

# Appendix

## Structured Questionnaire

### Questionnaire for Job Satisfaction in your Company

This Survey is to understand the level of "Job Satisfaction" of employees in different companies.

#### **NOTE:**

Names in the survey will be kept completely anonymous and will not be displayed or shared with anyone. This Survey is completely for educational purpose.

#### **Name of Employee**

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#### **Gender**

Male

Female

#### **Age Group**

18-30

31-45

46-60

61 and over

#### **Job Title**

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#### **Nature of Job (Type of work you do)**

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#### **JOB SATISFACTION SEGMENTS:**

Kindly select one of the options from various alternatives given below:

Agree (A)

Disagree (D)

Undecided (U)

Strongly Agree (SA)

Strongly Disagree (SD)

**QUESTIONS:**

<b>QUALITY &amp; CUSTOMER FOCUS</b>	1	2	3	4	5
The quality of our products and services are very important	A	D	U	SA	SD
Customer needs are the top priority	A	D	U	SA	SD
We maintain very high standards of quality in everything we do	A	D	U	SA	SD
High ethical standards are always maintained throughout the year	A	D	U	SA	SD
Senior management really understands to our customers' needs	A	D	U	SA	SD
<b>RESPECT FOR MANAGEMENT</b>					
I respect my manager as a competent professional	A	D	U	SA	SD
I have a great deal of respect for the senior leaders	A	D	U	SA	SD
I am very satisfied with my manager	A	D	U	SA	SD
The leaders of my company really know what they are doing	A	D	U	SA	SD
<b>PURPOSE AND DIRECTION</b>					
I know what is expected of me	A	D	U	SA	SD
The work I do makes a difference to the organization	A	D	U	SA	SD
My manager clearly defines goals and expectations	A	D	U	SA	SD
I know what I need to do to succeed	A	D	U	SA	SD

<b>TRUST</b>					
I could report unethical activities without fear of reprisal	A	D	U	SA	SD
There is an atmosphere of trust	A	D	U	SA	SD
People in my company trust one another	A	D	U	SA	SD
<b>TEAMWORK AND COOPERATION</b>					
My manager emphasizes cooperation and team work among members of my workgroup	A	D	U	SA	SD
There is a strong spirit of teamwork and cooperation among employees	A	D	U	SA	SD
It really feels like everybody is on the same team	A	D	U	SA	SD
People throughout the company cooperate effectively with one another	A	D	U	SA	SD
<b>COMMUNICATION</b>					
I have a clear understanding of the company's strategic goals	A	D	U	SA	SD
My manager always makes sure I am informed about decisions or changes that will affect me	A	D	U	SA	SD
Senior management communicates well with the rest of the organization	A	D	U	SA	SD
Information and knowledge are shared openly	A	D	U	SA	SD

<b>COMPENSATION</b>					
The benefits I receive are comparable to those offered by other organizations	A	D	U	SA	SD
My salary is competitive with similar jobs, I might find elsewhere	A	D	U	SA	SD
I am paid fairly for the work I do	A	D	U	SA	SD
<b>STRESS AND WORKLOAD</b>					
The amount of work I am asked to do is always reasonable	A	D	U	SA	SD
My job does not cause stress or anxiety in my life	A	D	U	SA	SD
<b>EMPLOYEE INVOLVEMENT</b>					
My opinion counts	A	D	U	SA	SD
Employees are encouraged to participate in the decision-making process	A	D	U	SA	SD
I am always involved in important decisions that affect my work	A	D	U	SA	SD
Employee input is considered before important decisions or changes are made	A	D	U	SA	SD
<b>INDUCTION AND TRAINING</b>					
I was given full information about company's and my job expectations	A	D	U	SA	SD
I was made feel comfortable to the new environment	A	D	U	SA	SD
Training schedule was well designed	A	D	U	SA	SD
Training helped me to do my job more efficiently	A	D	U	SA	SD

<b>FAIRNESS</b>					
Everybody is treated fairly in my company	A	D	U	SA	SD
Company's policies for promotion and advancement are always fair	A	D	U	SA	SD
Favouritism is not an issue in raises or promotions	A	D	U	SA	SD

**Any comments / suggestions / opinions (Remember, your comments will be anonymous)**

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**Thank You for your precious time to fill up this survey.**