

A PROJECT REPORT
ON
JOB SATISFACTION

A Case Study with Reference to

BHARATH SANCHAR NIGAM LIMITED

(A Government of India Enterprise)

WARANGAL
ANDHRA PRADESH



Submitted to College Name

In partial fulfillment for the award of the Degree of
MASTER OF BUSINESS ADMINISTRATION
(Human Resource)

Submitted by
Your Name

Under the Guidance of
Name

Department of Business Management

College Address

CERTIFICATE

Certified that this is a bonafied work done by the student of this Institute in partial fulfillment of requirements for the award of degree of Master of Business administration (MBA) 2 year (FT) programme

The particulars are as follows:

Name of the Student : -----
Father's Name : -----
Hall Ticket No. : -----
Title of the project : **Job Satisfaction**
Name of the Organization : **BSNL**
Academic year : **YYYY-YY**

ACKNOWLEDGEMENT

I deeply express my profound gratitude and whole hearted thanks to our beloved New Science Degree and P.G. College,, who provided necessary facilities, guidance and endless encouragement, which helped me soundly. He is a boon to all of us not only in completing our projects but also throughout the course of study under the humanitarian grounds.

*I wish to express my gratitude to **Mr. Ravi Kumar**,, for his co-operation. I also thank all the employees in BSNL for their cooperation in successful completion of my project.*

I would like to thank all the faculty members of New Science Degree & PG College for their excellent guidance and dedicated involvement.

I would like to thank my friends and family members for their cooperation in completing project successfully.

(STUDENT NAME)

DECLARATION

I, **YOUR NAME** a student of College NAME, pursuing MBA course here by declare that the project work entitled “**JOB SATISFACTION**” carried on in “**BHARATH SANCHAR NIGAM LIMITED (BSNL)**”, and its value added services is an original work carried out by me availing the guidance of my project guide to my entire satisfaction. This report bears no resemblance with any other report submitted to Kakatiya University during the current academic year, earlier to another university for the award of any degree of diploma. I am presenting this during the year 2006-2008 in partial fulfillment of “**Master of Business Administration**”.

I also declare that this project report work is not submitted to any other university for any degree.

Date:

Your name

Chapter - I

Introduction

and

Research Methodology

INTRODUCTION

Human resource is considered to be the most valuable asset in any organization. It is the sum-total of inherent abilities, acquired knowledge and skills represented by the talents and aptitudes of the employed persons who comprise executives, supervisors and the rank and file employees. It may be noted here that human resource should be utilized to the maximum possible extent, in order to achieve individual and organizational goals. It is thus the employee's performance, which ultimately decides, and attainment of goals. However, the employee performance is to a large extent, influenced by motivation and job satisfaction

The term relates to the total relationship between an individual and the employer for which he is paid. Satisfaction does mean the simple feeling state accompanying the attainment of any goal; the end state is feeling accompanying the attainment by an impulse of its objective. Job satisfaction does mean absence of motivation at work. Research workers differently described the factors contributing to job satisfaction and job dissatisfaction.

The survey made regarding the job satisfaction in BSNL will facilitate and enables the management to know the perceptions and inner feelings regarding the job they are performing on day-to-day basis. The term job satisfaction reveals and focuses on the likes and dislikes of the employees of BSNL. In this particular study the researchers try to identify the causes for satisfaction and dissatisfaction among the employees. So this is the most effective and selective instrument for diagnosing and peeping into the employee's problems.

Job satisfaction survey can give the most valuable information the perceptions and causes. For satisfaction/dissatisfaction among the employees attitude towards job satisfaction may be either positive or negative. This positive feeling can be re-in forced and negative feelings can be rectified. This survey can be treated as the most effective and efficient way, which makes the workers to express their inner and real feelings undoubtedly.

For any future course of action/ development, which involves employee's participation, is considered. The management will get a picture their employee's acceptance and readiness. This survey also enables to avoid misinterpretations and helps management in solving problems effectively. It is observed during study some of the employees accepted the proposal survey research.

A perfectly contentment and satisfaction motivates an employees to be confident with a high morale, it is an asset to organization as a whole.

Thus the high motivation and morale of an employee make him to remain in the organization and encourage him to face cut throat competition and gives him enough dynamism to face challenges.

Every human being possess him own unique resource, if properly channels it by supportive and supplement, ultimately for achieving organization goals.

As proper breathing and diet is necessary to healthy human being so as is contentment to the job satisfaction. This contentedness ultimately acts as a key factor to human resource development.

Definition

Job satisfaction refers to a person's feeling of satisfaction on the job, which acts as a motivation to work. It is not the self-satisfaction, happiness or self-contentment but the satisfaction on the job.

Hoppock describes job satisfaction as "any combination of psychological, physiological and environmental circumstances that cause and person truthfully to say I am satisfied with my job.

Job satisfaction is defined as the, "pleasurable emotional state resulting from the appraisal of one's job as achieving of facilitating the achievement of one's job values.

OBJECTIVES OF THE STUDY

The main aim of the study is to analyze and examine level of job satisfaction among the BSNL employees and to know the problems faced by the employees of the various categories. The specific objectives are as follows:

- To present a profile of BSNL and organizational structure etc.,
- To observe the level of satisfaction among of employees relating to the nature of the job and other factors.
- To identify the extent of job satisfaction in the BSNL employees and its impact on the job performance of the employees.
- To evaluate the working environment in BSNL.
- To examine satisfaction regarding the salary and other benefits of its employees.
- To suggest suitable measures to improve the overall satisfaction of the employees in the organization.

SCOPE OF THE STUDY

In the survey an attempt has been made to analyze the job satisfaction of employees of BSNL, Warangal.

The Head Office of the BSNL is situated at New Delhi with as Circle Office in the Capital of Andhra Pradesh and a Divisional Office at Warangal District. The study tries to understand the level of satisfaction among the employees of BSNL. It further explains the area on which employees are mostly dissatisfied.

Job satisfaction of the employees has been analyzed on the basis of the following seventeen job related factors.

- Salary and monetary benefits
- Job security
- Promotion policy
- Working environment
- Employees participation in management
- Freedom of expressions
- Nature of job
- Interest taken by superiors
- Superiors and sub-ordinate relationship
- Medicare
- Loans
- Conveyance
- L.T.C.

HYPOTHESIS

It is known fact to all that keeping a employee happy is management's responsibility as to get the work done perfectly. But, to feel happy is employee's perception. So a satisfied employees is essential element for improving efficiency and effectiveness.

- Job satisfaction is great motivator, which keeps the employees always in high morale.
- Job satisfaction among employees result in increasing the perception of the organization.
- Job satisfaction reduces the resistance among employees for the new implementations.

METHODOLOGY

In the preparation of this report, the researcher the data from different sources. The sources of data as follows:

- **Primary data:** This data is gathered from first hand information sources by the researcher, this data collection from employees, managers, clerks etc., by administrating the questionnaire having face to face interaction with employees.
- **Secondary data :** This will give the theoretical basis required for the report presentation which can be available from various sources such as magazines, office files, inter office manual and web site.

DATA PROCESSING AND ANALYSING

Data, which is gathered by administering questionnaires, was processed in simple manner to determine the level of satisfaction among employees. Every response was assigned some score based on this overall satisfaction level was determined.

Data collected is carefully tabulated and analyzed by using satisfaction methods and also various graphs are used.

Chapter - II

PROFILE OF BHARAT SANCHAR NIGAM LIMITED

Chapter-2

PROFILE OF BHARAT SANCHAR NIGAM LIMITED

TELECOM IN INDIA

Telecom in India was started by private persons in 1851 as “Public Utility Service”. Subsequently it was taken over by Govt. of India in 1943 as department of Telecommunication, it functions under the communication ministry headed by a Cabinet Minister. The office is situated at New Delhi, having circle offices in all states in India. The circle office is located at the capital city of the every district of all states under supervision of General Manager. It is world’s 7th largest company and India’s No.1 Telecom Company and celebrating 150 years of Telecom Services.

The BSNL is formed on 1st October 2000. The BSNL is the largest public sector, serving more than 35 million customers and with a work force of 4,50,000 offices and employees, for its maintenance and operation. With the successful launch of BSNL’s WLL, Mobile and Broadband services all over the country. It has the responsibilities to improve already quality of telecom services expansion of telecom network, taking telecom services in all the villages and instilling confidence amongst its customers.

The company with a sound financial base is ready to face the impact of the upcoming competition. BSNL has received an overwhelming response to its simultaneous launch of cellular mobile Telephone Services (CMTS) across the country.. The introduction of DSL technology in the access network will be another solution to meet the demand for high bandwidth considerably. Other technological innovations in the form of Managed Leased Line Networks (MLLN),LMDs DLCs AND RLC in the access network are in different phases of implementation. Commissioning of DWDM in the main routes through “Sanchar Sagar Project “ has laid the foundation for the formation of National Information Super Highway. Introduction of Internet Telephony (“WEBPHONE”) has proved our commitment towards “Providing World-class Telecom Services at a very affordable price to its valued customers.

To day in Warangal, BSNL have a strong network of 100% digitalized exchanges interconnected by 100% reliable transmission media. They serve 1,05,989 landline customers through 117 exchanges. BSNL commissioned a state of the art Digital Trunk Automatic Exchange of 12,000 lines capacity exclusively for long distance traffic, introduced Intelligent Network Services (India Telephone Cards, Free Phone Services, Televoting, etc.,) recognize digital exchanges of latest technology in the tricity so as to offer Contrex facility all over the city.

VISION

To become the largest telecom Service Provider in Asia.

MISSION

- i. To provide world class State-of-art technology telecom services to its customers on demand at competitive prices.
- ii. To provide world class telecom infrastructure in its area of operation and to contribute to the growth of the country's economy.

OBJECTIVES

- To be the Lead Telecom Services Provider.
- To provide quality and reliable fixed telecom service to our customer and there by increase customer's confidence.
- To provide mobile telephone service of high quality and become no. 1 GSM operator in its area of operation.
- To provide point of interconnection to other service provider as per their requirement promptly.
- To facilitate R & D activity in the country.

Contribute towards:

- i. National Plan Target of 500 million-subscriber bases for India by 2011.
- ii. Broadband customers base of 20 million in India by 2011 as per Broadband Policy 2004.
- iii. Providing telephone connection in villages as per government policy.
- iv. Implementation of Triple play as a regular commercial proposition.

Board of Directors and Human Resources

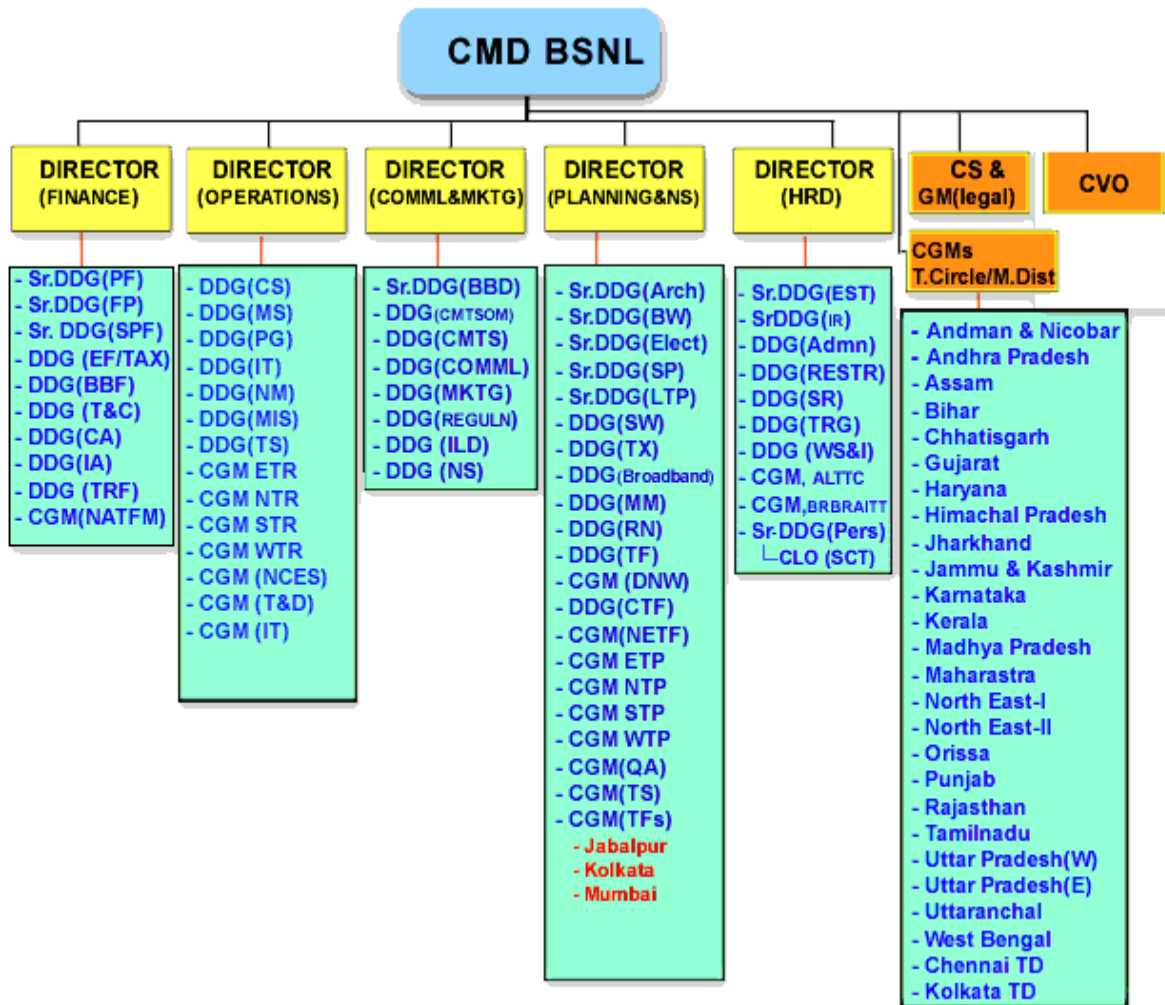
The corporate structure of BSNL Board consists of CMD and five full time Directors. Human Resources Planning and Development, new services, operations, financial, commercial and marketing who manage the entire gamut of BSNL. There are two government nominees on the time Board of directors of the BSNL.

Chairman and M.D.	Mr. Gopal Das
Director (Finance)	Mr. Gopal Das
Director (HRD)	Mr. Gopal Das

With a corporate philosophy that human resources as the most prized assets of the organization. It's natural for BSNL to continually to plan, recruit, train, develop and apprise of the organization have build up a strong base for the conducting the business activities. In that order BSNL believes in the following:

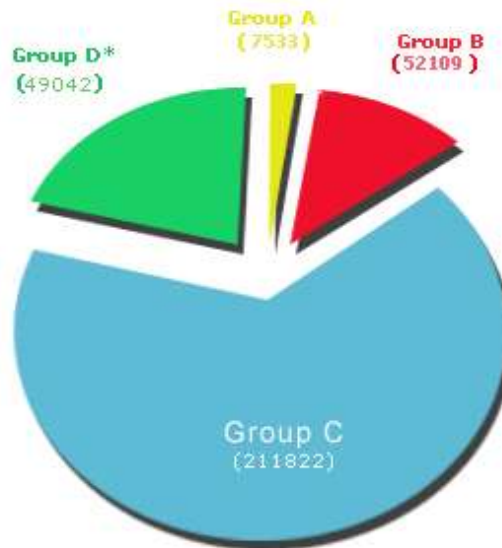
- BSNL has a vast reservoir of highly skilled and expertise work force about 4,50,000 personnel.
- BSNL believe that their staff is one of the best trained man owed in the telecom sector is the biggest asset of the organization.
- The organization believes that their future depends on our staff that provides service to valued customers and says to touch with them.
- To meet the technological challenges, employees are trained for technology up gradation, modernization, computerization etc. in BSNL's training centers spread across country. These centers are properly equipped with the requisite infra structure facilities such as lecture rooms, modern audio visual aids, libraries, hostels etc.
- Different curriculum run in these centers to import technology based training for additional change, basic education and skill development programmes etc.

Organization Chart of BSNL:



Distribution of Group-wise staff strength of DoT and BSNL (numbers) as on 31st March 2007 is indicated below:

Including 3783 nos. Industrial Workers



HIERARCHY OF WARANGAL DISTRICT TELECOM

The hierarchy of the Baharath Sanchar Nigam Limited, at Warangal district can be explained as in the following manner:

- The General Manager will look after all the activities of BSNL at Warangal SSA. Under GM, there are two DGMs and one SDE.
- The Deputy General Manager of planning and rural look after the planning and rural telecom network maintenance. Planning the future activities.
- Sub Divisional Engineer, DOTSOFT is in charge of telecom software.
- Commercial Officer is responsible for commercial activities such as new phone connections, phone services etc.
- The Divisional Engineers will look after the Administration activities, Finances etc.
- Administrative Officer, Telephone-Revenue (TR) will see the issues regarding Telephone Bills, collecting Revenues etc.

Services offered by BSNL

- BSNL Call Center
- MLLN
- MPLS based IP – VPN Services
- BSNL Cellone Service
- BSNL Cellular Call Center
- WLL Phone (Tarang)
- Internet Dhabhas
- Village PT's
- ITC Cards
- Bill Payment Centers
- Centrex
- Answering Machine Service
- In Services
- Internet Services
- ISDN
- Web Phone
- NetOne
- FAX
- Site is WAP enabled (in Hyderabad only)
- BSNL Portal (For online payments)

DEMOGRAPHIC STATUS

The Demographic Status of areas covered by Andhra Pradesh Circle along with telephone penetration is as follows as 30-06-2003.

Sl No	SSA	No. of Mandal	Projected Population (as on 30-03-2003)	No. of exchanges	No. of DELs	No. of Telephones/10 00 population
1.	Adilabad	52	2562020	105	77613	30.29
2.	Ananthapur	63	3741057	153	119872	32.04
3.	Chittoor	66	3840563	184	162227	42.24
4.	Cuddapah	50	2642762	114	110119	41.67
5.	East Godavari	57	4973187	153	221533	44.55
6.	Guntur	57	4496681	183	220448	49.02
7.	Hyderabad	4	58011077	52	520023	89.64
8.	Rangareddy	37	1695785	124	259860	153.24
9.	Karimnagar	56	3574194	145	160501	44.91
10.	Khammam	46	2640312	143	95224	36.07
11.	Krishna	48	4337161	177	238591	55.01
12.	Kurnool	54	3625592	184	116091	32.02
13.	Mahaboobnagar	64	3602584	173	92179	25.59
14.	Medak	45	2743925	123	86974	31.7
15.	Nalgonda	59	3326123	170	117445	35.31
16.	Nellore	46	2725158	154	124498	45.68
17.	Nizamabad	35	2410060	126	112692	46.76
18.	Prakasham	36	3128627	149	109862	35.12
19.	Srikakulam	37	2587430	89	55543	21.47
20.	Vishakapatnam	42	3899601	92	170329	43.68
21.	Vizianagaram	34	2289387	86	54687	23.89
22.	Warangal	50	3321689	121	116631	35.11
23.	West Godavari	46	3876956	170	204769	52.82
	TOTAL	1104	77841931	3170	3547711	45.58

Chapter - III

Theoretical Aspects of Job Satisfaction

Chapter-III

THEORITICAL ASPECTS OF JOB SATISFACTION

“I am satisfied with the job” is one way to define job satisfaction.

Limelight on job satisfaction was brought by Hop pock in 1935. He reviewed 32 studies on job satisfaction. Prior of 1933 the job satisfaction is combination of psychological, physiological and environmental circumstances that course to say truthfully that “I am satisfied with my job.”

The success of any organization depends on the effective utilization and motivation of human resources..

Job satisfaction is an integral of the organizational climate and importance element in management and employee relationship.

Job satisfaction is derived from the Latin words “Satis” and “facere”, which means “enough and to do” respectively. Job satisfaction refers to an employee’s general attitude towards his job.

- Situational Factor.
- Individual Characteristics.
- Group and social relationship outside the job.

Job satisfaction is the ultimate function of all these and many individual attitudes put together. Many thinkers consider it a collective force and not an unitary phenomenon.

Every individual has some needs and desires that need to be fulfilled. Any job, which fulfils these needs, provides satisfaction. Satisfaction is one’s contentment job that induces motivation and interest in work, which creates pleasure or happiness from job. Hence satisfaction plays a vital role in every aspect of individual’s life, without satisfaction in life it becomes very difficult to survive.

MEANING

The term job satisfaction refers to an employee’s general attitude towards his job.

- Job satisfaction is the favorableness or un-favorableness with which employees view their work.
- In order to understand job satisfaction, perhaps the first step should be to demarcate the boundaries among such terms as attitudes motivation and morale.
- A job is an important part of life. Job satisfaction influences one’s general life satisfaction.
- The result is that satisfaction arises from a complex set of circumstances in the same way the motivation does.

Job Satisfaction Leads To

- ◆ Motivates towards high productivity.
- ◆ Want to remain with organization.
- ◆ Act effectively in crisis.
- ◆ Accept necessary changes without resentment or resistance.
- ◆ Promotes the interest of the workers in the organization.

Theories

There are vital differences among experts about the concept of job satisfaction. Basically, there are four approaches/ theories of job satisfaction.

They are:

- 1) Fulfillment theory
- 2) Discrepancy theory
- 3) Equity theory
- 4) Two-factor theory

(1) Fulfillment theory

The main aim of this theory is to measure satisfaction in terms of rewards a person receives or the extent to which his needs are satisfied. Job satisfaction cannot be regarded merely as a function of how much a person receives from his job but it is the strength of the individual's desire of his level of aspiration in a particular area.

The main difficulty in his approach as observed by willing is that job satisfaction is not only a function of what a person receives but also what he feels he should receive, as there would be considerable difference in the actual and expectations of persons.

(2) Discrepancy Theory

The proponents of this theory is that satisfaction is the function of what a person actually receives from his job satisfaction and what he thanks receives or expects to receive.

This approach does not make it clear whether or not over satisfaction is a part of dissatisfaction and if so, how it differs from dissatisfaction.

(3) Equity Theory

The proponents of this theory are of the view that a persons satisfaction determined by his perceived equity which in from is determined by his input-output balance when compared to others input-output balance. Input-output balance is the perceived ratio of what a person received from his job relative to what he contributes to the job.

(4) Two-Factor Theory

This theory was developed by Herzberg, Mausner, Paterson and Capwell who identified certain factors as satisfiers and dissatisfiers.

Factors such as achievement, recognition responsibility etc., are satisfiers, the presence of which causes satisfaction but their absence does not result in dissatisfaction on the other hand the factors such as supervision salary, working conditions etc are dis-satisfiers the absence of which cause dissatisfaction however their presence does not result in job satisfaction.

This theory is considered invalid as a person can get both satisfaction and dissatisfaction at the same time.

DETERMINANTS OF JOB SATISFACTION

According to Abraham A. Kumar there two types of variables, which determine the job satisfaction of an individual. These are:

1. Organization Variables
2. Personal Variables

1. Organization variables:

- i. Occupational Level :** The higher the level of the job, the greater the satisfaction of the individuals. This is because, higher level of jobs carry greater prestige and self-control. This relationship between occupational level and job satisfaction stems from social reference group theory in our society values some jobs more than others. Hence people in values like them more than those who are in non-valued jobs. The relationship may also stem from the need fulfillment theory.
- ii. Job content:** Greater the variation in job content and less the repetitiveness with which the tasks must be performed, the greater the satisfaction of the individuals involved. Since job content in terms of variety and nature of tasks called for is a function of occupational level. The theoretical arguments given above apply here also.
- iii. Considerate Leadership:** People to be treated with consideration. Hence considerate leadership results in higher job satisfaction than in considerate leadership.
- iv. Pay and Promotional opportunities:** All other things being equal these two variables are positively related to job satisfaction.
- v. Interaction among Employees:** Here the question is, when interaction in the work group is a source of job satisfaction and when it is not.

Interaction is more satisfying when:

- a) It results in the cognition that other persons attitudes are similar to ones own since, this permits are ready calculability of the others behavior and constitutes a validation of ones self.
- b) It results in being accepted by other and
- c) It facilitates and achievement of goals.

2. Personal Variables

For some people, it appears that most jobs will be dissatisfying irrespective of the organizational conditions, where for other most jobs will be satisfying personal variable for this difference.

- i) Age
- ii) Educational Level
- iii) Role perception
- iv) Sex

Chapter - IV

DATA ANALYSIS

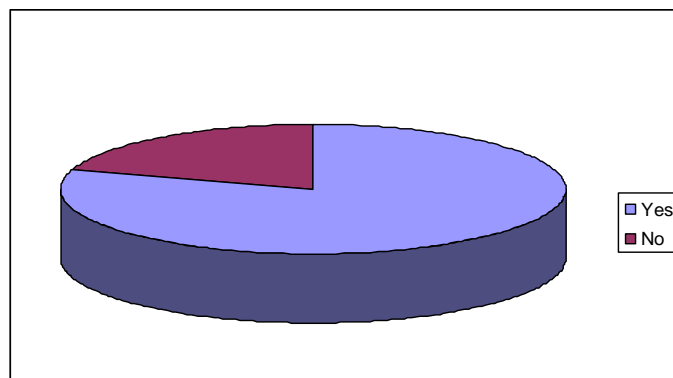
Chapter-IV

DATA ANALYSIS

1. ARE YOU SATISFIED WITH THE WAGES PAID TO YOU?

Yes	No
80	20

(Data in Percentage)

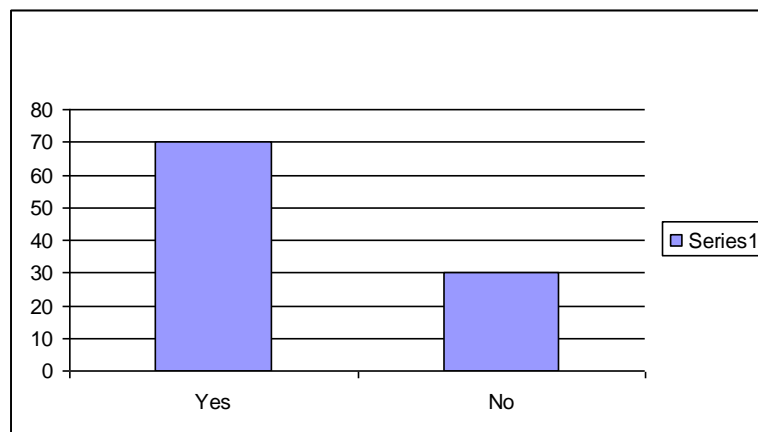


Interpretation: 80 percent of the employees are satisfied with the wages paid to them. Only 20 percent of the employees feel that there should be a hike in wages paid to them.

2. DO YOU HAVE ANY INCENTIVES WAGE SCHEMES FOR EFFICIENT WORK ON YOUR ORGANISATION?

Yes	No
70	30

(Data in Percentage)

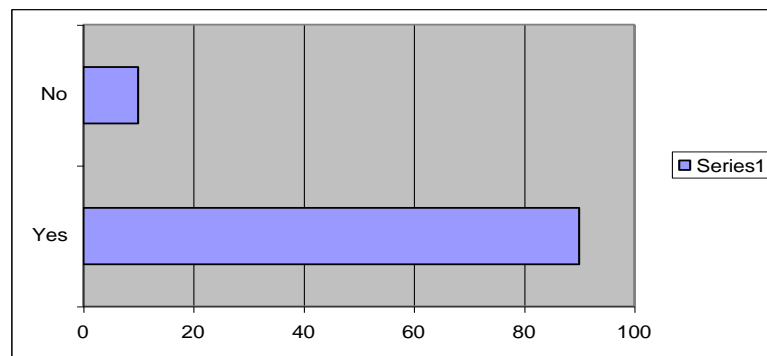


Interpretation: 70 percent of the employees feel that there should be an incentive wage scheme for efficient work in the organization.

3. ARE YOU SATISFIED WITH THE PRESENT WORKING CONDITIONS AND ENVIRONMENT?

Yes	No
90	10

(Data in Percentage)

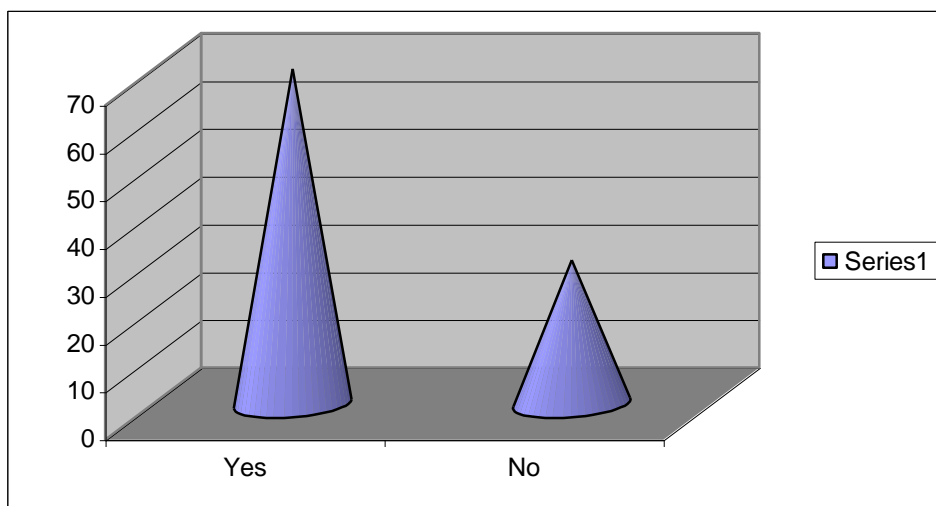


Interpretation: Almost all the employees are satisfied with the present working conditions and environment.

4. IS THE MANAGEMENT HELPFUL AND SYMPATHETIC TO YOUR PROBLEMS IN WORKSTATION?

To Some extent	To Large extent
70	30

(Data in Percentage)

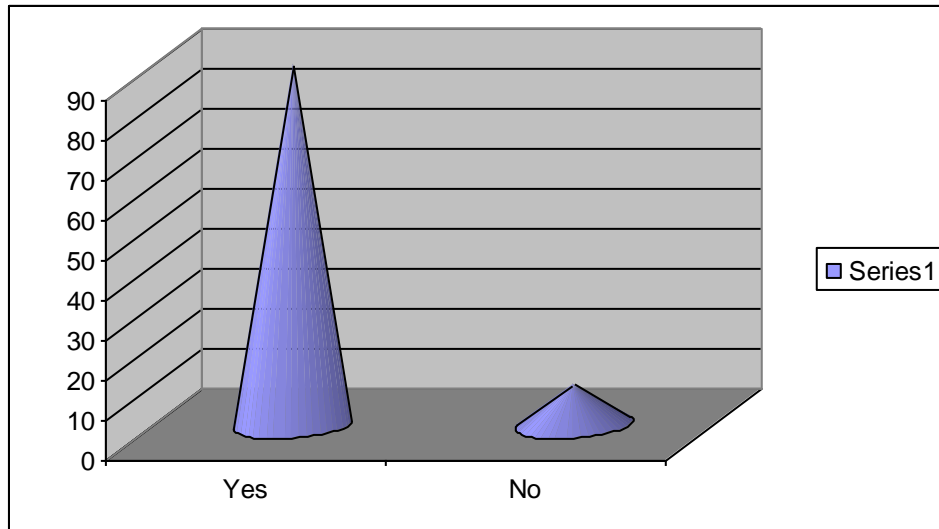


Interpretation: 70% of the employees feel that the management is sympathetic to some extent in their problems faced at workstation.

5. ARE YOU SATISFIED WITH THE FACILITIES PROVIDED WITH THE ORGANIZATION?

To Some extent	To Large extent
90	10

(Data in Percentage)

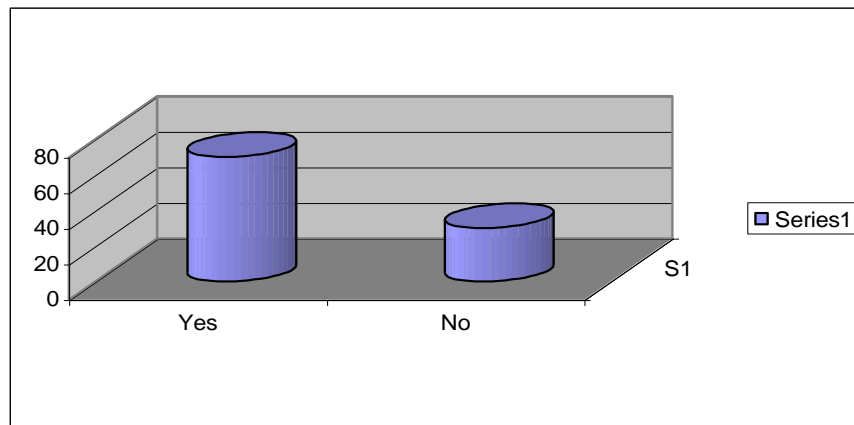


Interpretation: Almost all the employees are satisfied with facilities provided with the organization.

6. DOES THE MANAEMENT HAVE GOOD RELATION WITH THE WORKERS?

To Some extent	To Large extent
70	30

(Data in Percentage)

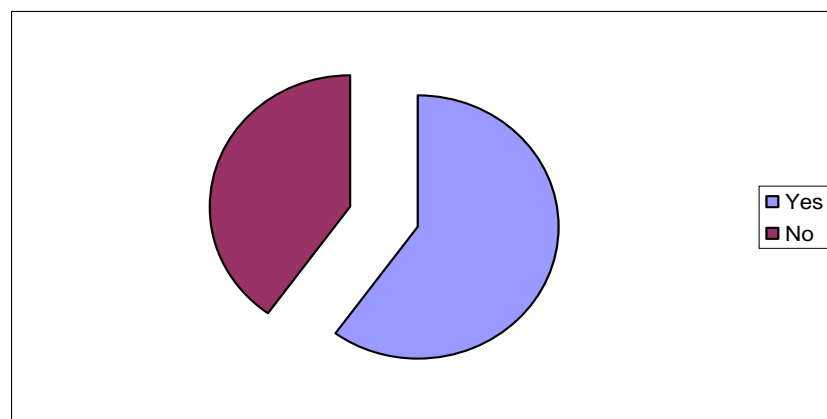


Interpretation: 70% of the employees feel that the management has a good relation with the workers and only 20% of them feel that the management should improve their relation with the workers.

7. DO YOU FEEL THAT THE COMPANY POLICIES REALLY PROTECT YOUR INTEREST?

To Some extent	To Large extent
60	40

(Data in Percentage)

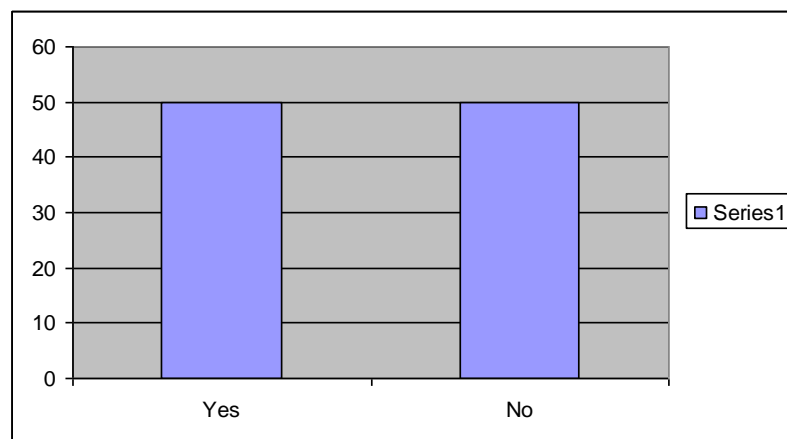


Interpretation: 60% of the employees feel that the company policies really protect their interest. 40% of them feel that their interests are not protected.

8. DO YOU HAVE ANY PROBLEMS WITH THE PRESENT MANAGEMENT SETUP?

To Some extent	To Large extent
50	50

(Data in Percentage)

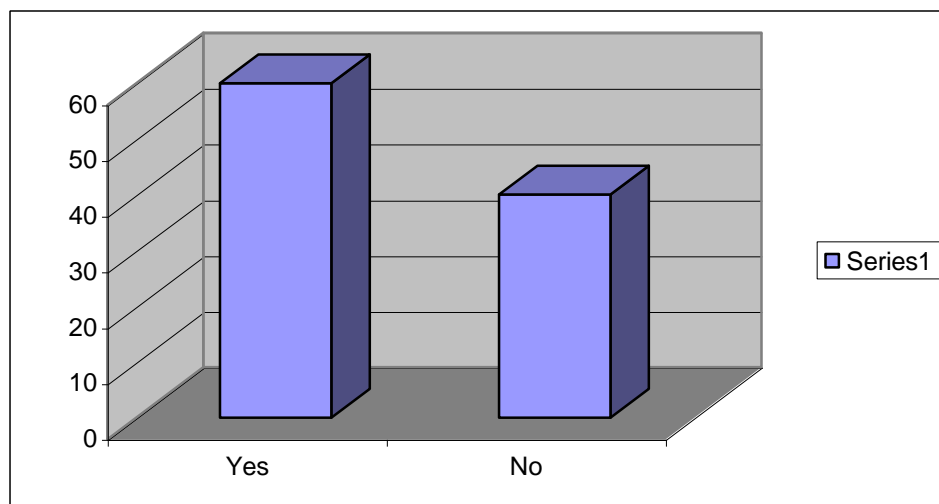


Interpretation: Only 50% of the employees are satisfied with the present management setup and the other 50% is not satisfied and feel that there should be change in the setup.

9. DO YOU FEEL THAT THE COMPANY POLICIES SHOULD BE CHANGED?

To Some extent	To Large extent
60	40

(Data in Percentage)

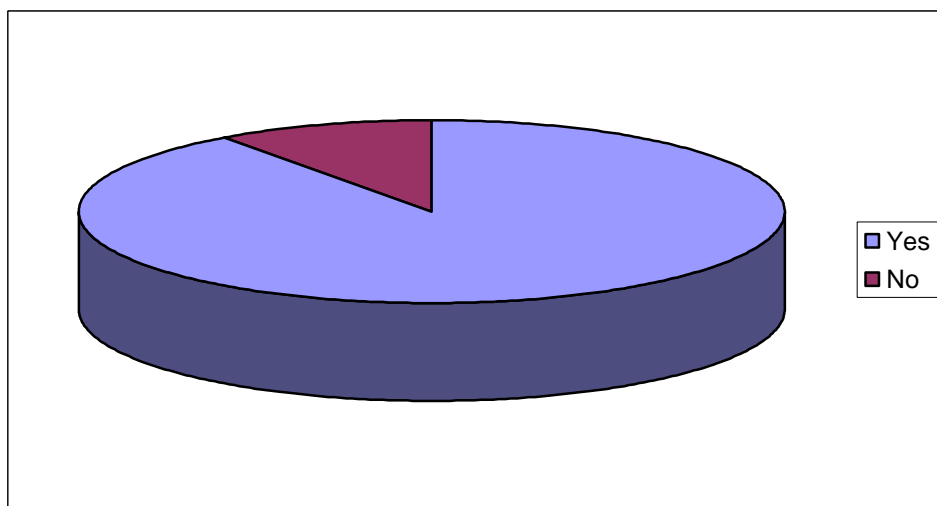


Interpretation: 60% of the employees feel that the company policies should be changed and 40% of them feel that the policies of the company are up to their satisfaction.

10. DOES THE COMPANY PROVIDE ANY TRAINING TO IMPROVE YOUR PERFORMANCE? IF YES, ARE YOU SATISFIED WITH THE TRAINING PROVIDED?

To Some extent	To Large extent
90	10

(Data in Percentage)



Interpretation: Almost all the employees are satisfied with the training provided by the company to improve their performance.

Chapter – V

CONCLUSIONS and SUGGESTIONS

CHAPTER-V

CONCLUSIONS AND SUGGESTIONS

CONCLUSIONS:

Besides several other factors the economic development of a country depends upon the effective functioning of employees. In order to achieve this the superiors and the state should take necessary steps for the satisfaction of employees in their respective jobs.

- Almost all the employees are satisfied with the wages paid to them.
- 70% of the employees feel that there should be an incentive wages scheme for efficient work in the organization.
- Employees are satisfied with the present working conditions and feel secure about their job.
- 70% of the employees feel that the management is sympathetic to some extent in their problems faced at workstation,
- Management shares a very good relation with the workers.
- Employees are satisfied with the facilities provided to them and are free to express their views freely to the management.
- Supervisors are ready to clear the doubts and help in improving their performance.
- 70% of the employees feel that the company policies really protect their interests.
- 50% of the employees are satisfied with the present management setup.
- 60% of the employees feel that the company policies should be changed.
- Employees are satisfied with the training provided to them in improving their performance.
- Medical, educational and housing loans are the financial benefits provided to the employees by the organization.
- Expenses for the injured workers are borne by the organization.
- Medical compensation is also provided to the inured workers.

Overall the employees of BSNL are having a very high job satisfaction and hence they are working with great enthusiasm and zeal to achieve their organizations goal.

SUGGESTIONS:

1. 50% of the employees feel that the present management should be changed.
2. 40% of the employees feel that the company policies should be changed.
3. 30% of the employees feel that the company policies are not able to protect their interests and hence they should be changed.
4. Majority of the employees feel that there should be an incentive wage scheme for efficient work in the organization.
5. The management should be more helpful and sympathetic towards the problems faced by the workers at the workstation.

Chapter - VI

**QUESTIONNAIRE
BIBLIOGRAHY**

Chapter-VI

QUESTIONNAIRE

A. Profile:

Name :

Age :

Income :

Qualification :

Designation :

Date of Joining :

B. Personal Problems & Benefits :-

1. Are you satisfied with the wages paid to you?

(a) Yes (b) No

2. Do you have any incentive wage schemes for efficient work in your organization?

(a). Yes (b). No

3. Is your job permanent or temporary? _____

4. Are you secured about your job?

(a). Yes (b). No

5. Are you satisfied with the present working conditions and environment?

(a). Yes (b). No

C. Inter-Personal Problems:-

1. Do the workers behave well with the Management?

(a). Yes (b). No

2. Is the management helpful and sympathetic to your problems in workstation ?
(a) Yes (b) No
3. Does the management have good relation with the workers ?
(a) Yes (b) No
4. Do you anytime express freely your views with the workers or vice versa ?
(a) Yes (b) No
5. Are you satisfied with the facilities provided with the organization ?
(a) Yes (b) No
6. Are the supervisors ready to clear your doubt and help in improving your performance ?
(a) Yes (b) No
7. Do you have good personal relations with the Manager and Supervisors ?
(a) Yes (b) No

D. Financial Benefits:-

1. What type of financial benefits do you get in the organization ?
(a)
(b)
(c)
2. Injured workers get any compensation in your organization ?
(a)
(b)
(c)

E. Management & Workers concerned:-

1. Is the management able to provide any housing facilities to you ?
(a) Yes (b) No
2. Do you feel that company policies really protect your interests ?
(a) Yes (b) No

3. Do you have problems with the present management setup?
(a) Yes (b) No
4. Do you feel that the company policies should be changed ?
(a) Yes (b) No
5. Does the company provide any training to improve your performance ?
(a) Yes (b) No
6. If yes, are you satisfied with the training provided ?
(a) Yes (b) No

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