UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

# COURSE SYLLABUS

# Laboratorio Tecnica del Questionario - Turno D

**2526-1-F5112P007-TD**

## Learning area

Fundamentals and research methods in social, work and organizational psychology

## Learning objectives

*Knowledge and Understanding*

- Quantitative approaches to the study of behaviours and attitudes

*Psychological processes involved in responses to questionnaires*

- Applying Knowledge and Understanding
- Theoretical foundations of survey sampling methodology
- Design and implementation of structured questionnaires

*Judgement and Critical Thinking*

- Development of the ability to critically assess the quality of questionnaires and research methodologies in light of specific research questions, through the analysis of existing questionnaire and collaborative group work

*Communication Skills*

- Development of the ability to clearly and effectively communicate methodological choices and the findings of questionnaire-based research to both specialist and non-specialist audiences, across diverse educational and professional settings, through project presentations and sustained engagement in class and group discussions

- Enhancement of active listening, negotiation, and collaborative working skills

*Learning Skills*

- Development of the capacity for autonomous learning through guided analysis of methodological literature, best-practice guidelines for questionnaire design software, and bibliographic and online resources

## Contents

The laboratory will focus on the design, development, administration, and use of a questionnaire, based on case studies from various areas of psychosocial research (such as healthcare, education, waste management, workplace well-being, and social differences). Theoretical and practical skills will be provided to manage the different operational phases and to identify the pros and cons of each methodological choice. The research examples will show the importance of the questionnaire in the psychological practice to measure and analyze psychosocial behaviors and constructs. The students, divided into groups, will carry out and administer their own questionnaire, starting from the design to the communication of the results.

## Detailed program

Definition and use of questionnaires in the psychological practice

Elaboration of the research objectives, and operationalization of the constructs to be investigated trough a questionnaire

Designing a questionnaire: introduction, questions, and answers

Questions on behaviors and attitudes

Types of questions (e.g. open-ended, closed-ended) and rating scales

Questionnaire pretest

Methods of data collection

Communication

## Prerequisites

Basic knowledge of research methodology

Knowledge of the difference between quantitative and qualitative research

Knowledge of descriptive statistics

## Teaching methods

Theoretical lessons (Lectures 30%), group exercises in class and at home, presentation and discussion of the exercises (Interactive mode 70%).

## Assessment methods

Attendance of at least 70% of the sessions is required, along with the completion of all group assignments between classes (e.g., questionnaire design and development, pre-test administration), as well as the final presentation of the work conducted, which serves as a culmination of the previous exercises.
Assessment will focus on the ability to formulate research questions and objectives that are appropriate to the case studies, competence in constructing a valid and reliable questionnaire, critical reflection on methodological choices, and the ability to effectively communicate both methodological decisions and the results obtained.

## Textbooks and Reading Materials

Zammuner, V. L. (1998). Tecniche dell'intervista e del questionario. Il Mulino.
De Leeuw, E. D., Hox, J. J., & Dillman, D. A. (2008). International handbook of survey methodology. Taylor & Francis Group/Lawrence Erlbaum Associates.
Tourangeau, R., Rips, L. J., & Rasinski, K. (2000). The psychology of survey response. Cambridge University Press.
Bosco, A. (2003). Come si costruisce un questionario. Carocci ed.
Peterson, R. A. (2000). Constructing effective questionnaires (Vol. 1). Thousand Oaks, CA: Sage Publications.
Caselli, M. (2005). Indagare col questionario: introduzione alla ricerca sociale di tipo standard. Vita e pensiero

## Sustainable Development Goals