Appendices
APPENDIX – A

DEMOGRAPHIC PROFILE OF LIBRARY PROFESSIONALS

Dear Sir/Madam,

I am collecting data for my Doctoral Research work on the topic "Stress and Burnout Among Library Professionals in the Universities and Colleges of Punjab, Haryana and Chandigarh".

May I request you to very kindly give your frank responses to the following questionnaire. Your responses will be kept strictly confidential.

Thanking you very much for your co-operation.

Yours faithfully

(Neeru Awasthi)

Personal/Demographic Profile :

1. Name : ________________________________
2. Name of the Organisation : __________________________
3. Designation : __________________________
4. Sex : ____________ 5. Age : ____________
8. Educational Qualification : _______________________________________
9. Professional Qualification : _______________________________________
10. Professional Experience : _______________________________________
APPENDIX – B

OCCUPATIONAL STRESS INDEX

Dr. A.K. Srivastava

and

Dr. A.P. Singh

Department of Psychology
Banaras Hindu University
Varanasi

Instructions

This questionnaire is meant for a psychological investigation. The questionnaire consists of some statements that employees say or feel about various components and conditions of their job. You are required to select any one of the following ‘five responses’ to indicate the extent to which you agree or disagree with each statement to describe the nature and conditions of your job and also your own experiences and feelings about your job.

<table>
<thead>
<tr>
<th>I have to do such work as ought to be done by others</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Undecided</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
</table>

Give your responses frankly. Your responses will be kept strictly confidential.
1. I have to do a lot of work
   - Strongly Disagree
   - Disagree
   - Undecided
   - Agree
   - Strongly Agree

2. The available informations relating to my job-role and its outcomes are vague and insufficient.
   - Strongly Disagree
   - Disagree
   - Undecided
   - Agree
   - Strongly Agree

3. My different officers often give contradictory instructions regarding my works.
   - Strongly Disagree
   - Disagree
   - Undecided
   - Agree
   - Strongly Agree

4. Sometimes it becomes complied problem for me to make adjustment between political/group pressures and formal rules and instructions.
   - Strongly Disagree
   - Disagree
   - Undecided
   - Agree
   - Strongly Agree

5. The responsibility for the efficiency and productivity of many employees
   - Strongly Disagree
   - Disagree
   - Undecided
   - Agree
   - Strongly Agree

6. Most of my suggestions are heeded and implemented here.
   - Strongly Disagree
   - Disagree
   - Undecided
   - Agree
   - Strongly Agree

7. My decisions and instructions concerning distribution of assignments among employees are properly followed.
   - Strongly Disagree
   - Disagree
   - Undecided
   - Agree
   - Strongly Agree

8. I have to work with persons whom I like.
   - Strongly Disagree
   - Disagree
   - Undecided
   - Agree
   - Strongly Agree

9. My assignments are of monotonous nature.
   - Strongly Disagree
   - Disagree
   - Undecided
   - Agree
   - Strongly Agree

    - Strongly Disagree
    - Disagree
    - Undecided
    - Agree
    - Strongly Agree

11. I get less-salary in comparison to the quantum of my labour/work.
    - Strongly Disagree
    - Disagree
    - Undecided
    - Agree
    - Strongly Agree

203
12. I do my work under tense circumstances.

13. Owing to excessive work load I have to manage with insufficient number of employees and resources.

14. The objectives of my work-role are quite clear and adequately planned.

15. Officials do not interfere with my jurisdiction and working methods.

16. I have to do some work unwillingly owing to certain group/ political pressures.

17. I am responsible for the future of a number of employees.

18. My co-operation is frequently sought in solving the administrative or industrial problems at higher level.

19. My suggestions regarding the training programmes of the employees are given due significance.

20. Some of my colleagues and subordinates try to defame and malign me as unsuccessful.

21. I get ample opportunity to utilize my abilities and experience independently.

22. This job has enhanced my social status.
23. I am seldom rewarded for my hard labour and efficient performance

24. Some of my assignments are quite risky and complicated.

25. I have to dispose off my work hurriedly owing to excessive work load.

26. I am unable to perform my duties smoothly owing to uncertainty and ambiguity of the scope of my jurisdiction and authorities.

27. I am not provided with clear instructions and sufficient facilities regarding the new assignments trusted to me.

28. In order to maintain group-conformity sometimes I have to do/produce more than the usual.

29. I bear the great responsibility for the progress and prosperity of this organization.

30. My opinions are sought in framing important policies of the organization department.

31. Our interests and opinion are duly considered in making appointments for important posts.

32. My colleagues do co-operate with the voluntarily in solving administrative and industrial problems.
33. I get ample opportunity to develop my aptitude and proficiency properly.

34. My higher authorities do not give due significance to my post and work.

35. I often feel that this job has made my life cumbersome.

36. Being too busy with official work I am not able to devote sufficient time to my domestic and personal problems.

37. It is not clear that what type of work and behaviour my higher authorities and colleagues expect from me.

38. Employees attach due importance to the official instructions and formal working procedures.

39. I am compelled to violate the normal and administrative procedures and policies owing to group/political pressures.

40. My opinion is sought in changing or modifying the working system, instruments and conditions.

41. There exists sufficient mutual co-operation and team-spirit among the employees of this organization/department.
42. My suggestions and co-operation are not sought in solving even those problems for which I am quite competent.

43. Working conditions are satisfactory here from point of view of our welfare and convenience.

44. I have to do such work as ought to be done by others.

45. It becomes difficult to implement all of a sudden the new dealing procedures and policies in place of those already in practice.

46. I am unable to carry out my assignments to my satisfaction on account of excessive load of work and lack of time.
The purpose of this survey is to discover how educators view their job and the people with whom they work closely.

On the following pages there are 22 statements of job-related feelings. Please read each statement carefully and decide if you ever feel this way about your job. If you have never had this feeling, write a "0" (zero) in the space before the statement. If you have had this feeling indicate how often you feel it by writing the number (from 1 to 6) that best describes how frequently you feel that way. As example is shown below.

Example:

<table>
<thead>
<tr>
<th>How often:</th>
<th>0</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never</td>
<td>A few times a year or less</td>
<td>Once a month or less</td>
<td>A few times a month</td>
<td>Once times a week</td>
<td>A few times a week</td>
<td>Everyday</td>
<td></td>
</tr>
</tbody>
</table>

How often

0–6 Statement:

______________ I feel depressed at work.

If you never feel depressed at work, you would write the number "0" (zero) under the heading "How Often". If you rarely depressed at work (a few times a year or less), you would write the number "1". If your feelings of depression are fairly frequently (a few times a week, but not daily) you would write a "5".
### Educators Survey

<table>
<thead>
<tr>
<th>Statement</th>
<th>0 Never</th>
<th>1 A few times a year or less</th>
<th>2 Once a month or less</th>
<th>3 A few times a month</th>
<th>4 Once a week</th>
<th>5 A few times a week</th>
<th>6 Everyday</th>
</tr>
</thead>
<tbody>
<tr>
<td>0–6 Statements:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. I feel emotionally drained from my work.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. I feel used up at the end of the workday.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. I feel fatigued when I get up in the morning and have to face another day on the job.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. I can easily understand how my students feel about things.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. I feel I treat some students as if they were impersonal objects.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Working with people all day is really a strain for me.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. I deal very efficiently with the problems of my students.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. I feel burned out from my work.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. I feel I'm positively influencing other people's lives through my work.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. I have become more callouts towards people since I took this job.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11. I worry that this job is hardening me emotionally.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12. I feel very energetic.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13. I feel frustrated by my job.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14. I feel I am working too hard on my job.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15. I don't really care what happens to some students</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>16. Working with people directly puts too much stress on me.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>17. I can easily create a relaxed atmosphere with my students.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18. I feel exhilarated after working closely with my student.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>19. I have accomplished many worthwhile thing in this job.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20. I feel like I am at the end of my rope.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>21. In my work I deal with emotional problems very calmly.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>22. I feel students blame me for some of their problems.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>