

JOB SATISFACTION QUESTIONNAIRE

Directions:

Please read all the questions carefully. The survey has been designed to facilitate easy answering. Answer requires either a $\sqrt{\quad}$ or \square to indicate your appropriate responses. All surveys are **confidential**. Only the researcher sees and processes the questionnaire.

S. No	Demographic behaviour
1.	Gender <input type="checkbox"/> Male <input type="checkbox"/> Female
2.	Age <input type="checkbox"/> Less than 30 <input type="checkbox"/> 31-40 <input type="checkbox"/> 41-50 <input type="checkbox"/> Above 50
3.	Education Level <input type="checkbox"/> Diploma/School <input type="checkbox"/> Under Graduate <input type="checkbox"/> Post Graduate
4.	Levels of management
5.	Category of Employee <input type="checkbox"/> Permanent employee <input type="checkbox"/> Probational employee <input type="checkbox"/> Part time employee <input type="checkbox"/> Others
6.	Marital status <input type="checkbox"/> Married <input type="checkbox"/> Unmarried
7.	Monthly Income level (in Rupees) <input type="checkbox"/> Less than 20,000 <input type="checkbox"/> 20,001 to 30,000 <input type="checkbox"/> 30,001 to 40,000 <input type="checkbox"/> Above 40,000
8	Work Experience <input type="checkbox"/> Less than 10 years <input type="checkbox"/> 10 to 20 years <input type="checkbox"/> Above 20 years

NATURE OF WORK

S. No	Statement	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
1	Suitability and Interest in the Job					
2	Ability to improve skill and knowledge from my job					
3	Ability to command dignity and respect from the job					
4	Ability to do the best of my work					
5	Ability to live a happy home life with realisation of aspirations					
6	Provision of required information for doing the work					
7	Requirement of physical efforts and previous experience to do my job					
8	Encouragement given for self thinking while at work					
9	Importance given to my ideas to do things better					
10	Communication of information about what is going on					
11	Respect and encouragement given for my efforts					
12	Attachment towards my existing job					

INTER- PERSONAL RELATIONSHIP

S. No	Statement	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
1	The trust imposed on me by my superiors					
2	Trust in my superiors for their encouragement					
3	Mutual Co operation among people in the organization					
4	Care Shown by the superior in learning my job					
5	Way of listening to the suggestions made by employees					
6	Free discussion between the superiors and employees					
7	Care taken in the appreciation of good work done					
8	Non threatening way of communicating the weaknesses of the employees					
9	Free of expression of problems in free and informal atmosphere					
10	Encouragement given by seniors in experimenting the new methods of doing my work					

PAY AND ALLOWANCES

S. No	Statement	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
1	I get decent income for the job I perform					
2	Sufficiency of income to meet family expenses					
3	Availability of scope for schemes of financial rewards					
4	Availability of scope for schemes of non-financial rewards					
5	Clarity and ability to understand the pay and allowance system followed by the management					
6	Clarity and ability to understand the incentive system followed by the management					
7	Method of distinction between the best and less performers					
8	Provision of chances to gain something through the pay and incentive system					
9	Link between performance and rewards maintained by the existing system					
10	Influence of trade union contracts on the existing pay system					

WORK ENVIRONMENT

S. No	Statement	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
1	Availability of pleasant physical environment					
2	Provision of lighting and ventilation facilities at the work place					
3	Adequacy of working (floor) area to work efficiently					
4	Comfort ability of the working hours					
5	Efficiency of the equipments and tools at the work place					
6	Implementation of safety norms in the organization					
7	Provision of safety appliances at work place					
8	Comfort ability to work under the existing environment					
9	Provision of sanitary facilities available					
10	Functioning of the canteen and effects to prevent distraction in the organization					

TRAINING

S. No	Statement	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
1	Sufficiency of imparting training programme by the HRD					
2	Usefulness of the training to acquire knowledge and skill					
3	Sufficiency of the duration of the training programme					
4	Selection criteria followed for imparting training programme					
5	Competence and qualification of the trainees					
6	Encouragement to participate in the external training courses					
7	Organisation of the training programme					
8	Opportunity provided to implement the knowledge secured during training					
9	Seriousness on the outcome of the training programme					
10	Opportunity provided to implement new methods and apply creative ideas secured					

MANAGEMENT POLICIES

S. No	Statement	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
1	The policies of management create conducive work environment					
2	Organisation development is the motive of the policies					
3	Employees welfare and its correlation with productivity					
4	Career opportunities and their growth is immensely considered by the management					
5	Management aims on practicing rigorous HR practices					
6	Learning climate and its respective encouragement on policies					
7	Trust and openness strategies of the management					
8	Periodic measurements on individual efficiency					
9	Regular discussions on overall organisational efficiency					
10	Productivity climate and its important aims					

PERSONAL GROWTH AND CAREER DEVELOPMENT

S. No	Statement	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
1	Availability of schemes for personal growth and development					
2	Communication of schemes for personal growth and development					
3	Conduct of programme for personal growth and development					
4	Deputation to other jobs to learn new skills					
5	Conduct of workshops and seminars for further development					
6	Involvement of employees in HRD activities and decision making process					
7	Opportunities provided for feedback and counselling facilities					
8	Interest shown by the superiors in the development and growth of their subordinates					
9	Selection criteria followed for promotions					
10	Encouragement given to acquire additional qualifications through part-time and correspondence courses					

GRIEVANCE AND REDRESSAL

S. No	Statement	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
1	Care taken by the management for redressal of grievances					
2	Understand ability of the grievances redressal procedure					
3	Redressal of grievances through grievances redressal programme					
4	System of maintaining the grievances record for future reference					
5	Time taken for disposal of the grievances of the employees					
6	Availability of permanent procedure for handling grievances					
7	Interest shown by the management in knowing the prevalence of grievances					
8	Communication of the outcome of the grievances					
9	Handling of your personal and official grievances by the management					
10	Impression about the functioning of the grievances settlement committee					

MANAGEMENT AND EMPLOYEES

S. No	Statement	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
1	Regularity of communication of HRM policies					
2	Permission to employees to participate in the discussion of HRM policies with the management					
3	Communication of vision and mission to all staff					
4	Communication of social objectives of the Organisation					
5	The disclosure of strategy to achieve the organisation goals					
6	Maintenance of communication network within the organisation					
7	Adoption of organisation development exercises within the organisation					
8	Implementation of staff development plans					
9	Co-ordination between the management and HR department					
10	Feeling experienced as an employee of the organisation					

EMPOWERMENT

S. No	Statement	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
1	Empowerment to employ temporary staff during emergency					
2	Empowerment given to schedule the job					
3	Authority given to complete the assigned task					
4	Empowerment to take decision in the execution of work					
5	Delegation of authority to allocate resources for various work					
6	Easy accessibility of required information					
7	Receipt of instructions for building relationship with others in the organisation					
8	Liberty in taking decisions					
9	Impression on the empowerment granted by the superiors					
10	Response shown by the co-workers to your decisions					

Thanks for the co-operation