Appendices
Appendix I

MASLACH BURNOUT INVENTORY

Dear Respondent – You’re requested to read each question carefully and give your response on a 7 point scale. You assign a number against each statement in the following manner that

Assign ‘1’ if your feeling is very mild
Assign ‘2’ if your feeling is mild
Assign ‘3’ if your feeling is somewhat moderate
Assign ‘4’ if your feeling is moderate
Assign ‘5’ if your feeling is somewhat strong
Assign ‘6’ if your feeling is strong
Assign ‘7’ if your feeling is very strong

STATEMENTS

1. I feel emotionally drained from my work
2. I feel used up at the end of the workday
3. I feel fatigue when I get up in morning and to face another day on the job
4. Working with people all day is really a strain for me
5. I feel burnout of my work
6. I feel frustrated by my work
7. I feel am working too hard my job
8. Working directly with people puts too much stress on me
9. I feel like I am at the end of my rope
10. I feel I treat some customers, as if they were impersonal “objects
11. I have become more callous toward people, since I took this job
12. I worry that this job hardening me emotionally
13. I don’t really care what happened to some recipients
14. I feel customers blame me for some their problems
15 I understand how my customers feel about things
16. I deal very effectively with the problem of my customers
17. I feel I am positively influencing other people's lives through my job
18 I feel very energetic
19. I can easily create a relaxed atmosphere with my customers.
20 I feel exhilarated after working closely with my student.
21. I have accomplished many worthwhile things in this job.
22. In my work, I deal with emotional problems very calmly.

...
Appendix II

JOB INVOLVEMENT SCALE

Dear respondent you’re requested to read each statement carefully and rate on a 5-point scale in terms of agree, disagree in the manner given below.

Give 5 point if you are strongly agree
Give 4 point if you are agree
Give 3 point if you are undecided
Give 2 point if you are disagree
Give 1 point if you are strongly disagree

1. I will stay overtime to finish a job even if I am not paid for it
2. You can measure a person pretty well by how good a job he/she do
3. The major satisfaction in my life comes from my job
4. For me, time at work really flies by
5. I usually show up for work a little early to get things ready
6. The most important things that happen to me involve my work
7. Sometimes I lie awake at night thinking ahead for the next day’s work
8. I am really perfectionist about my work
9. I feel depressed when a failure is at sometimes connected with my jobs
10. I have other activities more important than my work
11. I live, eat and breathe my job
12. I would probably keep working even if I did not get the money
13. Quite often I feel like staying home from work instead of coming in
14. To me, my work is only a small part of who I am
15. I am very much involved personally in my work
16. I avoid taking on extra duties and responsibilities in my work
17. I used to be more ambitious about my work than I am now
18. Most things in life are more important than work
19. I used to care more about my work but now other things are more important to me
20. I would like to kick myself for the mistake I make in my work
Appendix III

ORGANIZATIONAL CULTURE QUESTIONNAIRE

This questionnaire is designed to find out some of the beliefs, values and practices of the organization in which you are working. Below are given number of statements / questions and you are requested to read carefully each and to respond in the following manner

- Assign “1” to the statement / question when you have strong disagreement
- Assign “1” to the statement / question when you have disagreement
- Assign “0” to the statement / question when you have neutral view
- Assign “1” to the statement / question when you have agreement
- Assign “1” to the statement / question when you have strong agreement

1. In our organization employee’s skills and abilities are given due weight age in given promotion and sanctioning any other reward
2. Peoples generally have greater enthusiasm to take initiative at work
3. People generally follow organizational rules and regulations here
4. Employees always feel free to think, generate, and apply new ideas for the productive growth of the company
5. Supervisors / Managers generally emphasize over team-work in carrying out work responsibilities here
6. Criticism and back-biting is a normal culture in this organization
7. Employees generally take initiative to resolve the conflicts and problems at their own level
8. Employees interact and communicate with their superiors, colleagues, and subordinates in confidence and trust
9. Employees are generally being treated here as they are expecting
10. Supportive attitude is encourage and promoted here
11. Maintaining harmony is highly valued here
12. Employees with right spirit generally hold discussions and give suggestions to help improve organizational working and productivity efficiency
13. Generally employee’s behaviour at work is quite predictable
People feel proud of organizational fairness

Absenteeism level is very low in our company/organization

Employees have greater freedom to act independently within the boundaries of their job responsibilities

Employees generally have confidence among others which help them to resolve problems and if needed they would willingly share responsibilities at work here

People have very open discussion with regard to all sorts of problems for better solution

People feel free themselves to work here

People are strictly supervised here through strict organizational rules and regulations

People spontaneously express their feelings, pleasant or unpleasant before managers/supervisors and their feelings are well attended and cared here

I have the feeling of losing my interest and commitment with my work and the organization here

People are action oriented willing to take initiative and show high degree of pro-organizational activity

People are generally productive and self-controlled here

The organization is well organized and has clearly defined goals

People try to put their best effort to work with others rather than have an individualistic effort

People generally do not want to work unless they are forced

People generally feel that they are not being trusted here

Nurturing and helping subordinates is encouraged in this organization

I am for my organization/company

People generally say with pride about the prestige and status of the organization/company in which they are working

Work environment allows people to accomplish the tasks in their best way here, hence, they do not hesitate to take up competitive and challenging tasks
33 Company / organization strictly adheres to very open self-appraisal systems
34 Performance standards are very low in the organization
35 People share responsibilities without hesitation
36 People’s achievement and competencies are given more importance than hierarchical status here
37 People usually do not tolerate criticism against the organization / company
38 Suggestions and employees grievances are welcomed here from all the either seniors or juniors in cadre and are well taken for both employees quality of life and organizational development
39 Work environment is very unhealthy and suffocative here
40 People here are more individualistic, they only complete a assigned task for which they are expected to be compensated
41 People are generally deeply involved in developing and working out best means for promoting organization / company productive efficiency
42 There is no place here for the honest and efficient employees
43 I have the feeling that what I have achieved in my life, it is only because of my organization / company
44 People are only expected to follow proper channels of communication here
45 Responsibilities are allocated here without any prejudice

*Please, recheck that you have answered all the questions.*
Appendix IV

INTERPERSONAL SUPPORT EVALUATION TEST

Instruction:

Here is a list of statements each of which may or may not be true about you. For each statement we would like you to circle “T” if the statement is probably or certainly true about you and “F” if the statement is probably or false or not about you.

You may find that most of the statements are neither clearly true nor clearly false. In this case, try to decide quickly whether true “T” or false “F” is the most accurate description of you. Although some questions will be difficult to answer, it is important that you choose one of the two alternatives. Remember to circle only one alternative for each statement. Now read each item carefully and respond.

1. There is at least one coworker whose advice I really trust T/F
2. There is really no one among my coworkers whom I can trust to give me good financial advice T/F
3. There is really no one among my coworkers who can give me objective feedback about how I am handling my problems T/F
4. I feel that there is no one among my coworkers with whom I can share my private worries and fears T/F
5. If a family crisis arises some of my coworkers would be able to give me good advice about handling it T/F
6. There is someone among my coworkers whom I could turn to him for advice about problems related to my job T/F
7. There are several different people among my coworkers T/F
8. I do not often get invited to do things with my coworkers T/F
9. If I wanted to have lunch with someone I could easily find one of my coworkers to join me T/F
10. When I feel lonely, there are my several coworkers, I could call and talk to them T/F
11. I regularly meet or talk with my coworkers T/F
12 I feel that I am on the fringe in my circle of coworkers T/F
13 If I were sick and needed someone to drive me to the doctor I would have trouble in finding someone among my coworkers T/F
14 If I needed a quick emergency loan of Rs. 100 00, there is someone among my coworkers I could get it from T/F
15 If I needed some help in moving to a new home I would have a hard time in finding someone among my coworkers to help me T/F
16 If I had to mail an important letter at the post office by 5 00 O’clock I could not make it there is someone among my coworkers who could do it for me T/F
17 If I needed a ride to the airport very early in the morning. I would have a hard time in finding one of my coworkers to take me there T/F
18 If I got stranded ten miles out of my town, there is someone among my coworkers I could call to come to get me T/F
### Appendix V

**BIOGRAPHICAL INFORMATION SCHEDULE**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Name</td>
</tr>
<tr>
<td>2</td>
<td>Age</td>
</tr>
<tr>
<td>3</td>
<td>Sex</td>
</tr>
<tr>
<td>4</td>
<td>Religion</td>
</tr>
<tr>
<td>5</td>
<td>Designation</td>
</tr>
<tr>
<td>6</td>
<td>Length of Experience</td>
</tr>
<tr>
<td>7</td>
<td>Department / Faculty</td>
</tr>
<tr>
<td>8</td>
<td>General Health</td>
</tr>
</tbody>
</table>