Appendix

- Bibliography
- Questionnaire
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QUESTIONNAIRE

Dear Sir/Madam,

The following questionnaire aims at seeking information for the purpose of research work on the topic “Employee Engagement in Telecom Industry (A Comparative Study of Selected Public and Private Undertaking in Rajasthan).” In this endeavor, I need your participation.

Employee engagement helps in increasing performance and brand image of a company. High level of Involvement of employees with organization will increase productivity and profitability of business. The following study focuses on: To know the level of engagement in employees of telecom organization, different engagement practices and how the level of engagement can be improved, we have framed the questions using five options you have to tick out the best option for the questions according to your opinion. We request you to fill-in the enclosed questionnaire.

The response would be kept confidential and used for academic purpose only. We will be happy to send you the finding of this survey.

I appreciate your support.

Thanking you,

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Under the Guidance of:
Dr. Pradeep Kumar Sharma (Ph.D. Supervisor)
Department of Business administration,
University of Rajasthan, Jaipur.
1. Name of the employee (Optional) : .................................................................
2. Name of the Organization : .................................................................
3. Gender :
   a. Male  
   b. Female
4. Age
   a. Up to 30 Years  
   b. Above 30 Years
5. Educational qualifications:
   a. Graduate  
   b. Post-graduation and above
6. Monthly salary (in Rs.):
   a. Below 35,000/month  
   b. Above 35,000/Month
7. Cadre:
   a. Managerial  
   b. Non Managerial
8. How long have you worked in your present job for your current employer?
   a. Less than two years  
   b. More than Two years
9. While working in the current organization, your attitude towards work is:
   a) Working with passion and feels connected to organization  
   b) To just complete the task assigned but no passion for it  
   c) Unhappy with the work  
   d) Unhappy with work even discuss the same with other employees
10. Given an opportunity to reference your current organization to any of your friend/relative, you will
    a) Feels proud to tell  
    b) Will be neutral  
    c) Feels shy to recommend  
    d) Will never recommend to anyone
11. How long do you plan to work with the current organization (assuming there are good opportunities outside)?
    a) 5 years and above  
    b) 3-5 years  
    c) 1-2 years  
    d) 0 to 1 year
12. Your organization’s Mission makes you feel:
    a) Your Job is important  
    b) Your job is not important  
    c) It is not related to the work given  
    d) Seems to be irrelevant
13. While working in the current organization, your colleagues attitude towards work is:
   a) To give Quality Work go extra mile to fulfill responsibility
   b) Half Heartedly complete the work
   c) Just to complete working hours
   d) Seems wastage of time and useless

14. What makes you to continue working in this organization?
   a) Compensation and Benefits
   b) Growth and learning opportunity
   c) Work life balance
   d) Job Security

15. While you do your work:
   a) Job is so absorbing that you forget everything else
   b) At times you gets distracted
   c) I often think other things while working
   d) I avoid working very hard

16. What are your views about your job in present organization If you have to leave this company (Due to pregnancy/education):
   a) You would like to rejoin after that
   b) Most probably join but after long time
   c) Will not be first choice to join again
   d) Will never join again

17. Do you have best friend at work?
   a) Yes, always I have best friend
   b) Majority of time
   c) Difficult to find any friend
   d) No friend is there

18. Do you think that your organization work profile gives you optimum space for your work life balance?
   a) Proper work life balance is maintained
   b) Organization does not support and so difficult to manage work life balance
   c) Never able to manage work life balance
   d) Organization support & certain flexibility is given to manage work life balance

19. Do you have clarity about what is expected from you as an employee of current organization?
   a) Always have clarity about expectations
   b) Sometimes clarity gets missed out
   c) Expectations changes very frequently so becomes difficult to manage
   d) Expectations are never clear
20. As far as availability of resources are concerned for doing your job well in current organization:
   a) You have all the resources available
   b) You have dearth of resources
   c) You get resources after struggling for it
   d) You don’t have required resources

21. What are your views about communication in your organization?
   a) Within the organization there is smooth flow of information among various hierarchies
   b) Most of the time there is smooth flow of information is there
   c) The smooth flow of information happens only at times
   d) There is lot of miscommunication

22. Your Organization supports you for managing stress:
   a) Yes there are facilities provided to employees for stressing out
   b) Most of the time it is taken care of
   c) At time take care but not regular
   d) No such provision is there

23. While working in your present organization, you have been recognized and praised for your work:
   a) In last one year
   b) In last two year
   c) In last five years
   d) Never

24. While talking about your present supervisor in current organization, you feel that he/she
   a) Cares for you as a person
   b) Cares for you for work only
   c) Neither cares for you as person nor for work
   d) Never even listens to you

25. What is management’s perspective about your opinion and ideas in your present organization?
   a) Always given Value and accepts if found appropriate
   b) Most of the time given value and accepts if found appropriate
   c) Sometimes given value and accepts if found appropriate
   d) Never given value

26. What are your views about HR practices in your organization?
   a) They are really good and properly implemented
   b) They are Satisfactory and has scope for improvement
   c) They are not transparent and are biased
   d) They are just for name sake
27. Do you get enough opportunities to show your talent /key strength in your current job?
   a) Always have ample opportunity to show talent
   b) Mostly opportunities are available
   c) Have to struggle for getting such
   d) Never such opportunities are given

28. What is your seniors view about your development in your present organization?
   a) Development is being encouraged and all support given
   b) Development is being encouraged but no support given
   c) Taken as employee responsibility for their own development
   d) Not even discuss about development

29. Your performance has been appraised in your organisation in:
   a) In Last Six Months
   b) In last Two year
   c) In last Three years
   d) Never discussed

30. Did your present organization provided opportunity for learning and growth?
   a) In last One year
   b) In last Two year
   c) In last five years.
   d) Never.

31. Your organizations organize or provide training about latest Technology in:
   a) Every six months
   b) Six to one year
   c) In two years
   d) More than two years

32. Have you made any changes in your work during the last year in order to improve persistence and completion
   a) Yes enough changes have been done
   b) Certain changes has been done
   c) Almost negligible changes has been done
   d) Don’t feel need for any kind of change