APPENDIX

QUESTIONNAIRE

Union Bank Of India / Karur Vysya Bank

Union Bank Of India
a) Present Designation ________________________
b) Department _______________________________
c) Name of Branch ___________________________

Please tick (√) the relevant Answer

CHAPTER - I

A. General

1. Distance of Branch (Bank) from Residence :
   (i) 0-5 KM     (ii) 6-10     (iii) 11-15 KM
   (iv) 16-20 KM  (v) 20 KM and above

2. Are you satisfied with the working House of the Bank?
   i) Highly satisfied     ii) Satisfied
   iii) Dissatisfied      iv) Highly Dissatisfied
   v) No opinion

3. a) Do you feel increase in working house will add to efficiency in the bank?
   i) Yes, Considerably     ii) To some extent
   iii) No                  iv) No opinion
b) If yes, then in what respect?
   i) Increase in Number of Customers / Business
   ii) Improvement in overall working
   iii) Decrease in work pressure / tension
   iv) All of above

4. a) Are your colleagues quite cooperative and friendly?
   i) Yes very much
   ii) To some extent
   iii) No
   iv) No opinion
   b) If yes, how are your relation with them?
   i) Excellent
   ii) Very Good
   iii) Good
   iv) Fair

5. Do you prefer to work with?
   i) Colleagues of your choice
   ii) Colleagues suggested by supervisor
   iii) with any one
   iv) Alone
   v) No opinion

6. Do your colleagues extend cooperation on the job whenever required?
   i) Always
   ii) Sometimes
   iii) When directed by supervisor
   iv) No
   v) No opinion

7. Do you agree that quality of relationship with colleagues is quite important at work place?
   i) Highly agree
   ii) Agree to some extent
   iii) Disagree
   iv) Highly Disagree
   v) No opinion
Remuneration

1. Gross Salary
   i) Upto 5000  
   ii) Between 5000 to 10,000
   iii) Between 10,000 to 15,000
   iv) Between 15,000 to 20,000

2. Whether the pay revision and its implementation in your bank is timely:
   i) Very promptly
   ii) Within reasonable time
   iii) Very late
   iv) Some-what late

3. a) Do you feel that you are getting salary according to your qualification?
   i) Yes, Highly agree
   ii) To some extent
   iii) No
   iv) No opinion
   b) If no, what are reasons please specify

4. a) Does your salary matches with the authority and responsibility of your job?
   i) Yes
   ii) No
   iii) No opinion
   b) If yes, then to what extent?
   i) Fully
   ii) To large extent
   iii) To some extent
   iv) Don’t know

5. How do you assess your status in the society?
   i) Very high
   ii) High
   iii) Middle
   iv) Lower Middle
   v) Lower
   vi) No opinion
6. Is salary major source of job satisfaction?
   i) Absolutely
   ii) To large extent
   iii) To some extent
   iv) No
   v) No opinion

7. Do you agree that advance increments may be given to employees as reward for better performance?
   i) Highly agree
   ii) agree
   iii) To some extent
   iv) No
   v) No opinion

8. Do you agree that individual incentives motivate the employees to perform well?
   i) Highly agree
   ii) Agree
   iii) to some extent
   iv) No
   v) No opinion

CHAPTER - II

Career Development

1. a) Do you feel that adequate promotional policies exists in your bank?
   i) Yes
   ii) No
   iii) 2
   iv) 3
   v) 4 and above

2. No clear policy for promotion affects the performance of the employee.
   i) Yes
   ii) No
   iii) No Opinion
3. Do you agree that commitment & efficiency on the job helps in career advancement?
   i) Highly agree                ii) Agree
   iii) to some extent            iv) No
   v) no opinion
4. There are some options given for promotional avenue, please tick mark the option to which you agree
   i) Seniority only
   ii) Merit only
   iii) Seniority cum Merit
   iv) on somebody’s recommendations
   v) any other (Pl.specify)
   vi) No opinion

D. Physical Environment
1. Do you agree that proper work environment helps in job satisfaction and boosting the morale of the employee?
   i) Highly agree                ii) Agree
   iii) to some extent            iv) No
   v) No opinion

2. Are you satisfied with the working condition in your branch?
   i) Highly satisfied             ii) Satisfied
   iii) To some extent             iv) No
   v) No opinion
3. Please indicate (√) position of following physical facilities in your Branch:

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<th>Very Good</th>
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<td>i) Seating Facility</td>
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<td>ii) Lighting</td>
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<td>iv) Cleanliness</td>
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<td>v) Canteen facilities</td>
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<td>ix) Visitors / Rest Room</td>
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E. Job, Responsibility & Accountability:

1. Are you satisfied in your job
   i) Highly Satisfied  ii) Satisfied
   iii) To some extend iv) No

2. Do you have enough authority and decision making power?
   i) Absolute  ii) Limited  iii) Very Little
   iv) No  v) no opinion

3. Are you satisfied with the responsibility entrusted to you?
   i) Highly satisfied  ii) satisfied to some extent
   iii) Dissatisfied  iv) Highly Dissatisfied
   v) No opinion
4. Do you feel more authority and decision making power gives more satisfaction:
   i) Highly agree    ii) Agree to some extent
   iii) Disagree      iv) Highly Disagree   v) No opinion

F. Service Matter and Job Security

1. Are you satisfied with the Retirement benefit Schemes of the Bank?
   i) Highly Satisfied   ii) Satisfied to some extent
   iii) Dissatisfied     iv) Highly Dissatisfied
   v) no opinion

2. Do you feel your job in the bank is secured?
   i) Absolutely       ii) Almost
   iii) Will be in future iv) no.
   v) No opinion

3. Would you agree for taking more responsibility for overall development of all Bank?
   i) Highly agree      ii) Agree
   iii) In emergent situation only iv) No
   v) No opinion

4. Are you satisfied with the Disciplinary rules of the Bank?
   i) High satisfied    ii) Satisfied to some extent
   ii) Dissatisfied     iv) Highly Dissatisfied
   v) No opinion
5. Do you feel that employees always contribute their best of skills in their job?
   i) Always
   ii) In emergent situations only
   iii) When extra incentive is offered
   iv) No
   v) No opinion

G. About Supervisors
1. Are you satisfied with the kind of supervision exercised by your supervisor?
   i) Highly Satisfied
   ii) Satisfied
   iii) To some extent
   iv) No
   v) No option

G. Assessment / Suggestions
1. Generally employees morale in the bank is
   i) High
   ii) Average
   iii) Above average
   iv) low
2. If employee morale is high reason
   i) salary
   ii) responsibility
   iii) promotion
   iv) incentives
   v) others
3. If employee morale is low reason
   i) immediate supervisor
   ii) discrimination
   iii) transfers
   iv) others specify
4. Is your bank adopts effective communication to reach your staff
5. a) Whether the office problems / tensions (if any) affects your family life?
   i) Yes
   ii) No
   iii) To some Extend
   iv) No opinion

   b) If Yes , to what extent?
   i) Very much
   ii) To some extent
   iii) Rarely

6. Please mention some factors which provides satisfaction on your job in the bank;
   1. 
   2. 
   3. 
   4. 
   5. 
   6. 
   7. 
   8. 

7. Please give some suggestions, to improve the efficiency of the bank and morale of the employees
   1
   2
   3
   4
   5
   6
   7
   8
   9
   10