EMPLOYEE PROFILE:

Name: ______________________________________

1. Age?
   (a) 20-25 years   (b) 26-30 years
   (c) 31-35 years   (d) 36 years & above

2. Educational Qualification?
   (a) Intermediate   (b) Degree
   (c) Post Graduation   (d) Professional

3. Marital status?
   (a) Married   (b) Unmarried

4. Number of years of experience you have?
   (a) 0-5 years   (b) 5-10 years
   (c) 10-15 years   (d) 15 years & above

1. JOB AUTONOMY:

5. Do you have job autonomy in your bank?
   (a) Yes   (b) No   (c) Can’t say

6. Which kind of job autonomy do you have?
   (a) Decision Making   (b) Work Schedule   (c) Work Innovative

7. How often you involved in operational level decisions?
   (a) Regularly   (b) Frequently
   (c) Sometimes   (d) Never

8. How many Decisions have you made without referring to higher authorities?
   (a) So many   (b) Few   (c) None

9. Have you given any opportunity to solve work related issues in your Bank?
   (a) Yes   (b) No   (c) Can’t say

10. How often you participate in problem solving?
    (a) Regularly   (b) Frequently
    (c) Sometimes   (d) Never

11. Is Your Bank effectively utilizing the bank’s staff suggestion scheme?
    (a) Yes   (b) No   (c) Can’t say

12. If yes, what kind of opportunity you got in your Bank?
    (a) To provide suggestions   (b) To provide new ideas
    (c) To create procedures   (d) To involve strategy implementation

13. Have you got any chance to participate in branch strategy preparations?
    (a) Yes   (b) No   (c) Can’t say

14. Is everybody accountable for their work in your Bank?
    (a) Yes   (b) No   (c) Can’t say

15. Have you any control over the scheduling of work?
    (a) Yes   (b) No   (c) Can’t say
16. Is your opinion being asked before changes are made in the way you work?
   (a) Yes    (b) No   (c) Can’t say
17. Is your Superior tries to solve your work related problems?
   (a) Yes    (b) No   (c) Can’t say
18. Are you satisfied with the job security provided by the bank?
   (a) Yes    (b) No   (c) Can’t say
19. Can you promise the customer on behalf of management?
   (a) Yes    (b) No   (c) Can’t say
20. Is Job rotation technique used periodically in your bank?
   (a) Yes    (b) No   (c) Can’t say

21. How often your work motives you?
   (a) Regularly   (b) Frequently
   (c) Sometimes   (d) Never

22. How many times your work able to influence other’s performance?
   (a) Regularly   (b) Frequently
   (c) Sometimes   (d) Never

23. Rate your priorities in Job Autonomy?

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2. COMMUNICATION:

Please Mark (✓) the Statements by following the five Point Scale Readings.
5= Strongly Agree  4= Agree  3= Can’t Say  2= Disagree  1= Strongly Disagree

24. I am getting prompt information to make quick and suitable decisions. [5 4 3 2 1]
25. I am satisfied with the directions which I receive to plan for future change. [5 4 3 2 1]
26. I am satisfied with how swiftly new information is communicated to me about changes in and around our organization. [5 4 3 2 1]
27. I have observed boost-up in my morale with present communication. [5 4 3 2 1]
28. If I have a problem I can speak directly to my superior. [5 4 3 2 1]
29. I have improved my work abilities through the feedback. [5 4 3 2 1]
30. I am able to give an open feedback on my subordinates & superior. [5 4 3 2 1]
31. Employee’s weaknesses are communicated in a non threatening manner. [5 4 3 2 1]
32. Our banks hierarchy and cross culture are the barriers in communication. [5 4 3 2 1]
33. Misinformation, rumours and gossips lead to emotional pressure in employee. [5 4 3 2 1]
34. I believe an effective communication system helps to enhance employee motivation, performance, job satisfaction and productivity. [5 4 3 2 1]

35. Open communications system helps to create healthy Superior-Subordinate, Employee-Management and Employee-Customer relations. [5 4 3 2 1]

36. Rate the Communication practice in your Bank.
   (a) Excellent     (b) Good
   (c) Average    (d) Bad

3. TRAINING:

37. How many Training programmes have you attended in your career?
   (a) 1-2                (b) 2-4
   (c) 2-6               (d) More than 6

38. Which type of training have you attended?
   (a) On the job   (b) Off the job   (c) both

39. When did you attend the last Training program?
   (a) Within last 2 years             (b) Within Last 3-5 years
   (c) Within last 5-10 years            (d) Not attended any training so far

   Please Mark (✓) the Statements by following the five Point Scale Readings.
   5= Strongly Agree       4= Agree     3= Can’t Say      2= Disagree       1= Strongly Disagree

   40. The objective of the training programmes is to complete understanding of different management functions to improve employee efficiency in its totality. [5 4 3 2 1]

   41. I believe that there is no need to change the present training methods. [5 4 3 2 1]

   42. I believe that my skills equal or exceed to my future colleagues. [5 4 3 2 1]

   43. Our bank provides the latest training on new technology adoption. [5 4 3 2 1]

   44. I believe sent to the training is a ticket for promotional purposes. [5 4 3 2 1]

   45. Training is an opportunity for my career development. [5 4 3 2 1]

   46. Training programmes have improved my performance quality. [5 4 3 2 1]

   47. I have observed enrichment in my decision-making skills due to training. [5 4 3 2 1]

   48. Training increases my confidence and helps to tackle conflict situations. [5 4 3 2 1]

   49. Training has enhanced my discipline and makes me to achieve benchmarking. [5 4 3 2 1]

   50. My work relation to peers has become healthy due to training. [5 4 3 2 1]

   51. Training helps to learn and develop organizational culture. [5 4 3 2 1]

4. REWARD AND RECOGNITION:

   Please Mark (✓) the Statements by following the five Point Scale Readings.
   1= Strongly Agree       2= Agree     3= Can’t Say      4= Disagree       5= Strongly Disagree

   52. Reward is a tool to satisfy social human needs like recognition, self-importance and a sense of belonging. [5 4 3 2 1]

   53. I believe our bank is practicing a fair and equitable reward system. [5 4 3 2 1]
54. I feel happy, when my work is recognized behalf of my colleagues. [5 4 3 2 1]
55. Reward has creates my unique identity in organization- “big picture” [5 4 3 2 1]
56. I got more opportunities for personal growth due to rewards. [5 4 3 2 1]
57. Monetary and non monetary rewards help me to improve morale. [5 4 3 2 1]
58. Financial incentives encourage me more compare to non financial. [5 4 3 2 1]
59. Rewards increase my responsibility towards organizational goals. [5 4 3 2 1]
60. Employee retention becomes easier through rewards. [5 4 3 2 1]
61. Rewards helps to reduce attrition by creating more interest in the job. [5 4 3 2 1]
62. I am satisfied with the transparency, quality and quantity of my bank’s reward and recognition system. [5 4 3 2 1]
63. Reward system has a strong influence on the work atmosphere which leads to individual and team productivity. [5 4 3 2 1]
64. Performance based employee rewards help to achieve a standard of excellence. [5 4 3 2 1]

5. ORGANISATIONAL CULTURE:

Please Mark (√) the Statements by following the five Point Scale Readings.
5= Strongly Agree  4= Agree  3= Can’t Say  2= Disagree  1= Strongly Disagree
65. I believe ethics and honesty is the only policy of our Bank’s Culture. [5 4 3 2 1]
66. Our all the employees, customers and stakeholders are treating fairly. [5 4 3 2 1]
67. Mission, vision, objectives and the employee’s role are clear to all. [5 4 3 2 1]
68. Belief, trust and leadership are the functions of our organizational culture. [5 4 3 2 1]
69. Customer delight is our only motive to offer and improve new services. [5 4 3 2 1]
70. Co-operation among employees’ is a symbol of our organizational harmony. [5 4 3 2 1]
71. Conflicts are resolved through discussions and control interventions. [5 4 3 2 1]
72. Decisions are made on prompt facts and information without bias. [5 4 3 2 1]
73. Every employee ideas are concerned while making important decisions. [5 4 3 2 1]
74. Our organizational culture makes employee to feel Pride be a part. [5 4 3 2 1]
75. I feel Positive and Fun workplace is the sign of our organizational culture. [5 4 3 2 1]
76. I have observed privilege in my attitude and job satisfaction. [5 4 3 2 1]
77. Rate the critical success factors of employee empowerment?

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Suggestions, if Any

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Thanking you.