


46. Isen, Alice M., Thomas E. Shalker, Margaret Clark and Lynn Karp —Affect, Accessibility of Material in Memory, and Behavior: A


103. Schneider, Benjamin, Mark G. Ehrhat, David M. Mayer, Jessica L. Saltz and Kathryn Niles-Jolly), —Understanding Organization–Customer


A STUDY ON JOB SATISFACTION OF EMPLOYEES IN INDIAN AVIATION INDUSTRY

Part - I

Demographic profiles

1. Age of the respondents
   a. Less than 25 years old
   b. Between 26-35 years old
   c. Between 36-45 years old
   d. Between 46-55 years old
   e. Above 55 years old

2. Gender
   a. Male
   b. Female

3. Marital status
   a. Unmarried
   b. Married
   c. Divorced
   d. Widow/widower

4. Educational qualification
   a. Under graduation
   b. Post-graduation
   c. Diploma

5. Monthly income
   a. Less than Rs.30000
   b. Between Rs.30001-40000
   c. Between Rs.40001-50000
   d. Above Rs.50000

6. Group membership in aviation industry
a. Flight Attendants  
b. Maintenance crew  
c. Pilots  
d. Mechanics  
e. Fleet Service  
f. Agents and Stores

7. Years of service
   a. Less than 2 years  
   b. Between 2-5 years  
   c. Between 5-10 years  
   d. Above 10 years

8. What are your total flight hours?  
   a. No flight  
   b. Less than 500  
   c. Between 501-1000  
   d. Between 1001-2000  
   e. Between 2001-3000  
   f. More than 3000

9. Type of present shift
   a. Night  
   b. Day  
   c. Mixed
## Part - II

**KARASEK’S DEMANDS AND CONTROL SCALE ON EMPLOYEES’ JOB DISSATISFACTION**

<table>
<thead>
<tr>
<th>Job Demand</th>
<th>SA</th>
<th>A</th>
<th>N</th>
<th>DA</th>
<th>SDA</th>
</tr>
</thead>
<tbody>
<tr>
<td>My capability and potential are not utilized.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>The job involved a lot of repetitive work.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>The job involved an excessive amount of work</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Different work than required in job description</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>The job is not free from conflicting demands.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>The job required lots of physical/mental effort.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>The job does not required learning new things</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>I occasionally have difficulties or conflicts with my superiors.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>I occasionally have difficulties or conflicts with my colleagues</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>I occasionally have difficulties or conflicts with my management policies.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>I am frequently restricted by department excessive, administrative paper work formalities</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>The demands of my job take up many hours of my personal time.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>I frequently need training for my career development and for continuously growing Quality demand.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>I occasionally have difficulties &amp; conflicts with the organization due to lack of funds materials consumables etc.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>I occasionally have difficulties &amp; conflicts with the organization due to low salary.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>I occasionally have difficulties &amp; conflicts with the organization due to promotional policies.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Job Control</td>
<td>SA</td>
<td>A</td>
<td>N</td>
<td>DA</td>
<td>SDA</td>
</tr>
<tr>
<td>----------------------------------------------------------------------------</td>
<td>----</td>
<td>---</td>
<td>---</td>
<td>----</td>
<td>-----</td>
</tr>
<tr>
<td>Employee's level of creativity and motivation</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>The extent to which my job involved a lot of repetitive work.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>The extent to which my job involved an amount of excessive work.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>The extent to which I have to do different work than required in job description</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>The extent to which my job is free from conflicting demands.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>The extent to which my job required lots of physical/mental effort.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>The extent to which my job required learning new things</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>The extent to which I have difficulties and conflicts with my superior(s).</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>The extent to which I have difficulties or conflicts with my colleagues.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>The extent to which I have difficulties or conflicts with management policies.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>The extent to which my department's policies and practices or formalities restrict me.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>The extent to which the work makes demands upon my personal time.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>The extent to which I have difficulties in getting, training for career development and for growing quality demand.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>The extent to which I have difficulties due to materials, funds and consumables etc.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>The extent to which I have difficulties or conflicts with my salary package.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>The extent to which I have difficulties with organization’s promotion policies.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
</tbody>
</table>
## Support factors

<table>
<thead>
<tr>
<th>Question</th>
<th>SA</th>
<th>A</th>
<th>N</th>
<th>DA</th>
<th>SDA</th>
</tr>
</thead>
<tbody>
<tr>
<td>How much do your department administration staffs go out of their way to make life easier for you?</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>How easy is it to talk to members of your office administration?</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>How much can your administration staff be relied on when things get tough at work?</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>How much are the members of our administration willing to listen to your personal problems?</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>How much do your colleagues go out of their way to make easier for you?</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>How easy is it to talk to your office colleagues?</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>How much can your colleagues be relied on when things get tough at work.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>How much are colleagues of our office willing to listen to your personal problems?</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Job Dissatisfaction</td>
<td>SA</td>
<td>A</td>
<td>N</td>
<td>DA</td>
<td>SDA</td>
</tr>
<tr>
<td>-----------------------------------------------------------------------------------</td>
<td>----</td>
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<td>---</td>
<td>----</td>
<td>-----</td>
</tr>
<tr>
<td>I feel a great deal of dissatisfaction because of my job</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>I put least effort into my work in the department</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Many stressful things happen to me at work</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>There are number of jobs I would prefer over this one</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>I often find it difficult to get motivated at work these days</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Overall, my job is satisfying.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>There is a good chance I would take a new job if offered me.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Over the past month, I have seriously thought about seeking a transfer to another department or place.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Over the past month, I have seriously thought about resigning from job altogether.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Over the past month, I have seriously thought about making a real effort to enter a new and different occupation.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>I feel a great deal of dissatisfaction because of my career development and promotion policies.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
</tbody>
</table>