# Query List

1. Input
2. Participant

* How do you determine estimated number of target participants in each batch? How many buffer do you expect to supply man power in BC level?

1. Program

* What are the objectives of the program?
* What were aspects of the program hinder goal achievement?
* How much budget prepared in each year?
* Has the committee conducted a community-needs assessment?
* What are the most pressing problems facing the community at the present time and how would you prioritize them in order of importance?
* What resources are available that address these problems?
* Have program changed in the past two years?
* What type of data collection system does the program use? How frequent are data tabulated? What types of data must be collected for monitoring requirements?
* Are program office, equipment, tools adequately? What are they?
* What technology are being used?

1. Staff

* How are they recruited for this program? What criteria are used for selection? Who does supervise and coordinate them? How are they oriented to the program and trained? Are they provided with an orientation manual?
* What is benefit for staff?

1. Process

* Is the timing appropriate?
* What is the quality of the interaction among stakeholders?
* How is the participation?
* What improvement have been done on each project?
* There are 7 projects in Valerie: teaching factory, kelas citra/ student internship/apprenticeship, teacher internship, teaching visit, plant tour, mentoring, assessment. What were expectation of each process?
* How is the flow process of Kelas Citra & Teaching factory?
* What were problems hinder the process?
* How effective is each project in the program?

1. Output/ Outcome

* How do the behavioral, competences changes clients exhibit before and after a program compare with changes over time exhibited by people who don’t experience the program?

1. CSR

* What is PTCT’s CSR policy?
* CSR does have different definitions, so what is CSR in your opinion?
* How do you see company’s vision, technology disruption in industrial 4.0, manpower needs & competences?
* How do you think your program in association with industry 4.0?
* What do you think about CSR implementation in Oil&Gas / manufacturing industries in Indonesia, Batam, and PTCT?
* What makes PTCT different from other Oil& Gas / manufacturing companies in implementing CSR?
* Why does CSR being considered important in PTCT?
* What is vision & mission of the CSR?
* What are key themes in CSR of PTCT?
* Who are CSR stakeholders in PTCT? What are their roles?
* How does PTCT communicate with each stakeholder?
* PTCT as a member of Yayasan Citramas, are there any NGO, company, other partner in implementing CSR? How do they support it?
* What are advantages and disadvantages (benefit and risk) of performing it?
* How does PTCT perform CSR in compliance with international & local laws and regulations?
* How much budget of CSR?
* How does management measure/ evaluate CSR performance?
* Does PTCT have new or initiative idea of operating CSR?
* What are the achievements of PTCT on CSR?
* Is there any failure of CSR implementation that can be a valuable lesson?
* Does the world financial crisis or crisis in oil prices affect CSR in PTCT? How do they affect? If yes, how does PTCT overcome this difficult situation? (plan, policies, strategy)
* What are the possible solutions for those challenges?
* What is your prediction about the future CSR in PTCT, related to 4.0, Oil& Gas / manufacturing industry in Indonesia/ Batam?