

Chapter: 7

APPENDICES

Questionnaires:

Section-A (Questionnaire on Demographic Variables or Personal Information of the Respondents)

Please tick for the most appropriate answers in respect of the following items:-

1. Gender

- Male
- Female

2. Age

- 20-30 Years
- 30-40 Years
- 40-50 Years
- 50-60 Years
- 60 Years and above

3. Race

- Indian
- Others

4. Marital Status

- Single
- Married
- Divorced

5. Educational Level

- Bachelor's Degree
- Diploma
- Master's Degree
- PHD

6. Monthly Income

- Below 20,000
- 20,000- 40,000
- 40,000- 60,000
- 60,000- 80,000
- 80,000 and above

7. Length of Service (at this Organization)

- Below than 1 year
- 1-4 Years
- 4-8 Years
- 8-12 Years
- More than 12 Years

Section-B (Questionnaire on Affective Commitment)

Please tick most appropriate answer in the respect of the following:-

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
a	b	c	d	e

No.		✓ Please Tick				
		a	b	c	d	e
1	I am committed to the organization because I have more chances of growth.					
2	This organization has given me a lot at personal as well as professional level.					
3	I would like to recommend to my other friends to come and join the organization.					
4	I always consider organization's problems as my own.					
5	I am emotionally attached to this organization.					
6	I never want to leave this organization and would ready to perform any task or assignments given by organization.					
7	This organization gives values to me as well as to my family.					
8	I fully identify with the organization's goals and values.					
9	This organization gives enough time to take care my family.					
10	This organization provides enough facilities to solve my personal as well as professional problems as and when required.					
11	The working environment is very positive and I feel like as part of the family.					

12	The management involves its employees or atleast take feedback before making any major decisions.					
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Section-C (Questionnaire on Continuance Commitment)

Please tick most appropriate answer in the respect of the following:-

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
a	b	c	d	e

No.		✓ Please Tick				
		a	b	c	d	e
1.	If I get any other good opportunity then I would leave this organization.					
2.	The organization's culture is very positive which I think; I would not get at any other place.					
3	I might not get any other opportunity if I leave this organization at this point of time.					
4	I am working in this organization for few years; if I leave then it may lead to bad professional image.					
5	The position which I have; is not possible to get at some other workplace.					
6	Leaving this organization would lead to financial disruption.					
7	Switching to some other organization would lead disturbance at personal level.					
8	This job is my necessity, I cannot take risk.					
9	I cannot leave the job until unless I don't have any other job in my hand.					
10	The policies and working procedures are very good which I might not get in any other organization.					
11	I get full management support in difficult situations, emotional as well as financial which is not possible at any other place in current scenario.					

12	I have very good friendship and relationship with my colleagues, which is not possible for me at other work place.					
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Section-D (Questionnaire on Normative Commitment)

Please tick most appropriate answer in the respect of the following:-

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
a	b	c	d	e

NO.		✓ Please Tick				
		a	b	c	d	e
1.	Now days, a large number of employees keep switching the organizations.					
2.	I won't leave the organization even if I get any other opportunity.					
3.	I can adjust here in every possible circumstance.					
4.	It is my moral value to stay in the same organization.					
5.	Loyalty is more important for me.					
6.	Things remain better if a person stays in the same organization.					
7.	Working in the same organization is good for growth of the employees as well as of the organization.					
8.	You get full knowledge of way of working of a particular organization if you stay for the longer period which leads to fewer mistakes and more productivity at the workplace.					
9.	In the difficult time, it is my moral obligation to work for the organization as it has given me a lot.					
10.	The organization gives value to itself and appreciate the work of the employees as well as take care of their personal values.					
11.	It is not ethical to leave the organization just for better salary.					

12.	Overall, Organizational commitment is more important for me.					
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Section-E (Questionnaire on Job Satisfaction)

Please tick most appropriate answer in the respect of the following:-

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
a	b	c	d	e

No.		✓ Please Tick				
		a	b	c	d	e
1	I am happy to work with my co-workers, they are supportive and talented.					
2	I get opportunity to enhance and utilise my knowledge and skills.					
3	I always get recognition for my good work.					
4	I am happy with my salary as there are more chances of increment and good chances of promotion.					
5	There are more chances of future growth in terms of pay, promotion and learning new things.					
6	I get enough fringe benefits besides my salary.					
7	I have better physical working conditions which gives undisturbed environment; which I might not get at any other place.					
8	I have good relationship with my supervisor as I have freedom to work and do the things on my own way.					
8	I have good relationship with my supervisor as I have freedom to work and do the things on my own way.					
9	I get a lot of opportunity to enhance my abilities and knowledge as organization conduct seminars and conferences very often					
10	I have good relationship with the management as management pay attention to my suggestions and involve me in decision making when needed.					

11	I have flexible work hours and do not feel pressurise to do some work.					
12	I am happy with the amount of responsibility I do get.					
13	I feel safe and secure towards my job.					
14	I get different task and duties and don't feel bore at the workplace.					
15	Overall, I am Satisfied with my job.					