Appendix – I

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QUESTIONNAIRE

A STUDY ON QUALITY OF WORK LIFE IN IT INDUSTRIES WITH REFERENCE TO CHENNAI REGION.

1. NAME:

2. TIER LEVEL:
   - TIER I
   - TIER II
   - TIER III

3. MANAGEMENT LEVEL:
   - TOP LEVEL EXECUTIVES
   - MIDDLE-LEVEL MANAGERS
   - OPERATIONAL LEVEL EMPLOYEES

4. AGE:
   - Up to 30 years
   - 31-35 years
   - 36 & Above

5. EXPERIENCE:
   - 0.1-5 Years
   - 6-10 years
   - 11 & Above
6. **GENDER:**
   - Male
   - Female

7. **EDUCATIONAL QUALIFICATION:**
   - Graduate
   - Post Graduate

8. **MARITAL STATUS:**
   - Single
   - Married

9. **FAMILY:**
   - Nuclear
   - Joint

10. **DEPENDENTS:**
    - One
    - Two
    - Three
    - Four & Above

11. **WORKING HOURS**
    - 8-9 Hours
    - 9-11 Hours
    - 11 & above
SD: STRONGLY DISAGREE
D: DISAGREE
NAD: NEITHER AGREE OR DISAGREE
SA: STRONGLY AGREE
A: AGREE

**FACTOR 1: ADEQUATE INCOME & FAIR COMPENSATION (AIF)**

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<td>AIF1</td>
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|     | SD: STRONGLY DISAGREE  
D: DISAGREE  
NAD: NEITHER AGREE OR DISAGREE  
SA: STRONGLY AGREE  
A: AGREE |
|     |     |   |     |   |    |
|     | I am happy with the current benefits package (Insurance, Pension, Overtime, House loan, etc.) in our organisation |
| AIF2|     |   |     |   |    |
|     | My organization is generous in granting short-term incentives (gift coupons, bonus, team lunch, etc.) to the employees |
| AIF3|     |   |     |   |    |
|     | I feel that my organisation takes to care for the welfare of its employees and their families |
| AIF4|     |   |     |   |    |
|     | My financial needs are adequately fulfilled with my salary income |
| AIF5|     |   |     |   |    |
|     | I get impartial treatment in all matters like employee compensation, job security, etc. |
| AIF6|     |   |     |   |    |
|     | I am satisfied with my current pay structure. |
### FACTOR-2: SAFE & HEALTHY WORKING CONDITIONS (SHW)

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<tr>
<td>SHW1</td>
<td>I am comfortable within the office premises.</td>
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<tr>
<td>SHW2</td>
<td>My present workplace is unhygienic and congested liable to create health problems</td>
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<tr>
<td>SHW3</td>
<td>Often I ignore my health due to work related aspects</td>
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<tr>
<td>SHW4</td>
<td>In my organization, employees are provided with proper working infrastructure (convenient seat, Air Condition, table, etc.)</td>
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<tr>
<td>SHW5</td>
<td>My organization ensures assistance for the employees working/travelling during night hours</td>
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### FACTOR-3: OPPORTUNITIES TO USE & DEVELOP HUMAN CAPACITY (OUD)

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<tbody>
<tr>
<td>OUD1</td>
<td>My duties and responsibilities are clearly defined</td>
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<tr>
<td>OUD2</td>
<td>My manager is happy with my performance.</td>
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<tr>
<td>OUD3</td>
<td>My efforts are recognized and praised by my Lead/ Manager or Clients</td>
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<tr>
<td>OUD4</td>
<td>I am allowed to participate and express my point of view in major discussion with respect to my project</td>
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## FACTOR-4: OPPORTUNITY FOR CAREER GROWTH: (OCG)

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<tr>
<td><strong>OCG1</strong></td>
<td>I am best suitable for this job.</td>
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<tr>
<td><strong>OCG2</strong></td>
<td>I receive training for doing my job when new technology and procedures are adopted at the workplace</td>
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<td><strong>OCG3</strong></td>
<td>I like healthy competition within organisation</td>
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<tr>
<td><strong>OCG4</strong></td>
<td>4. There are more chance for me to develop my career if I continue in this organisation</td>
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<td><strong>OCG5</strong></td>
<td>The chances of getting promotions are considerably good in my present job</td>
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<tr>
<td><strong>OCG6</strong></td>
<td>My efforts are positively evaluated so far</td>
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<tr>
<td><strong>OCG7</strong></td>
<td>I have plenty of opportunities to try my innovative ideas in this organisation</td>
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<tr>
<td><strong>OCG8</strong></td>
<td>My organization should give preference to internal candidates in open recruitments for higher posts</td>
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### FACTOR-5: SOCIAL INTEGRATION IN THE WORKFORCE (SIW)

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<tr>
<td>SIW1</td>
<td>I do maintain good rapport with my team.</td>
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<tr>
<td>SIW2</td>
<td>My Lead/Manager are affable enough</td>
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<tr>
<td>SIW3</td>
<td>If I do not understand job-related procedures, I feel comfortable asking for assistance from my colleagues</td>
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<td>SIW4</td>
<td>There are too much bickering and fighting among the employee/staff of my TEAM</td>
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<tr>
<td>SIW5</td>
<td>In my organization, each one is identified on the basis of skill and potentialities and not on the basis of race, sex, age, etc.</td>
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<td>SIW6</td>
<td>I enjoy the presence of my professional colleagues and co-workers in and out of working premises</td>
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<td>SIW7</td>
<td>Inter-group relations are strong in my organisation</td>
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<td>SIW8</td>
<td>I feel my social and individual requirements are recognized in my organisation</td>
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### FACTOR-6: CONSTITUTIONALISM IN WORK ORGANIZATION (CWO)

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<tr>
<td>CWO1</td>
<td>I feel policies and procedures are quite clear and consistently followed within the company especially within my dept./section</td>
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<tr>
<td>CWO2</td>
<td>My immediate supervisor is quite competent and capable in doing his/her duties as a manager</td>
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<tr>
<td>CWO3</td>
<td>The top management considers our department/project as the backbone of the organisation</td>
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<tr>
<td>CWO4</td>
<td>I am informed of all developments, decisions, and activities in my organisation</td>
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<tr>
<td>CWO5</td>
<td>My ideas and efforts to introduce new services to the users are appreciated by the management</td>
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<tr>
<td>CWO6</td>
<td>Hierarchy barriers are not there within the team/department.</td>
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<tr>
<td>CWO7</td>
<td>Senior management does pay attention to the grievances of juniors</td>
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<tr>
<td>CWO8</td>
<td>My organization gives many chances for the self-improvement of staff</td>
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### FACTOR-7: WORK AND TOTAL LIFE SPACE (WTL)

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<tr>
<td>WTL1</td>
<td>My shift Timings do not create dislocation in my family programs</td>
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<tr>
<td>WTL2</td>
<td>I have an aversion towards my work due to the unexpected and frequent transfers</td>
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<tr>
<td>WTL3</td>
<td>My work life is in tune with the social life I lead</td>
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<td>WTL4</td>
<td>4. My job fits well with my other engagements</td>
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<tr>
<td>WTL5</td>
<td>My job is enjoyable</td>
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<tr>
<td>WTL6</td>
<td>My working hours are convenient for me to get on with my family affairs</td>
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<tr>
<td>WTL7</td>
<td>I like my family to know about my work nature to understand me better.</td>
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<tr>
<td>WTL8</td>
<td>I have an overall satisfaction in my working life</td>
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### FACTOR-8: THE SOCIAL RELEVANCE (EMINENCE) OF WORK LIFE (SRW)

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<tr>
<td>SRW1</td>
<td>Present job has enhanced my social status</td>
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<tr>
<td>SRW2</td>
<td>My present job gives me decent living conformable with status and qualifications I possess</td>
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<tr>
<td>SRW3</td>
<td>I am able to explore the creative talents in me after my business hours</td>
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<tr>
<td>SRW4</td>
<td>I would like to continue in the software Industry regardless of the pay I receive</td>
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</tbody>
</table>