ANNEXURE
**ANNEXURE**

Research Scholar
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Cell No. 9848080123

Research Supervisor
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Professor, S.K.Institute of Management,
S.K. University – Anantapur.

**Topic : Human Resource Management in LIC of India**

Sir / Madam

GREETING: I am doing Research in the area of Human Resource Management. In this connection, I would be thankful if you can Respond to the following questionnaire. Your opinions and perceptions are Important and will be kept confidential and used for purpose of academic research without reveling the individual identity of the respondent. Please try to make your responses accurately, your time & assistance is appreciated.

1. Name of the Respondent (Optional) : __________________________
2. Sex : Male Female
3. Age : (20-30) (31-40) (41-50) (51 above)
5. Religion : Hindu / Muslim / Christen / Other
6. Marital Status : Single / Married / Divorced
7. Nature of the Family : Joint / Nuclear
8. Number of Members in the family : _________
9. Qualifications : 1. At the time of join
2. At present
10. Designation and grade : 1. At the time of joining
2. at Present
11. Experience in the LIC of India : 1. Total Experience
2. Experience each designation -Grade
   a) Messenger cum sweeper _____ years
   b) Agent / field officer / J. Asst. _____ years
   c) Development Officer / Hr. Asst. _____ years
   d) Officer Scale – I _____________ years
      Scale – II ______ years
      Scale – III_______ years
12. Place and location of your work place : Urban / Semi urban / Rural
13. Annual Income : 1. Rs. 1 Lakh – 2 Lakh ( )
                    2. Rs. 2 Lakh – 3 Lakh ( )
                    3. Rs. 3 Lakh – 4 Lakh ( )
                    4. Rs. 4 Lakh – 5 Lakh ( )
                    5. Rs. 5 Lakh and above. ( )
<table>
<thead>
<tr>
<th>S. No.</th>
<th>Nature of Job</th>
<th>Not At all</th>
<th>Very Great Extent</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Are you satisfied with your status at the time of your first appointment in LIC of India.</td>
<td></td>
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<tr>
<td>2</td>
<td>More job security is the reason for joining in LIC of India</td>
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<tr>
<td>3</td>
<td>Challenging Job is the reason for Joining in LIC of India</td>
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<tr>
<td>4</td>
<td>Better salary is the reason for joining in LIC of India</td>
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<tr>
<td>5</td>
<td>Better working conditions are the reason for Joining in LIC of India</td>
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<tr>
<td>6</td>
<td>Advertisement is the basis to know about vacancies in LIC of India</td>
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<tr>
<td>7</td>
<td>Friends and Relative working in the LIC of India are help to know about vacancies in LIC of India</td>
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<tr>
<td>8</td>
<td>Employment Agencies helped to know about vacancies in LIC of India</td>
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<tr>
<td>9</td>
<td>Recommendations helped to know about vacancies in LIC of India</td>
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<tr>
<td>10</td>
<td>Are you satisfied that LIC of India following a fair and Transparent Recruitment Policy.</td>
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<tr>
<td>11</td>
<td>Is LIC of India used standard and valid devices in selecting people for various job cadres.</td>
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<td>12</td>
<td>Do you fell that merit is the top priority in the Recruitment practice in LIC of India</td>
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<tr>
<td>13</td>
<td>What is your opinion on placement, probation and confirmation in LIC of India organization</td>
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<tr>
<td>14</td>
<td>At the time of joining in organization the LIC management clearly informed you about your duties, responsibilities and the Nature of work</td>
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<tr>
<td>15</td>
<td>Do you agree that adequate training centers are available in LIC of India</td>
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<tr>
<td>S. No.</td>
<td>Question</td>
<td>Not At all</td>
<td>small Extent</td>
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<td>--------------------------------------------------------------------------</td>
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<tr>
<td>16</td>
<td>Do you feel that the employee in the LIC organization offers with adequate Training Programme</td>
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<tr>
<td>17</td>
<td>Relevance of Training to the job Requirements is compatible.</td>
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<tr>
<td>18</td>
<td>Periodicity of Training is adequate in LIC.</td>
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<td>19</td>
<td>Available of Training Material is good.</td>
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<td>20</td>
<td>Course contents of Training is good</td>
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<tr>
<td>21</td>
<td>Supply of course material is adequate</td>
<td></td>
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<td>22</td>
<td>Is employees receive Training through experienced and competent trainers</td>
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<td></td>
<td><strong>TRAINING &amp; DEVELOPMENT PRACTICES</strong></td>
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<tr>
<td>23</td>
<td>Is the employee finds it easy to apply the training they received, in the work</td>
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<tr>
<td>24</td>
<td>Employee Participation of Training is good in LIC</td>
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<td>25</td>
<td>Evaluation of the Trained employee is good in LIC</td>
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<tr>
<td>26</td>
<td>Are you satisfied with the method of Training programme following in your organization</td>
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<tr>
<td>27</td>
<td>Employees are encouraged to take the initiative in determining their career needs.</td>
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<tr>
<td>28</td>
<td>Is the Training needs are identified in order to develop critical skills of employee for assigned tasks.</td>
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<td>29</td>
<td>Apart from organizational development, the top management is also interested in the individual development of employees.</td>
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<tr>
<td>30</td>
<td>Top Management is ready to invest in development oriented activities</td>
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<tr>
<td>31</td>
<td>Is there any opportunities available for employee to cross - train and as well as Learn new skills</td>
<td></td>
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<tr>
<td>32</td>
<td>Is LIC offered you the training such as Yoga, Dvana!</td>
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<tr>
<td>S. No.</td>
<td>PHYSICAL FACILITIES</td>
<td>Not At all</td>
<td>small Extent</td>
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<tr>
<td>33</td>
<td>Availability of physical facilities are good in LIC.</td>
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<tr>
<td>34</td>
<td>Personal computer in the office helps in work process.</td>
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<tr>
<td></td>
<td>PROMOTION POLICY</td>
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<tr>
<td>35</td>
<td>Do you feel satisfactory about promotions you got so far in LIC of India</td>
<td>( )</td>
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<tr>
<td>36</td>
<td>There are ample opportunities for promotion in the organization.</td>
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<td>37</td>
<td>Seniority cum merit is the basis for promotion in the organization</td>
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<tr>
<td>38</td>
<td>Seniority only basis for promotion in the organization.</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>39</td>
<td>Merit is the only basis for promotion in organization.</td>
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<tr>
<td></td>
<td>TRANSFER POLICY</td>
<td></td>
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<tr>
<td>40</td>
<td>Management &amp; Employee both have decisive influence on transfers</td>
<td>( )</td>
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<tr>
<td>41</td>
<td>Only Employees have decisive influence on transfers.</td>
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<tr>
<td>42</td>
<td>Only Union has decisive influence on transfers</td>
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<tr>
<td>43</td>
<td>Only management has decisive influence on transfers</td>
<td>( )</td>
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<tr>
<td>44</td>
<td>The present policy of transfers is good</td>
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<td></td>
<td>REWARD MANAGEMENT</td>
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<tr>
<td>45</td>
<td>Your salary is at par with the Industry standards.</td>
<td>( )</td>
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<tr>
<td>46</td>
<td>Your Salary is sufficient to meet needs of your family.</td>
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<tr>
<td>47</td>
<td>Your job gives economic security by way of regular Employment and Regular income</td>
<td>( )</td>
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<tr>
<td>48</td>
<td>You receive sufficient incentives, Relevant Perks and benefits.</td>
<td>( )</td>
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<tr>
<td>49</td>
<td>Do you feel that employees are provided sufficient loan facilities in LIC</td>
<td>( )</td>
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<tr>
<td>S. No.</td>
<td>Question</td>
<td>Not At all</td>
<td>small Extent</td>
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<tr>
<td>50</td>
<td>Do you feel that employees are provided sufficient Advances to meet needs</td>
<td>( ) ( ) ( ) ( ) ( ) ( )</td>
<td></td>
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<tr>
<td>51</td>
<td>Performance appraisal system fair and Transparent and Reports are based on objective assessment and adequate information.</td>
<td>( ) ( ) ( ) ( ) ( ) ( )</td>
<td></td>
</tr>
<tr>
<td>52</td>
<td>Performance appraisal parameters and methods are appropriate and Relevant in LIC not on favors.</td>
<td>( ) ( ) ( ) ( ) ( ) ( )</td>
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<tr>
<td>53</td>
<td>There is wide scope for employee participation in the appraisal process</td>
<td>( ) ( ) ( ) ( ) ( ) ( )</td>
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<tr>
<td>54</td>
<td>The performance appraisal system is employee development oriented in LIC</td>
<td>( ) ( ) ( ) ( ) ( ) ( )</td>
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<tr>
<td>55</td>
<td>Weakness of employees are communicated to them in a non-threatening way.</td>
<td>( ) ( ) ( ) ( ) ( ) ( )</td>
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<tr>
<td>56</td>
<td>When behaviour feedback is given to Employees, they take seriously and use it for development.</td>
<td>( ) ( ) ( ) ( ) ( ) ( )</td>
<td></td>
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<tr>
<td>57</td>
<td>Employees are not afraid to express or discuss their feelings with their supervisors.</td>
<td>( ) ( ) ( ) ( ) ( ) ( )</td>
<td></td>
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<tr>
<td>58</td>
<td>The employees are mostly satisfied with the career opportunities available in LIC</td>
<td>( ) ( ) ( ) ( ) ( ) ( )</td>
<td></td>
</tr>
<tr>
<td>59</td>
<td>The employees jobs are secure in LIC</td>
<td>( ) ( ) ( ) ( ) ( ) ( )</td>
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<tr>
<td>60</td>
<td>Are you satisfied with safety measures in your organisation.</td>
<td>( ) ( ) ( ) ( ) ( ) ( )</td>
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<tr>
<td>61</td>
<td>Are you satisfied with Medical Benefits in your organisation.</td>
<td>( ) ( ) ( ) ( ) ( ) ( )</td>
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<tr>
<td>62</td>
<td>The employees feels in a sense of belonging to the LIC</td>
<td>( ) ( ) ( ) ( ) ( ) ( )</td>
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<tr>
<td>63</td>
<td>The LIC organization places High value on honesty and interests.</td>
<td>( ) ( ) ( ) ( ) ( ) ( )</td>
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<tr>
<td>64</td>
<td>I enjoy working in such a friendly environment in LIC</td>
<td>( ) ( ) ( ) ( ) ( ) ( )</td>
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<tr>
<td>65</td>
<td>The employees enjoy autonomy in LIC</td>
<td>( ) ( ) ( ) ( ) ( ) ( )</td>
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<tr>
<td>66</td>
<td>My manager is always helpful when I am in need.</td>
<td>( ) ( ) ( ) ( ) ( ) ( )</td>
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<tr>
<td>S. No.</td>
<td>Statement</td>
<td>Not At all</td>
<td>small Extent</td>
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<td>-------</td>
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</tr>
<tr>
<td>67</td>
<td>My superiors immediately recognizes and reward for outstanding work.</td>
<td>( )</td>
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<tr>
<td>68</td>
<td>Mutual trust exists among the work force in organization</td>
<td>( )</td>
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<tr>
<td>69</td>
<td>Employees are involved in decision making that directly affects their work in organization.</td>
<td>( )</td>
<td>( )</td>
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<tr>
<td>70</td>
<td>Work is challenging in organization.</td>
<td>( )</td>
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<tr>
<td>71</td>
<td>LIC provides opportunity for using variety skills</td>
<td>( )</td>
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<tr>
<td>72</td>
<td>Job provide high sense of Achievement in LIC</td>
<td>( )</td>
<td>( )</td>
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<tr>
<td>73</td>
<td>Job provides opportunities for growth and self fulfillment in LIC</td>
<td>( )</td>
<td>( )</td>
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<tr>
<td>74</td>
<td>People in our organization are helpful to each other.</td>
<td>( )</td>
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<tr>
<td>75</td>
<td>Employee get Regular feedback from manager or superior in LIC</td>
<td>( )</td>
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</tbody>
</table>

**COMMUNICATION SYSTEM**

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Statement</th>
<th>Not At all</th>
<th>small Extent</th>
<th>Moderate Extent</th>
<th>Large Extent</th>
<th>Very Great Extent</th>
</tr>
</thead>
<tbody>
<tr>
<td>76</td>
<td>There is an effective communication system prevailing in the organization.</td>
<td>( )</td>
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<tr>
<td>77</td>
<td>The organization has identity of its own needs to develop communication system.</td>
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**MANAGERIAL ASPECTS**

<table>
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<tr>
<th>S. No.</th>
<th>Statement</th>
<th>Not At all</th>
<th>small Extent</th>
<th>Moderate Extent</th>
<th>Large Extent</th>
<th>Very Great Extent</th>
</tr>
</thead>
<tbody>
<tr>
<td>78</td>
<td>Goals are clearly set in the organization.</td>
<td>( )</td>
<td>( )</td>
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<tr>
<td>79</td>
<td>Team spirit is of high order in LIC</td>
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**INTEGRATION (DISCIPLINE, CODE OF CONDUCT, GRIEVANCE MANAGEMENT)**

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Statement</th>
<th>Not At all</th>
<th>small Extent</th>
<th>Moderate Extent</th>
<th>Large Extent</th>
<th>Very Great Extent</th>
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</thead>
<tbody>
<tr>
<td>80</td>
<td>Have you faced any Disciplinary action</td>
<td>( )</td>
<td>( )</td>
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<tr>
<td>81</td>
<td>Disciplinary procedure in your LIC is good.</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
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<tr>
<td>82</td>
<td>Do you agree the need of Disciplinary action in the org.</td>
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<tr>
<td>83</td>
<td>Grievance about Pay, Incentives, Allowances &amp; Benefits.</td>
<td>( )</td>
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<tr>
<td>84</td>
<td>Grievance about Work Assignment and working conditions</td>
<td>( )</td>
<td>( )</td>
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<tr>
<td>85</td>
<td>Grievance about transfers</td>
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</tbody>
</table>
86 Grievance about Seniority & Promotion
87 Grievance about Leave facilities
88 Grievance about Disciplinary action
89 Are your grievance settled
90 The present grievance manager is satisfactory.

UNION MANAGEMENT & RELATIONS
91 Have you been compelled to become a member of any union
92 The principle objectives of your trade union to protect jobs.
93 To bargain for better wages salary and benefits
94 To obtain better working conditions
95 To protect its members from the Arbitrary action of management.
96 To administer welfare programmes.
97 To educate its members
98 The union leaders are helpful
99 LIC employees used strikes frequently to concede the demands
100 Problems should be solved through negotiations.
101 The weapon of strike should be completely replaced by constructive consultative machinery
102 Are you satisfied with the union management relations.

EMPLOYEE PARTICIPATION
103 If essential do you suggest the formal participation of employee in management
104 Are you satisfied with existing system of employees participation in Management of LIC.
105 Is LIC of India fully following the formal participation of employees in Management

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