



Republic of the Philippines
NATIONAL ELECTRIFICATION ADMINISTRATION
Quezon City

TRAINING NEEDS ASSESSMENT (TNA) FORM

- **MAG-Supervisory & Assessment Office**
- **IDD-Training & Development Services Division**

Training Needs Assessment Form Survey Questionnaire

A comprehensive Training and Educational Plan for Year 2005-2007 for all electric cooperatives is being prepared. The first step in developing the plan is to assess the training needs of employees. Please complete the following training needs assessment survey to enable us to design the training plan that would meet the employee's needs.

There are seven (7) areas of training being assessed, namely:

1. Management Development (MD)
2. Quality and Practices (QP)
3. Corporate Culture (CC)
4. Technical Processes (TC)
5. Occupational Safety (OS)
6. Customer Relations (CRP)
7. Academic Program (AP)

Rate each item as listed in the Questionnaire on the scale of 1 to 5. The first column of ratings is about how urgent/important you think this particular area for the electric cooperative. The second column asks about the degree at which you feel or observe how your employees have already acquired the necessary knowledge/skills in relation to the given area.

By doing such rating, the Training Needs Assessment (TNA) method would be able to determine the Measure of Training Needs (MTN) by multiplying the needs urgency level. This process will be done by NEA Training Staff. Accomplished TNA Form will be brought back to the Training officer who will administer the assessment. In case that TNA forms might be accomplished at later time, they may be sent through mail addressed to National Electrification Administration, MAG-Supervisory & Assessment Office, 4th Floor, NEA Bldg. NIA Road, Gov't. Center, Diliman, Quezon City.

Needs Urgency Level (Skill Level)

Not needed at all	1
Rarely needed	2
Needed from time to time	3
Needed most of the time	4
Needed all the time	5

Ability Level (Proficiency Level)

Poor	5
Not so good	4
Average	3
Good	2
Very good	1

Area for Training & Development	Needs Urgency Level					Ability Level					Employees	Position Title
	1	2	3	4	5	5	4	3	2	1		
1.Improvement Safety	1	2	3	4	5	5	4	3	2	1	Engr. Juan dela Cruz	Staff Engineer
2. Economics for Engineers & System Planners	1	2	3	4	5	5	4	3	2	1	Engr. Peter de Guzman	Head, Metering
3. Reliability as a Competitive Advantage in Electric Cooperative Distribution System	1	2	3	4	5	5	4	3	2	1	Engr. Arman Montero	Staff Engineer

Submitted by:

Noted by:

Recommended by:

Division Manager

Department Manager

General Manager

Electric Cooperative

Training Needs Assessment Form

Area for Training & Development C. Corporate Culture (CC)	Needs Urgency Level					Ability Level					Employees	Position Title
3. Developing Corporate Culture- the EC is a community of workers. It creates a culture of its own. Creating a positive culture is a conscious effort. It can be developed through organization development (OD).	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
D. Technical Process & Procedures (TP)												
1. Power Engineering- a series of seminars that will help the technical staff of the ECs develop the Distribution Development Plan as require by the ERC/DOE and NEA. The completion of the series of seminars will entitle the participants a certification of Proficiency and/or academic degree.	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		

Training Needs Assessment Form

Area for Training & Development D. Technical Process & Procedures (TP)	Needs Urgency Level					Ability Level					Employees	Position Title
6. Meter Reading, Billing & Collection	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
7. Utility Accounting	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
1	2	3	4	5	5	4	3	2	1			

Training Needs Assessment Form

Area for Training & Development F. Customer Relations Program (CRP)	Needs Urgency Level					Ability Level					Employees	Position Title
3. Customer Education	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
4. Corporate Imaging	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		

Training Needs Assessment Form

Area for Training & Development F. Customer Relations Program (CRP)	Needs Urgency Level					Ability Level					Employees	Position Title
5. Legal Education on Regulator's Requirement & Compliance	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
G. Academic Graduate Programs (AP)												
1. Leadership & Management (Diploma Course)	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		

Training Needs Assessment Form

Area for Training & Development G. Academic Graduate Programs (AP)	Needs Urgency Level					Ability Level					Employees	Position Title
4. Master in Energy Management	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
5. Master in Technology Management	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		
	1	2	3	4	5	5	4	3	2	1		

Submitted by:

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Division Manager

Department Manager

General Manager

Date Submitted: _____

Electric Cooperative: _____