

- **Appendices**

**Questionnaire (Created in Google Forms):**

Please indicate the extent to which you agree (most preferred) or disagree (least preferred) and biographical information with the following statements about the preferred and existing culture at the Marriott Hotel, Surat.

1. Please indicate your gender.

- Male
- Female

2. Please indicate your age.

- Less than 20 years
- 21 - 30years
- 31 - 40 years
- 41 - 50years

3. Please indicate your highest level of formal education completed.

- Senior High School/Middle School Leavers' Certificate
- Diploma (s)/ HND / Certificates
- Bachelor's degree
- Post-Graduate degree

4. How long have you been working for your organization?

- Less than 1 year
- 1 - 3 years
- 3 - 4 years
- 4 - 6 years

5. How many co-workers do you supervise?

- None
- 1 - 5
- 6-10
- More than 10

6. Please indicate the Department you work for:

- Financial Services
- Corporate Services
- Restaurant Services
- HR Department
- Technical Services

7. I would be very happy to spend the rest of my career with this Hotel.
- Strongly Disagree
  - Disagree
  - Neutral
  - Agree
  - Strongly Agree
8. Right now, staying with my organization is a matter of necessity as much as desire.
- Strongly agree
  - Agree
  - Neutral
  - Disagree
  - Strongly Disagree
9. One of the major reasons I continue to work for this organization is that I believe that loyalty is important and therefore feel a sense of moral obligation to remain.
- Strongly agree
  - Agree
  - Neutral
  - Disagree
  - Strongly Disagree
10. I was taught to believe in the value of remaining loyal to one organization
- strongly agree
- Agree
  - Neutral
  - Disagree
  - Strongly Disagree
11. Things were better in the days when people stayed with one organization for most of their careers.
- Strongly disagree
  - Disagree
  - Neutral
  - Agree
  - Strongly agree
12. One of the major reasons I continue to work for this organization is that leaving would require considerable personal sacrifice whether another organization may not match the overall benefits which I have here.
- Strongly disagree
  - Disagree
  - Neutral
  - Agree
  - Strongly agree