INSTITUTE OF MANAGEMENT STUDIES AND RESEARCH
MAHARSHI DAYANAND UNIVERSITY
ROHTAK

QUESTIONNAIRE

Dear Respondent,

Let me take an opportunity to introduce myself. I am a research scholar in the Institute of Management Studies and Research, Maharshi Dayanand University, Rohtak. I am doing doctoral research on the topic “Job Satisfaction and Attrition Rate of Executives in Call Centres” To complete this research I have to collect the relevant data and information from call centres. For the purpose of data collection on my research topic, a questionnaire has been designed and enclosed to be filled up by you. I understand that your time is precious but without your support and cooperation this research work cannot be completed.

I therefore, request you to kindly spare some of your valuable time to fill in the enclosed questionnaire to provide me the needed information. The data provided by you will be used for research purpose only and will remain confidential.

Sincerely yours,

(Praveen)

Research Scholar.
Please tick the appropriate option in the boxes given below:

1:-Strongly Agree, 2:-Agree, 3:- Disagree, 4:- Strongly Disagree

Part – 1

1. **Job Satisfaction in Male and Female Executives in Call Centres**

1. I feel, I am suitable for this job.
   1. ( ) 2. ( ) 3. ( ) 4. ( )

2. I am getting adequate salary for this job.
   1. ( ) 2. ( ) 3. ( ) 4. ( )

3. The working conditions are congenial for me.
   1. ( ) 2. ( ) 3. ( ) 4. ( )

4. Sufficient efforts are made by the management for cultural adjustment with colleagues.
   1. ( ) 2. ( ) 3. ( ) 4. ( )

5. Proper training and development facilities are available.
   1.( ) 2. ( ) 3. ( ) 4. ( )

6. Proper arrangements for the safety of employees.
   1.( ) 2. ( ) 3. ( ) 4. ( )

7. In built promotion avenues are available.
   1.( ) 2. ( ) 3. ( ) 4. ( )
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<tbody>
<tr>
<td>8</td>
<td>Proper and fair shift rotation is available.</td>
<td>1.</td>
<td>2.</td>
</tr>
<tr>
<td>9</td>
<td>Management is participative and cooperative.</td>
<td>1.</td>
<td>2.</td>
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<td>10</td>
<td>My supervisor is quite competent for doing his/her job.</td>
<td>1.</td>
<td>2.</td>
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<td>11</td>
<td>I am getting good benefits other than salary.</td>
<td>1.</td>
<td>2.</td>
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<td>12</td>
<td>I am getting recognition for my good efforts.</td>
<td>1.</td>
<td>2.</td>
</tr>
<tr>
<td>13</td>
<td>Many of the rules and procedures are complicated.</td>
<td>1.</td>
<td>2.</td>
</tr>
<tr>
<td>14</td>
<td>I sometime feel my job is meaningless.</td>
<td>1.</td>
<td>2.</td>
</tr>
<tr>
<td>15</td>
<td>Communication system is fair and open.</td>
<td>1.</td>
<td>2.</td>
</tr>
<tr>
<td>16</td>
<td>Increments are too few and far between.</td>
<td>1.</td>
<td>2.</td>
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17. My supervisor is unfair.
   1. ( ) 2. ( ) 3. ( ) 4. ( )

18. I find, I have to work harder at my job because of the incompetence of the people with us.
   1. ( ) 2. ( ) 3. ( ) 4. ( )

19. The goals of the organization are not clear to me.
   1. ( ) 2. ( ) 3. ( ) 4. ( )

20. Work pressure is too much.
   1. ( ) 2. ( ) 3. ( ) 4. ( )

21. I often feel that I do not know that what is going on with me and the organization.
   1. ( ) 2. ( ) 3. ( ) 4. ( )

22. There is too much bickering and fight at work place.
   1. ( ) 2. ( ) 3. ( ) 4. ( )

23. Work assignments are not fully explained.
   1. ( ) 2. ( ) 3. ( ) 4. ( )
24. I am feeling lack of medical and insurance facilities.
   1. ( ) 2. ( ) 3. ( ) 4. ( )

2. **Attrition Rate in Male and Female Executives in Call Centres**

1. I feel salary is not competent to my work load.
   1.( ) 2. ( ) 3. ( ) 4. ( )

2. Organisation’s working conditions are unhealthy.
   1.( ) 2. ( ) 3. ( ) 4. ( )

3. I am not getting proper benefits.
   1.( ) 2. ( ) 3. ( ) 4. ( )

4. I find health problems in working long term in call centres.
   1.( ) 2. ( ) 3. ( ) 4. ( )

5. The organization’s culture is not suitable for me
   1.( ) 2. ( ) 3. ( ) 4. ( )

6. I am not getting proper co-operation from management.
   1.( ) 2. ( ) 3. ( ) 4. ( )

7. Organization does not have proper system of training and development system.
   1.( ) 2. ( ) 3. ( ) 4. ( )
8. Organization’s expectations are too much.
   1. ( ) 2. ( ) 3. ( ) 4. ( )

9. I am getting better opportunities.
   1. ( ) 2. ( ) 3. ( ) 4. ( )

10. I am not getting any recognition or appreciation for my efforts.
    1. ( ) 2. ( ) 3. ( ) 4. ( )

11. I am facing safety issues.
    1. ( ) 2. ( ) 3. ( ) 4. ( )

12. I am finding my job bored and monotonous.
    1. ( ) 2. ( ) 3. ( ) 4. ( )

13. I can’t continue my job because of my personal reasons (marriage, college reopened, spouse’s transfer)
    1. ( ) 2. ( ) 3. ( ) 4. ( )

14. I am not fit for this job.
    1. ( ) 2. ( ) 3. ( ) 4. ( )

15. I don’t see any career in this job.
    1. ( ) 2. ( ) 3. ( ) 4. ( )

16. I am feeling high stress level in the job
    1. ( ) 2. ( ) 3. ( ) 4. ( )

17. I am feeling I am neglecting the societal needs.
    1. ( ) 2. ( ) 3. ( ) 4. ( )
18. I am feeling society in not giving respect to call centre’s executives.
   1.( )  2. ( )  3. ( )  4. ( )

19. I am leaving because of merger/acquisition
   1.( )  2. ( )  3. ( )  4. ( )

20. Pick and drop facility is not proper.
   .( )  2. ( )  3. ( )  4. ( )

PERSONAL PROFILE

1. Name…………………………

2. Name of the Call Centre: ……………………………

3. Designation:…………………………………………………

4. Qualification: BA ( ) BBA ( ) MBA ( ) M Phil ( ) Ph D ( )
   Any other…………………………………………………

5. Area of specialisation…………………………………………………

6. Gender: Male ( ) Female ( )

7. Age group (years): 18-23 ( ) 24-29 ( ) 30-35 ( ) Above 35 ( )

8. Languages known: English ( ) Hindi ( ) French ( ) German ( ) Italian ( )
   Any other…………………………………………………

9. Shift: Day ( ) Night ( ) Any other (Please specify)…………………………

Thanks