

**A STUDY ON JOB SATISFACTION OF BANK EMPLOYEES  
WITH SPECIAL REFERENCE TO STATE BANK OF INDIA -  
KANYAKUMARI DISTRICT**

**QUESTIONNAIRE**

[Tick (√) at the appropriate box]

**PART I - GENERAL**

- 1.1 Name [optional] :
- 1.2 Name of the branch :
- 1.3 Age :
- 21-30       31-40       51-60
- 1.4 Gender :
- Male       Female
- 1.5 Marital status :
- Married       Unmarried       Widow
- Widower       Separated/Divorced
- 1.6 Social status :
- OC       BC       MBC       SC       ST
- 1.7 Religion :
- Hindu       Christian       Muslim
- 1.8 Number of dependents :
- Below 4       4-6       7-9       Above 9
- 1.9 Place of residence :
- Rural       Urban       Semi urban
- 1.10 Distance in K.M from work place :
- Upto 10       11-20       21-30       Above 30

- 1.11 Dwelling status :
- Rented  Owned  Quarters
- 1.12 Educational qualification :
- S.S.L.C  P.U.C / Plus2  Graduate
- P.G  Others [Specify]
- 1.13 Present position :
- Officer  Clerk  Sub Staff
- 1.14 Experience in years :
- Below 5  5-10  11-15
- 16-20  21-25  Above 25
- 1.15 Monthly income :
- Upto 10000  10001-20000  20001-30000
- 30001-40000  Above 40000
- 1.16 Status of the spouse :
- Employed  Unemployed
- 1.17 Type of branch :
- Rural  Urban
- 1.18 Are you a member of any trade union:
- Yes  No

## PART II - JOB SATISFACTION

Several aspects of characteristics connected with your job, having relationship with job satisfaction are presented below. For each of these characteristics, you are requested to give three ratings, which symbolizes your [a] **Perception**, [b] **Aspiration**, and [c] **Importance**, about your characteristics in your job. So you are supposed to give your rating for each of the job characteristics in respect of questions a, b, and c. Your rating could range from 1 to 5

For each item, answer a, b, c, by circling a number on the rating scale ranging from 1 to 5; low number represents minimum amount of characteristic and high number represents maximum amount of characteristic.

Please encircle only one number for each question;

1. The feeling of social status because of your employment in the organization

[a] How much is there, now?	5	4	3	2	1
[b] How much should be there?	5	4	3	2	1
[c] How much important is this for you?	5	4	3	2	1

2. The fairness of monetary benefit in your organization

[a] How much is there, now?	5	4	3	2	1
[b] How much should be there?	5	4	3	2	1
[c] How much important is this for you?	5	4	3	2	1

3. The fairness of non -monetary benefit in your organization

[a] How much is there, now?	5	4	3	2	1
[b] How much should be there?	5	4	3	2	1
[c] How much important is this for you?	5	4	3	2	1

4. Job rotation in your job

[a] How much is there, now?	5	4	3	2	1
[b] How much should be there?	5	4	3	2	1
[c] How much important is this for you?	5	4	3	2	1

5. Opportunity to use skills and abilities in your job

[a] How much is there, now?	5	4	3	2	1
[b] How much should be there?	5	4	3	2	1
[c] How much important is this for you?	5	4	3	2	1

6. The feeling of security in your organization

[a] How much is there, now?	5	4	3	2	1
[b] How much should be there?	5	4	3	2	1
[c] How much important is this for you?	5	4	3	2	1

7. Involvement and responsibility among employees in your organization

[a] How much is there, now?	5	4	3	2	1
[b] How much should be there?	5	4	3	2	1
[c] How much important is this for you?	5	4	3	2	1

8. The scope for personal growth and development in your organization

[a] How much is there, now?	5	4	3	2	1
[b] How much should be there?	5	4	3	2	1
[c] How much important is this for you?	5	4	3	2	1

9. The recognition for a well done job

[a] How much is there, now?	5	4	3	2	1
[b] How much should be there?	5	4	3	2	1
[c] How much important is this for you?	5	4	3	2	1

10. The existence of work environment in your organization

[a] How much is there, now?	5	4	3	2	1
[b] How much should be there?	5	4	3	2	1
[c] How much important is this for you?	5	4	3	2	1

11. Recognition for creativity in your organization

[a] How much is there, now?	5	4	3	2	1
[b] How much should be there?	5	4	3	2	1
[c] How much important is this for you?	5	4	3	2	1

12. Installation of update equipments in your organization

[a] How much is there, now?	5	4	3	2	1
[b] How much should be there?	5	4	3	2	1
[c] How much important is this for you?	5	4	3	2	1

13. Promotion opportunities in your organization

[a] How much is there, now?	5	4	3	2	1
[b] How much should be there?	5	4	3	2	1
[c] How much important is this for you?	5	4	3	2	1

14. Transfer practices norms and rules in your organization

[a] How much is there, now?	5	4	3	2	1
[b] How much should be there?	5	4	3	2	1
[c] How much important is this for you?	5	4	3	2	1

15. Trade union activities in your organization

[a] How much is there, now?	5	4	3	2	1
[b] How much should be there?	5	4	3	2	1
[c] How much important is this for you?	5	4	3	2	1

16. The fairness of monetary and non-- monetary benefits after retirement in your organization

[a] How much is there, now?	5	4	3	2	1
[b] How much should be there?	5	4	3	2	1
[c] How much important is this for you?	5	4	3	2	1

17. Disciplinary procedures practised in your organization

[a] How much is there, now?	5	4	3	2	1
[b] How much should be there?	5	4	3	2	1
[c] How much important is this for you?	5	4	3	2	1

18. Training programme conducted in your organization

[a] How much is there, now?	5	4	3	2	1
[b] How much should be there?	5	4	3	2	1
[c] How much important is this for you?	5	4	3	2	1

19. The existence of the formal and friendly atmosphere with fellow workers and higher authorities in your organization

[a] How much is there, now?	5	4	3	2	1
[b] How much should be there?	5	4	3	2	1
[c] How much important is this for you?	5	4	3	2	1

20. Work load assigned on you in your organization

[a] How much is there, now?	5	4	3	2	1
[b] How much should be there?	5	4	3	2	1
[c] How much important is this for you?	5	4	3	2	1

### PART III - JOB SATISFACTION VARIABLES

The following are some of the statements which may have contributed to your feeling of satisfaction in this job. Please place a tick [√] in the boxes given below showing to what extent each statement contributes to your job satisfaction.

Highly Influence (HI), Influence (I), No Influence (NI), Negative Influence (NEI), Highly Negative Influence (HNI)

		HI	I	N	NI	HNI
1]	Salary and allowances granted in the job are reasonable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2]	Other benefits and services provided in the job are reasonable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3]	The risk , which I bear in the job reasonable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4]	The job provides freedom to use my own judgment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5]	I prefer the challenging work nature in the job.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6]	The training provided in the job improves the efficiency to do the job.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7]	The opportunities available in the job provide chance for personal development.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8]	The present job enhances my social status in the society.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9]	The monotonous duties assigned in the job, which I do not like.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10]	The Recognition gained in the work due to computerization in bank gives a great pleasure to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11]	The prizes and awards granted for good work by the management are appreciable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12]	Personal relationship with the public which I gain out of the present job is much appealing.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13]	Organizational policies towards work environment are positive.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- |  | <b>HI</b>                | <b>I</b>                 | <b>N</b>                 | <b>NI</b>                | <b>HNI</b>               |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 14] Recreational facilities such as rest rooms, canteen and lunch rooms are sufficiently provided. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 15] Authority delegated to do the work is good enough to complete the job.                         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 16] Social concern of my organization about employees is good.                                     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 17] Union activities in the bank are cordial.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 18] The relationship among co-worker is good.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 19] Opportunities are provided in the job for submitting suggestions.                              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 20] The congenial working climate are available in the work place.                                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 21] The Boss and subordinate relationship encourages the work.                                     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 22] The safety measures provided by bank are inadequate.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 23] The job provides no opportunity for creativity.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 24] Personal and family problems discourage me to perform better in my job.                        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 25] Psychological stress and frustration affect my work performance.                               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 26] Physical inabilities including health problems do not allow me to do better in my job.         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 27] Work load assigned to me is heavy.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 28] Grievance redressal mechanism is not justifiable.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 29] Transfer policy applied in the bank is reasonable.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 30] Promotion opportunity provided in the job are appreciable.                                     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 31] Job security gained to me in the job is reasonable.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Miscellaneous

1. What are your problems with regard job satisfaction?
2. What are your suggestions to improve job satisfaction?