QUESTIONNAIRE
QUESTIONNAIRE

Personal

Name (optional) :

Department/Section/Unit :

Designation :

Age :
   a) Below 30 years
   b) 31- 40 years
   c) 41-50 Years
   d) Above 50 years

Gender :
   Male/ Female

Marital status :
   Married/ Unmarried

Religion :
   Hindu/Muslim/Christian

Educational Qualification :
   a) Below SSC/ITI
   b) SSC/ITI
   c) Inter/Polytechnic
   d) Degree/ B.Tech
   e) PG.M.Tech/OtherProfessional Courses

Year of Joining :

Total Work Experience :
   a) 5-10years
   b) 11-20Years
   c) 21- 30 years
   d) Above 30 years

Recruitment and Selection

1. Are you aware of manpower planning procedure in your corporation?
   Yes/ No.

2. Is recruitment and selection is done systematically in your corporation on a regular basis
   a) Strongly agree
   b) Agree
   c) Neither Agree nor disagree
   d) Disagree
   e) Strongly disagree
3. Have you satisfied with the recruitment & selection process in your corporation
   a) Full satisfied  b) Partially satisfied c) Not satisfied d) I can’t say
4. Your mode of selection is based on
   a) Written test  b) Interview  c) Both d) Merit only.
5. What is your opinion on the selection procedure of the corporation
   a) Very fair b) Fair c) Unfair d) No opinion.
6. Is Induction programme properly implemented after the selection process
   Yes/ No
7. Are you satisfied with the induction and orientation programme in your organization?
   Yes/ No
8. Is Internal promotions are given importance in your corporation.
   Give your opinion
   Yes/ No
9. Does the corporation strictly following promotional policies
   a) Always  b) Sometimes  c) Never
10. What is the mode of promotion in your corporation?
    a) Seniority b) Merit  c) Both seniority & merit  d) No-promotion.

**Training and Development**

11. Are you satisfied with the procedure of identifying training needs in your corporation?
    a) Very much satisfied  b) Satisfied  c) Satisfied to some extent
    d) Dissatisfied e) Very much dissatisfied
12. Have you been benefited by attending training programmes in your corporation.
    Yes/No
13. Which type of training programme would you prefer?
   a) On the job       b) Off-the job

14. Does your organization provide the following facilities while sending for
   training programmes
   a) On duty facility       b) Conveyance
   c) Lodging and boarding facilities    d) Provision for accompany

15. Have you ever faced any problems while attending training programme.
   a) Heavy work load in the department/depot
   b) In-convenient timings of training schedule
   c) Frequent disturbance by boss and colleagues
   d) Too many participants

**Performance Appraisal**

16. Are you aware of the performance appraisal reports in your corporation?
   a) Fully aware b) Partially aware c) Unaware d) It is stated confidential

17. Performance appraisal duration period in APSRTC.
   a) Monthly   b) Quarterly   c) Half yearly    d) Yearly

18. What method of appraisal is followed in your corporation
   a) Ranking b) Grading c) Comparison d) Can't say.

19. Are you satisfied with the performance appraisal system of APSRTC?
   a) Very much satisfied b) Satisfied c) Satisfied to some extent
   d) Dissatisfied e) Very much dissatisfied
**Wage/Salary, Incentives and Welfare Facilities**

20. What is your opinion on the wage/salary administration
   a) Excellent   b) Very good   c) Good   d) Average   e) Poor

21. Are you satisfied with your salary
   a) Very much satisfied   b) Satisfied   c) Satisfied to some extent
   d) Dissatisfied   e) Very much dissatisfied

22. What is your opinion towards incentives scheme of your organization
   a) Excellent   b) Very good   c) Good   d) Average   e) Poor

23. Is the incentive scheme motivation you to work more   Yes/ No

24. What is your opinion on revision of pay
   a) Encouraging   b) Not encouraging   c) No opinion.

25. What is your opinion on the following benefits and services provided in your corporation?

   (5 -Highly satisfied, 4-Satisfied, 3-Moderately satisfied, 2-Dissatisfied, 1-
Highly dissatisfied)

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<td>a) Leave facilities</td>
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<td>b) Medical facilities</td>
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<td>c) Drinking water</td>
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<td>d) Canteen</td>
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<td>e) Rest and Lunch room</td>
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<td>i) Special medical aid</td>
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<td>j) Retirement benefits</td>
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26. Give your opinion on allowances provided in your organization

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<td>a) Dearness allowance</td>
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<td>e) Night shift allowance</td>
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<td>f) Special shift allowance</td>
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**Industrial relations**

27. What is the role of Industrial Relations in your corporation?
   a) Excellent   b) Very good   c) Good   d) Average   e) Poor.

28. How do you rate your relations with supervisors?
   a) Excellent   b) Very good   c) Good   d) Average   e) Poor.

29. Are you a member of any Trade Union?
    Yes/ No

30. Do you feel Trade Unions in APSRTC are influencing the management decisions to favour of workers?
    Yes/ No/ Depended on situation

31. Is Trade Unions helpful to solve your grievance?
    Yes/No/Based on problem

32. Do you aware of grievance procedure in your organization?
    Yes/ No

33. What is the causes of grievance in your organization?
   a) Punishments   b) Working condition   c) Service matter
   d) Any other aspect

34. Does your organization have a code of conduct?
    Yes/ No
35. Give your opinion on the causes of disputes arise in the corporation
   a) Wages   b) Leave/pension   c) Physical working conditions
   d) Unions   e) Others

36. Have you participate in any management committees   Yes / No

37. What is your expectation for your advancement in the corporation?
   a) Congenial work environment   b) Healthy working conditions
   c) Fair promotions &transfers   d) Culture of team work
   e) Communication.

38. What are the causes of disharmony in your corporation?
   a) Management attitude   b) Wage &Salary issues
   c) Unions attitude   d) Workers attitude

39. How you satisfied for your working environment
   a) Very much satisfied   b) Satisfied   c) Satisfied to some extent
   d) Dissatisfied   e) Very much dissatisfied

40. What is your overall opinion on the HRM practices in your organization
   a) Excellent   b) Very good   c) Good   d) Average   e) Poor
ANNEXURES
**SELF APPRAISAL REPORT**  (SAR)

1. Year means Financial Year from April to March.

2. Self Appraisal to be prepared by Officer being rated twice a year.

3. Appraisal Report for the period April to Sept; to be sent by Oct 10th.

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<tr>
<th>S.No</th>
<th>Performance Parameter</th>
<th>Previous Year Performance</th>
<th>Current Year Performance</th>
<th>% of Year Performance</th>
<th>Rating</th>
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<td><strong>Performance efficiency in key indicators</strong></td>
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<td><strong>Operational parameters</strong></td>
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<td>Vehicle Utilization (on held)</td>
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<td><strong>Maintenance Parameters</strong></td>
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<td>Fleet Utilization</td>
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<td>HSD KMPL (Gross)</td>
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<td>Total LUB KMPL</td>
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<td>Total Tyre Life</td>
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<td>Spring Consumption per lakh Kms</td>
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<td>2.6</td>
<td>% Coverage of Sch III/IV with respect to plan</td>
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<td><strong>Productivity</strong></td>
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<td>SBR on held</td>
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<td>% of TIM schedules &amp; % of single crew schedules</td>
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<td><strong>Quality Of Services</strong></td>
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<td>4.1</td>
<td>% of Total Cancellation</td>
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<td>Break down Rate</td>
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<td>Puntuality monitoring of service (Departures)</td>
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<td>Puntuality monitoring of services (Arrivals)</td>
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<td><strong>Profitability Trends (6 Marks)</strong></td>
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<td>Increase in profits (10/10)</td>
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<td>Losses to profits (9/10)</td>
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<td>Reduction in losses (8/10)</td>
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<td>Reduction in profits (6/10)</td>
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<td>Increase in losses (5/10)</td>
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<td>Profits to losses (4/10)</td>
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Signature of the Officer being rated
**Andhra Pradesh State Road Transport Corporation**

**MERIT RATING REPORT**

FOR THE YEAR ........................................

**Name:**

**Designation:**

**Pay and Scale of Pay:**

**Substantive post (if officiating in present post):**

---

**Physical Suitability and Body Vigour:**


---

**Cleanliness and Personal Appearance:**

Cleanliness and personal appearance and working habits. An example to the rest of the team. Can be relied upon to maintain good standard of personal cleanliness and working habits. Above the average is his respect but needs to improve. Can always be relied upon to maintain good standard of personal cleanliness and working habits. Average in this respect. Below average in personal cleanliness and a messy worker. Willing to leave unclean habits. Is careless in appearance and a dirty worker. Has to be followed-up seriously.

---

**Efficacy of Action:**

Does a good work in his daily work to his best all times and to try out new methods. Usually plans to safeguard Corp. property. Goes out of his way to do so. Can be relied upon to safeguard Corp. property. Will usually take independent action to do so. Can be relied upon to safeguard Corp. property. Sometimes takes independent action to do so. Cannot be relied upon to carry out instructions to safeguard Corp. Property. Needs reminding of his duties in this respect. Cannot be relied upon to carry out instructions to safeguard Corp. Property. Needs reminding of his duties in this respect. Cannot be relied upon to carry out instructions to safeguard Corp. Property. Needs reminding of his duties in this respect. Cannot be relied upon to carry out instructions to safeguard Corp. Property. Needs reminding of his duties in this respect.

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**Quality of Work:**


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**Quantity of Work:**


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**Reliability:**

Can always be trusted to work effectively without any supervision and is thoroughly dependable. Above the average. Works steadily and can be relied upon to work without detailed supervision. A steady reliable worker. Regularly maintains output required and usually exceeds. Usually makes sound decisions and carries them out successfully. Usually makes sound decisions and carries them out successfully. Usually makes sound decisions and carries them out successfully. Solves simple problems but gets confused if left to devise course of action independently. Seldom takes an sound action independently. A routine worker, follows detailed instructions. Shows no ability to solve the simplest work problems. Let team down by lack of initiative.

---

**Ability to take initiative:**

A clear thinker. Makes sound decisions and carries them out successfully. Usually makes sound decisions and carries them out successfully. Solves simple problems but gets confused if left to devise course of action independently. Seldom takes an sound action independently. A routine worker, follows detailed instructions. Shows no ability to solve the simplest work problems. Let team down by lack of initiative.

---

**Mobility:**

Willing to change his job and will avoid it if it is possible to do so. Likely to change his job and will avoid it if it is possible to do so. Likely to change his job and will avoid it if it is possible to do so. Likely to change his job and will avoid it if it is possible to do so. Likely to change his job and will avoid it if it is possible to do so.

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**Leadership Potentialities:**

Sets excellent example in all respects but has shown character and personality of a leader amongst his men. Sets good example in most respects but has shown character and personality of a leader amongst his men. Sets good example in most respects but has shown character and personality of a leader amongst his men. Sets good example in most respects but has shown character and personality of a leader amongst his men. Sets good example in most respects but has shown character and personality of a leader amongst his men.

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**Type and manner of this work:**

Types of Coaches of A.P.S.R.T.C.

1. Vennela Ac Sleeper

2. Garuda Plus

3. Garuda

4. Indra
5. Meghdoot

6. Super Luxury

7. Deluxe

8. Express

Interior of Meghdoot

Interior of Super Luxury

Interior of Deluxe

Interior of Express
9. Pallelelugu

10. Saptagiri Luxury

11. Saptagiri Express

12. Semi Low Floor A.C
13. Sethala Hamsa
Interior of Sethala Hamsa

14. Metro Deluxe
Interior of Metro Deluxe

15. Metro Express Low Floor Non A.C
Interior of Metro Express Low Floor Non A.C

16. Metro Express
Interior of Metro Express