Questionnaire
STRUCTURED QUESTIONNAIRE ON
AN EMPIRICAL STUDY ON ORGANIZATIONAL CLIMATE AND JOB SATISFACTION IN TIRUMALA AND TIRUPATI DEVASTHANAM

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(I) The information that you provide while filling this questionnaire will be kept confidential and used exclusively for research purpose. Therefore, I request you to give opinions freely and fairly.

(A) Personal background of the employee

1. Name of the employee

2. Designation

3. Sex: (1) Male (2) Female

4. Age (in years)

5. Marital Status

   (1) Married (2) Unmarried

6. Social Status

   (1) OC (2) BC (3) SC (4) ST

7. Family Size (including children)

   (1) 2 (2) 3 (3) 4 (4) 5 (5) Above 5

8. Family Background

   (1) Agriculture (2) Business (3) Service (4) Others

9. Type of Family

   (1) Joint family (2) Nuclear family

10. Total Earning Members in the family

    (1) 1 (2) 2 (3) 3 (4) 4 and Above

11. Total family annual income (approximate)

    (1) Below Rs. 150000 (2) Rs. 150001 - 200000

    (3) Rs. 200001 - 250000 (4) Rs. 250000 and Above
12. Educational qualifications
   (1) S.S.C/SSLC (2) Inter / PUC (3) Degree (4) P.G (5) M.Phil (6) Ph.D
13. Technical qualifications
   (1) Typing (2) DCA (3) PGDCA (4) B.Tech (5) M.Tech
14. Monthly Salary
   (1) Below Rs.6000 (2) Rs.6001 - 10000
   (3) Rs. 10001 - 15000 (4) above Rs.15001-20000 (5) Above 20000
15. No. of years of service in T.T.D
   (1) Below 5 (2) 6-10 (3) 11 - 15 (4) 16-20 (5) 20 and Above
16. No. of promotions received so far in T.T.D
   (1) Nil (2) Once (3) Twice (4) Three times (5) Four times and above
17. No. of Awards and rewards received if any
   (1) Not received (2) Monetary (3) Non-monetary
18. No. of employee training programmes attended
   (1) Not attended (2) 1 (3) 2 (4) 3 (5) 4 and above

(II) Here under some aspects of organizational climate in the form of statements in
T.T.D are given. You are requested to go through the following questions
meticulously and select the appropriate response you feel right from among the given
alternatives on a FIVE POINT SCALE as mentioned below. You are requested to
read the statements.

5. SA - Strongly Agree
4. A - Agree
3. UN - Undecided
2. D - Disagree
1. SD - Strongly Disagree

Managerial structure and policies:
19. The policies and goals of the T.T.D are clearly understood
   [ ]
20. Service rules and policies are consistently followed in TTD while dealing
    with the employees personal matters
   [ ]
21. Information relating to job or policy is communicated to employee through
    established channels
   [ ]
22. The TTD recruits people after objective assessment of the merits of each case
23. In TTD the formal authority takes decisions
24. The job in TTD is clearly defined and structured logically

Recognition and Appreciation:
25. I feel that I am a valuable member of a team working in TTD
26. In TTD, the management always recognizes good work
27. There is recognition for merit, talent and qualifications in TTD
28. The work of mine is done by colleagues' better manner he/she will get proper recognition
29. Suggestions given for me for improvement are well appreciated recognized by superior

Participative Management:
30 The management gives due respect and power to the workers representatives
in meetings
31 Before taking any important decision, the management always consults the employees
32. The representatives of various committees in TTD are capable and competent

Supervision:
33 Supervision in our organization ensures maintenance of good relations with subordinate
34 Superiors in our organization usually check mistakes and punish subordinates
35 My superiors give help and support
36 My superior listens to what I have to say
37. Superiors in our organization expect subordinates to do the job strictly according to rules
38. The main purpose of supervision is to ensure achievement of targets

Conflict avoidance:
39. Conflicts are usually avoided and people prefer friendly atmosphere in TTD
40. Experts are consulted and their advice is sought in resolving conflicts

Warmth:
41. In TTD there is a relaxed and easy going working climate
42. There is a lot of warmth in the relationship between management and employees in TTD
43. A friendly atmosphere prevails among the employees in TTD
Social Values:
44. TTD organization gives special attention to fulfill the social needs of the employees, in order to increase their social values [ ]
45. I am proud to be a member of TTD [ ]
46. The management of TTD encourages us to take part in social services and cultural programmes [ ]
47. I have high satisfaction that I am rendering social service to the society through TTD [ ]

Training and Advancement:
48. TTD provides adequate training programmes and facilities to its employees [ ]
49. Employees in TTD have many opportunities for their career advancement [ ]
50. TTD plans on regular basis for ensuring its employees career development [ ]
51. I have had sufficient job related training [ ]

Grievance Handling:
52. The TTD is always ready to handle the grievances and complaints of the employees [ ]
53. The grievance handling and settlement system existing in the TTD is effective [ ]
54. I am satisfied with the present system of grievance handling procedure in TTD [ ]

Individual Autonomy:
55. Employees are free to set their own performance goals in TTD [ ]
56. My work gives me opportunity of freedom and independence [ ]

Individual responsibility:
57. I always feel responsible at work [ ]
58. If at times things do not go well, I do take responsibility [ ]

Performance standards:
59. In TTD we set very high Standards for performance [ ]
60. There are rules and regulations for handling any kind of problem, which may arise in making most of the decisions [ ]
61. The goals that are set by the TTD are communicated to all the members to achieve them [ ]
62. The problems that are related to work are solved quickly [ ]
63. In TTD without any delay with regard to work [ ]
64. In TTD importance is given for high quality of work [ ]
Mutual trust:

65. Those who can achieve good results in the TTD organization are highly trusted.

66. There is high trust between superiors and subordinates in the TTD organization.

67. Employees in this organization really trust each other very much.

68. Specialists and experts are highly trusted in TTD.

Awards and rewards system:

69. Excellence in performance and getting tasks accomplished are highly rewarded in the TTD organization.

70. Employees who keep up the tradition in this organization are duly recognized and rewarded.

71. Team work in the TTD organization is encouraged and rewarded.

72. Any thing goes wrong with the employees such employees are seriously reprimanded or punished.

73. The management of TTD recognizes the efficiency of one's own work and accordingly employees are awarded.

Work Relation:

74. The working relations between superiors and subordinates in TTD are cordial.

75. The relations among the colleagues in our organization are healthy and friendly.

76. Employees in TTD are very much concerned to help each other spontaneously when ever need arises.

Decision making:

77. Decisions are made in consultation with the unions in TTD.

78. Mainly the experts are involved in the decision making process.

79. How often are you involved in decision making.

Welfare facilities:

80. Medical facilities/ medical reimbursement provided by the employer are adequate.

81. The Management of TTD provides adequate and qualitative educational services to the children of employees.

82. TTD administration provides housing accommodation with water facilities at reasonable cost.
83. I am convenient with the transport facilities from home to the work place
84. TTD provides attractive retirement benefits to its employees
85. The welfare facilities provided by TTD are far better than the welfare facilities provided by Govt.

Communication:
86. One way communication that is from top to bottom is in vogue in TTD
87. Upward communication is accurate in our organization
88. There is good communication across all sections in TTD
89. Relevant information is available to all those who need and can use such information
90. Employees taking initiative in communicating concern for others
91. Communication between subordinates and superiors is always open

Unions:
92. TTD is not opposing the formation and functioning of the unions
93. Trade union leadership is acquired on democratic lines in our organization
94. There is no inter-union rivalry in this organization
95. Issues for collective bargaining are determined with the consultation of union members
96. Unions in my organization are effective in solving the problems of the employees
97. Union-management relations are cordial

Job Satisfaction:

Here under some aspects of Job content and Job context in TTD are given. Kindly express your level of Job satisfaction on a five point scale of opinion and select the appropriate one

5- Highly Satisfied
4- Satisfied
3- Undecided
2- Dissatisfied
1- Highly Dissatisfied

Aspects of Job Level of satisfaction
98. Being an employee in TTD
99. The present position in TTD
100. Nature of job currently doing
101. Salary being drawn on the current job
102. Salary in relation to nature of job
103. Salary in relation to experience on the job
104. Salary in relation to educational qualification
105. Salary that is being paid in TTD compared to the same cadre in other organizations
106. Administrative policies of the TTD
107. Superior-Subordinate relationship
108. Working relationships among the colleagues
109. Overall working condition in TTD
110. The job status being enjoyed in TTD
111. Work Achievement drive on the job being performed
112. Authority and responsibility being enjoyed on the job
113. Scope for future growth and development in life as an employee in TTD
114. Recognition being enjoyed in the society as an employee in TTD.
115. Retirement benefits
116. Transfer policy
117. Promotional Avenues
118. Kindly state any five factors that gave you the most satisfaction in TTD

Aspects of job

1.
2.
3.
4.
5.

Kindly also state any five factors that gave you the most dissatisfaction as an employee in TTD
1.
2.
3.
4.
5.

Signature of the Respondent/Employee

Thanking you Sir / Madam,