APPENDIX - A
THOMAS TRAIT EMOTIONAL INTELLIGENCE DERIVED QUESTIONNAIRE (TEQ)

OPTIMISM

Do you find that you are able to recognize upcoming challenges?

Do you think other people view you as pessimistic?

Do you generally feel positive about the future, although occasionally you take a gloomy perspective and fail to look on the bright side? Can you think of an occasion in which you may not look on the bright side?

Do you feel that you tend to find the positive side of things even when faced with negative situation?

Do you think some people might view you as unrealistic in certain situations?

HAPPINESS

You may at times be seen as very serious. Do you think this applies to you?

Generally, are you unsatisfied with life? Or are you experiencing, something at the moment that is affecting your life satisfaction?

Are you generally content and feel good about yourself, like most people, there are times when you feel blue and negative. Can you think of something that makes you feel good about yourself?

Are you content with life?

Sometimes, do people see you very happy or as a flighty or happy go lucky?

SELF ESTEEM

People are sometimes unsure of themselves. Can you relate to this? If so, to what extent?

Can you think of a situation in which you might experience doubt in yourself?

You are virtually satisfied with every aspect of your life. Do you agree?
You may sometimes appear to be arrogant. If you are not aware of your weaknesses, you may appear smug. Have you ever had experience in which you were told that you were smug or arrogant?

**EMOTION REGULATION**

Do you find that you externalize your emotions? Do you think this can be an advantage in certain situations?

Do you find that you do not project a confident image?

Are you able to stay focused and remain calm in upsetting situations? You may at times fail to control feelings and may suffer negative thoughts, disruptive emotions and outbursts of anger, do you agree?

Do you feel that you are in control over your emotions? Do you feel that you are able to change unpleasant moods through your personal insights?

Do you think people sometimes may view you as being aloof/cold?

**IMPULSE CONTROL**

Do you think people view you as being passionate about what you believe is right?

Can you think of a situation in which you have had a tendency to act in a rash manner?

You generally think carefully before your act. There are occasions when you give in to your urges to take hasty decisions. Can you think of a time in which this might happen?

Do you tend to plan in advance? Do you remain calm in most situations?

Do you think that you may come across as too relaxed in certain situations?

**STRESS MANAGEMENT**

Do you find that you have a tendency to make others aware of their stress levels?

Do you have a tendency to take on too many projects? Do you tend to display anxiety in stressful situations?
You are capable of handling pressure most of time, although there are occasions when you get overly stressed and anxious. Can you think of the last time you became stressed? How would you cope?

You are able to remain calm in stressful situations. Do you agree with this?

Do you normally allocate the appropriate amount of time and effort to each element of your work load?

**EMPATHY**

Do you see yourself as being very logical and factual?

Do you at times find it difficult to understand people’s feelings?

You try to take into account other’s feelings. There may be times in which you fail to understand how they feel and why. Can you think of a past experience?

Do you think you are good at putting yourself in other people’s shoes?

Do you ever find that you become preoccupied with other people’s feelings, which in turn clouds your judgement?

**EMOTION PERCEPTION**

Do you find that your job role requires an unemotional person?

Are you sometimes unclear about how you feel?

Are there times when you may feel emotionally confused and unable to decode other people’s emotional signals?

Are you generally very aware of your emotions?

Do you ever become preoccupied with monitoring or thinking about emotions (your’s and other’s)?

**EMOTION EXPRESSION**

Does your job require that you should be good at hard nosed negotiations?

Do you think people view you as being emotionally cold?
You are normally able to explain to others how you feel, although at times you may become inhibited and fail to find the right words. Can think of a scenario in which this may be the case?

Do you think that you are good at communicating your own feelings to others?

Do you think that other people may try to exploit any weakness you reveal?

**RELATIONSHIPS**

Do you ever feel affected by relationships? Particularly problematic ones?

Are there situations in which problematic relationships take too much of your time and energy?

Do you have capacity to forge and sustain fulfilling relationships both in and out of work. Does your job require that you constantly build new relationships?

You have fulfilling relationships in and outside of work. Does this enhance your productivity? Well being?

Are you often influenced by relationships and the opinions of others?

**EMOTION MANAGEMENT**

Do you tend to not get caught up in other people’s feelings?

Do you feel unconfident in dealing with other people’s feelings? Do you dislike handling emotional outburst?

Do you think you can influence how others feel? Will the effects be modest and restricted to the people you know well? Can you think of a situation in which you need to manage other people’s emotional states?

You are good in influencing how other people feel? Do you agree that you are good?

How do you go about influencing how others feel? Do you think others may view you as being too emotionally inquisitive?
**ASSERTIVENESS**

You tend to value other people’s ideas rather than your own, do you agree?

Are you viewed as shy or passive? Do you think people view you as either of these?

Can you stand up for your rights and beliefs? Do you sometimes prefer to back off even though you know you are right?

Can you think of a situation when you backed off even though you knew you were right? What was the result?

Do you generally find it easy to take charge in certain situations?

Do you come across or seen as aggressive person?

**SOCIAL AWARENESS**

Are you more cautious in your approach in dealing with others than most people?

Do you think you are not always socially sensitive?

Are there times when you are unsure about how to behave in the presence of people you do not know well?

Do you enjoy socializing? Would you describe yourself as a people person?

Do you sometimes tend to put socializing before work?

**ADAPTABILITY**

Are you easily influenced? Do you like to strict to traditional ways?

Do you dislike change? Would you describe yourself as being rigid?

Are you flexible at most times, with a ability to adjust to new ideas and environment?

Do you have attitudes and habits which you find difficult to change, can you give examples?

Are you open to change? Do you feel that you have a go with the flow type mentality?

Do you ever leave things unfinished? Do you feel you are easily persuaded?
SELF MOTIVATION

Do you prefer to work in a supportive team?

Do you feel like you are mainly externally motivated?

What motivates you? Factors within or support and incentives from outside?

Are you a self starter? Are you motivated from within? Do you have a strong need for achievement?

Do you sometimes experience conflict in your work-life balance? Do you take on too much?

Self Report generated on scale 1 to 7 being strongly disagree to strongly agree
APPENDIX - B

MASLACH BURNOUT INVENTORY (MBI) 1984

Instructions

Please read the following statements and respond by numbering 0-6 as per the scale against each statement.

How often: 0 1 2 3 4 5 6
Never A few times Once a month A few times Once a week A few times
Every or less a month or less a week

Statements

- **EMOTIONAL EXHAUSTION**
  - I feel emotionally drained from my work.
  - I feel used up at the end of the work day.
  - I feel tired when I get up in the morning and have to face another day on the job.
  - I feel burned out from my work.
  - I have become less interested in my work since I started this job.
  - I just want to do my job and not be bothered.
  - I have become more cynical about whether my work contributes anything.
  - At my work I feel confident that I am effective at getting things done.

- **DEPERSONALISATION**
  - I can effectively solve the problems that arise in my work.
  - In my opinion, I am good at my job.
  - I feel exhilarated when I accomplish something at work.
  - I doubt the significance of my work.
PERSONAL ACCOMPLISHMENT

- Working all day is really a strain for me.
- I feel I am making an effective contribution to what this organization does.
- I have become less enthusiastic about my work.
- I have accomplished many worthwhile things in this job.
APPENDIX - C

ORGANISATIONAL COMMITMENT

ALLEN & MAYER et al (1993)

➢ AFFECTIVE COMMITMENT SCALE ITEMS.
  • I could be very happy to spend the rest of my career in this organization.
  • I really feel that this organization’s problems are my own.
  • This organisation has a great deal of personal meaning for me.
  • I do not feel like part of my family in my organisation.
  • I do not feel emotionally attached to the organization.
  • I do not feel a strong sense of belonging to this organization.

➢ CONTINUANCE COMMITMENT SCALE ITEMS.
  • I would be very hard for me to leave my organization right now, even if I wanted to.
  • Too much of my life would be disrupted if I decided I wanted to leave my organisation right now.
  • Right now staying with my organization is a matter of necessity as much as desire.
  • I feel that I have too few options to consider leaving this organization.
  • One of the few negative consequences of leaving this organization would be the scarcity of available alternatives.
  • One of the major reasons I continue to work for this organization is that leaving would require considerable personal sacrifice, another organisation may not match the overall benefits, I have here.

➢ NORMATIVE COMMITMENT SCALE ITEMS.
  • Even if it were to my advantage, I do not feel it would be right to leave my organisation now.
  • I would feel guilty if I left my organization now.
  • The organisation deserves my loyalty.
• I would not leave my organization right now because I have a sense of obligation to the people in it.
• I owe a great deal to my organization.
• I do not feel any obligation to remain with my current employer.
APPENDIX – D

MADDI & KOBASA

HARDINESS/PERSOINAL VIEW SUMMARY iii – R 1984

Read each item carefully and circle only one response. Usually your first idea is the best indicator of how you feel. Answer every item. There is no right or wrong answers. Your choices should describe your own values, not the values of others.


<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Statements</th>
<th>0</th>
<th>1</th>
<th>2</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>By working hard, you can always achieve your goal</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>I really look forward for my work</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>No matter how hard i try, my effort usually accomplishes little</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Trying your best at what you pay off in the end do usually</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>It bothers me when my daily routine gets interrupted</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>I often wake up eager to take up life whenever it left off</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>I don’t like to make changes in my every day schedule</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td>I am not equipped to handle the unexpected problem of life</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9.</td>
<td>I like lot of variety in my work</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10.</td>
<td>Changes in routine provoke me to learn</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11.</td>
<td>Most days, life is really interesting and exiting for me</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12.</td>
<td>It’s hard to imagine anyone getting excite about working</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13.</td>
<td>Most of what happens in life is just meant to be</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14.</td>
<td>When I make plans, I am not certain I can make them work</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15.</td>
<td>Most of the time, people listen carefully to what I have to say.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>16.</td>
<td>Thinking of yourself as a free person just leads to frustration.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>17.</td>
<td>My mistakes are usually difficult to correct</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18.</td>
<td>Lots of times, I really don’t know my own mind.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>