARWAL  
Name (optional)

Manager (Procurement), PFC  
Title & Functional Area of the organization in which you work

Date: 3/10/95

60



# Training Reaction Questionnaire

**DIRECTIONS:** The questions on this form have been designed to monitor course quality. Be sure to read each statement carefully and consider the degree to which you agree or disagree. Mark one response per item. Your responses are confidential and will appear only as part of a summary showing average values for everyone taking this course.

## JOB RELATEDNESS

1. The course objectives support my job responsibilities.
2. What I learned in this course will be easy to apply to my job.
3. This course provided me with the skills and/or information I need to do my job.
4. The training references and aids will be usable on my job.
5. The course content/exercises were related to my job.

Comments: EXCELLANT  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

## COURSE MATERIALS

6. The student course materials were useful during the course.
7. The student course materials were complete.
8. The student course materials were well organized.
9. The student course materials were written at an understandable level.
10. The production quality of the course materials and visuals was acceptable.

Comments: TOO GOOD THOUGH A FLOPPY  
WOULD HAVE BEEN BETTER  
 \_\_\_\_\_  
 \_\_\_\_\_

Strongly Agree  
 Agree  
 Neither Agree nor Disagree  
 Disagree  
 Strongly Disagree  
 Not Applicable

	1	2	3	4	5	0
1. The course objectives support my job responsibilities.	1					
2. What I learned in this course will be easy to apply to my job.	1					
3. This course provided me with the skills and/or information I need to do my job.	1					
4. The training references and aids will be usable on my job.	1					
5. The course content/exercises were related to my job.	1					
6. The student course materials were useful during the course.	1					
7. The student course materials were complete.	1					
8. The student course materials were well organized.	1					
9. The student course materials were written at an understandable level.	1					
10. The production quality of the course materials and visuals was acceptable.	1					

51

Strongly Agree  
Agree  
Neither Agree nor Disagree  
Disagree  
Strongly Disagree  
Not Applicable

**MATERIALS INTERACTION**

- 11. The feedback on exercises was timely.
- 12. The feedback on exercises was constructive.
- 13. The required reading was relevant to the course objectives.
- 14. The exercises were relevant.
- 15. The casework and exercises provided sufficient opportunity to practice skills taught.

1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0

Comments: GOOD

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**INSTRUCTOR INFORMATION**

- 16. The instructor was well prepared for each session/lesson.
- 17. The instructor provided constructive and timely feedback.
- 18. The instructor's knowledge of the subject was apparent.
- 19. The instructor summarized the material effectively.
- 20. The instructor encouraged questions and discussion.
- 21. The instructor's presentations were clear and understandable.

1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0

Comments: The instructors were EXCELLENT

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A. CHAKRAVARTI

Name (optional)

Manager (Electrical), PFC Ltd, INDIA

Title & Functional Area of the organization in which you work

3/10/75

Date:

52



# Training Reaction Questionnaire

**DIRECTIONS:** The questions on this form have been designed to monitor course quality. Be sure to read each statement carefully and consider the degree to which you agree or disagree. Mark one response per item. Your responses are confidential and will appear only as part of a summary showing average values for everyone taking this course.

Strongly Agree  
Agree  
Neither Agree nor Disagree  
Disagree  
Strongly Disagree  
Not Applicable

## JOB RELATEDNESS

1. The course objectives support my job responsibilities.
2. What I learned in this course will be easy to apply to my job.
3. This course provided me with the skills and/or information I need to do my job.
4. The training references and aids will be usable on my job.
5. The course content/exercises were related to my job.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Applicable
1	2	3	4	5	0	
2	2	3	4	5	0	
3	2	3	4	5	0	
4	2	3	4	5	0	
5	1	2	3	4	5	0

Comments:

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## COURSE MATERIALS

6. The student course materials were useful during the course.
7. The student course materials were complete.
8. The student course materials were well organized.
9. The student course materials were written at an understandable level.
10. The production quality of the course materials and visuals was acceptable.

6	2	3	4	5	0	
7	2	3	4	5	0	
8	2	3	4	5	0	
9	2	3	4	5	0	
10	2	3	4	5	0	

Comments:

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53

**MATERIALS INTERACTION**

- 11. The feedback on exercises was timely.
- 12. The feedback on exercises was constructive.
- 13. The required reading was relevant to the course objectives.
- 14. The exercises were relevant.
- 15. The casework and exercises provided sufficient opportunity to practice skills taught.

Strongly Agree  
 Agree  
 Neither Agree nor Disagree  
 Disagree  
 Strongly Disagree  
 Not Applicable

	1	2	3	4	5	0
11.		✓				
12.		✓				
13.		✓				
14.		✓				
15.		✓				
16.	✓					
17.	✓					
18.	✓					
19.	✓					
20.	✓					
21.	✓					

Comments:

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**INSTRUCTOR INFORMATION**

- 16. The instructor was well prepared for each session/lesson.
- 17. The instructor provided constructive and timely feedback.
- 18. The instructor's knowledge of the subject was apparent.
- 19. The instructor summarized the material effectively.
- 20. The instructor encouraged questions and discussion.
- 21. The instructor's presentations were clear and understandable.

Comments:

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SK GUPTA

Name (optional)

SE (STATE LOAD DISPATCH CENTRE)

Title & Functional Area of the organization in which you work

JHPSEB, SHIMLA, TEL 202291

Date:

09/08/95

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# Training Reaction Questionnaire

**DIRECTIONS:** The questions on this form have been designed to monitor course quality. Be sure to read each statement carefully and consider the degree to which you agree or disagree. Mark one response per item. Your responses are confidential and will appear only as part of a summary showing average values for everyone taking this course.

## JOB RELATEDNESS

1. The course objectives support my job responsibilities.
2. What I learned in this course will be easy to apply to my job.
3. This course provided me with the skills and/or information I need to do my job.
4. The training references and aids will be usable on my job.
5. The course content/exercises were related to my job.

Comments: It adds as a refresher to lot  
of things I knew but didn't apply in  
practice. The

## COURSE MATERIALS

6. The student course materials were useful during the course.
7. The student course materials were complete.
8. The student course materials were well organized.
9. The student course materials were written at an understandable level.
10. The production quality of the course materials and visuals was acceptable.

Comments: Good

Strongly Agree  
 Agree  
 Neither Agree nor Disagree  
 Disagree  
 Strongly Disagree  
 Not Applicable

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Applicable
1. The course objectives support my job responsibilities.	1	2	3	4	5	0
2. What I learned in this course will be easy to apply to my job.	1	2	3	4	5	0
3. This course provided me with the skills and/or information I need to do my job.	1	2	3	4	5	0
4. The training references and aids will be usable on my job.	1	2	3	4	5	0
5. The course content/exercises were related to my job.	1	2	3	4	5	0
6. The student course materials were useful during the course.	1	2	3	4	5	0
7. The student course materials were complete.	1	2	3	4	5	0
8. The student course materials were well organized.	1	2	3	4	5	0
9. The student course materials were written at an understandable level.	1	2	3	4	5	0
10. The production quality of the course materials and visuals was acceptable.	1	2	3	4	5	0

55

Strongly Agree  
Agree  
Neither Agree nor Disagree  
Disagree  
Strongly Disagree  
Not Applicable

**MATERIALS INTERACTION**

- 11. The feedback on exercises was timely.
- 12. The feedback on exercises was constructive.
- 13. The required reading was relevant to the course objectives.
- 14. The exercises were relevant.
- 15. The casework and exercises provided sufficient opportunity to practice skills taught.

	1	2	3	4	5	0
11	1					
12	1					
13	1					
14	1					
15	1	2				
16	1					
17	1					
18	1					
19	1					
20	1					
21	1					

Comments: Would have loved to spend a  
couple of days more

**INSTRUCTOR INFORMATION**

- 16. The instructor was well prepared for each session/lesson.
- 17. The instructor provided constructive and timely feedback.
- 18. The instructor's knowledge of the subject was apparent.
- 19. The instructor summarized the material effectively.
- 20. The instructor encouraged questions and discussion.
- 21. The instructor's presentations were clear and understandable.

Comments: A Good C.I (Improved) team work

Sunil Kumar Khosla  
 Name (optional)  
Manager (S.I) Power Finance Corpn. Ltd.  
 Title & Functional Area of the organization in which you work  
March 9th 1995  
 Date:

66



# Training Reaction Questionnaire

**DIRECTIONS:** The questions on this form have been designed to monitor course quality. Be sure to read each statement carefully and consider the degree to which you agree or disagree. Mark one response per item. Your responses are confidential and will appear only as part of a summary showing average values for everyone taking this course.

## JOB RELATEDNESS

1. The course objectives support my job responsibilities.
2. What I learned in this course will be easy to apply to my job.
3. This course provided me with the skills and/or information I need to do my job.
4. The training references and aids will be usable on my job.
5. The course content/exercises were related to my job.

Comments:

*There is scope to widen the area.*

## COURSE MATERIALS

6. The student course materials were useful during the course.
7. The student course materials were complete.
8. The student course materials were well organized.
9. The student course materials were written at an understandable level.
10. The production quality of the course materials and visuals was acceptable.

Comments:

*It should be in brief*

Strongly Agree  
Agree  
Neither Agree nor Disagree  
Disagree  
Strongly Disagree  
Not Applicable

	1	2	3	4	5	0
1. The course objectives support my job responsibilities.		✓				
2. What I learned in this course will be easy to apply to my job.	✓					
3. This course provided me with the skills and/or information I need to do my job.	✓					
4. The training references and aids will be usable on my job.	1	✓				
5. The course content/exercises were related to my job.	1	✓				
6. The student course materials were useful during the course.	1	2	✓			
7. The student course materials were complete.	1	✓				
8. The student course materials were well organized.	✓					
9. The student course materials were written at an understandable level.	1	✓				
10. The production quality of the course materials and visuals was acceptable.	1	✓				

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**MATERIALS INTERACTION**

- 11. The feedback on exercises was timely.
- 12. The feedback on exercises was constructive.
- 13. The required reading was relevant to the course objectives.
- 14. The exercises were relevant.
- 15. The casework and exercises provided sufficient opportunity to practice skills taught.

Strongly Agree  
 Agree  
 Neither Agree nor Disagree  
 Disagree  
 Strongly Disagree  
 Not Applicable

	1	2	3	4	5	0
11		✓				
12		✓				
13			✓			
14		✓				
15	✓					
16	✓					
17		✓				
18	✓					
19		✓				
20		✓				
21		✓				

Comments:

*More small exercise may be considered for inclusion.*

**INSTRUCTOR INFORMATION**

- 16. The instructor was well prepared for each session/lesson.
- 17. The instructor provided constructive and timely feedback.
- 18. The instructor's knowledge of the subject was apparent.
- 19. The instructor summarized the material effectively.
- 20. The instructor encouraged questions and discussion.
- 21. The instructor's presentations were clear and understandable.

Comments:

*Mr. Nick - Excellent.*



**B.K. MEHTA.**

Name (optional)

*Executive Director, MPEB, RAIPUR (MP) INDIA.*

Title & Functional Area of the organization in which you work

*10.03.95.*

Date:

68



# Training Reaction Questionnaire

**DIRECTIONS:** The questions on this form have been designed to monitor course quality. Be sure to read each statement carefully and consider the degree to which you agree or disagree. Mark one response per item. Your responses are confidential and will appear only as part of a summary showing average values for everyone taking this course.

## JOB RELATEDNESS

1. The course objectives support my job responsibilities.
2. What I learned in this course will be easy to apply to my job.
3. This course provided me with the skills and/or information I need to do my job.
4. The training references and aids will be usable on my job.
5. The course content/exercises were related to my job.

Comments: the materials provided & the displays and  
videos were of immense use & have given new  
ideas which will surely reflect in my working &  
the org. organisation will be benefitted

## COURSE MATERIALS

6. The student course materials were useful during the course.
7. The student course materials were complete.
8. The student course materials were well organized.
9. The student course materials were written at an understandable level.
10. The production quality of the course materials and visuals was acceptable.

Comments: further efforts are required to give  
more materials incorporating various displays  
& visuals

Strongly Agree  
 Agree  
 Neither Agree nor Disagree  
 Disagree  
 Strongly Disagree  
 Not Applicable

	1	2	3	4	5	0
1. The course objectives support my job responsibilities.		✓				
2. What I learned in this course will be easy to apply to my job.		✓				
3. This course provided me with the skills and/or information I need to do my job.		✓				
4. The training references and aids will be usable on my job.		✓				
5. The course content/exercises were related to my job.		✓				
6. The student course materials were useful during the course.		✓				
7. The student course materials were complete.			✓			
8. The student course materials were well organized.		✓				
9. The student course materials were written at an understandable level.		✓				
10. The production quality of the course materials and visuals was acceptable.		✓				

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Strongly Agree  
Agree  
Neither Agree nor Disagree  
Disagree  
Strongly Disagree  
Not Applicable

**MATERIALS INTERACTION**

- 11. The feedback on exercises was timely.
- 12. The feedback on exercises was constructive.
- 13. The required reading was relevant to the course objectives.
- 14. The exercises were relevant.
- 15. The casework and exercises provided sufficient opportunity to practice skills taught.

1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0

Comments: The exercises & interaction was appreciable.

**INSTRUCTOR INFORMATION**

- 16. The instructor was well prepared for each session/lesson.
- 17. The instructor provided constructive and timely feedback.
- 18. The instructor's knowledge of the subject was apparent.
- 19. The instructor summarized the material effectively.
- 20. The instructor encouraged questions and discussion.
- 21. The instructor's presentations were clear and understandable.

1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0

Comments: Mr. Nick Rogans & Dodie all the time & coaches were very well prepared.

P. D. SIVKLA

Name (optional)

Consumer's grievances on Distribution System  
Title & Functional Area of the organization in which you work deficiencies

Date: 10/3/95

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# Training Reaction Questionnaire

**DIRECTIONS:** The questions on this form have been designed to monitor course quality. Be sure to read each statement carefully and consider the degree to which you agree or disagree. Mark one response per item. Your responses are confidential and will appear only as part of a summary showing average values for everyone taking this course.

## JOB RELATEDNESS

1. The course objectives support my job responsibilities.
2. What I learned in this course will be easy to apply to my job.
3. This course provided me with the skills and/or information I need to do my job.
4. The training references and aids will be usable on my job.
5. The course content/exercises were related to my job.

Comments: Such training are very  
essential for field engineering  
especially to use those who are  
working as managers also.

## COURSE MATERIALS

6. The student course materials were useful during the course.
7. The student course materials were complete.
8. The student course materials were well organized.
9. The student course materials were written at an understandable level.
10. The production quality of the course materials and visuals was acceptable.

Comments: The way of presenting & coaching  
with the help of course material was  
quite good and capable.

Strongly Agree  
Agree  
Neither Agree nor Disagree  
Disagree  
Strongly Disagree  
Not Applicable

	1	2	3	4	5	0
1. The course objectives support my job responsibilities.	(1)	2	3	4	5	0
2. What I learned in this course will be easy to apply to my job.	1	(2)	3	4	5	0
3. This course provided me with the skills and/or information I need to do my job.	1	(2)	3	4	5	0
4. The training references and aids will be usable on my job.	1	(2)	3	4	5	0
5. The course content/exercises were related to my job.	1	(2)	3	4	5	0
6. The student course materials were useful during the course.	1	(2)	3	4	5	0
7. The student course materials were complete.	1	(2)	3	4	5	0
8. The student course materials were well organized.	1	(2)	3	4	5	0
9. The student course materials were written at an understandable level.	(1)	2	3	4	5	0
10. The production quality of the course materials and visuals was acceptable.	(1)	2	3	4	5	0

**MATERIALS INTERACTION**

- 11. The feedback on exercises was timely.
- 12. The feedback on exercises was constructive.
- 13. The required reading was relevant to the course objectives.
- 14. The exercises were relevant.
- 15. The casework and exercises provided sufficient opportunity to practice skills taught.

Strongly Agree  
Agree  
Neither Agree nor Disagree  
Disagree  
Strongly Disagree  
Not Applicable

1	(2)	3	4	5	0
1	(2)	3	4	5	0
1	(2)	3	4	5	0
1	(2)	3	4	5	0
1	(2)	3	4	5	0

Comments: The interaction to ease the  
trauma was very good.

**INSTRUCTOR INFORMATION**

- 16. The instructor was well prepared for each session/lesson.
- 17. The instructor provided constructive and timely feedback.
- 18. The instructor's knowledge of the subject was apparent.
- 19. The instructor summarized the material effectively.
- 20. The instructor encouraged questions and discussion.
- 21. The instructor's presentations were clear and understandable.

(1)	2	3	4	5	0
(1)	2	3	4	5	0
1	(2)	3	4	5	0
(1)	2	3	4	5	0
(1)	2	3	4	5	0
(1)	2	3	4	5	0

Comments: The instructions for our  
trauma have been excellent  
especially Ms. Rosanna Steiner  
has been very co-operative

Gupta/AK

Name (optional)

Distribution Engineer / RSRB - India

Title & Functional Area of the organization in which you work

Date: 10/03/95

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# Training Reaction Questionnaire

**DIRECTIONS:** The questions on this form have been designed to monitor course quality. Be sure to read each statement carefully and consider the degree to which you agree or disagree. Mark one response per item. Your responses are confidential and will appear only as part of a summary showing average values for everyone taking this course.

## JOB RELATEDNESS

1. The course objectives support my job responsibilities.
2. What I learned in this course will be easy to apply to my job.
3. This course provided me with the skills and/or information I need to do my job.
4. The training references and aids will be usable on my job.
5. The course content/exercises were related to my job.

Comments:

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## COURSE MATERIALS

6. The student course materials were useful during the course.
7. The student course materials were complete.
8. The student course materials were well organized.
9. The student course materials were written at an understandable level.
10. The production quality of the course materials and visuals was acceptable.

Comments: Nice documentation presented to us

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Strongly Agree  
 Agree  
 Neither Agree nor Disagree  
 Disagree  
 Strongly Disagree  
 Not Applicable

	1	2	3	4	5	0
1. The course objectives support my job responsibilities.	1					
2. What I learned in this course will be easy to apply to my job.		2				
3. This course provided me with the skills and/or information I need to do my job.		2				
4. The training references and aids will be usable on my job.	1					
5. The course content/exercises were related to my job.		2				
6. The student course materials were useful during the course.	1					
7. The student course materials were complete.	1					
8. The student course materials were well organized.	1					
9. The student course materials were written at an understandable level.		2				
10. The production quality of the course materials and visuals was acceptable.		2				

Strongly Agree  
 Agree  
 Neither Agree nor Disagree  
 Disagree  
 Strongly Disagree  
 Not Applicable

**MATERIALS INTERACTION**

- 11. The feedback on exercises was timely.
- 12. The feedback on exercises was constructive.
- 13. The required reading was relevant to the course objectives.
- 14. The exercises were relevant.
- 15. The casework and exercises provided sufficient opportunity to practice skills taught.

1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0

Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**INSTRUCTOR INFORMATION**

- 16. The instructor was well prepared for each session/lesson.
- 17. The instructor provided constructive and timely feedback.
- 18. The instructor's knowledge of the subject was apparent.
- 19. The instructor summarized the material effectively.
- 20. The instructor encouraged questions and discussion.
- 21. The instructor's presentations were clear and understandable.

1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0

Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

JNANESWARA B.T.

Name (optional)

Executive Engineer, Karnataka Electricity Board.

Title & Functional Area of the organization in which you work

10-3-1995

Date:

61



# Training Reaction Questionnaire

**DIRECTIONS:** The questions on this form have been designed to monitor course quality. Be sure to read each statement carefully and consider the degree to which you agree or disagree. Mark one response per item. Your responses are confidential and will appear only as part of a summary showing average values for everyone taking this course.

## JOB RELATEDNESS

1. The course objectives support my job responsibilities.
2. What I learned in this course will be easy to apply to my job.
3. This course provided me with the skills and/or information I need to do my job.
4. The training references and aids will be usable on my job.
5. The course content/exercises were related to my job.

Comments: Good

## COURSE MATERIALS

6. The student course materials were useful during the course.
7. The student course materials were complete.
8. The student course materials were well organized.
9. The student course materials were written at an understandable level.
10. The production quality of the course materials and visuals was acceptable.

Comments: SUFFICIENT

Strongly Agree  
 Agree  
 Neither Agree nor Disagree  
 Disagree  
 Strongly Disagree  
 Not Applicable

	1	2	3	4	5	0
1. The course objectives support my job responsibilities.		2	3	4	5	0
2. What I learned in this course will be easy to apply to my job.		2	3	4	5	0
3. This course provided me with the skills and/or information I need to do my job.		2	3	4	5	0
4. The training references and aids will be usable on my job.	1	2	3	4	5	0
5. The course content/exercises were related to my job.		2	3	4	5	0
6. The student course materials were useful during the course.		2	3	4	5	0
7. The student course materials were complete.		2	3	4	5	0
8. The student course materials were well organized.		2	3	4	5	0
9. The student course materials were written at an understandable level.		2	3	4	5	0
10. The production quality of the course materials and visuals was acceptable.	1	2	3	4	5	0

65

Strongly Agree  
Agree  
Neither Agree nor Disagree  
Disagree  
Strongly Disagree  
Not Applicable

**MATERIALS INTERACTION**

- 11. The feedback on exercises was timely.
- 12. The feedback on exercises was constructive.
- 13. The required reading was relevant to the course objectives.
- 14. The exercises were relevant.
- 15. The casework and exercises provided sufficient opportunity to practice skills taught.

	1	2	3	4	5	0
11		2				
12	1					
13		2				
14		2				
15			3			
16		2				
17		2				
18	1					
19	1					
20		2				
21		2				

Comments:

Good

**INSTRUCTOR INFORMATION**

- 16. The instructor was well prepared for each session/lesson.
- 17. The instructor provided constructive and timely feedback.
- 18. The instructor's knowledge of the subject was apparent.
- 19. The instructor summarized the material effectively.
- 20. The instructor encouraged questions and discussion.
- 21. The instructor's presentations were clear and understandable.

Comments:

Quite Adequate

RAMAKRISHNAN

Name (optional)

SUPERINTENDING ENGINEER / PROJECTS

Title & Functional Area of the organization in which you work

10/3/1995

Date:

bb



# Training Reaction Questionnaire

**DIRECTIONS:** The questions on this form have been designed to monitor course quality. Be sure to read each statement carefully and consider the degree to which you agree or disagree. Mark one response per item. Your responses are confidential and will appear only as part of a summary showing average values for everyone taking this course.

## JOB RELATEDNESS

1. The course objectives support my job responsibilities.
2. What I learned in this course will be easy to apply to my job.
3. This course provided me with the skills and/or information I need to do my job.
4. The training references and aids will be usable on my job.
5. The course content/exercises were related to my job.

Comments: - Very relevant to job.

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## COURSE MATERIALS

6. The student course materials were useful during the course.
7. The student course materials were complete.
8. The student course materials were well organized.
9. The student course materials were written at an understandable level.
10. The production quality of the course materials and visuals was acceptable.

Comments: - Cover & coverage both  
very good.

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Strongly Agree  
 Agree  
 Neither Agree nor Disagree  
 Disagree  
 Strongly Disagree  
 Not Applicable

	1	2	3	4	5	0
1. The course objectives support my job responsibilities.	1	2	3	4	5	0
2. What I learned in this course will be easy to apply to my job.	1	2	3	4	5	0
3. This course provided me with the skills and/or information I need to do my job.	1	2	3	4	5	0
4. The training references and aids will be usable on my job.	1	2	3	4	5	0
5. The course content/exercises were related to my job.	1	2	3	4	5	0
6. The student course materials were useful during the course.	1	2	3	4	5	0
7. The student course materials were complete.	1	2	3	4	5	0
8. The student course materials were well organized.	1	2	3	4	5	0
9. The student course materials were written at an understandable level.	1	2	3	4	5	0
10. The production quality of the course materials and visuals was acceptable.	1	2	3	4	5	0

67

Strongly Agree  
Agree  
Neither Agree nor Disagree  
Disagree  
Strongly Disagree  
Not Applicable

**MATERIALS INTERACTION**

- 11. The feedback on exercises was timely.
- 12. The feedback on exercises was constructive.
- 13. The required reading was relevant to the course objectives.
- 14. The exercises were relevant.
- 15. The casework and exercises provided sufficient opportunity to practice skills taught.

	1	2	3	4	5	0
11	1	2	3	4	5	0
12	1	2	3	4	5	0
13	1	2	3	4	5	0
14	1	2	3	4	5	0
15	1	2	3	4	5	0

Comments: Daily check on +/Δ was  
really impressive to infuse the  
idea of 'Continuous Improvement'

**INSTRUCTOR INFORMATION**

- 16. The instructor was well prepared for each session/lesson.
- 17. The instructor provided constructive and timely feedback.
- 18. The instructor's knowledge of the subject was apparent.
- 19. The instructor summarized the material effectively.
- 20. The instructor encouraged questions and discussion.
- 21. The instructor's presentations were clear and understandable.

	1	2	3	4	5	0
16	1	2	3	4	5	0
17	1	2	3	4	5	0
18	1	2	3	4	5	0
19	1	2	3	4	5	0
20	1	2	3	4	5	0
21	1	2	3	4	5	0

Comments: = Well prepared for the job  
entrusted and succeeded in  
keeping healthy atmosphere during  
training sessions

V. D. APTE

Name (optional)

URBAN DISTRIBUTION SYSTEM

Title & Functional Area of the organization in which you work

Date: 10/3/95

68



# Training Reaction Questionnaire

**DIRECTIONS:** The questions on this form have been designed to monitor course quality. Be sure to read each statement carefully and consider the degree to which you agree or disagree. Mark one response per item. Your responses are confidential and will appear only as part of a summary showing average values for everyone taking this course.

## JOB RELATEDNESS

1. The course objectives support my job responsibilities.
2. What I learned in this course will be easy to apply to my job.
3. This course provided me with the skills and/or information I need to do my job.
4. The training references and aids will be usable on my job.
5. The course content/exercises were related to my job.

Comments:

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## COURSE MATERIALS

6. The student course materials were useful during the course.
7. The student course materials were complete.
8. The student course materials were well organized.
9. The student course materials were written at an understandable level.
10. The production quality of the course materials and visuals was acceptable.

Comments:

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Strongly Agree  
Agree      Neither Agree nor Disagree  
Disagree    Strongly Disagree  
Not Applicable

	1	2	3	4	5	0
1. The course objectives support my job responsibilities.	1	2	3	4	5	0
2. What I learned in this course will be easy to apply to my job.	1	2	3	4	5	0
3. This course provided me with the skills and/or information I need to do my job.	1	2	3	4	5	0
4. The training references and aids will be usable on my job.	1	2	3	4	5	0
5. The course content/exercises were related to my job.	1	2	3	4	5	0
6. The student course materials were useful during the course.	1	2	3	4	5	0
7. The student course materials were complete.	1	2	3	4	5	0
8. The student course materials were well organized.	1	2	3	4	5	0
9. The student course materials were written at an understandable level.	1	2	3	4	5	0
10. The production quality of the course materials and visuals was acceptable.	1	2	3	4	5	0

69

**MATERIALS INTERACTION**

- 11. The feedback on exercises was timely.
- 12. The feedback on exercises was constructive.
- 13. The required reading was relevant to the course objectives.
- 14. The exercises were relevant.
- 15. The casework and exercises provided sufficient opportunity to practice skills taught.

Strongly Agree  
Agree  
Neither Agree nor Disagree  
Disagree  
Strongly Disagree  
Not Applicable

	1	2	3	4	5	0
11.		2	3	4	5	0
12.		2	3	4	5	0
13.	1	2	3	4	5	0
14.	1	2	3	4	5	0
15.	1	2	3	4	5	0
16.	1	2	3	4	5	0
17.	1	2	3	4	5	0
18.	1	2	3	4	5	0
19.	1	2	3	4	5	0
20.	1	2	3	4	5	0
21.	1	2	3	4	5	0

Comments:

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**INSTRUCTOR INFORMATION**

- 16. The instructor was well prepared for each session/lesson.
- 17. The instructor provided constructive and timely feedback.
- 18. The instructor's knowledge of the subject was apparent.
- 19. The instructor summarized the material effectively.
- 20. The instructor encouraged questions and discussion.
- 21. The instructor's presentations were clear and understandable.

Comments: The videos were very interesting and relevant.  
The interaction after playing of videos was really  
lively.

VIJAY. L. SONAJANE

Name (optional)

MAHARASHTRA STATE ELECTRICITY BOARD BOMBAY

Title & Functional Area of the organization in which you work

03/10/1995

Date:

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# Training Reaction Questionnaire

**DIRECTIONS:** The questions on this form have been designed to monitor course quality. Be sure to read each statement carefully and consider the degree to which you agree or disagree. Mark one response per item. Your responses are confidential and will appear only as part of a summary showing average values for everyone taking this course.

## JOB RELATEDNESS

1. The course objectives support my job responsibilities.
2. What I learned in this course will be easy to apply to my job.
3. This course provided me with the skills and/or information I need to do my job.
4. The training references and aids will be usable on my job.
5. The course content/exercises were related to my job.

Comments: Extremely good coaching by all coaches.  
I will facilitate in our job working when we  
are placed.

## COURSE MATERIALS

6. The student course materials were useful during the course.
7. The student course materials were complete.
8. The student course materials were well organized.
9. The student course materials were written at an understandable level.
10. The production quality of the course materials and visuals was acceptable.

Comments: Sufficient course material & videos to explain  
the things in better way were made available which  
makes easy understanding.

Strongly Agree  
 Agree  
 Neither Agree nor Disagree  
 Disagree  
 Strongly Disagree  
 Not Applicable

	1	2	3	4	5	0
1. The course objectives support my job responsibilities.	✓					
2. What I learned in this course will be easy to apply to my job.		✓				
3. This course provided me with the skills and/or information I need to do my job.		✓				
4. The training references and aids will be usable on my job.		✓				
5. The course content/exercises were related to my job.		✓				
6. The student course materials were useful during the course.		✓				
7. The student course materials were complete.		✓				
8. The student course materials were well organized.		✓				
9. The student course materials were written at an understandable level.		✓				
10. The production quality of the course materials and visuals was acceptable.	✓					

Strongly Agree  
Agree  
Neither Agree nor Disagree  
Disagree  
Strongly Disagree  
Not Applicable

**MATERIALS INTERACTION**

- 11. The feedback on exercises was timely.
- 12. The feedback on exercises was constructive.
- 13. The required reading was relevant to the course objectives.
- 14. The exercises were relevant.
- 15. The casework and exercises provided sufficient opportunity to practice skills taught.

1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0

Comments: Good interaction to explain  
the contents of course material.

**INSTRUCTOR INFORMATION**

- 16. The instructor was well prepared for each session/lesson.
- 17. The instructor provided constructive and timely feedback.
- 18. The instructor's knowledge of the subject was apparent.
- 19. The instructor summarized the material effectively.
- 20. The instructor encouraged questions and discussion.
- 21. The instructor's presentations were clear and understandable.

1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0

Comments: Excellent team of teacher & administrator  
which has done our brainstorming on  
many aspects.

72

KHAMESRA B. L.  
Name (optional)  
Distribution Electrical Engineer for utility company  
Title & Functional Area of the organization in which you work  
03/10/1995  
Date: M D Y



# Training Reaction Questionnaire

**DIRECTIONS:** The questions on this form have been designed to monitor course quality. Be sure to read each statement carefully and consider the degree to which you agree or disagree. Mark one response per item. Your responses are confidential and will appear only as part of a summary showing average values for everyone taking this course.

## JOB RELATEDNESS

1. The course objectives support my job responsibilities.
2. What I learned in this course will be easy to apply to my job.
3. This course provided me with the skills and/or information I need to do my job.
4. The training references and aids will be usable on my job.
5. The course content/exercises were related to my job.

Comments:

The course was very useful.

## COURSE MATERIALS

6. The student course materials were useful during the course.
7. The student course materials were complete.
8. The student course materials were well organized.
9. The student course materials were written at an understandable level.
10. The production quality of the course materials and visuals was acceptable.

Comments:

Course material is good and useful

Strongly Agree  
 Agree  
 Neither Agree nor Disagree  
 Disagree  
 Strongly Disagree  
 Not Applicable

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Applicable
1. The course objectives support my job responsibilities.	1	2	3	4	5	0
2. What I learned in this course will be easy to apply to my job.	1	2	3	4	5	0
3. This course provided me with the skills and/or information I need to do my job.	1	2	3	4	5	0
4. The training references and aids will be usable on my job.	1	2	3	4	5	0
5. The course content/exercises were related to my job.	1	2	3	4	5	0
6. The student course materials were useful during the course.	1	2	3	4	5	0
7. The student course materials were complete.	1	2	3	4	5	0
8. The student course materials were well organized.	1	2	3	4	5	0
9. The student course materials were written at an understandable level.	1	2	3	4	5	0
10. The production quality of the course materials and visuals was acceptable.	1	2	3	4	5	0

73

Strongly Agree  
Agree  
Neither Agree nor Disagree  
Disagree  
Strongly Disagree  
Not Applicable

**MATERIALS INTERACTION**

- 11. The feedback on exercises was timely.
- 12. The feedback on exercises was constructive.
- 13. The required reading was relevant to the course objectives.
- 14. The exercises were relevant.
- 15. The casework and exercises provided sufficient opportunity to practice skills taught.

1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0

Comments:

Feedback exercises were good and necessary for involvement of all participants

**INSTRUCTOR INFORMATION**

- 16. The instructor was well prepared for each session/lesson.
- 17. The instructor provided constructive and timely feedback.
- 18. The instructor's knowledge of the subject was apparent.
- 19. The instructor summarized the material effectively.
- 20. The instructor encouraged questions and discussion.
- 21. The instructor's presentations were clear and understandable.

Comments:

Presentations by all lecturers were nice

U.V. GUPTA

Name (optional)

Gujarat state Electricity Board - O&M Division

Title & Functional Area of the organization in which you work

Date: 10/03/95

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# Training Reaction Questionnaire

**DIRECTIONS:** The questions on this form have been designed to monitor course quality. Be sure to read each statement carefully and consider the degree to which you agree or disagree. Mark one response per item. Your responses are confidential and will appear only as part of a summary showing average values for everyone taking this course.

## JOB RELATEDNESS

1. The course objectives support my job responsibilities.
2. What I learned in this course will be easy to apply to my job.
3. This course provided me with the skills and/or information I need to do my job.
4. The training references and aids will be usable on my job.
5. The course content/exercises were related to my job.

Comments:

The TQM approach is essential for  
betterment of services in each sphere.

## COURSE MATERIALS

6. The student course materials were useful during the course.
7. The student course materials were complete.
8. The student course materials were well organized.
9. The student course materials were written at an understandable level.
10. The production quality of the course materials and visuals was acceptable.

Comments:

The course materials were O.K.

Strongly Agree  
Agree  
Neither Agree nor Disagree  
Disagree  
Strongly Disagree  
Not Applicable

	1	2	3	4	5	0
1. The course objectives support my job responsibilities.		✓				
2. What I learned in this course will be easy to apply to my job.		✓				
3. This course provided me with the skills and/or information I need to do my job.		✓				
4. The training references and aids will be usable on my job.		✓				
5. The course content/exercises were related to my job.		✓				
6. The student course materials were useful during the course.		✓				
7. The student course materials were complete.		2	✓			
8. The student course materials were well organized.		✓				
9. The student course materials were written at an understandable level.		✓				
10. The production quality of the course materials and visuals was acceptable.		✓				

**MATERIALS INTERACTION**

- 11. The feedback on exercises was timely.
- 12. The feedback on exercises was constructive.
- 13. The required reading was relevant to the course objectives.
- 14. The exercises were relevant.
- 15. The casework and exercises provided sufficient opportunity to practice skills taught.

Strongly Agree  
Agree  
Neither Agree nor Disagree  
Disagree  
Strongly Disagree  
Not Applicable

1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0

Comments:

The materials interaction was fine.

**INSTRUCTOR INFORMATION**

- 16. The instructor was well prepared for each session/lesson.
- 17. The instructor provided constructive and timely feedback.
- 18. The instructor's knowledge of the subject was apparent.
- 19. The instructor summarized the material effectively.
- 20. The instructor encouraged questions and discussion.
- 21. The instructor's presentations were clear and understandable.

1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0
1	2	3	4	5	0

Comments:

The instructor information was quite good.

D.B. SINGH

Name (optional)

CHIEF ENGINEER (DISTRIBUTION), LUCKNOW ZONE, UPSE

Title & Functional Area of the organization in which you work

03-10-1995

Date:

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# Training Reaction Questionnaire

**DIRECTIONS:** The questions on this form have been designed to monitor course quality. Be sure to read each statement carefully and consider the degree to which you agree or disagree. Mark one response per item. Your responses are confidential and will appear only as part of a summary showing average values for everyone taking this course.

## JOB RELATEDNESS

1. The course objectives support my job responsibilities.
2. What I learned in this course will be easy to apply to my job.
3. This course provided me with the skills and/or information I need to do my job.
4. The training references and aids will be usable on my job.
5. The course content/exercises were related to my job.

Comments: The course is related to the  
job but its application will be  
difficult

## COURSE MATERIALS

6. The student course materials were useful during the course.
7. The student course materials were complete.
8. The student course materials were well organized.
9. The student course materials were written at an understandable level.
10. The production quality of the course materials and visuals was acceptable.

Comments: The quality of course  
material was good.

Strongly Agree  
 Agree  
 Neither Agree nor Disagree  
 Disagree  
 Strongly Disagree  
 Not Applicable

	1	2	3	4	5	0
1		✓				
2				✓		
3		✓				
4			✓			
5		✓				
6	✓					
7		✓				
8		✓				
9	✓					
10		✓				

**MATERIALS INTERACTION**

- 11. The feedback on exercises was timely.
- 12. The feedback on exercises was constructive.
- 13. The required reading was relevant to the course objectives.
- 14. The exercises were relevant.
- 15. The casework and exercises provided sufficient opportunity to practice skills taught.

Strongly Agree  
Agree  
Neither Agree nor Disagree  
Disagree  
Strongly Disagree  
Not Applicable

	1	2	3	4	5	0
11.		✓				
12.	✓					
13.	1	✓				
14.	1	✓				
15.	1	✓				
16.	1	✓				
17.	1	✓				
18.	✓					
19.	1	✓				
20.	1	✓				
21.	✓					

Comments: The feed back was timely  
and exercises were relevant

**INSTRUCTOR INFORMATION**

- 16. The instructor was well prepared for each session/lesson.
- 17. The instructor provided constructive and timely feedback.
- 18. The instructor's knowledge of the subject was apparent.
- 19. The instructor summarized the material effectively.
- 20. The instructor encouraged questions and discussion.
- 21. The instructor's presentations were clear and understandable.

Comments: The instructors were well  
prepared and their presentations were  
clear

ABDUL WAHAB ANSARI  
 Name (optional)  
U. P. STATE ELECTRICITY BOARD  
 Title & Functional Area of the organization in which you work  
10.3.95  
 Date:

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**DIRECTIONS:** The questions on this form have been designed to monitor course quality. Be sure to read each statement carefully and consider the degree to which you agree or disagree. Mark one response per item. Your responses are confidential and will appear only as part of a summary showing average values for everyone taking this course.

## JOB RELATEDNESS

1. The course objectives support my job responsibilities.
2. What I learned in this course will be easy to apply to my job.
3. This course provided me with the skills and/or information I need to do my job.
4. The training references and aids will be usable on my job.
5. The course content/exercises were related to my job.

Comments: The PDCA Concept and Fish Bone  
Concept and internal customer relationship are  
the key points of the course and they are very  
useful at field level and hope that our TQM course  
will make us to improve our efficiency of working.

## COURSE MATERIALS

6. The student course materials were useful during the course.
7. The student course materials were complete.
8. The student course materials were well organized.
9. The student course materials were written at an understandable level.
10. The production quality of the course materials and visuals was acceptable.

Comments: Print outs may be given for the  
some of material shown on video and not  
covered in the book-let.

Strongly Agree  
Agree  
Neither Agree nor Disagree  
Disagree  
Strongly Disagree  
Not Applicable

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Applicable
1. The course objectives support my job responsibilities.	✓ 1	2	3	4	5	0
2. What I learned in this course will be easy to apply to my job.	✓ 1	2	3	4	5	0
3. This course provided me with the skills and/or information I need to do my job.	✓ 1	2	3	4	5	0
4. The training references and aids will be usable on my job.	✓ 1	2	3	4	5	0
5. The course content/exercises were related to my job.	✓ 1	2	3	4	5	0
6. The student course materials were useful during the course.	✓ 1	2	3	4	5	0
7. The student course materials were complete.	✓ 1	2	3	4	5	0
8. The student course materials were well organized.	✓ 1	2	3	4	5	0
9. The student course materials were written at an understandable level.	✓ 1	2	3	4	5	0
10. The production quality of the course materials and visuals was acceptable.	✓ 1	2	3	4	5	0

myhand  
PMU & ANP

**MATERIALS INTERACTION**

- 11. The feedback on exercises was timely.
- 12. The feedback on exercises was constructive.
- 13. The required reading was relevant to the course objectives.
- 14. The exercises were relevant.
- 15. The casework and exercises provided sufficient opportunity to practice skills taught.

Strongly Agree  
 Agree  
 Neither Agree nor Disagree  
 Disagree  
 Strongly Disagree  
 Not Applicable

	1	2	3	4	5	0
11.						
12.						
13.						
14.						
15.						
16.						
17.						
18.						
19.						
20.						
21.						

*Comments:*

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**INSTRUCTOR INFORMATION**

- 16. The instructor was well prepared for each session/lesson.
- 17. The instructor provided constructive and timely feedback.
- 18. The instructor's knowledge of the subject was apparent.
- 19. The instructor summarized the material effectively.
- 20. The instructor encouraged questions and discussion.
- 21. The instructor's presentations were clear and understandable.

*Comments:*

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Name (optional)

Title & Functional Area of the organization in which you work

Date:

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**DIRECTIONS:** The questions on this form have been designed to monitor course quality. Be sure to read each statement carefully and consider the degree to which you agree or disagree. Mark one response per item. Your responses are confidential and will appear only as part of a summary showing average values for everyone taking this course.

### JOB RELATEDNESS

1. The course objectives support my job responsibilities.
2. What I learned in this course will be easy to apply to my job.
3. This course provided me with the skills and/or information I need to do my job.
4. The training references and aids will be usable on my job.
5. The course content/exercises were related to my job.

Comments:

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### COURSE MATERIALS

6. The student course materials were useful during the course.
7. The student course materials were complete.
8. The student course materials were well organized.
9. The student course materials were written at an understandable level.
10. The production quality of the course materials and visuals was acceptable.

Comments:

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Strongly Agree  
Agree      Neither Agree nor Disagree  
Disagree    Strongly Disagree  
Not Applicable

	1	2	3	4	5	0
1. The course objectives support my job responsibilities.	1	2	3	4	5	0
2. What I learned in this course will be easy to apply to my job.	1	2	3	4	5	0
3. This course provided me with the skills and/or information I need to do my job.	1	2	3	4	5	0
4. The training references and aids will be usable on my job.	1	2	3	4	5	0
5. The course content/exercises were related to my job.	1	2	3	4	5	0
6. The student course materials were useful during the course.	1	2	3	4	5	0
7. The student course materials were complete.	1	2	3	4	5	0
8. The student course materials were well organized.	1	2	3	4	5	0
9. The student course materials were written at an understandable level.	1	2	3	4	5	0
10. The production quality of the course materials and visuals was acceptable.	1	2	3	4	5	0

**MATERIALS INTERACTION**

- 11. The feedback on exercises was timely.
- 12. The feedback on exercises was constructive.
- 13. The required reading was relevant to the course objectives.
- 14. The exercises were relevant.
- 15. The casework and exercises provided sufficient opportunity to practice skills taught.

Strongly Agree  
Agree      Neither Agree nor Disagree  
Disagree    Strongly Disagree  
Not Applicable

	1	2	3	4	5	0
11	1					
12	1					
13	1					
14	1					
15	1					
16	1					
17	1					
18	1					
19	1					
20	1					
21	1					

Comments:

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**INSTRUCTOR INFORMATION**

- 16. The instructor was well prepared for each session/lesson.
- 17. The instructor provided constructive and timely feedback.
- 18. The instructor's knowledge of the subject was apparent.
- 19. The instructor summarized the material effectively.
- 20. The instructor encouraged questions and discussion.
- 21. The instructor's presentations were clear and understandable.

Comments:

*The course is very well designed - conducted. It gives a lot of scope for improvement in our areas of work.*

A. CHAMARAJ

Name (optional)

Superintending Engineer, Karnataka S.E 1

Title & Functional Area of the organization in which you work

03-10-1995

Date:

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# Training Reaction Questionnaire

**DIRECTIONS:** The questions on this form have been designed to monitor course quality. Be sure to read each statement carefully and consider the degree to which you agree or disagree. Mark one response per item. Your responses are confidential and will appear only as part of a summary showing average values for everyone taking this course.

## JOB RELATEDNESS

1. The course objectives support my job responsibilities.
2. What I learned in this course will be easy to apply to my job.
3. This course provided me with the skills and/or information I need to do my job.
4. The training references and aids will be usable on my job.
5. The course content/exercises were related to my job.

Comments: As in my capacity as Manager of  
my area of work TOM courses will be  
VERY USEFUL in continuous  
Improvement

## COURSE MATERIALS

6. The student course materials were useful during the course.
7. The student course materials were complete.
8. The student course materials were well organized.
9. The student course materials were written at an understandable level.
10. The production quality of the course materials and visuals was acceptable.

Comments: very good.

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Strongly Agree  
Agree  
Neither Agree nor Disagree  
Disagree  
Strongly Disagree  
Not Applicable

	1	2	3	4	5	0
1.		(2)				
2.		(2)				
3.	(1)					
4.	(1)					
5.		(2)				
6.		(1)				
7.		(1)				
8.		(1)				
9.		(1)				
10.		(1)				

Strongly Agree  
Agree  
Neither Agree nor Disagree  
Disagree  
Strongly Disagree  
Not Applicable

**MATERIALS INTERACTION**

- 11. The feedback on exercises was timely.
- 12. The feedback on exercises was constructive.
- 13. The required reading was relevant to the course objectives.
- 14. The exercises were relevant.
- 15. The casework and exercises provided sufficient opportunity to practice skills taught.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Applicable
11	1	2	3	4	5	0
12	1	2	3	4	5	0
13	1	2	3	4	5	0
14	1	2	3	4	5	0
15	1	2	3	4	5	0

Comments: very relevant.

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**INSTRUCTOR INFORMATION**

- 16. The instructor was well prepared for each session/lesson.
- 17. The instructor provided constructive and timely feedback.
- 18. The instructor's knowledge of the subject was apparent.
- 19. The instructor summarized the material effectively.
- 20. The instructor encouraged questions and discussion.
- 21. The instructor's presentations were clear and understandable.

16	1	2	3	4	5	0
17	1	2	3	4	5	0
18	1	2	3	4	5	0
19	1	2	3	4	5	0
20	1	2	3	4	5	0
21	1	2	3	4	5	0

Comments: Very Good.

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**RAJALINGAM**

Name (optional)  
SUPERINTENDING ENGINEER/TAMILNADU ELECTRICITY BOARD  
 Title & Functional Area of the organization in which you work  
10-03-1995  
 Date:

ERODE/TAMILNADU

94



# Training Reaction Questionnaire

**DIRECTIONS:** The questions on this form have been designed to monitor course quality. Be sure to read each statement carefully and consider the degree to which you agree or disagree. Mark one response per item. Your responses are confidential and will appear only as part of a summary showing average values for everyone taking this course.

## JOB RELATEDNESS

1. The course objectives support my job responsibilities.
2. What I learned in this course will be easy to apply to my job.
3. This course provided me with the skills and/or information I need to do my job.
4. The training references and aids will be usable on my job.
5. The course content/exercises were related to my job.

Comments:

Extremely good

## COURSE MATERIALS

6. The student course materials were useful during the course.
7. The student course materials were complete.
8. The student course materials were well organized.
9. The student course materials were written at an understandable level.
10. The production quality of the course materials and visuals was acceptable.

Comments:

Very good.

Strongly Agree  
 Agree  
 Neither Agree nor Disagree  
 Disagree  
 Strongly Disagree  
 Not Applicable

	1	2	3	4	5	0
1. The course objectives support my job responsibilities.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. What I learned in this course will be easy to apply to my job.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. This course provided me with the skills and/or information I need to do my job.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. The training references and aids will be usable on my job.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The course content/exercises were related to my job.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. The student course materials were useful during the course.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. The student course materials were complete.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. The student course materials were well organized.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. The student course materials were written at an understandable level.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. The production quality of the course materials and visuals was acceptable.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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**MATERIALS INTERACTION**

- 11. The feedback on exercises was timely.
- 12. The feedback on exercises was constructive.
- 13. The required reading was relevant to the course objectives.
- 14. The exercises were relevant.
- 15. The casework and exercises provided sufficient opportunity to practice skills taught.

Strongly Agree  
Agree      Neither Agree nor Disagree  
Disagree    Strongly Disagree  
Not Applicable

	1	2	3	4	5	0
11.	✓					
12.		✓				
13.		✓				
14.	✓					
15.		✓				
16.	✓					
17.		✓				
18.	✓					
19.	✓					
20.		✓				
21.		✓				

Comments:

Very Good

**INSTRUCTOR INFORMATION**

- 16. The instructor was well prepared for each session/lesson.
- 17. The instructor provided constructive and timely feedback.
- 18. The instructor's knowledge of the subject was apparent.
- 19. The instructor summarized the material effectively.
- 20. The instructor encouraged questions and discussion.
- 21. The instructor's presentations were clear and understandable.

Comments: video presentations excellent.

K. RANGANATHAM

Name (optional)

A.P. STATE ELECTRICITY BOARD - INDIA.

Title & Functional Area of the organization in which you work

03-10-1995

Date:

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**Annex 4**  
**Participant Questionnaire**  
**Tabulation and Supporting Forms**

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5. To what extent did you encounter any social or cultural adjustment problems:

No Problems 1	Some Problems 2	Many Problems 3
18	7	

If many problems were encountered, please explain: \_\_\_\_\_

---



---

6. Did you have English language training either in the United States or prior to departure for training?

- ( 2 ) Had English language training prior to departure
- ( ) Had English language training in the United States
- (20 ) Did not have English language training.

7. To what extent did you experience problems with the English language?

Speaking

Understanding

Writing

Reading

No Problems 1	Some Problems 2	Many Problems 3
22		
13	11	1
23		
23		

8. How satisfied are you with the following aspects of your training program?

	Very Satisfied	Moderately Satisfied		Not Satisfied	
	1	2	3	4	5
Program Content and Delivery (technical level, length amount of information)	10	12	3		
Relevance of Training to Job	10	14	1		
Applicability of Training to Host Country Conditions	7	8	9	1	
Balance of Theory and Practice	6	13	6		
Competence of Instructions	12	9	3		
Adequacy of Training Facilities	15	10			
Administrative Arrangements	19	6			
Chance to meet Americans (or nationals of country of training)	14	9	1		1

If not satisfied with any aspect, please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

9. How satisfied are you with your overall training experience?

Very Satisfied	Moderately Satisfied		Not Satisfied	
1	2	3	4	5
11	14			

10. What have been the greatest benefits from your training program? (Please number in rank order. Rank no more than three items)

- ( 1 ) Enhanced professional capabilities
- ( 4 ) Career advancement/better job opportunities
- ( 2 ) Exposure to other culture(s) and social system(s)
- ( 3 ) Professional contacts
- ( 5 ) Obtaining a degree of certificate

Other: \_\_\_\_\_  
(specify)

11. As a result of your training, what contributions are you now prepare to make upon return to your organization/job? (Please number in rank order. Rank all that apply).

- ( 2 ) Manage a project, office, division, or company
- ( 5 ) Initiate new projects or services
- ( 1 ) Improve operational procedures, programs or services
- ( 4 ) Influence or make policy
- ( 3 ) Train others (workshops, on-the-job training, etc.)
- ( 6 ) Participate in research activities
- ( 7 ) Did not return to a specific organization/job

Other: \_\_\_\_\_  
(specify)

Additional Comments: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Thank you for your cooperation and good luck with your career in India  
*The Development Associates Project Staff*



5. To what extent did you encounter any social or cultural adjustment problems:

No Problems 1	Some Problems 2	Many Problems 3
	✓	

If many problems were encountered, please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6. Did you have English language training either in the United States or prior to departure for training?

- Had English language training prior to departure
- Had English language training in the United States
- Did not have English language training.

7. To what extent did you experience problems with the English language?

Speaking

Understanding

Writing

Reading

No Problems 1	Some Problems 2	Many Problems 3
	with U.S.A. accent.	
	✓	
✓		
✓		

8. How satisfied are you with the following aspects of your training program?

	Very Satisfied	Moderately Satisfied		Not Satisfied	
	1	2	3	4	5
Program Content and Delivery (technical level, length amount of information)			✓		
Relevance of Training to Job		✓			
Applicability of Training to Host Country Conditions			✓		
Balance of Theory and Practice		✓			
Competence of Instructions		✓			
Adequacy of Training Facilities		✓			
Administrative Arrangements	✓				
Chance to meet Americans (or nationals of country of training)	✓				

If not satisfied with any aspect, please explain: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

9. How satisfied are you with your overall training experience?

Very Satisfied	Moderately Satisfied		Not Satisfied	
1	2	3	4	5
	✓			

10. What have been the greatest benefits from your training program? (Please number in rank order. Rank no more than three items)

- (1) Enhanced professional capabilities
- ( ) Career advancement/better job opportunities
- (2) Exposure to other culture(s) and social system(s)
- (3) Professional contacts
- ( ) Obtaining a degree of certificate

Other: \_\_\_\_\_  
(specify)

11. As a result of your training, what contributions are you now prepare to make upon return to your organization/job? (Please number in rank order. Rank all that apply).

- (3) Manage a project, office, division, or company
- (4) Initiate new projects or services
- (1) Improve operational procedures, programs or services
- (6) Influence or make policy
- (2) Train others (workshops, on-the-job training, etc.)
- (5) Participate in research activities
- ( ) Did not return to a specific organization/job

Other: \_\_\_\_\_  
(specify)

Additional Comments: better briefing on language accent problems  
and better (economical) telephone facilities like  
pre paid card would have taken care of lot of  
worries - Other arrangements were good.

Thank you for your cooperation and good luck with your career in India  
*The Development Associates Project Staff*

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**EMCAT EVALUATION QUESTIONNAIRE**  
**"Urban Distribution Losses"**  
(Please print)

NAME: ABDUL WAHAB ANSARI  
(optional)

1. Are you returning to the same position you occupied before training?

Yes (✓) No ( ) No Prior Job ( )

If no, what is your new position?

\_\_\_\_\_

Job Title	Dept/Agency/Company
-----------	---------------------

2. Did the training you receive fulfill its designated objectives?

Yes (✓) No ( )

If no, please explain why: \_\_\_\_\_

\_\_\_\_\_

3. Which of the following orientations, if any, did you attend in preparation for your training program?

- (✓) Pre-departure orientation in home country
  - ( ) Arrival orientation in country of training
- or
- ( ) Did not attend an orientation

4. Were you adequately prepared for your training program?

Yes (✓) No ( )

If not, what would have helped you to become better prepared?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. To what extent did you encounter any social or cultural adjustment problems:

No Problems 1	Some Problems 2	Many Problems 3
	✓	

If many problems were encountered, please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6. Did you have English language training either in the United States or prior to departure for training?

- Had English language training prior to departure
- Had English language training in the United States
- Did not have English language training.

7. To what extent did you experience problems with the English language?

Speaking

Understanding

Writing

Reading

No Problems 1	Some Problems 2	Many Problems 3
✓		
	✓	
✓		
✓		

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8. How satisfied are you with the following aspects of your training program?

	Very Satisfied	Moderately Satisfied		Not Satisfied	
	1	2	3	4	5
Program Content and Delivery (technical level, length amount of information)	✓				
Relevance of Training to Job	✓				
Applicability of Training to Host Country Conditions			✓		
Balance of Theory and Practice		✓			
Competence of Instructions	✓				
Adequacy of Training Facilities	✓				
Administrative Arrangements		✓			
Chance to meet Americans (or nationals of country of training)		✓			

If not satisfied with any aspect, please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

9. How satisfied are you with your overall training experience?

Very Satisfied	Moderately Satisfied		Not Satisfied	
1	2	3	4	5
	✓			

10. What have been the greatest benefits from your training program? (Please number in rank order. Rank no more than three items)

- Enhanced professional capabilities
- Career advancement/better job opportunities
- Exposure to other culture(s) and social system(s)
- Professional contacts
- Obtaining a degree or certificate

Other: \_\_\_\_\_  
(specify)

11. As a result of your training, what contributions are you now prepare to make upon return to your organization/job? (Please number in rank order. Rank all that apply).

- (1) Manage a project, office, division, or company
- (4) Initiate new projects or services
- (3) Improve operational procedures, programs or services
- (2) Influence or make policy
- (5) Train others (workshops, on-the-job training, etc.)
- (6) Participate in research activities
- (7) Did not return to a specific organization/job

Other: \_\_\_\_\_  
(specify)

Additional Comments: The training was helpful in developing professional skills. Some of the American practices like elimination of secondary lines and single phase distribution can be considered for adoption in INDIA

Thank you for your cooperation and good luck with your career in India

*The Development Associates Project Staff*

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**EMCAT EVALUATION QUESTIONNAIRE**  
**"Urban Distribution Losses"**  
(Please print)

NAME: D. B. SINGH  
(optional)

1. Are you returning to the same position you occupied before training?

Yes (✓)      No ( )      No Prior Job ( )

If no, what is your new position?

\_\_\_\_\_      \_\_\_\_\_  
Job Title      Dept/Agency/Company

2. Did the training you receive fulfill its designated objectives?

Yes (✓)      No ( )

If no, please explain why: \_\_\_\_\_

\_\_\_\_\_

3. Which of the following orientations, if any, did you attend in preparation for your training program?

- (✓) Pre-departure orientation in home country
- ( ) Arrival orientation in country of training
- or
- ( ) Did not attend an orientation

4. Were you adequately prepared for your training program?

Yes (✓)      No ( )

If not, what would have helped you to become better prepared?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. To what extent did you encounter any social or cultural adjustment problems:

No Problems 1	Some Problems 2	Many Problems 3
✓		

If many problems were encountered, please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6. Did you have English language training either in the United States or prior to departure for training?

- Had English language training prior to departure
- Had English language training in the United States
- Did not have English language training.

7. To what extent did you experience problems with the English language?

Speaking

Understanding

Writing

Reading

No Problems 1	Some Problems 2	Many Problems 3
✓		
✓		
✓		
✓		

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8. How satisfied are you with the following aspects of your training program?

	Very Satisfied	Moderately Satisfied		Not Satisfied	
	1	2	3	4	5
Program Content and Delivery (technical level, length amount of information)	✓				
Relevance of Training to Job	✓				
Applicability of Training to Host Country Conditions	✓				
Balance of Theory and Practice	✓				
Competence of Instructions	✓				
Adequacy of Training Facilities	✓				
Administrative Arrangements	✓				
Chance to meet Americans (or nationals of country of training)	✓				

If not satisfied with any aspect, please explain: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

9. How satisfied are you with your overall training experience?

Very Satisfied	Moderately Satisfied		Not Satisfied	
1	2	3	4	5
✓				

10. What have been the greatest benefits from your training program? (Please number in rank order. Rank no more than three items)

- (1) Enhanced professional capabilities
- ( ) Career advancement/better job opportunities
- (3) Exposure to other culture(s) and social system(s)
- (2) Professional contacts
- ( ) Obtaining a degree of certificate

Other: \_\_\_\_\_  
(specify)

11. As a result of your training, what contributions are you now prepare to make upon return to your organization/job? (Please number in rank order. Rank all that apply).

- (1) Manage a project, office, division, or company
- (5) Initiate new projects or services
- (2) Improve operational procedures, programs or services
- (4) Influence or make policy
- (3) Train others (workshops, on-the-job training, etc.)
- ( ) Participate in research activities
- ( ) Did not return to a specific organization/job

Other: \_\_\_\_\_  
(specify)

Additional Comments: The overall effect of the training programme has been very good and encouraging in respect of the objective for improving the Distribution System of my Elec. Board.

Thank you for your cooperation and good luck with your career in India

*The Development Associates Project Staff*

**EMCAT EVALUATION QUESTIONNAIRE**  
**"Urban Distribution Losses"**  
(Please print)

NAME: K. RANGANATHAM.  
(optional)

1. Are you returning to the same position you occupied before training?

Yes (✓)      No ( )      No Prior Job ( )

If no, what is your new position?

\_\_\_\_\_

Job Title

Dept/Agency/Company

2. Did the training you receive fulfill its designated objectives?

Yes (✓)      No ( )

If no, please explain why: \_\_\_\_\_

\_\_\_\_\_

3. Which of the following orientations, if any, did you attend in preparation for your training program?

- (✓) Pre-departure orientation in home country
- ( ) Arrival orientation in country of training
- or
- ( ) Did not attend an orientation

4. Were you adequately prepared for your training program?

Yes (✓)      No ( )

If not, what would have helped you to become better prepared?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. To what extent did you encounter any social or cultural adjustment problems:

No Problems 1	Some Problems 2	Many Problems 3
✓		

If many problems were encountered, please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6. Did you have English language training either in the United States or prior to departure for training?

- Had English language training prior to departure
- Had English language training in the United States
- Did not have English language training.

7. To what extent did you experience problems with the English language?

Speaking

Understanding

Writing

Reading

No Problems 1	Some Problems 2	Many Problems 3
✓		
✓		
✓		
✓		

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8. How satisfied are you with the following aspects of your training program?

	Very Satisfied	Moderately Satisfied		Not Satisfied	
	1	2	3	4	5
Program Content and Delivery (technical level, length amount of information)	✓				
Relevance of Training to Job	✓				
Applicability of Training to Host Country Conditions	✓				
Balance of Theory and Practice	✓				
Competence of Instructions	✓				
Adequacy of Training Facilities	✓				
Administrative Arrangements	✓				
Chance to meet Americans (or nationals of country of training)	✓				

If not satisfied with any aspect, please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

9. How satisfied are you with your overall training experience?

Very Satisfied	Moderately Satisfied		Not Satisfied	
1	2	3	4	5
✓				

10. What have been the greatest benefits from your training program? (Please number in rank order. Rank no more than three items)

- (1) Enhanced professional capabilities
- (2) Career advancement/better job opportunities
- (3) Exposure to other culture(s) and social system(s)
- ( ) Professional contacts
- ( ) Obtaining a degree or certificate

Other: \_\_\_\_\_  
(specify)

11. As a result of your training, what contributions are you now prepare to make upon return to your organization/job? (Please number in rank order. Rank all that apply).

- (2) Manage a project, office, division, or company
- (5) Initiate new projects or services
- (1) Improve operational procedures, programs or services
- (3) Influence or make policy
- (4) Train others (workshops, on-the-job training, etc.)
- ( ) Participate in research activities
- ( ) Did not return to a specific organization/job

Other: \_\_\_\_\_  
(specify)

Additional Comments: WELL ORGANISED TRAININGS WITH  
UTMOST CARE IN EACH AND EVERY ASPECT.

Thank you for your cooperation and good luck with your career in India  
*The Development Associates Project Staff*

**EMCAT EVALUATION QUESTIONNAIRE**  
**"Urban Distribution Losses"**  
(Please print)

NAME: \_\_\_\_\_  
(optional)

1. Are you returning to the same position you occupied before training?

Yes  No ( ) No Prior Job ( )

If no, what is your new position?

\_\_\_\_\_

Job Title

Dept/Agency/Company

2. Did the training you receive fulfill its designated objectives?

Yes  No ( )

If no, please explain why: \_\_\_\_\_

\_\_\_\_\_

3. Which of the following orientations, if any, did you attend in preparation for your training program?

Pre-departure orientation in home country

Arrival orientation in country of training

or

( ) Did not attend an orientation

4. Were you adequately prepared for your training program?

Yes  No ( )

If not, what would have helped you to become better prepared?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. To what extent did you encounter any social or cultural adjustment problems:

No Problems 1	Some Problems 2	Many Problems 3
	✓	

If many problems were encountered, please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6. Did you have English language training either in the United States or prior to departure for training?

- Had English language training prior to departure
- Had English language training in the United States
- Did not have English language training.

7. To what extent did you experience problems with the English language?

Speaking

Understanding

Writing

Reading

No Problems 1	Some Problems 2	Many Problems 3
	✓	

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8. How satisfied are you with the following aspects of your training program?

	Very Satisfied	Moderately Satisfied		Not Satisfied	
	1	2	3	4	5
Program Content and Delivery (technical level, length amount of information)		✓			
Relevance of Training to Job		✓			
Applicability of Training to Host Country Conditions			✓		
Balance of Theory and Practice			✓		
Competence of Instructions		✓			
Adequacy of Training Facilities		✓			
Administrative Arrangements		✓			
Chance to meet Americans (or nationals of country of training)		✓			

If not satisfied with any aspect, please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

9. How satisfied are you with your overall training experience?

Very Satisfied	Moderately Satisfied		Not Satisfied	
1	2	3	4	5
	✓			

10. What have been the greatest benefits from your training program? (Please number in rank order. Rank no more than three items)

- (✓1) Enhanced professional capabilities
- ( ) Career advancement/better job opportunities
- (2) Exposure to other culture(s) and social system(s)
- (3) Professional contacts
- (4) Obtaining a degree of certificate

Other: \_\_\_\_\_  
(specify)

11. As a result of your training, what contributions are you now prepare to make upon return to your organization/job? (Please number in rank order. Rank all that apply).

- ( ) Manage a project, office, division, or company
- (2) Initiate new projects or services
- (1) Improve operational procedures, programs or services
- (3) Influence or make policy
- ( ) Train others (workshops, on-the-job training, etc.)
- ( ) Participate in research activities
- ( ) Did not return to a specific organization/job

Other: \_\_\_\_\_  
(specify)

Additional Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Thank you for your cooperation and good luck with your career in India  
*The Development Associates Project Staff*

M

EMCAT EVALUATION QUESTIONNAIRE  
"Urban Distribution Losses"  
(Please print)

NAME: RAMAKRISHNAN  
(optional)

1. Are you returning to the same position you occupied before training?

Yes (✓) No ( ) No Prior Job ( )

If no, what is your new position?

\_\_\_\_\_

Job Title

Dept/Agency/Company

2. Did the training you receive fulfill its designated objectives?

Yes (✓) No ( )

If no, please explain why: \_\_\_\_\_

\_\_\_\_\_

3. Which of the following orientations, if any, did you attend in preparation for your training program?

- (✓) Pre-departure orientation in home country
- ( ) Arrival orientation in country of training
- or
- ( ) Did not attend an orientation

4. Were you adequately prepared for your training program?

Yes ( ) No (✓)

If not, what would have helped you to become better prepared?

The pre-training programme must have been conducted  
giving more importance to what we are expected to  
see and learn in U.S.A, which has not been done fully.  
If it has been fully about the power companies and their  
methods of operation etc.. at U.S.A, that would have been more beneficial

5. To what extent did you encounter any social or cultural adjustment problems:

No Problems 1	Some Problems 2	Many Problems 3
	✓	

If many problems were encountered, please explain: \_\_\_\_\_

*Only have some problems which I was  
able to adjust to later*

6. Did you have English language training either in the United States or prior to departure for training?

- Had English language training prior to departure
- Had English language training in the United States
- Did not have English language training.

7. To what extent did you experience problems with the English language?

	No Problems 1	Some Problems 2	Many Problems 3
Speaking	✓		
Understanding			✓
Writing	✓		
Reading	✓		

8. How satisfied are you with the following aspects of your training program?

	Very Satisfied	Moderately Satisfied		Not Satisfied	
	1	2	3	4	5
Program Content and Delivery (technical level, length amount of information)		✓			
Relevance of Training to Job	✓				
Applicability of Training to Host Country Conditions	✓				
Balance of Theory and Practice		✓			
Competence of Instructions		✓			
Adequacy of Training Facilities	✓				
Administrative Arrangements	✓				
Chance to meet Americans (or nationals of country of training)		✓			

If not satisfied with any aspect, please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

9. How satisfied are you with your overall training experience?

Very Satisfied	Moderately Satisfied		Not Satisfied	
1	2	3	4	5
✓				

10. What have been the greatest benefits from your training program? (Please number in rank order. Rank no more than three items)

- (2) Enhanced professional capabilities
- (5) Career advancement/better job opportunities
- (1) Exposure to other culture(s) and social system(s)
- (3) Professional contacts
- (4) Obtaining a degree of certificate

Other: \_\_\_\_\_  
(specify)

11. As a result of your training, what contributions are you now prepare to make upon return to your organization/job? (Please number in rank order. Rank all that apply).

- (3) Manage a project, office, division, or company
- (5) Initiate new projects or services
- (4) Improve operational procedures, programs or services
- (6) Influence or make policy
- (1) Train others (workshops, on-the-job training, etc.)
- (2) Participate in research activities
- (7) Did not return to a specific organization/job

Other: \_\_\_\_\_  
(specify)

Additional Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Thank you for your cooperation and good luck with your career in India

*The Development Associates Project Staff*

EMCAT EVALUATION QUESTIONNAIRE  
"Urban Distribution Losses"  
(Please print)

NAME: C. P. Shinkler  
(optional)

1. Are you returning to the same position you occupied before training?

Yes (✓) No ( ) No Prior Job ( )

If no, what is your new position?

\_\_\_\_\_

Job Title

Dept/Agency/Company

2. Did the training you receive fulfill its designated objectives?

Yes (✓) No ( )

If no, please explain why: \_\_\_\_\_

\_\_\_\_\_

3. Which of the following orientations, if any, did you attend in preparation for your training program?

- (✓) Pre-departure orientation in home country  
( ) Arrival orientation in country of training  
or  
( ) Did not attend an orientation

4. Were you adequately prepared for your training program?

Yes (✓) No ( )

If not, what would have helped you to become better prepared?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. To what extent did you encounter any social or cultural adjustment problems:

No Problems 1	Some Problems 2	Many Problems 3
✓		

If many problems were encountered, please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6. Did you have English language training either in the United States or prior to departure for training?

- Had English language training prior to departure
- Had English language training in the United States
- Did not have English language training.

7. To what extent did you experience problems with the English language?

Speaking

Understanding

Writing

Reading

No Problems 1	Some Problems 2	Many Problems 3
✓		
	✓	
✓		
✓		

8. How satisfied are you with the following aspects of your training program?

	Very Satisfied	Moderately Satisfied		Not Satisfied	
	1	2	3	4	5
Program Content and Delivery (technical level, length amount of information)		✓			
Relevance of Training to Job		✓			
Applicability of Training to Host Country Conditions			✓		
Balance of Theory and Practice			✓		
Competence of Instructions			✓		
Adequacy of Training Facilities		✓			
Administrative Arrangements	✓	✗			
Chance to meet Americans (or nationals of country of training)	✓				

If not satisfied with any aspect, please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

9. How satisfied are you with your overall training experience?

Very Satisfied	Moderately Satisfied		Not Satisfied	
1	2	3	4	5
	✓			

10. What have been the greatest benefits from your training program? (Please number in rank order. Rank no more than three items)

- (1) Enhanced professional capabilities
- ( ) Career advancement/better job opportunities
- (2) Exposure to other culture(s) and social system(s)
- (3) Professional contacts
- ( ) Obtaining a degree of certificate

Other: \_\_\_\_\_  
(specify)

11. As a result of your training, what contributions are you now prepare to make upon return to your organization/job? (Please number in rank order. Rank all that apply).

- (2) Manage a project, office, division, or company
- (4) Initiate new projects or services
- (1) Improve operational procedures, programs or services
- (5) Influence or make policy
- (3) Train others (workshops, on-the-job training, etc.)
- (6) Participate in research activities
- (7) Did not return to a specific organization/job

Other: \_\_\_\_\_  
(specify)

Additional Comments: \_\_\_\_\_

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Thank you for your cooperation and good luck with your career in India  
*The Development Associates Project Staff*

**EMCAT EVALUATION QUESTIONNAIRE**  
**"Urban Distribution Losses"**  
(Please print)

NAME: CHANDRAMOHAN  
(optional)

1. Are you returning to the same position you occupied before training?

Yes (✓)      No ( )      No Prior Job ( )

If no, what is your new position?

\_\_\_\_\_

Job Title

Dept/Agency/Company

2. Did the training you receive fulfill its designated objectives?

Yes (✓)      No ( )

If no, please explain why: \_\_\_\_\_

\_\_\_\_\_

3. Which of the following orientations, if any, did you attend in preparation for your training program?

(✓) Pre-departure orientation in home country

( ) Arrival orientation in country of training

or

( ) Did not attend an orientation

4. Were you adequately prepared for your training program?

Yes (✓)      No ( )

If not, what would have helped you to become better prepared?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. To what extent did you encounter any social or cultural adjustment problems:

No Problems 1	Some Problems 2	Many Problems 3
✓		
✓		

If many problems were encountered, please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6. Did you have English language training either in the United States or prior to departure for training?

- Had English language training prior to departure
- Had English language training in the United States
- Did not have English language training.

7. To what extent did you experience problems with the English language?

Speaking

Understanding

Writing

Reading

No Problems 1	Some Problems 2	Many Problems 3
✓		
	✓	
✓		
✓		

8. How satisfied are you with the following aspects of your training program?

	Very Satisfied	Moderately Satisfied		Not Satisfied	
	1	2	3	4	5
Program Content and Delivery (technical level, length amount of information)			✓		
Relevance of Training to Job		✓			
Applicability of Training to Host Country Conditions			✓		
Balance of Theory and Practice		✓			
Competence of Instructions			✓		
Adequacy of Training Facilities		✓			
Administrative Arrangements		✓			
Chance to meet Americans (or nationals of country of training)		✓			

If not satisfied with any aspect, please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

9. How satisfied are you with your overall training experience?

Very Satisfied	Moderately Satisfied		Not Satisfied	
1	2	3	4	5
	✓			

10. What have been the greatest benefits from your training program? (Please number in rank order. Rank no more than three items)

- (1) Enhanced professional capabilities
- ( ) Career advancement/better job opportunities
- (3) Exposure to other culture(s) and social system(s)
- (2) Professional contacts
- ( ) Obtaining a degree or certificate

Other: \_\_\_\_\_  
(specify)

11. As a result of your training, what contributions are you now prepare to make upon return to your organization/job? (Please number in rank order. Rank all that apply).

- (5) Manage a project, office, division, or company
- (4) Initiate new projects or services
- (1) Improve operational procedures, programs or services
- (2) Influence or make policy
- (3) Train others (workshops, on-the-job training, etc.)
- ( ) Participate in research activities
- ( ) Did not return to a specific organization/job

Other: \_\_\_\_\_  
(specify)

Additional Comments: There is a scope to improve on the  
Schedule of the programmes, so that time spent on  
travelling from one location to another is minimized.

Thank you for your cooperation and good luck with your career in India  
*The Development Associates Project Staff*

**EMCAT EVALUATION QUESTIONNAIRE**  
**"Urban Distribution Losses"**  
(Please print)

NAME: \_\_\_\_\_  
(optional)

1. Are you returning to the same position you occupied before training?

Yes (✓)      No ( )      No Prior Job ( )

If no, what is your new position?

\_\_\_\_\_

Job Title

Dept/Agency/Company

2. Did the training you receive fulfill its designated objectives?

Yes (✓)      No ( )

If no, please explain why: \_\_\_\_\_

\_\_\_\_\_

3. Which of the following orientations, if any, did you attend in preparation for your training program?

- (✓) Pre-departure orientation in home country
- (✓) Arrival orientation in country of training
- or
- ( ) Did not attend an orientation

4. Were you adequately prepared for your training program?

Yes (✓)      No ( )

If not, what would have helped you to become better prepared?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. To what extent did you encounter any social or cultural adjustment problems:

No Problems 1	Some Problems 2	Many Problems 3
✓		

If many problems were encountered, please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6. Did you have English language training either in the United States or prior to departure for training?

*Knew English*

- Had English language training prior to departure
- Had English language training in the United States
- Did not have English language training.

7. To what extent did you experience problems with the English language?

Speaking

Understanding

Writing

Reading

No Problems 1	Some Problems 2	Many Problems 3
✓		
✓		
✓		
✓		

8. How satisfied are you with the following aspects of your training program?

	Very Satisfied	Moderately Satisfied		Not Satisfied	
	1	2	3	4	5
Program Content and Delivery (technical level, length amount of information)	✓				
Relevance of Training to Job	✓				
Applicability of Training to Host Country Conditions	✓				
Balance of Theory and Practice	✓				
Competence of Instructions	✓				
Adequacy of Training Facilities	✓				
Administrative Arrangements	✓				
Chance to meet Americans (or nationals of country of training)	✓				

If not satisfied with any aspect, please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

9. How satisfied are you with your overall training experience?

Very Satisfied	Moderately Satisfied		Not Satisfied	
1	2	3	4	5
✓				

10. What have been the greatest benefits from your training program? (Please number in rank order. Rank no more than three items)

- (1) Enhanced professional capabilities
- ( ) Career advancement/better job opportunities
- (3) Exposure to other culture(s) and social system(s)
- (2) Professional contacts
- ( ) Obtaining a degree or certificate

Other: \_\_\_\_\_  
(specify)

11. As a result of your training, what contributions are you now prepare to make upon return to your organization/job? (Please number in rank order. Rank all that apply).

- (5) Manage a project, office, division, or company
- (2) Initiate new projects or services
- (1) Improve operational procedures, programs or services
- (3) Influence or make policy
- (4) Train others (workshops, on-the-job training, etc.)
- ( ) Participate in research activities
- ( ) Did not return to a specific organization/job

Other: \_\_\_\_\_  
(specify)

Additional Comments: The effort of the  
instructor & co-ordinator was  
really ~~com~~ appreciated.

Thank you for your cooperation and good luck with your career in India  
*The Development Associates Project Staff*

**EMCAT EVALUATION QUESTIONNAIRE**  
**"Urban Distribution Losses"**  
(Please print)

NAME: JAIN A. K.  
(optional)

1. Are you returning to the same position you occupied before training?

Yes (✓)      No ( )      No Prior Job ( )

If no, what is your new position?

\_\_\_\_\_      \_\_\_\_\_  
Job Title      Dept/Agency/Company

2. Did the training you receive fulfill its designated objectives?

Yes (✓)      No ( )

If no, please explain why: \_\_\_\_\_

\_\_\_\_\_

3. Which of the following orientations, if any, did you attend in preparation for your training program?

- (✓) Pre-departure orientation in home country
  - ( ) Arrival orientation in country of training
- or
- ( ) Did not attend an orientation

4. Were you adequately prepared for your training program?

Yes (✓)      No ( )

If not, what would have helped you to become better prepared?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. To what extent did you encounter any social or cultural adjustment problems:

No Problems 1	Some Problems 2	Many Problems 3
	✓	

If many problems were encountered, please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6. Did you have English language training either in the United States or prior to departure for training?

- Had English language training prior to departure
- Had English language training in the United States
- Did not have English language training.

7. To what extent did you experience problems with the English language?

Speaking

Understanding

Writing

Reading

No Problems 1	Some Problems 2	Many Problems 3
✓		
	✓ Accent problem	
✓		
✓		

8. How satisfied are you with the following aspects of your training program?

	Very Satisfied	Moderately Satisfied		Not Satisfied	
	1	2	3	4	5
Program Content and Delivery (technical level, length amount of information)			✓		
Relevance of Training to Job		✓			
Applicability of Training to Host Country Conditions			✓		
Balance of Theory and Practice			✓		
Competence of Instructions			✓		
Adequacy of Training Facilities		✓			
Administrative Arrangements		✓			
Chance to meet Americans (or nationals of country of training)		✓			

If not satisfied with any aspect, please explain: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

9. How satisfied are you with your overall training experience?

Very Satisfied	Moderately Satisfied		Not Satisfied	
1	2	3	4	5
	✓			

10. What have been the greatest benefits from your training program? (Please number in rank order. Rank no more than three items)

- (1) Enhanced professional capabilities
- ( ) Career advancement/better job opportunities
- (2) Exposure to other culture(s) and social system(s)
- (3) Professional contacts
- ( ) Obtaining a degree of certificate

Other: \_\_\_\_\_  
(specify)

11. As a result of your training, what contributions are you now prepare to make upon return to your organization/job? (Please number in rank order. Rank all that apply).

- (3) Manage a project, office, division, or company
- ( ) Initiate new projects or services
- (1) Improve operational procedures, programs or services
- ( ) Influence or make policy
- (2) Train others (workshops, on-the-job training, etc.)
- ( ) Participate in research activities
- ( ) Did not return to a specific organization/job

Other: \_\_\_\_\_  
(specify)

Additional Comments: Language Accent problems. However  
Facilities were very good

Thank you for your cooperation and good luck with your career in India  
*The Development Associates Project Staff*

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5. To what extent did you encounter any social or cultural adjustment problems:

No Problems 1	Some Problems 2	Many Problems 3
✓		

If many problems were encountered, please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6. Did you have English language training either in the United States or prior to departure for training?

- Had English language training prior to departure
- Had English language training in the United States
- Did not have English language training.

7. To what extent did you experience problems with the English language?

	No Problems 1	Some Problems 2	Many Problems 3
Speaking	✓		
Understanding	✓		
Writing	✓		
Reading	✓		

8. How satisfied are you with the following aspects of your training program?

	Very Satisfied	Moderately Satisfied		Not Satisfied	
	1	2	3	4	5
Program Content and Delivery (technical level, length amount of information)	✓				
Relevance of Training to Job	✓				
Applicability of Training to Host Country Conditions		✓			
Balance of Theory and Practice		✓			
Competence of Instructions	✓				
Adequacy of Training Facilities	✓				
Administrative Arrangements	✓				
Chance to meet Americans (or nationals of country of training)	✓				

If not satisfied with any aspect, please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

9. How satisfied are you with your overall training experience?

Very Satisfied	Moderately Satisfied		Not Satisfied	
1	2	3	4	5
✓				

10. What have been the greatest benefits from your training program? (Please number in rank order. Rank no more than three items)

- (1) Enhanced professional capabilities
- ( ) Career advancement/better job opportunities
- (3) Exposure to other culture(s) and social system(s)
- (2) Professional contacts
- ( ) Obtaining a degree of certificate

Other: \_\_\_\_\_  
(specify)

11. As a result of your training, what contributions are you now prepare to make upon return to your organization/job? (Please number in rank order. Rank all that apply).

- (3) Manage a project, office, division, or company
- (4) Initiate new projects or services
- (1) Improve operational procedures, programs or services
- (5) Influence or make policy
- (2) Train others (workshops, on-the-job training, etc.)
- (6) Participate in research activities
- ( ) Did not return to a specific organization/job

Other: \_\_\_\_\_  
(specify)

Additional Comments: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Thank you for your cooperation and good luck with your career in India  
*The Development Associates Project Staff*

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5. To what extent did you encounter any social or cultural adjustment problems:

No Problems 1	Some Problems 2	Many Problems 3
	✓	

If many problems were encountered, please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6. Did you have English language training either in the United States or prior to departure for training?

- Had English language training prior to departure
- Had English language training in the United States
- Did not have English language training.

7. To what extent did you experience problems with the English language?

	No Problems 1	Some Problems 2	Many Problems 3
Speaking	✓		
Understanding		✓	
Writing	✓		
Reading	✓		

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8. How satisfied are you with the following aspects of your training program?

	Very Satisfied	Moderately Satisfied		Not Satisfied	
	1	2	3	4	5
Program Content and Delivery (technical level, length amount of information)		✓			
Relevance of Training to Job		✓			
Applicability of Training to Host Country Conditions				✓	
Balance of Theory and Practice			✓		
Competence of Instructions		✓			
Adequacy of Training Facilities		✓			
Administrative Arrangements	✓				
Chance to meet Americans (or nationals of country of training)			✓		

If not satisfied with any aspect, please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

9. How satisfied are you with your overall training experience?

Very Satisfied	Moderately Satisfied		Not Satisfied	
1	2	3	4	5
	✓			

10. What have been the greatest benefits from your training program? (Please number in rank order. Rank no more than three items)

- (1) Enhanced professional capabilities
- ( ) Career advancement/better job opportunities
- (3) Exposure to other culture(s) and social system(s)
- (2) Professional contacts
- ( ) Obtaining a degree of certificate

Other: \_\_\_\_\_  
(specify)

11. As a result of your training, what contributions are you now prepare to make upon return to your organization/job? (Please number in rank order. Rank all that apply).

- (3) Manage a project, office, division, or company
- (4) Initiate new projects or services
- (1) Improve operational procedures, programs or services
- (6) Influence or make policy
- (2) Train others (workshops, on-the-job training, etc.)
- (5) Participate in research activities
- (7) Did not return to a specific organization/job

Other: \_\_\_\_\_  
(specify)

Additional Comments: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Thank you for your cooperation and good luck with your career in India  
*The Development Associates Project Staff*

**EMCAT EVALUATION QUESTIONNAIRE**  
**"Urban Distribution Losses"**  
(Please print)

NAME: GUPTA SK  
(optional)

1. Are you returning to the same position you occupied before training?

Yes () No ( ) No Prior Job ( )

If no, what is your new position?

\_\_\_\_\_

Job Title

Dept/Agency/Company

2. Did the training you receive fulfill its designated objectives?

Yes () No ( )

If no, please explain why: \_\_\_\_\_

\_\_\_\_\_

3. Which of the following orientations, if any, did you attend in preparation for your training program?

- () Pre-departure orientation in home country
- ( ) Arrival orientation in country of training
- or
- ( ) Did not attend an orientation

4. Were you adequately prepared for your training program?

Yes () No ( )

If not, what would have helped you to become better prepared?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. To what extent did you encounter any social or cultural adjustment problems:

No Problems 1	Some Problems 2	Many Problems 3
	✓	

If many problems were encountered, please explain: Language, Diet

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6. Did you have English language training either in the United States or prior to departure for training?

- Had English language training prior to departure
- Had English language training in the United States
- Did not have English language training.

7. To what extent did you experience problems with the English language?

Speaking

Understanding

Writing

Reading

No Problems 1	Some Problems 2	Many Problems 3
	✓	

8. How satisfied are you with the following aspects of your training program?

	Very Satisfied	Moderately Satisfied		Not Satisfied	
	1	2	3	4	5
Program Content and Delivery (technical level, length amount of information)		✓			
Relevance of Training to Job	✓				
Applicability of Training to Host Country Conditions		✓			
Balance of Theory and Practice		✓			
Competence of Instructions	✓				
Adequacy of Training Facilities		✓			
Administrative Arrangements	✓				
Chance to meet Americans (or nationals of country of training)	✓				

If not satisfied with any aspect, please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

9. How satisfied are you with your overall training experience?

Very Satisfied	Moderately Satisfied		Not Satisfied	
1	2	3	4	5
	✓			

10. What have been the greatest benefits from your training program? (Please number in rank order. Rank no more than three items)

- (1) Enhanced professional capabilities
- ( ) Career advancement/better job opportunities
- (2) Exposure to other culture(s) and social system(s)
- ( ) Professional contacts
- ( ) Obtaining a degree of certificate

Other: Learned about US power delivery system  
(specify)

11. As a result of your training, what contributions are you now prepare to make upon return to your organization/job? (Please number in rank order. Rank all that apply).

- (1) Manage a project, office, division, or company
- (2) Initiate new projects or services
- (3) Improve operational procedures, programs or services
- ( ) Influence or make policy
- (4) Train others (workshops, on-the-job training, etc.)
- (5) Participate in research activities
- ( ) Did not return to a specific organization/job

Other: \_\_\_\_\_  
(specify)

Additional Comments: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Thank you for your cooperation and good luck with your career in India

*The Development Associates Project Staff*



5. To what extent did you encounter any social or cultural adjustment problems:

No Problems 1	Some Problems 2	Many Problems 3
✓		
✓		

If many problems were encountered, please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6. Did you have English language training either in the United States or prior to departure for training?

- Had English language training prior to departure
- Had English language training in the United States
- Did not have English language training.

7. To what extent did you experience problems with the English language?

Speaking

Understanding

Writing

Reading

No Problems 1	Some Problems 2	Many Problems 3
✓		
✓		
✓		
✓		

8. How satisfied are you with the following aspects of your training program?

	Very Satisfied	Moderately Satisfied		Not Satisfied	
	1	2	3	4	5
Program Content and Delivery (technical level, length amount of information)		✓			
Relevance of Training to Job	✓				
Applicability of Training to Host Country Conditions		✓			
Balance of Theory and Practice		✓			
Competence of Instructions	✓				
Adequacy of Training Facilities	✓				
Administrative Arrangements	✓				
Chance to meet Americans (or nationals of country of training)	✓				

If not satisfied with any aspect, please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

9. How satisfied are you with your overall training experience?

Very Satisfied	Moderately Satisfied		Not Satisfied	
1	2	3	4	5
	✓			

10. What have been the greatest benefits from your training program? (Please number in rank order. Rank no more than three items)

- ( 1 ) Enhanced professional capabilities
- ( ) Career advancement/better job opportunities
- ( 2 ) Exposure to other culture(s) and social system(s)
- ( 3 ) Professional contacts
- ( ) Obtaining a degree of certificate

Other: \_\_\_\_\_  
(specify)

11. As a result of your training, what contributions are you now prepare to make upon return to your organization/job? (Please number in rank order. Rank all that apply).

- ( 5 ) Manage a project, office, division, or company
- ( 4 ) Initiate new projects or services
- ( 1 ) Improve operational procedures, programs or services
- ( 3 ) Influence or make policy
- ( 2 ) Train others (workshops, on-the-job training, etc.)
- ( 6 ) Participate in research activities
- ( ) Did not return to a specific organization/job

Other: \_\_\_\_\_  
(specify)

Additional Comments: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Thank you for your cooperation and good luck with your career in India

*The Development Associates Project Staff*

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5. To what extent did you encounter any social or cultural adjustment problems:

No Problems 1	Some Problems 2	Many Problems 3
✓		

If many problems were encountered, please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6. Did you have English language training either in the United States or prior to departure for training?

- Had English language training prior to departure
- Had English language training in the United States
- Did not have English language training.

7. To what extent did you experience problems with the English language?

Speaking

Understanding

Writing

Reading

No Problems 1	Some Problems 2	Many Problems 3
✓		
✓		
✓		
✓		

8. How satisfied are you with the following aspects of your training program?

	Very Satisfied	Moderately Satisfied		Not Satisfied	
	1	2	3	4	5
Program Content and Delivery (technical level, length amount of information)		✓			
Relevance of Training to Job		✓			
Applicability of Training to Host Country Conditions		✓			
Balance of Theory and Practice		✓			
Competence of Instructions		✓			
Adequacy of Training Facilities	✓				
Administrative Arrangements	✓				
Chance to meet Americans (or nationals of country of training)	✓				

If not satisfied with any aspect, please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

9. How satisfied are you with your overall training experience?

Very Satisfied	Moderately Satisfied		Not Satisfied	
1	2	3	4	5
	✓			

10. What have been the greatest benefits from your training program? (Please number in rank order. Rank no more than three items)

- 1 Enhanced professional capabilities
- Career advancement/better job opportunities
- 3 Exposure to other culture(s) and social system(s)
- Professional contacts
- 2 Obtaining a degree or certificate

Other: \_\_\_\_\_  
(specify)

11. As a result of your training, what contributions are you now prepare to make upon return to your organization/job? (Please number in rank order. Rank all that apply).

- 1 Manage a project, office, division, or company
- Initiate new projects or services
- 2 Improve operational procedures, programs or services
- 3 Influence or make policy
- Train others (workshops, on-the-job training, etc.)
- Participate in research activities
- Did not return to a specific organization/job

Other: \_\_\_\_\_  
(specify)

Additional Comments: The services offered by Mr. Joe Popwell & Mr. Raff is  
appreciable. The overall arrangement is excellent.

Thank you for your cooperation and good luck with your career in India  
*The Development Associates Project Staff*

EMCAT EVALUATION QUESTIONNAIRE  
"Urban Distribution Losses"  
(Please print)

NAME: A. CHAMARAT.  
(optional)

1. Are you returning to the same position you occupied before training?

Yes () No ( ) No Prior Job ( )

If no, what is your new position?

NA NA  
Job Title Dept/Agency/Company

2. Did the training you receive fulfill its designated objectives?

Yes () No ( )

If no, please explain why: \_\_\_\_\_  
\_\_\_\_\_

3. Which of the following orientations, if any, did you attend in preparation for your training program?

- Pre-departure orientation in home country  
 Arrival orientation in country of training  
or  
( ) Did not attend an orientation

4. Were you adequately prepared for your training program?

Yes () No ( )

If not, what would have helped you to become better prepared?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. To what extent did you encounter any social or cultural adjustment problems:

No Problems 1	Some Problems 2	Many Problems 3
✓		
✓		

If many problems were encountered, please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6. Did you have English language training either in the United States or prior to departure for training? - NA -

- Had English language training prior to departure
- Had English language training in the United States
- Did not have English language training.

7. To what extent did you experience problems with the English language?

Speaking

Understanding

Writing

Reading

No Problems 1	Some Problems 2	Many Problems 3
✓		
✓		
✓		
✓		

8. How satisfied are you with the following aspects of your training program?

	Very Satisfied	Moderately Satisfied		Not Satisfied	
	1	2	3	4	5
Program Content and Delivery (technical level, length amount of information)		✓			
Relevance of Training to Job		✓			
Applicability of Training to Host Country Conditions	✓				
Balance of Theory and Practice	✓				
Competence of Instructions	✓				
Adequacy of Training Facilities	✓				
Administrative Arrangements	✓				
Chance to meet Americans (or nationals of country of training)	✓				

If not satisfied with any aspect, please explain: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

9. How satisfied are you with your overall training experience?

Very Satisfied	Moderately Satisfied		Not Satisfied	
1	2	3	4	5
✓				

10. What have been the greatest benefits from your training program? (Please number in rank order. Rank no more than three items)

- Enhanced professional capabilities
- Career advancement/better job opportunities
- Exposure to other culture(s) and social system(s)
- Professional contacts
- Obtaining a degree of certificate

Other: \_\_\_\_\_  
(specify)

11. As a result of your training, what contributions are you now prepare to make upon return to your organization/job? (Please number in rank order. Rank all that apply).

- (2) Manage a project, office, division, or company
- (4) Initiate new projects or services
- (3) Improve operational procedures, programs or services
- Influence or make policy
- (1) Train others (workshops, on-the-job training, etc.)
- (5) Participate in research activities
- (→) Did not return to a specific organization/job

Other: \_\_\_\_\_  
(specify)

Additional Comments: The training was very  
satisfactory.  
Thank you.

Thank you for your cooperation and good luck with your career in India  
*The Development Associates Project Staff*

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**EMCAT EVALUATION QUESTIONNAIRE**  
**"Urban Distribution Losses"**  
(Please print)

NAME: A. K. GUPTA  
(optional)

1. Are you returning to the same position you occupied before training?

Yes (✓)      No ( )      No Prior Job ( )

If no, what is your new position?

\_\_\_\_\_      \_\_\_\_\_  
Job Title      Dept/Agency/Company

2. Did the training you receive fulfill its designated objectives?

Yes (✓)      No ( )

If no, please explain why: \_\_\_\_\_  
\_\_\_\_\_

3. Which of the following orientations, if any, did you attend in preparation for your training program?

- (✓) Pre-departure orientation in home country
- ( ) Arrival orientation in country of training
- or
- ( ) Did not attend an orientation

4. Were you adequately prepared for your training program?

Yes (✓)      No ( )

If not, what would have helped you to become better prepared?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. To what extent did you encounter any social or cultural adjustment problems:

No Problems 1	Some Problems 2	Many Problems 3
✓		

If many problems were encountered, please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6. Did you have English language training either in the United States or prior to departure for training?

- Had English language training prior to departure  
 Had English language training in the United States  
 Did not have English language training.

7. To what extent did you experience problems with the English language?

Speaking

Understanding

Writing

Reading

No Problems 1	Some Problems 2	Many Problems 3
✓		
✓		
✓		
✓		

8. How satisfied are you with the following aspects of your training program?

	Very Satisfied	Moderately Satisfied		Not Satisfied	
	1	2	3	4	5
Program Content and Delivery (technical level, length amount of information)		✓			
Relevance of Training to Job		✓			
Applicability of Training to Host Country Conditions		✓			
Balance of Theory and Practice		✓			
Competence of Instructions	✓				
Adequacy of Training Facilities	✓				
Administrative Arrangements		✓			
Chance to meet Americans (or nationals of country of training)		✓			

If not satisfied with any aspect, please explain: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

9. How satisfied are you with your overall training experience?

Very Satisfied	Moderately Satisfied		Not Satisfied	
1	2	3	4	5
	✓			

10. What have been the greatest benefits from your training program? (Please number in rank order. Rank no more than three items)

- (1) Enhanced professional capabilities
- ( ) Career advancement/better job opportunities
- (2) Exposure to other culture(s) and social system(s)
- ( ) Professional contacts
- (3) Obtaining a degree of certificate

Other: \_\_\_\_\_  
(specify)

11. As a result of your training, what contributions are you now prepare to make upon return to your organization/job? (Please number in rank order. Rank all that apply).

- (2) Manage a project, office, division, or company
- (4) Initiate new projects or services
- (1) Improve operational procedures, programs or services
- (5) Influence or make policy
- (3) Train others (workshops, on-the-job training, etc.)
- (6) Participate in research activities
- ( ) Did not return to a specific organization/job

Other: \_\_\_\_\_  
(specify)

Additional Comments: The programme could have been  
the best if visit to power stations & utilities  
would have been completed. I am highly impressed  
by the hospitality provided by Mr Ralf & Mr Popwell.

Thank you for your cooperation and good luck with your career in India

*The Development Associates Project Staff*



5. To what extent did you encounter any social or cultural adjustment problems:

No Problems 1	Some Problems 2	Many Problems 3
✓		

If many problems were encountered, please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6. Did you have English language training either in the United States or prior to departure for training?

- Had English language training prior to departure
- Had English language training in the United States
- Did not have English language training.

7. To what extent did you experience problems with the English language?

Speaking

Understanding

Writing

Reading

No Problems 1	Some Problems 2	Many Problems 3
✓		
	✓	
✓		
✓		

8. How satisfied are you with the following aspects of your training program?

	Very Satisfied	Moderately Satisfied		Not Satisfied	
	1	2	3	4	5
Program Content and Delivery (technical level, length amount of information)		✓			
Relevance of Training to Job		✓			
Applicability of Training to Host Country Conditions		✓			
Balance of Theory and Practice			✓		
Competence of Instructions					
Adequacy of Training Facilities	✓				
Administrative Arrangements	✓				
Chance to meet Americans (or nationals of country of training)		✓			

If not satisfied with any aspect, please explain: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

9. How satisfied are you with your overall training experience?

Very Satisfied	Moderately Satisfied		Not Satisfied	
1	2	3	4	5
	✓			

10. What have been the greatest benefits from your training program? (Please number in rank order. Rank no more than three items)

- (1) Enhanced professional capabilities
- (2) Career advancement/better job opportunities
- (3) Exposure to other culture(s) and social system(s)
- ( ) Professional contacts
- ( ) Obtaining a degree or certificate

Other: \_\_\_\_\_  
(specify)

11. As a result of your training, what contributions are you now prepare to make upon return to your organization/job? (Please number in rank order. Rank all that apply).

- (1) Manage a project, office, division, or company
- ( ) Initiate new projects or services
- (2) Improve operational procedures, programs or services
- ( ) Influence or make policy
- (3) Train others (workshops, on-the-job training, etc.)
- ( ) Participate in research activities
- ( ) Did not return to a specific organization/job

Other: \_\_\_\_\_  
(specify)

Additional Comments: ① GREATLY IMPRESSED BY THE

HOSPITALITY EXTENDED BY MR JOE, RALF & OTHERS

② PROFESSIONAL ABILITY & KNOWLEDGE OF THE  
PERSONS IN SOUTHERN CO. WAS REALLY OF HIGH ORDER.

Thank you for your cooperation and good luck with your career in India

*The Development Associates Project Staff*

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EMCAT EVALUATION QUESTIONNAIRE  
"Urban Distribution Losses"  
(Please print)

NAME: P. D. SHUKLA  
(optional)

1. Are you returning to the same position you occupied before training?

Yes (✓) No ( ) No Prior Job ( )

If no, what is your new position?

N.A. M.P. ELECTRICITY BOARD  
Job Title Dept/Agency/Company

2. Did the training you receive fulfill its designated objectives?

Yes (✓) No ( )

If no, please explain why: BUT THE COURSE NEEDS MODIFICATIONS

TO THE EXTENT THAT IT HAS A BETTER RELEVANCE TO THE INDIAN CONDITIONS. DUPLICATIONS IN DELEBERATIONS AT ALABAMA & GEORGIA MAY BE AVOIDED. MR. JOE POWELL OR SOME ONE ELSE FROM

3. Which of the following orientations, if any, did you attend in preparation for your training program?

- (✓) Pre-departure orientation in home country  
( ) Arrival orientation in country of training  
or  
( ) Did not attend an orientation

USA MAY VISIT INDIA MAY SUGGES MODIFI CATION

4. Were you adequately prepared for your training program?

Yes (✓) No ( )

If not, what would have helped you to become better prepared?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

8. How satisfied are you with the following aspects of your training program?

	Very Satisfied	Moderately Satisfied		Not Satisfied	
	1	2	3	4	5
Program Content and Delivery (technical level, length amount of information)		✓			
Relevance of Training to Job			✓		
Applicability of Training to Host Country Conditions			✓		
Balance of Theory and Practice			✓		
Competence of Instructions		✓			
Adequacy of Training Facilities		✓			
Administrative Arrangements		✓			
Chance to meet Americans (or nationals of country of training)					✓

If not satisfied with any aspect, please explain: MORE CHANCES ARE REQUIRED

TO MEET INDIAN NATIONALS TO UNDERSTAND CULTURE & HERITAGE

9. How satisfied are you with your overall training experience?

Very Satisfied	Moderately Satisfied		Not Satisfied	
1	2	3	4	5
	✓			

10. What have been the greatest benefits from your training program? (Please number in rank order. Rank no more than three items)

- (1) Enhanced professional capabilities
- (2) Career advancement/better job opportunities
- ( ) Exposure to other culture(s) and social system(s)
- (3) Professional contacts
- ( ) Obtaining a degree of certificate

Other: \_\_\_\_\_  
(specify)

11. As a result of your training, what contributions are you now prepare to make upon return to your organization/job? (Please number in rank order. Rank all that apply).

- (3) Manage a project, office, division, or company
- (4) Initiate new projects or services
- (2) Improve operational procedures, programs or services
- (1) Influence or make policy
- (5) Train others (workshops, on-the-job training, etc.)
- (6) Participate in research activities
- ( ) Did not return to a specific organization/job

Other: \_\_\_\_\_  
(specify)

Additional Comments: AS IN SERIAL No 2 ABOVE

\_\_\_\_\_  
\_\_\_\_\_

Thank you for your cooperation and good luck with your career in India

*The Development Associates Project Staff*

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EMCAT EVALUATION QUESTIONNAIRE  
"Urban Distribution Losses"  
(Please print)

NAME: B. K. MEHTA  
(optional)

1. Are you returning to the same position you occupied before training?

Yes ( ) No (✓) No Prior Job ( )

If no, what is your new position?

Ex. Director (DAM) MP Elec. Board JABALPUR  
Job Title Dept/Agency/Company (INDIA)

2. Did the training you receive fulfill its designated objectives?

Yes (✓) No ( )

If no, please explain why: But needs some modifications relating  
to the conditions prevailing in INDIA. Duplications may  
be avoided

3. Which of the following orientations, if any, did you attend in preparation for your training program?

- ( ) Pre-departure orientation in home country  
(✓) Arrival orientation in country of training  
or  
( ) Did not attend an orientation

4. Were you adequately prepared for your training program?

Yes (✓) No ( )

If not, what would have helped you to become better prepared?

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5. To what extent did you encounter any social or cultural adjustment problems:

No Problems 1	Some Problems 2	Many Problems 3
✓		

If many problems were encountered, please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6. Did you have English language training either in the United States or prior to departure for training?

- Had English language training prior to departure
- Had English language training in the United States
- Did not have English language training.

7. To what extent did you experience problems with the English language?

Speaking

Understanding

Writing

Reading

No Problems 1	Some Problems 2	Many Problems 3
✓		
	✓	
✓		
✓		

8. How satisfied are you with the following aspects of your training program?

	Very Satisfied	Moderately Satisfied		Not Satisfied	
	1	2	3	4	5
Program Content and Delivery (technical level, length amount of information)		✓			
Relevance of Training to Job		✓			
Applicability of Training to Host Country Conditions			✓		
Balance of Theory and Practice		✓			
Competence of Instructions		✓			
Adequacy of Training Facilities	✓				
Administrative Arrangements	✓				
Chance to meet Americans (or nationals of country of training)	✓				

If not satisfied with any aspect, please explain: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

9. How satisfied are you with your overall training experience?

Very Satisfied	Moderately Satisfied		Not Satisfied	
1	2	3	4	5
	✓			

10. What have been the greatest benefits from your training program? (Please number in rank order. Rank no more than three items)

- Enhanced professional capabilities
- Career advancement/better job opportunities
- Exposure to other culture(s) and social system(s)
- Professional contacts
- Obtaining a degree of certificate

Other: \_\_\_\_\_  
(specify)

11. As a result of your training, what contributions are you now prepare to make upon return to your organization/job? (Please number in rank order. Rank all that apply).

- (2) Manage a project, office, division, or company
- (3) Initiate new projects or services
- (1) Improve operational procedures, programs or services
- (4) Influence or make policy
- (5) Train others (workshops, on-the-job training, etc.)
- (6) Participate in research activities
- (7) Did not return to a specific organization/job

Other: \_\_\_\_\_  
(specify)

Additional Comments: Mr. JOE POPWELL + Mr. Ralf took

excellent care. Mr. JOE POPWELL be deputed  
to INDIA to study prevailing Cond<sup>ns</sup> + then modify the course  
of training and accomodate within 3 to 4 weeks only.

Thank you for your cooperation and good luck with your career in India

*The Development Associates Project Staff*

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5. To what extent did you encounter any social or cultural adjustment problems:

No Problems 1	Some Problems 2	Many Problems 3
✓		

If many problems were encountered, please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6. Did you have English language training either in the United States or prior to departure for training?

- Had English language training prior to departure
- Had English language training in the United States
- Did not have English language training.

7. To what extent did you experience problems with the English language?

Speaking

Understanding

Writing

Reading

No Problems 1	Some Problems 2	Many Problems 3
✓		
✓		
✓		
✓		

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8. How satisfied are you with the following aspects of your training program?

	Very Satisfied	Moderately Satisfied		Not Satisfied	
	1	2	3	4	5
Program Content and Delivery (technical level, length amount of information)	✓				
Relevance of Training to Job		✓			
Applicability of Training to Host Country Conditions		✓			
Balance of Theory and Practice		✓			
Competence of Instructions		✓			
Adequacy of Training Facilities		✓			
Administrative Arrangements	✓				
Chance to meet Americans (or nationals of country of training)		✓			

If not satisfied with any aspect, please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

9. How satisfied are you with your overall training experience?

Very Satisfied	Moderately Satisfied		Not Satisfied	
1	2	3	4	5
✓				

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10. What have been the greatest benefits from your training program? (Please number in rank order. Rank no more than three items)

- (2) Enhanced professional capabilities
- (3) Career advancement/better job opportunities
- (✓) Exposure to other culture(s) and social system(s)
- ( ) Professional contacts
- ( ) Obtaining a degree of certificate

Other: \_\_\_\_\_  
(specify)

11. As a result of your training, what contributions are you now prepare to make upon return to your organization/job? (Please number in rank order. Rank all that apply).

- ( ) Manage a project, office, division, or company
- (4) Initiate new projects or services
- (2) Improve operational procedures, programs or services
- (1) Influence or make policy
- (3) Train others (workshops, on-the-job training, etc.)
- ( ) Participate in research activities
- ( ) Did not return to a specific organization/job

Other: \_\_\_\_\_  
(specify)

Additional Comments: Appreciate the commendable services  
rendered by Development Associates. We were made  
to feel at home.

Thank you for your cooperation and good luck with your career in India  
*The Development Associates Project Staff*

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**EMCAT EVALUATION QUESTIONNAIRE**  
**"Urban Distribution Losses"**  
(Please print)

NAME: A. CHAKRAVARTI  
(optional)

1. Are you returning to the same position you occupied before training?

Yes (✓)      No ( )      No Prior Job ( )

If no, what is your new position?

\_\_\_\_\_

Job Title	Dept/Agency/Company
-----------	---------------------

2. Did the training you receive fulfill its designated objectives?

Yes (✓)      No ( )

If no, please explain why: \_\_\_\_\_

\_\_\_\_\_

3. Which of the following orientations, if any, did you attend in preparation for your training program?

- (✓) Pre-departure orientation in home country
  - ( ) Arrival orientation in country of training
- or
- ( ) Did not attend an orientation

4. Were you adequately prepared for your training program?

Yes (✓)      No ( )

If not, what would have helped you to become better prepared?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. To what extent did you encounter any social or cultural adjustment problems:

No Problems 1	Some Problems 2	Many Problems 3
✓		

If many problems were encountered, please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6. Did you have English language training either in the United States or prior to departure for training?

- Had English language training prior to departure
- Had English language training in the United States
- Did not have English language training.

7. To what extent did you experience problems with the English language?

Speaking

Understanding

Writing

Reading

No Problems 1	Some Problems 2	Many Problems 3
✓		
✓		
✓		
✓		

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8. How satisfied are you with the following aspects of your training program?

	Very Satisfied	Moderately Satisfied		Not Satisfied	
	1	2	3	4	5
Program Content and Delivery (technical level, length amount of information)	✓				
Relevance of Training to Job		✓			
Applicability of Training to Host Country Conditions			✓		
Balance of Theory and Practice		✓			
Competence of Instructions		✓			
Adequacy of Training Facilities		✓			
Administrative Arrangements	✓				
Chance to meet Americans (or nationals of country of training)	✓				

If not satisfied with any aspect, please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

9. How satisfied are you with your overall training experience?

Very Satisfied	Moderately Satisfied		Not Satisfied	
1	2	3	4	5
✓				

10. What have been the greatest benefits from your training program? (Please number in rank order. Rank no more than three items)

- (2) Enhanced professional capabilities
- (3) Career advancement/better job opportunities
- (1) Exposure to other culture(s) and social system(s)
- ( ) Professional contacts
- ( ) Obtaining a degree of certificate

Other: \_\_\_\_\_  
(specify)

11. As a result of your training, what contributions are you now prepare to make upon return to your organization/job? (Please number in rank order. Rank all that apply).

- ( ) Manage a project, office, division, or company
- (4) Initiate new projects or services
- (2) Improve operational procedures, programs or services
- (1) Influence or make policy
- (3) Train others (workshops, on-the-job training, etc.)
- ( ) Participate in research activities
- ( ) Did not return to a specific organization/job

Other: \_\_\_\_\_  
(specify)

Additional Comments: The commendable services extended to the trainees by the escorting Americans at all places i.e. Washington D.C., Birmingham and Atlanta is sincerely appreciated.

Thank you for your cooperation and good luck with your career in India  
*The Development Associates Project Staff*

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5. To what extent did you encounter any social or cultural adjustment problems:

No Problems 1	Some Problems 2	Many Problems 3
✓		

If many problems were encountered, please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6. Did you have English language training either in the United States or prior to departure for training?

- Had English language training prior to departure
- Had English language training in the United States
- Did not have English language training.

7. To what extent did you experience problems with the English language?

Speaking

Understanding

Writing

Reading

No Problems 1	Some Problems 2	Many Problems 3
✓		
✓		
✓		
✓		

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8. How satisfied are you with the following aspects of your training program?

	Very Satisfied	Moderately Satisfied		Not Satisfied	
	1	2	3	4	5
Program Content and Delivery (technical level, length amount of information)	✓				
Relevance of Training to Job		✓			
Applicability of Training to Host Country Conditions	✓				
Balance of Theory and Practice		✓			
Competence of Instructions	✓				
Adequacy of Training Facilities	✓				
Administrative Arrangements	✓				
Chance to meet Americans (or nationals of country of training)		✓			

If not satisfied with any aspect, please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

9. How satisfied are you with your overall training experience?

Very Satisfied	Moderately Satisfied		Not Satisfied	
1	2	3	4	5
✓				

10. What have been the greatest benefits from your training program? (Please number in rank order. Rank no more than three items)

- (1) Enhanced professional capabilities
- (2) Career advancement/better job opportunities
- (5) Exposure to other culture(s) and social system(s)
- (3) Professional contacts
- (4) Obtaining a degree or certificate

Other: \_\_\_\_\_  
(specify)

11. As a result of your training, what contributions are you now prepare to make upon return to your organization/job? (Please number in rank order. Rank all that apply).

- (2) Manage a project, office, division, or company
- (3) Initiate new projects or services
- (1) Improve operational procedures, programs or services
- (5) Influence or make policy
- (4) Train others (workshops, on-the-job training, etc.)
- (6) Participate in research activities
- (X) Did not return to a specific organization/job

Other: \_\_\_\_\_  
(specify)

Additional Comments: IT IS A WELL ORGANISED / CO-ORDINATED  
EFFORT (.) I WAS REALLY IMPRESSED BY THE COURSE CONTENTS (.)  
I FEEL MORE SUCH PROGRAMS SHOULD BE ORGANISED FOR  
THE BENEFIT OF DEVELOPING COUNTRIES LIKE INDIA.

Thank you for your cooperation and good luck with your career in India

*The Development Associates Project Staff*

THANKS!!

MB

**EMCAT EVALUATION QUESTIONNAIRE**  
**"Urban Distribution Losses"**  
(Please print)

NAME: JNANESWARA . B . T .  
(optional)

1. Are you returning to the same position you occupied before training?

Yes (✓) No ( ) No Prior Job ( )

If no, what is your new position?

\_\_\_\_\_ Job Title \_\_\_\_\_ Dept/Agency/Company

2. Did the training you receive fulfill its designated objectives?

Yes (✓) No ( )

If no, please explain why: \_\_\_\_\_  
\_\_\_\_\_

3. Which of the following orientations, if any, did you attend in preparation for your training program?

- (✓) Pre-departure orientation in home country
- ( ) Arrival orientation in country of training
- or
- ( ) Did not attend an orientation

4. Were you adequately prepared for your training program?

Yes (✓) No ( )

If not, what would have helped you to become better prepared?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. To what extent did you encounter any social or cultural adjustment problems:

No Problems 1	Some Problems 2	Many Problems 3
✓		

If many problems were encountered, please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6. Did you have English language training either in the United States or prior to departure for training?

- Had English language training prior to departure
- Had English language training in the United States
- Did not have English language training.

7. To what extent did you experience problems with the English language?

	No Problems 1	Some Problems 2	Many Problems 3
Speaking	✓		
Understanding	✓		
Writing	✓		
Reading	✓		

8. How satisfied are you with the following aspects of your training program?

	Very Satisfied	Moderately Satisfied		Not Satisfied	
	1	2	3	4	5
Program Content and Delivery (technical level, length amount of information)	✓				
Relevance of Training to Job	✓				
Applicability of Training to Host Country Conditions		✓			
Balance of Theory and Practice	✓				
Competence of Instructions	✓				
Adequacy of Training Facilities	✓				
Administrative Arrangements	✓				
Chance to meet Americans (or nationals of country of training)	✓				

If not satisfied with any aspect, please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

9. How satisfied are you with your overall training experience?

Very Satisfied	Moderately Satisfied		Not Satisfied	
1	2	3	4	5
✓				

10. What have been the greatest benefits from your training program? (Please number in rank order. Rank no more than three items)

- (1) Enhanced professional capabilities
- ( ) Career advancement/better job opportunities
- ( ) Exposure to other culture(s) and social system(s)
- (2) Professional contacts
- (3) Obtaining a degree of certificate

Other: \_\_\_\_\_  
(specify)

11. As a result of your training, what contributions are you now prepare to make upon return to your organization/job? (Please number in rank order. Rank all that apply).

- (5) Manage a project, office, division, or company
- (4) Initiate new projects or services
- (1) Improve operational procedures, programs or services
- (2) Influence or make policy
- (3) Train others (workshops, on-the-job training, etc.)
- (6) Participate in research activities
- ( ) Did not return to a specific organization/job

Other: \_\_\_\_\_  
(specify)

Additional Comments: \_\_\_\_\_

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Thank you for your cooperation and good luck with your career in India  
*The Development Associates Project Staff*

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**EMCAT EVALUATION QUESTIONNAIRE**  
**"Urban Distribution Losses"**  
(Please print)

NAME: P. M. K. GANDHI  
(optional)

1. Are you returning to the same position you occupied before training?

Yes (✓)      No ( )      No Prior Job ( )

If no, what is your new position?

\_\_\_\_\_      \_\_\_\_\_  
Job Title      Dept/Agency/Company

2. Did the training you receive fulfill its designated objectives?

Yes (✓)      No ( )

If no, please explain why: \_\_\_\_\_  
\_\_\_\_\_

3. Which of the following orientations, if any, did you attend in preparation for your training program?

- ( ) Pre-departure orientation in home country
- (✓) Arrival orientation in country of training
- or
- ( ) Did not attend an orientation

4. Were you adequately prepared for your training program?

Yes (✓)      No ( )

If not, what would have helped you to become better prepared?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. To what extent did you encounter any social or cultural adjustment problems:

No Problems 1	Some Problems 2	Many Problems 3
✓		

If many problems were encountered, please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6. Did you have English language training either in the United States or prior to departure for training?

- Had English language training prior to departure
- Had English language training in the United States
- Did not have English language training.

7. To what extent did you experience problems with the English language?

Speaking

Understanding

Writing

Reading

No Problems 1	Some Problems 2	Many Problems 3
✓		
✓		
✓		
✓		

8. How satisfied are you with the following aspects of your training program?

	Very Satisfied	Moderately Satisfied		Not Satisfied	
	1	2	3	4	5
Program Content and Delivery (technical level, length amount of information)	✓				
Relevance of Training to Job	✓				
Applicability of Training to Host Country Conditions	✓				
Balance of Theory and Practice	✓				
Competence of Instructions	✓				
Adequacy of Training Facilities	✓				
Administrative Arrangements	✓				
Chance to meet Americans (or nationals of country of training)	✓				

If not satisfied with any aspect, please explain: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

9. How satisfied are you with your overall training experience?

Very Satisfied	Moderately Satisfied		Not Satisfied	
1	2	3	4	5
✓				

10. What have been the greatest benefits from your training program? (Please number in rank order. Rank no more than three items)

- ① Enhanced professional capabilities
- ( ) Career advancement/better job opportunities
- ③ Exposure to other culture(s) and social system(s)
- ② Professional contacts
- ( ) Obtaining a degree of certificate

Other: WE COULD ABLE TO KNOW WHAT U.S IS.  
(specify)

11. As a result of your training, what contributions are you now prepare to make upon return to your organization/job? (Please number in rank order. Rank all that apply).

- (2) Manage a project, office, division, or company
- (3) Initiate new projects or services
- (1) Improve operational procedures, programs or services
- (4) Influence or make policy
- (5) Train others (workshops, on-the-job training, etc.)
- (6) Participate in research activities
- (7) Did not return to a specific organization/job

Other: \_\_\_\_\_  
(specify)

Additional Comments: THIS TRAINING IS EXCELLANT.

MR JOE POPWEL<sup>MR</sup> & RAE MANAGED THE PROGRAMS  
VERY WELL. MR JOE'S ORGANIZASTIONAL CAPACITY  
IS VERY GOOD

Thank you for your cooperation and good luck with your career in India  
*The Development Associates Project Staff*

**Annex 5**  
**Urban Distribution Course**  
**Topic Presentation Evaluation Results**

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## Urban Distribution Course for Indian Engineers

### Course Evaluation Results for March 13 - April 7, 1995

Birmingham, Alabama - March 13 - March 24, 1995

Date	Topics	Presenters	Excellent	Good	Fair	Poor
March 13	Underground Material Underground Design Residential & Commercial	Bruce Shattuck Tim Wall	8	17		
March 14	Safety & Health Crew Methods & Training	Floyd Cooley Ron Mitchell	17	8		
March 15	Material Specification	Ed Mullinex	12	6	7	
March 16	Material Purchasing and Inventory Control	Robert Mills Brock Hornsby Max Bodine Don Hull	15	10		
March 17	Current Diversion Revenue Metering Residence, Commercial & Industrial	Doug Page John Grubbs	14	10	1	
March 20	Serving Customers in remote areas from the Transmission System	Russ Ward	11	13	1	
March 21	Overhead Design	Robert Patterson	10	10	5	
March 22	Transformer Specifications Transformer Loading and Low Voltage Distribution Systems	Ken Nolan Guy Raymond	15	10		
March 23	Distribution Automation	Larry Clark	16	9		

Birmingham, Alabama - March 13 - March 24, 1995

Date	Topics	Presenters	Excellent	Good	Fair	Poor
March 24	Pole Inspection, Treatment and Reinforcement	Ken Nolan	8	14	3	
	Padmount Inspection Program Transformer and OCR Repair	Guy Raymond				
March 27	12KV to 25KV Conversion	Steve Waldrop Wayne Ford	16	9		
March 28	Coordination of Distribution System (pictures)	Doug Dunn	11	12	2	

Atlanta, Georgia - March 27 - April 7, 1995

March 29	Customer Service Center Replacing Underground Cable	Wayne Martin Celesta Wilson Mark McDonald Dennis Pratt	15	10		
March 30	Adding Fixed Capacitors Capacity Release ABB Transformer Plant (Receive Pictures)	Randy Selby David Vinson	18	6	1	
March 31	Network Underground System SCADA Operations Customer Service - SCADA O.H. Brass & A.B. Chance	Skip Willingham Larry Woelfl Richard McNair	11	12	1	
April 3/4	Train the Trainer	Betty Bousch	16	6	1	
April 5	Supervisory Control/Data Acquisition and Use of SCADA District Operations Field Trip to Industrial Park	Joe Hall John Clark	8	15	2	
April 6	SERP Service Evaluation & Restoration Control Center Distribution Specification and Standards Budgeting Process	Jimmie Durham Mo Tagaym Mickey Gunter Wayne Ford	10	15		
April 7	Course Evaluation Graduation	Loraine Wood Ron Yonker Ralph Benedict Joe Popwell	16	3	1	

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