QUESTIONNAIRE
SECTION – I: Personal Profile

1. Name and Address of the Employee: _______________________________________________

2. Sex:  
   a) Male  
   b) Female

3. Age (in years):  
   a) < 25  
   b) 25 to 35  
   c) 35 to 45  
   d) 45 to 55  
   e) ≥ 55

4. Caste:  
   a) O.C  
   b) B.C  
   c) S.C  
   d) S.T  
   e) Minority

5. Marital status:  
   a) Married  
   b) Unmarried

6. Educational Qualification:  
   a) SSC  
   b) Inter  
   c) Graduation  
   d) Post-Graduation  
   e) Others

7. Name of the Organisation: ___________________________

8. Designation:  
   a) Senior Officer  
   b) Junior Officer  
   c) Clerks/Cashiers  
   d) Others

9. Present Gross Salary:  
   a) < 20,000  
   b) 20,000 – 30,000  
   c) 30,000 – 40,000  
   d) ≥ 40,000

10. Experience (in years):  
    a) < 5  
    b) 5 - 10  
    c) 10 – 15  
    d) 15 - 20  
    e) ≥ 20

11. Family Environment:  
    a) Happy  
    b) Not Happy

12. Family Tension:  
    a) Never  
    b) Some times  
    c) Always

13. Since childhood you belong to:  
    a) Urban  
    b) Semi-urban  
    c) Rural

14. Economic Background:  
    a) Lower Middle Class  
    b) Middle Class  
    c) Upper Middle Class

15. Family Occupation:  
    a) Agriculture  
    b) Business  
    c) Profession  
    d) Employee  
    e) Any other (Specify).

SECTION – II : Motivation

The following statements have been designed to know your opinion on some factors relating to ‘Motivation’. Please read each statement and decide as to what extent you agree or disagree with the statement and show your response by drawing a circle around one of the five responses. The responses are measured on a five point scale given below:

SA = Strongly Agree; A = Agree; MA = Moderately Agree; D = Disagree; SD = Strongly Disagree

1. I like to have social contacts with people working in the organization.  
   SA A MA D SD

2. I have an opportunity to learn new things.  
   SA A MA D SD

3. The top management is interested in the welfare of the employees.  
   SA A MA D SD

4. I want to make the people aware about the new financial services.  
   SA A MA D SD

5. I feel that this is an opportunity to serve the people  
   SA A MA D SD

6. I want to make my own decisions.  
   SA A MA D SD

7. I like to direct others towards goals.  
   SA A MA D SD
8. I want to dominate people working in my organization.  
9. I like companionship with others.  
10. I seek others support.  
11. I like to extend support to others.  
12. I like to develop meaningful relationship with others.  
13. I prefer frequent interactions with coworkers.  
15. I would like to take responsibility.  
16. I would like to set moderate goals.  
17. I would like to meet calculated risks.  
18. I would like to check my performance.  
19. I would like to know how well I am doing.  
20. I would like to develop skills and abilities.  
21. My work is challenging.  
22. My efforts are enough to meet the challenge.  
23. I can put all my efforts to meet the challenge.  
24. I will get a reward if I meet the challenge.  
25. I have strong desire for the reward.  
26. I will withdraw if expected reward is not given.  
27. Reward is not important to me.  
28. I always compare myself with my colleagues.  
29. I have enough skills to do my work.  
30. I want to get salary equal to my performance.  
31. I always compare my pay with my performance.  
32. I want to prove my skills.  
33. I attracted the banks vision and mission.  
34. I want to do service to the people by this organization.  
35. I am attracted by the bank working hours.  
36. I want to get promotions.  
37. I have security in my job.  
38. I have an opportunity to talk with others in my job.  
39. I have a feeling of self-esteem in my job.  
40. I have prestige in my job.
SECTION – III : Job Satisfaction

The following statements have been designed to know your opinion on some factors relating to ‘Job Satisfaction’. Please read each statement and decide as to what extent you agree or disagree with the statement and show your response by drawing a circle around one of the five responses describe the existing level of Satisfaction.

SA = Strongly Agree; A = Agree; MA = Moderately Agree; D = Disagree; SD = Strongly Disagree

1. I am satisfied with pay and benefits I receive
2. I am satisfied with my immediate superior
3. I am satisfied with the people with whom I work
4. I am satisfied with my progress in this organisation
5. I have confidence and trust in my superior
6. I am satisfied with the policies of the organisation
7. I am satisfied with the authority given to me to achieve the goals and targets.
8. I am satisfied with the responsibility given to me
9. We always work as a team
10. I feel that I am valued by this organisation.
11. I receive adequate training to do my job well. 
12. I feel overwhelmed by my responsibilities at work. 
13. My work activities are personally meaningful to me. 
14. Other people view my job as a valuable profession. 
15. I am satisfied with the way that this organisation is managed. 
16. I am confident of my abilities to succeed at my work. 
17. I regularly think/worry about work issues when I am at home. 
18. I believe that my position at work is a professional position. 
19. I have mastered the skills necessary to perform my work. 
20. I make a change in the lives of other people. 
21. I have ample opportunities for advancement in this profession. 
22. This job demands too much (physically, emotionally, mentally). 
23. I make pretty good money compared to others in this field. 
24. If I felt that I needed extra training, it would be made available for me. 
25. The work I do is interesting. 
26. This job adds significant pressure and anxiety to my life. 
27. I am satisfied with the benefits offered to me through this job. 
28. I am generally satisfied with the kind of work I do in this job. 
29. I understood very little about my current position prior to being hired. 
30. I receive adequate support from my supervisors. 

*Any additional information if you want to furnish, state below:*

1. 
2. 