BIBLIOGRAPHY


40. P.K.S Menon, Personnel Management in Banks, Sterling publishers Pvt. Ltd, New Delhi


43. Gerorge S.Odiorne “Same effective of poor equipment maintenance on morale” personnel Psychology Vol.8. 1955


46. Boehnkeetal (1997)

47. Tice (1996)

APPENDIX
QUESTIONNAIRE
A STUDY ON JOB SATISFACTION OF EMPLOYEES IN
TAMILNADU STATE TRANSPORT CORPORATION LTD., SALEM

1. Name : 

2. Sex
   a) Male □  b) Female □

3. Designation
   a) Conductor □  b) Driver □  c) Administrative Staff □  d) Technical Staff □

4. Staff No. : ______________

5. Branch : ______________

6. Age
   a) 20 to 30 years □  b) 31 to 40 years □  c) 41 to 50 years □  d) Above 51 years □

7. Educational Level
   a) Primary Education or SSLC □  b) Higher Secondary Education □  c) Graduation □  d) Technical qualification □

8. Martial Status
   a) Married □  b) Unmarried □

9. Number of Dependent Members
   a) Male □  b) Female □  c) Children □

10. Monthly Income (Rupees)
    a) Up to Rs.7000 □  b) Rs.7001 to 8000 □  c) Rs.8001 to 9000 □  d) 9001 & above □

11. Period of Service
    a) Less than 5 years □  b) 6 to 10 years □  c) 11 to 15 years □  d) 16 years and above □
12. Distance of Branch from residence
   a) Less than 5 Kms  
   b) 6 to 10 Kms  
   c) 11 to 15 Kms  
   d) 16 Kms & above

13. Are you happy with the Branch where you are posted at present?
   a) Yes     
   b) No

If yes, it is due to
   a) Distance from residence  
   b) Attitude of Supervisors

14. How do you feel about the current mode of induction the new employee into the organizational system?
   a) Satisfied  
   b) Moderate  
   c) Not satisfactory

15. Are you getting training while in service?
   a) Yes     
   b) No

If yes, has it improved the quality of your job?
   a) yes     
   b) No

16. Have you been given necessary training while you entered the organization?
   a) yes     
   b) No

17. What do you feel about the Salary paid to you?
   a) Adequate  
   b) Moderate  
   c) Not satisfactory

18. How do you feel about the various allowances paid to you?
   a) Adequate  
   b) Moderate  
   c) Not satisfactory

19. What do you feel about the Bonus paid to you?
   a) Adequate  
   b) Moderate  
   c) Not satisfactory

20. How do you feel about the work load?
   a) Adequate  
   b) Moderate  
   c) Not satisfactory

21. How is your relationship with your superiors?
   a) Cordial  
   b) Moderate  
   c) Not satisfactory
22. How is your relationship with your colleagues?
   a) Cordial  □  b) Moderate □  c) Not satisfactory □

23. Are you satisfied with the Medical facilities provided by the company?
   a) Satisfied □  b) Not satisfactory □

24. Assistance given by management for Children education
   a) Adequate □  b) Moderate □  c) Not satisfactory □

25. Whether your child's excellence in education / sports is being recognized and awarded by the management?
   a) Yes □  b) No □

26. Have your bus met with an accident?
   a) Yes □  b) No □

   If yes, how many times?
   a) Less than 4 times □  b) 5 to 8 times □  c) 9 to 12 times □  d) 13 times and more □

   In case of accidents who was responsible
   a) Self □  b) Others □

   If you were responsible, what is the reason?
   a) Stress □  b) Inadequate training □  c) Lenient management □

   What's your opinion on the disciplinary action taken against you?
   a) Severe □  b) Fair □  c) Lenient □

   Whether your appeal against punishment was properly considered
   a) Yes □  b) No □

   If yes, it was due to
   a) Excellent track record □  b) Positive management □
27. ✔ Are you satisfied with the shift timings?
   a) Yes    □   b) No    □

28. Are you satisfied with the allowances for night shift duty?
   a) Yes    □   b) No    □

29. Your opinion on the disciplinary measure in the organization
   (i) Whether it is required
       a) Yes    □   b) No    □
   (ii) What’s your opinion on it
        a) Rational    □   b) Excessive    □   c) Lenient    □

30. How do you feel about the disciplinary action redressal system?
   a) Good    □   b) Fair    □   c) Not satisfactory    □

31. What is your opinion regarding redressal of Grievance?
   a) Settled promptly    □   b) Unduly delayed    □   c) Never settled    □

32. What’s your opinion regarding various facilities (Tick in appropriate box)

<table>
<thead>
<tr>
<th>Facilities</th>
<th>Good</th>
<th>Moderate</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Washing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Canteen</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Rest room</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. Housing facility</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>e. Drinking water</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

33. Your attendance
   a) Above average    □   b) Average    □   c) Below average    □
   (i) If above average, it is due to
        a) Avoid loss of pay    □   b) Interest of organization    □
        c) Appreciation / Awards    □   d) Leader’s attitude    □
34. Are you keen to save fuel?
   a) Yes □
   b) No □

   (i) If yes, why?
   a) Appreciation / Awards □
   b) Interest of organization □
   c) Both of the above □
   d) Leader’s attitude □

35. Your contribution for the growth of the organization (productivity)
   a) Above average □
   b) Average □
   c) Below average □

   (i) If above average, it is due to
   a) Higher incentives □
   b) Interest of organization □
   c) Appreciation / Awards □
   d) Leader’s attitude □

   (ii) If below average, it is due to
   a) Dislike towards the job □
   b) Health reasons □
   c) Other source of earning □

36. Your performance is based on
   a) Self motivation □
   b) Forced to perform □
   c) Leader’s attitude □

37. How you feel about the safety measures provided in the company premises?
   a) Satisfied □
   b) Moderate □
   c) Dissatisfied □

38. What is your opinion regarding the various incentives given to you?
   a) Satisfied □
   b) Moderate □
   c) Dissatisfied □

39. Is there scope for the workers to actively participate in the policy decisions taken by the management of the company?
   a) Yes □
   b) No □

40. Whether your organization is improving over the recent past?
   a) Yes □
   b) No □

   (i) If yes, it is due to
   a) Changed attitude of Management □
   b) Changed attitude of employee □
   c) Both □
41. What is your overall satisfaction at present?
   a) Satisfied  □  b) Moderate  □  c) Dissatisfied □

42. If you feel any changes can be made in the part of the management to improve the job satisfaction of employees, please suggest.

   
   

43. If there is any other issue worth of mention, please specify

   
   

AREA MAP