

Questionnaire

The Questionnaire that follows is performed under the Master in Management, specializing in Human Resources and aims to contribute to the achievement of the Project Work, which theme is: "Management by value and its impact on the Motivation of Human Resources in Organizations - Case Study".

The Questionnaire will focus on issues of the Value Management, Motivation and Team Management in the context of Micro and Small Enterprises in the area of Vending in order to assess the impact of them in the skills development of human resources.

Please respond with the utmost honesty and rigor as possible so that your answers are a real contribution to the achievement of academic work.

I would appreciate if you could answer to the following questions by marking with (X), with reference to the associated companies:

1 - Do you consider important, the existence of a policy quality / service in Vending Companies?

Yes

No

Why?

2 - What do you think that speaks in terms of availability of human resources in associated companies ?

Total availability

Partial availability

Why?

3 - Are you aware that employees are responsible for their shortcomings in associated companies?

Yes

No

Why?

4 - Are you aware that affiliates establish goals and objectives for your work teams?

Yes

No

Why?

5 - Are you aware that the objectives are measured and assessed their compliance with existing feedback, a posteriori, to their team members, business associates?

Yes

No

Why?

6 - Are you aware that the affiliates in organisms, where vending machines are placed, proceed to the disclosure of the business, mainly as follows:

Formal proposal

Meeting

Informal contact

7 - How do you think, mostly, that the member companies regard the relationship established with these bodies ?

Partnership

Unilateral

8 - Do you think the member companies consider it important that an agency client, becoming a business partner?

Yes

No

Why?

9 - Are you aware that the associated companies, foster team spirit within their organizations as a way to achieve the proposed objectives?

Yes

No

How?

10 - Considers it important that the member companies invest in training their employees ?

Yes

No

How?

11 - Are you aware that the reward systems that member companies have implemented, are able to maintain satisfied and loyal, the best employees?

Yes

No

12 -With regard to the following areas, put a tick in those in which the Association has had a more important role :

a) Provide training in Quality Management and Marketing Services

b) Consultancy / advice on accounting and tax areas

c) Advice in the areas of Human Management

d) Provide training in Personal Development and Communication

e) Provide training in Food Safety

f) Provide training in the Value Management and Entrepreneurship

g) Other. What ?

13 - In your opinion, and the information available, how do you think is going to develop, the Vending sector in Portugal, over the next five years ?

Positive development

Negative developments

Stagnation

14 - In a brief analysis (SWOT) to the sector, are able to point out :

-The main opportunities:

- The main threats:

-The main strengths :

-The main weaknesses:

Brief socio-demographic characteristics of most of Affiliated Companies:

How many companies are associated in different geographical areas:

North

Center

South

How many member companies have turnover:

Up to € 150.000

More than € 150.000

How many member companies have, for the number of employees:

Up to 5

5 to 10

Over 10

What is the average of Educational attainment prevailing in associated companies:

1st Cycle

2nd Cycle

3rd Cycle

University Education

What is the Average Age of employees in member companies:

Up to 1 Year

1 to 3 Years

More than 3 Years

Regarding the Number of working vending machines how many affiliates have:

up to 20

20 to 50

Over 50

Thank you for your collaboration!!!