

**A STUDY ON EMPLOYEE ENGAGEMENT QUESTIONNAIRE IN ORGANIZED  
RETAILING**

**1. Personal details:**

- a. Gender : Male / Female
- b. Name (optional) : \_\_\_\_\_
- c. Age : \_\_\_\_\_
- d. Marital status : Married / Single
- e. Band level : \_\_\_\_\_
- f. Educational qualification : \_\_\_\_\_
- g. Additional Technical qualification : \_\_\_\_\_
- h. Date Of Joining : \_\_\_\_\_
- i. Experience-
  - i. Pre FLFL experience \_\_\_\_\_ Years \_\_\_\_\_ months
  - ii. FLFL experience \_\_\_\_\_ Years \_\_\_\_\_ months

2. What is your current department of work?

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3. If you have worked in various departments what are they? How long in each department (starting from the current department)

Sr.No	Department	Period
1		
2		
3		

4. How many friends you have in your workplace? \_\_\_\_\_

5. How do your friends rate your relationship/friendship with them?  
Very Good / Good / Average / Low / Very Low

6. How do you describe your immediate supervisor / boss?

- a. Official boss
- b. Mentor
- c. Guide
- d. Friend
- e. Task master

7. Do you enjoy your current work?

- a. If yes- how much? All the time / Often / Sometimes / Rarely / Never
- b. If no, specify \_\_\_\_\_

8. At times of crisis or problems at work place whom will you approach first?
- Immediate boss
  - Colleague
  - Friend
  - Family member
  - Any other specify -----
9. What is your happiest moment in the workplace? (Tick one from each category)
- Finance related – Salary / Increment / Bonus
  - Career related – Promotion / New Job responsibilities / Management support
  - Work related – Job content / Team members’ support/ Supportive Colleagues / Work Environment / Understanding Boss
  - Development related – Sponsored courses / Management Programs / Up skilling training / / Engagement activities

Moment -----

Reason -----

10. What is your most unhappy moment in the work place? (Tick one from each category)
- Finance related – Less Salary / Less Increment / Less Bonus
  - Career related – Delayed Promotion / Less Job responsibilities / Inadequate management support
  - Work related – Job content / Less Team spirit/ Unsupportive Colleagues / Difficult Work Environment / Non understanding Boss
  - Development related – No course sponsorship / Less/No Management Programs / Less/No Up skilling training / No Engagement activities

Moment -----

Reason -----

11. Would you like to change your current assignment? Yes / No

12. If yes – why
- Not enjoying my current assignment
  - Enjoying now but like to have a new experience
  - To develop new competencies
  - Enjoying but further growth prospects may be better in a new function
  - Any other please specify
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13. Have you received any appreciation for your work recently – Yes / No

14. If yes, you got appreciation in the form of-
- a. Promotion / Appreciation Letter/ Award / Any other - please specify  
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15. How often do you participate in functional meetings?
- a. All the time / Often / Sometimes / Rarely / Never
16. Are you given a chance to express your opinion?
- a. All the time / Often / Sometimes / Rarely / Never
17. Do you feel your opinions/views are regarded
- a. All the time / Often / Sometimes / Rarely / Never
18. Are you given due credit for your opinion/suggestions
- a. All the time / Often / Sometimes / Rarely / Never
19. Do you feel that there are chances for your career growth in the organization -
- a. All the time / Often / Sometimes / Rarely / Never
20. Do you enjoy a sense of belongingness with the company
- a. with the department – All the time / Often / Sometimes / Rarely / Never
- b. with the company – completely / often / sometimes / rarely / never

21. What are the factors that contribute to your sense of belongingness (rank in order of preference)

<b>Attributes</b>	<b>Ranking (1 to 5 in order of importance to your. Rank 1 being the most preferred / Best attribute)</b>
Good boss / Supervisor	
I like my job- The role matches with my experience & interest	
Good work environment	
Good learning experience	
Good colleagues – enjoy working with my colleagues	

22. What inspires you to come to workplace? (rank in order of preference)

<b>Attributes</b>	<b>Ranking (1 to 5 in order of importance to you. Rank 1 being the most preferred / Best attribute)</b>
Interesting Job	
Good work place	
Friendly Colleagues	
Promotional Prospects	
Learning Opportunities	

23. Have you ever felt that you are not recognized for a good job done

a. If yes- how? - All the time / Often / Sometimes / Rarely / Never

24. When you feel your efforts are not recognized how do you react? - rank in order of preference

<b>Attributes</b>	<b>Ranking (1 to 5 in order of importance to you. Rank 1 being the most preferred / Best attribute)</b>
Seeking clarification (Discuss with supervisor)	
Withdrawn (Keep it to myself and think about) it	
Disinterest in work (Just do bare minimum work)	
Move away from situation (Seek a transfer / a new assignment)	
Seek support (Share / vent out with colleagues for advice)	

25. If recognized how would you behave? – rank in order of preference

<b>Attributes</b>	<b>Ranking (1 to 5 in order of importance to you. Rank 1 being the most preferred / Best attribute)</b>
Become more productive	
Open for new ideas	
Accept more responsibilities	
Encourage/motivate my colleagues	
Give good reference to the company	

26. . Who seems to care about you as a person in your workplace?

- a. Boss / Colleague / Friend / Any other (please specify)

\_\_\_\_\_

27. How do you accept changes in the work environment?

- a. All the time / Often / Sometimes / Rarely / Never

28. Do you take risk/initiative and do more than what is required of your job?

- a. All the time / Often / Sometimes / Rarely / Never

29. Are you afraid of making mistakes and consequently don't take initiatives/risks?

- a. All the time / Often / Sometimes / Rarely / Never

30. Rank the attributes contributing to the fear

Attributes	Ranking (1-5. Rank 1 being the more relevant)
a) My past mistakes scare me	
b) I'll lose my boss's favour/confidence	
c) My colleagues will ridicule me	
d) I might lose my job / increment	
e) I'll lose my self confidence	

31. Does your friend's leaving the organization affect you – Yes / No

32. How does it affect you-

- a. Insecurity ( Feel insecure)
- b. Influenced (I too will try to leave)
- c. Prevent (Influence him/her not to leave)
- d. Avoid (Try to avoid such issues)
- e. Angry / Blame (Fixing the blame on someone)

33. Will you refer this company to your relatives/friends for employment? – Yes / No

34. If yes, what are the attractive aspects / organizational attributes you will project? (You can tick more than one also)

- a. Job environment
- b. Good colleagues to work with
- c. Good remuneration
- d. Promotional opportunities
- e. Good learning opportunities
- f. Any other (please specify)\_\_\_\_\_

35. Have you participated in any program organized by the company with your family? -  
Yes / No What are the annual programs that the organization invites you with family?

- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_

36. What are the programs that you would like the company to organise to attend along with family?

- a. Annual Company Day
- b. Sports Day
- c. Local festival
- d. Award Ceremony
- e. picnic

37. Have you ever gone for dinner/ outing with all your team members anytime recently?  
Yes / No

38. If no, would you enjoy such a dinner / outing if organized? – Yes / No

39. Has the company invited you to join any courses / DLP programs it offers? – Yes / No

40. What are the programs that you would like the company to organise?

- a. Certification Program in Functional Areas
- b. Skill programs relevant to our functions
- c. Diploma courses
- d. Graduation Programs
- e. Post graduation Programs

41. Are you currently undergoing any company learning programs? Please specify.

\_\_\_\_\_

42. Do you come to work on time?

- a. All the time / Often / Sometimes / Rarely / Never

43. How often you come late to work?

- a. All the time / Often / Sometimes / Rarely / Never

44. Do you enjoy working long hours?

- a. All the time / Often / Sometimes / Rarely / Never

47. What do you do during break / recess from work (rank according to preference)

- b. Have quick snack
- c. Watch TV
- d. Catch up with friends
- e. Check my mail
- f. Read newspaper/magazines

48. Tick the welfare measures available to you in the workplace

- g. Fun zone
- h. Access to computer
- i. Doctor on call (Sanjeevani)
- j. Cultural programs
- k. Employee Discount Card
- l. Counseling support
- m. Pick up/drop facilities

49. What are the welfare measures that you desire to have in the workplace?

- Facilities– Cafeteria / Fun Zone / Rest rooms
- Health related - Sick room / Doctor on call / Counseling / Health Check up / Medical Loan
- Career growth – Training / Career Planning / Mentoring / Equal opportunities
- Education – BBA / MBA / Certification Programs / Workshops / Seminars
- Finance – Salary advance / Interest free personal loan / Vehicle loan / Home loan

50. Do you desire to have any other welfare measure- please specify

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51. Do you like to work as a relieving hand for your boss when he/she is on leave given an opportunity? – Yes / No

52. Tick the desired welfare measure that includes your family

- Insurance cover for family
- Family get together
- Preference in employment for family members
- Representation in family functions
- Children's education facility

53. Have you ever come across a situation where any of your colleagues in the company has been asked to leave the job- Yes / No

54. Have you ever had the fear recently that you might lose your job? – Yes / No

55. What motivates you towards achievement? – rank according to preference

- n. Good salary
- o. Attractive increment
- p. Recognition in the work place
- q. Promotional opportunities

56. Do you do your own self appraisal on performance every year – Yes / No

57. Does your immediate boss discuss with you your performance in detail every year?

- All the time / Often / Sometimes / Rarely / Never

58. Does your immediate boss explain to you areas for your improvement in detail

- All the time / Often / Sometimes / Rarely / Never

59. Does your immediate boss show you a clear career growth path?

- All the time / Often / Sometimes / Rarely / Never

60. Has your appraiser ever suggested to you new responsibilities to be taken by you?

- a. All the time / Often / Sometimes / Rarely / Never

61. Have you been happy with your recent appraisals – Yes / No

62. Do you feel that you are given enough opportunities to use your potential and achieve in workplace

- a. All the time / Often / Sometimes / Rarely / Never

63. What are the basic training programs that you have attended? Tick the applicable ones

- Induction
- Product training
- SOP training
- Soft skill training
- Technical training

64. Have you attended any other special training programs? Yes / No

65. If yes, please specify

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66. How would you consider your current salary as?
- Excellent / Good / Adequate / Can be better / Poor
67. How do you foresee promotion opportunities in the organization as?
- Excellent / Good / Fair / Adequate / Can be better/Poor
68. How do you get along with your current boss / supervisor?
- All the time / Often / Sometimes / Rarely / Never
69. Do you find your current role matching with your experience & to your liking?
- Extremely good/ Good / Ok / Not-so- matching / Don't like at all
70. Are you happy with the job location? – Yes / No
71. If 'yes' how does it help you?
- Close to my home
  - My wife's office also is nearby
  - Kid's school is close by
  - Easy public transportation available
  - Car pool facility
72. Do you think currently you have a good work atmosphere?
- Yes / No
73. Does your current job provide you with a good learning experience?
- a. All the time / Often / Sometimes / Rarely / Never
74. Do you excel in your current job?
- All the time / Often / Sometimes / Rarely / Never
75. Do you enjoy working with your current colleagues?
- Yes / No
76. Will you leave the organization to take up job in a different company for the same salary?
- Yes / No
77. What would you like to suggest your company to keep you happy?
1. \_\_\_\_\_
  2. \_\_\_\_\_
  3. \_\_\_\_\_

The following 17 statements are about how you feel at work. Please read each statement carefully and decide if you ever feel this way about your job. Kindly indicate your level of agreement of each statement by placing a tick mark in the appropriate column.

<b>Work engagement Statements</b>	<b>SA</b>	<b>A</b>	<b>N</b>	<b>DA</b>	<b>SDA</b>
1. At my work, I feel bursting with energy* (VI1)	5	4	3	2	1
2. I find the work that I do full of meaning and purpose (DE1)	5	4	3	2	1
3. Time flies when I'm working (AB1)	5	4	3	2	1
4. At my job, I feel strong and vigorous (VI2)*	5	4	3	2	1
5. I am enthusiastic about my job (DE2)*	5	4	3	2	1
6. When I am working, I forget everything else around me (AB2)	5	4	3	2	1
7. My job inspires me (DE3)*	5	4	3	2	1
8. When I get up in the morning, I feel like going to work (VI3)*	5	4	3	2	1
9. I feel happy when I am working intensely (AB3)*	5	4	3	2	1
10. I am proud on the work that I do (DE4)*	5	4	3	2	1
11. I am immersed in my work (AB4)*	5	4	3	2	1
12. I can continue working for very long periods at a time (VI4)	5	4	3	2	1
13. To me, my job is challenging (DE5)	5	4	3	2	1
14. I get carried away when I'm working (AB5)*	5	4	3	2	1
15. At my job, I am very resilient, mentally (VI5)	5	4	3	2	1
16. It is difficult to detach myself from my job (AB6)	5	4	3	2	1
17. At my work I always persevere, even when things do not go well (VI6)	5	4	3	2	1

Following statements are intended to understand your opinion on work attitude, work behavior, work outcomes. Kindly indicate your level of agreement of each statement by placing a tick mark in the appropriate column.

S.No	Statements	SA	A	N	DA	SDA
1.	If could, I would go into a different occupation.	5	4	3	2	1
2.	I can see self in occupation for many years.	5	4	3	2	1
3.	I feel this occupation choice is a good decision in my life.	5	4	3	2	1
4.	No money need, I still continue in occupation.	5	4	3	2	1
5.	Sometimes, I am dissatisfied with occupation.	5	4	3	2	1
6.	I like occupation too well to give up.	5	4	3	2	1
7.	I feel education is not necessary for occupation.	5	4	3	2	1
8.	I feel training is not necessary for occupation.	5	4	3	2	1
9.	This is the ideal occupation for life.	5	4	3	2	1
10.	I am disappointed ever since I entered occupation.	5	4	3	2	1
11.	I think a lot about leaving the organization.	5	4	3	2	1
12.	I am actively searching for an alternative one to this organization.	5	4	3	2	1
13.	As soon as I will leave the organization.	5	4	3	2	1
14.	I help others who have heavy workloads.	5	4	3	2	1
15.	I also help others who are absent from the organization.	5	4	3	2	1
16.	I help to orient/train other employees.	5	4	3	2	1
17.	I willingly give time to help others who have heavy work related problems.	5	4	3	2	1
18.	I always achieve the targets as what I specify to my work.	5	4	3	2	1

19.	I am satisfied with the nature of work I perform.	5	4	3	2	1
20.	I am satisfied with the quality of performance I deliver.	5	4	3	2	1
21.	I am satisfied with the colleagues.	5	4	3	2	1
22.	I am satisfied with promotional opportunities given by my organization.	5	4	3	2	1
23.	Present job gives chance to involve me in most important things that occurs to me.	5	4	3	2	1
24.	To me, my job is the only a small part of who I am.	5	4	3	2	1
25.	I am very much involved personally in my job.	5	4	3	2	1
26.	I live, eat and breathe my job.	5	4	3	2	1
27.	Most of my interests are centered around my job.	5	4	3	2	1
28.	I have very strong ties with my present job which would be very difficult to break.	5	4	3	2	1
29.	Usually I feel detached from my job.	5	4	3	2	1
30.	Most my personal life goals are job oriented.	5	4	3	2	1
31.	I consider my job to be very central to my life.	5	4	3	2	1
32.	I like to be really involved in my job most of the time.	5	4	3	2	1
33.	Overall, I feel my work performance is good.	5	4	3	2	1
34.	I can get along with anybody on the organization.	5	4	3	2	1
35.	I can complete my tasks on time.	5	4	3	2	1
36.	I achieve the quality of performance as set by my organization.	5	4	3	2	1
37.	I am able to achieve and fulfill the work performance goals.	5	4	3	2	1

38.	I would be very happy to spend the rest of my career with this organization.	5	4	3	2	1
39.	I enjoy discussing my organization with people outside it.	5	4	3	2	1
40.	I really feel as if this organization's problems are my own.	5	4	3	2	1
41.	I could easily become as attached to another organization as I am to this one.	5	4	3	2	1
42.	I do not feel like 'part of the family' in my organization.	5	4	3	2	1
43.	I do not feel 'emotionally attached' to this organization.	5	4	3	2	1
44.	This organization has a great deal of personal meaning to me.	5	4	3	2	1
45.	I do not have strong sense of belonging to my organization.	5	4	3	2	1
46.	I am not afraid to quit my job without having another one lined up.	5	4	3	2	1
47.	It would be very hard for me to leave my organization right now, even if u wanted to.	5	4	3	2	1
48.	If I decided to leave my organization now, my life would be disrupted.	5	4	3	2	1
49.	It wouldn't be too costly for me to leave my organization now.	5	4	3	2	1
50.	Staying with my organization is a matter of necessity as much as desire.	5	4	3	2	1
51.	I feel I have too few options to consider leaving this organization.	5	4	3	2	1
52.	One of the few serious consequences of leaving this organization would be the scarcity of available alternatives.	5	4	3	2	1
53.	Leaving this organization will land me in loss which other organizations cannot compensate.	5	4	3	2	1

Thank you for your response

Appreciate your time.