BIBLIOGRAPHY

Articles


Akhtar, N., & Naureen, S. (2012). An Investigation on Relationship between Emotional Intelligence and Job Satisfaction among Female Secondary School Teachers in Private Schools of Rawalpindi. *Language in India Strength for Today and Bright Hope for Tomorrow* 6(6), 139-150.


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**Thesis/Reports/Proceedings**


Books


**e-Resources**


Measuring Employee Satisfaction-Effective tool for enhancing business productivity.


QUESTIONNAIRE

On

A study on Relationship between Job Satisfaction and Emotional Intelligence in Indian Automobile Sector

I am a bonafide student of Ph.D of Haryana School of Business in Guru Jambheshwar University of Science & Technology, Hisar. I am doing a research project; though this questionnaire. Your kind cooperation is solicited in completing this questionnaire relating to this academic work. The information provided by you will be kept confidential and used only for academic purpose. So, you are requested to extend all possible help to complete this project. This questionnaire is divided into three parts viz. Part A deals with personal variables, Part B deals with job satisfaction scale and Part C deals with emotional intelligence scale.

(Research Scholar)

PART A

PERSONAL VARIABLES

1) Name (optional) ______________________________________________

2) Designation ________________________________________________

3) Name and address of the organization: ________________________________

4) Gender: Male ☐ Female ☐

5) Marital Status: Married ☐ Unmarried ☐

6) Qualification:
   Graduation ☐ Post Graduation ☐
   Professional ☐ Any Other ____________________________

7) Age Group:
   Up to 30yrs ☐ 31-40yrs ☐ 41-50yrs ☐ 51yrs & above ☐
8) Annual Income:
   - Up to 5 lakh  ☐
   - 5 to 7.5 lakh ☐
   - 7.5 to 10 lakh ☐
   - More than 10 lakh ☐

9) Organisation product and services: ____________________________

10) Total workforce of your organization: ________________________

11) Work Experience:
   - Total: ______________ In this organization: ______________

12) No. of promotions:
   - Total: ______________________
   - In this org.: ______________________

13) How many Workers works under your supervision: ______________

14) Size of Organization in terms of Workforce:
   - Total Males (Approximately): ______________________
   - Total Females (Approximately): ______________________

PART B

**JOB SATISFACTION SCALE**

Indicate how much you agree with each of the following statements by tick (大赛) a number between ‘1’ to ‘5’ where

1= Strongly Disagree  2= Disagree  3= Not Sure  4= Agree  5= Strongly Agree

<table>
<thead>
<tr>
<th>Q.N.</th>
<th>Statements</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Not Sure</th>
<th>Agree Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>I feel I am being paid a fair amount for the work I do.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>2.</td>
<td>There is really too little chance for promotion on my job.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>3.</td>
<td>My supervisor is quite competent in doing his/her job.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>4.</td>
<td>I am not satisfied with the benefits I receive.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Q.N.</td>
<td>Statements</td>
<td>Strongly Disagree</td>
<td>Disagree</td>
<td>Not Sure</td>
<td>Agree</td>
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<tr>
<td>5.</td>
<td>When I do a good job, I receive the recognition for it that I should receive.</td>
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<tr>
<td>6.</td>
<td>Many of our rules and procedures make doing a good job difficult.</td>
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<td>7.</td>
<td>I like the people I work with.</td>
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<td>8.</td>
<td>I sometimes feel my job is meaningless.</td>
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<td>9.</td>
<td>Communications seem good within this organization.</td>
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<tr>
<td>10.</td>
<td>Raises are too few and far between.</td>
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<tr>
<td>11.</td>
<td>Those who do well on the job stand a fair chance of being promoted.</td>
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<tr>
<td>12.</td>
<td>My supervisor is unfair to me.</td>
<td></td>
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<tr>
<td>13.</td>
<td>The benefits we receive are as good as most other organizations offer.</td>
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<tr>
<td>14.</td>
<td>I do not feel that the work I do is appreciated.</td>
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<tr>
<td>15.</td>
<td>My efforts to do a good job are seldom blocked by red tape.</td>
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<tr>
<td>16.</td>
<td>I find I have to work harder at my job because of the incompetence of people I work with.</td>
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<tr>
<td>17.</td>
<td>I like doing the things I do at work.</td>
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<tr>
<td>18.</td>
<td>The goals of this organization are not clear to me.</td>
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<td>19.</td>
<td>I feel unappreciated by the organization when I think about what they pay me.</td>
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<tr>
<td>20.</td>
<td>People get ahead as fast here as they do in other places.</td>
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</tr>
<tr>
<td>Q.N.</td>
<td>Statements</td>
<td>Strongly Disagree</td>
<td>Disagree Not Sure</td>
<td>Agree Strongly Agree</td>
<td></td>
</tr>
<tr>
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<tr>
<td>21.</td>
<td>My supervisor shows too little interest in the feelings of subordinates.</td>
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<tr>
<td>22.</td>
<td>The benefit package we have is equitable.</td>
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<td>23.</td>
<td>There are few rewards for those who work here.</td>
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<tr>
<td>24.</td>
<td>I have too much to do at work.</td>
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<td>25.</td>
<td>I enjoy my coworkers.</td>
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<td>26.</td>
<td>I often feel that I do not know what is going on with the organization.</td>
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<tr>
<td>27.</td>
<td>I feel a sense of pride in doing my job.</td>
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<tr>
<td>28.</td>
<td>I feel satisfied with my chances for salary increases.</td>
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<tr>
<td>29.</td>
<td>There are benefits we do not have which we should have.</td>
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<tr>
<td>30.</td>
<td>I like my supervisor.</td>
<td></td>
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<tr>
<td>31.</td>
<td>I have too much paperwork.</td>
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<tr>
<td>32.</td>
<td>I don't feel my efforts are rewarded the way they should be.</td>
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<tr>
<td>33.</td>
<td>I am satisfied with my chances for promotion.</td>
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<tr>
<td>34.</td>
<td>There is too much bickering and fighting at work.</td>
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<td>35.</td>
<td>My job is enjoyable.</td>
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<td>36.</td>
<td>Work assignments are not fully explained.</td>
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</tbody>
</table>
PART B
EMOTIONAL INTELLIGENCE SCALE

Indicate your response for each of the following statements by Tick (√) a number between ‘1’ to ‘5’ where:
1= Never True  2= Rarely True  3= Sometimes True  4= Usually True  5= Always True

<table>
<thead>
<tr>
<th>Q.N.</th>
<th>Statements</th>
<th>Never True</th>
<th>Rarely True</th>
<th>Sometimes True</th>
<th>Usually True</th>
<th>Always True</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>I get unnecessarily tensed in certain work situations.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
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<tr>
<td>2</td>
<td>I am stressed even in day-to-day affairs.</td>
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<td>3</td>
<td>I feel sad in some specific issues.</td>
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<td>4</td>
<td>I often get depressed.</td>
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<tr>
<td>5</td>
<td>I feel that there is no respite from stress.</td>
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<tr>
<td>6</td>
<td>I feel helpless in bad moods.</td>
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<td>7</td>
<td>I cannot get myself out of anxiousness in the face of a trial or in deliberations with people.</td>
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<td>8</td>
<td>I feel uneasy in handling conflicts and emotional upsets in relationships.</td>
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<tr>
<td>9</td>
<td>I am out of tune in such circumstances that call for my affection.</td>
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<tr>
<td>10</td>
<td>I repent afterwards for things said.</td>
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<td>11</td>
<td>I am worried about my own problems.</td>
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<tr>
<td>12</td>
<td>I become thoughtful about those things; people do not bother to think.</td>
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<tr>
<td>13</td>
<td>I over-react on trifles as per other’s belief.</td>
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<tr>
<td>14</td>
<td>I get pleasure in challenges and try to solve them.</td>
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<tr>
<td>Q.N.</td>
<td>Statements</td>
<td>Never True</td>
<td>Rarely True</td>
<td>Sometimes True</td>
<td>Usually True</td>
<td>Always True</td>
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<tr>
<td>15.</td>
<td>I am quite sensitive to how relationship goes on.</td>
<td>1 2 3 4 5</td>
<td></td>
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<tr>
<td>16.</td>
<td>I pay complements to deserving people.</td>
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<tr>
<td>17.</td>
<td>I can sense the feelings of others.</td>
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<tr>
<td>18.</td>
<td>I am satisfied with the performance of my work.</td>
<td></td>
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<tr>
<td>19.</td>
<td>I enjoy myself to the facts and concepts of my work at my workplace.</td>
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<tr>
<td>20.</td>
<td>I supplement innovative ideas to my organization.</td>
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<tr>
<td>21.</td>
<td>I can sense whether the new ideas will succeed.</td>
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<tr>
<td>22.</td>
<td>I prefer brainstorming on a problem to find out a solution for it.</td>
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<tr>
<td>23.</td>
<td>In my team I am the decision-maker.</td>
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<tr>
<td>24.</td>
<td>I think that my performance at work is affected by my family problems.</td>
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<tr>
<td>25.</td>
<td>I get frightened when situation changes rapidly.</td>
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<tr>
<td>26.</td>
<td>I feel strained with re-organisation in my company.</td>
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<tr>
<td>27.</td>
<td>I spare nothing to save myself from being called a fool by my opponents.</td>
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<tr>
<td>28.</td>
<td>I am concerned for the conflicts between work and family.</td>
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<tr>
<td>29.</td>
<td>I think the time most critical when people form a different opinion than me.</td>
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<tr>
<td>30.</td>
<td>I do not think I have a non-performing existence.</td>
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<tr>
<td>Q.N.</td>
<td>Statements</td>
<td>Never True</td>
<td>Rarely True</td>
<td>Sometimes True</td>
<td>Usually True</td>
<td>Always True</td>
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<tr>
<td>31.</td>
<td>I try to keep good relationship with my boss.</td>
<td></td>
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<tr>
<td>32.</td>
<td>I try to keep good relationship with my subordinates.</td>
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<tr>
<td>33.</td>
<td>I can easily make acquaintances and friends.</td>
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<tr>
<td>34.</td>
<td>I am put into distress with a death of a close friend or relative.</td>
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<tr>
<td>35.</td>
<td>I am ready to mend myself if somebody corrects me.</td>
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<tr>
<td>36.</td>
<td>I am fully confident of my ability.</td>
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<tr>
<td>37.</td>
<td>I can differentiate and compare my feelings.</td>
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<tr>
<td>38.</td>
<td>I turn my needlepoint to the behavior and not to the man while commenting on anything critically.</td>
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<tr>
<td>39.</td>
<td>I am interested to find out the solution for a problem which I face.</td>
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<tr>
<td>40.</td>
<td>I know-how to make a positive emotion last when I experience it.</td>
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</tr>
</tbody>
</table>
Request for permission

Spector, Paul <pspector@usf.edu>  
To: Suman Mehra <mehra.suman901@gmail.com>  

Dear Suman Mehra,

You have my permission to use the JSS in your research. You can find copies of the scale in the original English and several other languages, as well as details about the scale’s development and norms in the Scales section of my website http://shell.cas.usf.edu/~spector. I allow free use for noncommercial research and teaching purposes in return for sharing of results. This includes student theses and dissertations, as well as other student research projects. Copies of the scale can be reproduced in a thesis or dissertation as long as the copyright notice is included, "Copyright Paul E. Spector 1994, All rights reserved." Results can be shared by providing an e-copy of a published or unpublished research report (e.g., a dissertation). You also have permission to translate the JSS into another language under the same conditions in addition to sharing a copy of the translation with me. Be sure to include the copyright statement, as well as credit the person who did the translation with the year.

Thank you for your interest in the JSS, and good luck with your research.

Best,

Paul Spector  
Department of Psychology  
PCD 4118  
University of South Florida  
Tampa, FL 33620  
813-974-0357  
pspector@usf.edu  
http://shell.cas.usf.edu/~spector

---

From: Suman Mehra [mailto:mehra.suman901@gmail.com]  
Sent: Wednesday, October 03, 2012 2:49 AM  
To: Spector, Paul  
Subject: Request for permission

Hello sir...I am registered research scholar of Haryana School of Business, Guru Jambheshwar University of Science & Technology Hisar in Haryana (India). My research proposal is on job satisfaction in Indian automobile sector. I read your questionnaire on job satisfaction (Job Satisfaction Survey, with 36 Statements). I found that your questionnaire is useful for my research. I want to use your valuable questionnaire in my research. Please sir allow for this. I shall be very thankful for this.

Thank you

---

Regards, Suman Mehra, Research Fellow (J.R.F.), GJU S&T Hisar