BIBLIOGRAPHY


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Hoselitz, B.F (1951): Early History of Entrepreneurial Theory, Explorations in Entrepreneurial History III.


ANNEXURE - 1

QUESTIONNAIRE

Name of the hotel:

Location: ................................................................. Year of establishment:

Form of organisation (pl. tick mark)

a) At the time of establishment: Sole proprietorship/ family concern /partnership/co-operative

b) At the time of investigation: sole proprietorship/ family concern/partnership/co-operative

Initial investment: Rs. .......

Capacity..................(persons) Average(3 yrs) annual turnover (sale) Rs. .........

1. Name of the entrepreneur

Age (at the time of establishment) .......... Yrs

Tribal status (pl. tickmark): non-Naga / Naga (Tribe: ........

Marital status (pl. tickmark): Married / unmarried

Religion: Christian / Hindu / Muslim / other ........

Educational Qualification: Less than matric / matric/ PU/ Graduate/ postgraduate/ Technical Diploma / Technical Degree

Education of father : Less than matric / Matric / PU / Graduate/ post graduate/ Tech. Diploma/ Tech. Degree

Family Status : Independent family / Joint family

Native place : Village..... Dist. ................. State ...............

If migrated: year of migration ...........

Reason of migration ........................................................
(i) What was your first occupation? (Pl. Tick mark)

(a) Business (b) Govt. Service (c) Farming (d) Profession
(e) Politics & Social work (g) Student (h) Job in buss. firm

(ii) What was your last occupation prior to hotel entrepreneurship?

........... ...........(Pl.Write the code from the above question)

What was your father's occupation?..............(Pl.Write the code from the above question)

What was your grand father's occupation?............

(Pl.Write the code from Q2(i) as above)

Did you have any previous contact with business world? Yes / No

If yes above, what was the nature of contact? (Pl. tickmark)

a) Family contact b) Relatives in business
c) Friends in business d) Employment in business
e) Through allied activities f) Previous occupation in business

What was the main reason for leaving previous occupation? (pl. tickmark)

a) Expectation for higher income b) No promotion
c) Disliking for the job d) Wanted to create jobs for others
e) Any other (Pl.specify..........................)

What were the influencing factors to establish hotel? (Pl.Rank)

a) To make money ( ) b) Self employment ( )
c) Own desire ( ) d) Parent's Desire ( )
e) Social prestige ( ) f) Any Other ( )

Did you receive any help from your family? Yes / No

If yes, the nature of that help was (Pl. tick mark)

Direct finance / Land / Building / Family connection

Why did you like hotel business?

a) Inherited urban land b) Low risk c) More profitable
d) More employment generation e) Govt. and bank policy for hotels
f) Success stories of other hotel entrepreneur g) Market demanded
10. What was the most important factor for limiting investment?

   a) Wanted to take limited risk   b) Wanted to avail Govt. facilities
   c) It was easy to start with small investment   d) Faced financial constraints
   e) Market was limited   f) Any other..........................

11. What was the most important factor considered for selecting location of the hotel?

   a) Home land   b) Govt. incentives   c) Market
   d) infrastructure   e) Availability of employees

12. What were your sources of long term finance?

<table>
<thead>
<tr>
<th>Sources</th>
<th>Amount Asked</th>
<th>Amount Released</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Own fund</td>
<td>--------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>b) Nationalised Banks</td>
<td>--------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>c) Co-operative Banks</td>
<td>--------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>d) Private money lender</td>
<td>--------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>e) Relatives and friends</td>
<td>--------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>f) Any other</td>
<td>--------------</td>
<td>-----------------</td>
</tr>
</tbody>
</table>

13. In case of any shortage above how did you manage?

   a) Borrowing from the market   b) Cut in the original budget
   c) Didn't bother and went ahead

14. Did you prepare the project report? Yes/No

   If no why? a) project was simple   b) Aware of the activity
   c) Institutional assistance was not sought   d) Can not say

   If yes, then who prepared the project?

   a) Yourself   b) Professional   c) Friends & relatives
   d) NIDC   e) Bank   f) NECON
   g) Any other ..................................

15. How much time you have taken to complete the promotional activities?

   In nearest months..............

16. Do you think your promotional stage has taken long time? Yes/No

   If yes above, the reason there of:

   a) Procedural delay in the Govt.   b) Delay in the release of finance
   c) Construction took more time   d) Procedural delay in NIDC
   e) Delay in facilities like water, electricity, telephone etc.
   f) Inadequate finance   g) personal problem
17. What was your capacity utilisation in the previous year?

Jan-Mar (  %) April-Jun (  %)
Jul-Sep (  %) Oct-Dec (  %)

18. Who supervises the hotel activities?
   a) Yourself  b) Hired manager
c) Family members  d) Friends

19. Do you think the occupancy rate of your hotel is low?  Yes / No
   If yes, in your opinion what are the reasons for low occupancy rate? Assign ranks in the bracket provided.
   a) Law & order problem (  )  b) Too many hotels (  )
c) Demand for other facilities (  )  d) Inconvenient location (  )
e) Any other ...........................................  (  )

20. Have you gone for advertisement?  Yes / No
   If yes, the media chosen - a) Cinema  b) Newspaper  c) Wall painting
d) Magazines  e) Calendar  f) Radio  g) Any other
   If No, the reason there of:  a) Not necessary  b) Costly affairs
c) Does not affect positively  d) Any other

21. How do you fix your room rent?
   a) As it prevails in the market  b) As per the cost  c) Arbitrarily

22. How frequently you change your room rent?  Once in ........... Years.

23. What are the services you are providing to your customers? (Pl.Tick)

   Rooms / food / tea & snacks / Parking facility / Bar / Conference room / laundry / Saloon / Transport / Shopping centre/ ..............

24. How frequently you perform the followings?

   Cleaning the room ------
   Cleaning the bathroom------
   Changing the bed sheet------
   White washing the rooms------
   Changing door/window screen------
   Cleaning the hotel compound------
25. On an average how long in a day you spend in your hotel office?

Less than two hours 2-4 hours
6-8 hours More than 8 hours

26. Number of permanent employees:

<table>
<thead>
<tr>
<th>Executives</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clerical</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Workers</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

27. Qualification of the employees:

<table>
<thead>
<tr>
<th>Below matric</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>Below graduation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Graduates &amp; PGs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tech. Certificate holders</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tech. Diploma holders</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tech. Degree holders</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

28. On what basis you pay salary to your employees?

a) Grade wise (pl. specify no. of grades............)  b) Consolidated

29. Average monthly payment to the employees:

<table>
<thead>
<tr>
<th>Amount</th>
<th>Number of employees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Below Rs. 1000</td>
<td></td>
</tr>
<tr>
<td>Rs. 1000-2000</td>
<td></td>
</tr>
<tr>
<td>Rs. 2000-4000</td>
<td></td>
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<tr>
<td>Rs. 4000-6000</td>
<td></td>
</tr>
<tr>
<td>Above Rs. 6000</td>
<td></td>
</tr>
</tbody>
</table>

30. What other allowances you pay to your employees..............................

31. Do you have a written recruitment policy?  Yes / No

32. How do you consider the followings while recruiting? (Allot 100 marks)

a) Qualification ( )  b) Experience (  )
b) Personality (  )  d) Social Background (  )

33. Do you send your employees for training?  Yes / No
34. What are the benefits you provide your employees which are not law bound?

35. Do you have written leave rules? Yes / No
   If yes, specify the kind of leave incorporated.
   a) Casual leave    b) Earned leave    c) Maternity leave
   d) Medical leave   e) Any other

36. How many employees have left your organisation during last three years? ...........

37. Do you wrangle with your employees? Yes / No
   If yes how frequently - Occasionally / Very frequently

38. What is the main reason for wrangling with the employees?
   Absent from duty / Demand for higher wages / Mistake in work / Avoiding work / Misbehaving customers / other reasons

39. What are the major problems your hotel is facing? Please rank the following. (Pl. avoid repetition)
   a) Poor Market     (   ) b) Water, Electricity     (   )
   c) Financial       (   ) d) Any other.................... (   )

40. To what extent you are satisfied with your entrepreneurship career?
   a) Very satisfied   b) Satisfied
   c) Can not say      d) Dissatisfied
   e) Very dissatisfied
ANNEXURE - II

QUESTIONNAIRE

Name:

Age:               Tribe: Naga / non-Naga

Qualification

Years of service in the hotel:

Please mention your degree of satisfaction on the following few factors by a tick mark on the 5 point scale.

<table>
<thead>
<tr>
<th>Factor</th>
<th>5</th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wage</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service condition</td>
<td></td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>Incentives</td>
<td></td>
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<td></td>
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<tr>
<td>Task complexity</td>
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<td></td>
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<tr>
<td>Owner's behaviour</td>
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<td></td>
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<tr>
<td>Career prospect</td>
<td></td>
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</tbody>
</table>
ANNEXURE - III

QUESTIONNAIRE

Name:

Purpose of staying in the hotel (Pl. tick mark)
  a) Official work
  b) As a tourist
  c) Stranded on the way
  d) Temporary business
  e) Any other

Please mention the extent you are satisfied with various service factors provided by this hotel by a tick mark on the given five point scale.

<table>
<thead>
<tr>
<th>Service Factor</th>
<th>5</th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Room at a reasonable price</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Convenient location</td>
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<tr>
<td>Sanitation facility</td>
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<td>Safety and security</td>
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<tr>
<td>Service Quality</td>
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</tbody>
</table>