A Study on Evaluation of Employee Engagement Practices and Involvement - With Special Reference to ICICI Bank Ltd.

**QUESTIONNAIRE**

1. Age
   1) 20-30  
   2) 31-40  
   3) 41-50  
   4) above 50

2. Gender
   1) Male  
   2) Female

3. Education :
   1) UG  
   2) PG  
   3) Professional

4. Monthly Income
   1) Less than 10,000  
   2) 10,000 – 20,000  
   3) 20,001 – 30,000  
   4) 30,001 – 40,000  
   5) 40,001 – 50,000  
   6) More than 50,000

5. Nature of the Job Status
   1) Technical  
   2) Non Technical

6. Experience
   1) Less than 5 years  
   2) 5 -10 years  
   3) 11 -15 years  
   4) 15 – 20 years  
   5) More than 20 years

7. Marital Status
   1) Single  
   2) Married  
   3) Separated  
   4) Divorcee

8. Nature of Family
   1) Joint Family  
   2) Nuclear family

9. No of Members in the Family
   1) Up to 3  
   2) 4 – 5  
   3) 6 & above

10. How many years you have been working in this bank?
    1) Less than a year  
    2) 1 year to 5 years  
    3) 6 years to 10 years  
    4) More than 10 years
I. NATURE OF WORK
Whether the experience you got from the present job enhanced your skills and potentialities?
1) Yes 2) No 3) To some extend

Have you given enough liberty to take a decision on your own in official matter?
1) Yes 2) No 3) sometimes 4) Only during emergency

Do you think enough space has given for self- motivation during the work?
1) Yes 2) No 3) sometimes

Have you got the adequate appreciation for the efforts you put for the work?
1) Yes 2) No 3) sometimes

Do you think enough opportunity made available to enhance the skills in the office atmosphere?
1) Yes 2) No 3) sometimes

II. INTERPERSONAL RELATIONSHIP
Do you think sound co-operation prevails among the employees in your organization?
1) Certainly 2) Yes 3) Sometimes 4) No

Do the higher officials entertain the suggestions of the sub-ordinate in your organization?
1) Certainly 2) Yes 3) Sometimes 4) No

Have you got enough freedom to express your views in informal way during the problematic situation?
1) Certainly 2) Yes 3) Sometimes 4) No

Did your Superior Encourages you to think beyond the roles and procedures to initiate change?
1) Certainly 2) Yes 3) Sometimes 4) No

III. PAY AND ALLOWANCES
Are you getting sufficient income to cater your family expenditures?
1) Yes 2) No
Have you got the clarity in payment and allowances exchequer followed by the management?
1) Yes 2) No

Would you be able to understand the procedure followed for incentives calculation?
1) Certainly 2) Yes 3) Sometimes 4) No

Do you believe that the incentive oriented payment system would enrich your hard work?
1) Certainly 2) Yes 3) Sometimes 4) No

Do you think the correlation between performance and the payment in the present structure is fair?
1) Certainly 2) Yes 3) Sometimes 4) No

IV. PLEASANT WORKING ENVIRONMENT

Have you got the pleasant physical environment in your organization?
1) Yes 2) Some extent 3) No

Do you think you got comfortable working hours?
1) Yes 2) Some extent 3) No

Are you satisfied with the implementation of safety and security norms followed by the organization?
1) Yes 2) Some extent 3) No

Do you think adequate safety appliances are made available at workplace?
1) Yes 2) Some extent 3) No

Do you feel that running canteen is an effort to prevent distraction in the organization?
1) Yes 2) Some extent 3) No

Are you satisfied with the measures taken to reduce the intense of the occupational stress in the organization?
1) Yes 2) Some extent 3) No

Do you think that management is neutral in dealing with disputes among workers?
1) Yes 2) Some extent 3) No

V. REDRESSAL OF GRIEVANCES

Do you think transparency is followed in grievance redress procedure in your organization?
1) Yes 2) Some extent 3) No
Whether the organization is accustomed with documentation of the grievances record for future references?
1) Yes 2) Some extent 3) No

Do you think management has shown interest to understand the prevalence of grievances?
1) Yes 2) Some extent 3) No

Did the management resolve the personal and official conflicts among the employees instantly?
1) Yes 2) Some extent 3) No

Are you satisfied with workload / Time/ Pressure / Dead line prescribed by the management?
1) Yes 2) Some extent 3) No

Please mark the suitable scale
SA – Strongly Agree, A- Agree, N – Neutral
DA – Disagree SDA – Strongly Disagree

<table>
<thead>
<tr>
<th>VI</th>
<th>DESIGNING &amp; IMPLEMENTING APPROPRIATE TRAINING AND DEVELOPMENT PROGRAMMES</th>
<th>SA</th>
<th>A</th>
<th>N</th>
<th>DA</th>
<th>SDA</th>
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</thead>
<tbody>
<tr>
<td>1.</td>
<td>Sufficient duration have given to the training program</td>
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<td>2.</td>
<td>Selection criteria followed for imparting training program</td>
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<td>3.</td>
<td>Encouragement given to participate in the training courses.</td>
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<td>4.</td>
<td>Opportunity provided to implement the knowledge secured during training.</td>
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<td>5.</td>
<td>Opportunity provided to implement the knowledge secured during training.</td>
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<tr>
<th>VII</th>
<th>PERSONAL GROWTH AND CAREER DEVELOPMENT</th>
<th>SA</th>
<th>A</th>
<th>N</th>
<th>DA</th>
<th>SDA</th>
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<tbody>
<tr>
<td>1.</td>
<td>Organization conducts programs for personal growth and development</td>
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<td>2.</td>
<td>Organization conducts workshops and seminars for further development</td>
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<td>3.</td>
<td>Opportunity provided for feedback and counseling facilities.</td>
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<td>4.</td>
<td>Adequate interest shown by the superiors in the development and growth of their subordinates.</td>
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<td>5.</td>
<td>Proper selection criteria adopted for promotion.</td>
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## VIII PERSONAL FACTORS

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<tr>
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<tbody>
<tr>
<td>1.</td>
<td>Family members feel good about my present job.</td>
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<td>2.</td>
<td>Availed the assistance given by family members in the office related home work.</td>
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<td>3.</td>
<td>Got adequate time to cater the household work</td>
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<td>4.</td>
<td>Adequate leisure time available.</td>
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<td>5.</td>
<td>Non Interference of my family or personal life.</td>
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## IX DEDICATION AND LOYALTY – MOST OF LIFE GOALS ARE JOB ORIENTED

<table>
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<tr>
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<tbody>
<tr>
<td>1.</td>
<td>I feel organizations problems are my problems</td>
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<td>2.</td>
<td>I live, eat and drink my job</td>
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<td>3.</td>
<td>The major satisfaction in my life comes from my job.</td>
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<td>4.</td>
<td>I would preferably keep working even if I did not need the money</td>
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<td>5.</td>
<td>Job Means a lot to me than just money.</td>
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<td>6.</td>
<td>My job is my first priority than my family or others</td>
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<td>7.</td>
<td>My dedication and sincerity have provided me promotions and incentives in my job</td>
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<td>8.</td>
<td>Work provides a good experience for the individual to understand the society</td>
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## X POTENTIAL APPRAISAL

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<tbody>
<tr>
<td>1.</td>
<td>Employee’s counseling help to identify potential</td>
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<td>2.</td>
<td>Proper reasons are expressed to employees for placement corrections</td>
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<td>3.</td>
<td>Optimistic appreciations increase potential development among employees.</td>
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<tr>
<td>4.</td>
<td>Employees potential are channelized and utilized properly.</td>
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<tr>
<td>5.</td>
<td>Potential development of the employee’s.</td>
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