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ANNAMALAI UNIVERSITY
DEPARTMENT OF BUSINESS ADMINISTRATION
QUESTIONNAIRE FOR
A STUDY ON HUMAN RELATIONS AMONG WORKERS OF
AUTOMOBILE INDUSTRY IN TAMILNADU

Dear Sir/madam

I am **S.Sankar**, Research scholar, Department of Business Administration, Annamalai University, doing doctoral research in the field of Human Resource Management under the guidance of **Dr. M.Jeyakumaran**, Assistant Professor, Department of Business Administration, Annamalai University.

My research focuses on “**A STUDY ON HUMAN RELATIONS AMONG WORKERS OF AUTOMOBILE INDUSTRY IN TAMILNADU**” based on the opinions of experts like you. I request you to spare some of your valuable time with me to share your experience. Data collected through this questionnaire will be used only for the academic purpose and I promise you that the information shared by you in this regard will be kept confidential and your co-operation will be highly appreciated.

Thanking you,

Research Guide
Dr.M.Jeyakumaran
Assistant Professor
Department of Business Administration
Annamalai University

Yours sincerely

(S.Sankar)

A STUDY ON HUMAN RELATIONS AMONG WORKERS OF
AUTOMOBILE INDUSTRY TAMILNADU

Personal information

1. Name :
2. Gender : Male / Female
3. Age group : (a) less than 25 (b) 26 To 35 (c) 36 To 45 (d) 46 and above
4. Marital status : Married / Unmarried
5. Education qualification : (a) S.S.LC (b) HSC (c) ITI (d) Diploma (e) Graduates (d) Post graduates
- (g) Others
6. Family type : Joint / Nuclear
7. Name of the Industry :
8. Area of Employment : Rural / Urban
9. Designation :
10. Department / Section :
11. Work Experience : (a) Less than 5 yrs (b) 6 To 10 yrs

(c) 11 To 15 Yrs (d) more than 15 yrs

S.No	Items	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
WORKING CONDITIONS						
12	Space available to perform my job is adequate					
13	Tools and equipment required to perform my job are adequate					
14	Work methods here are not quickly changed to meet new Condition					
15	There are adequate provisions for non-job related facilities like rest rooms, drinking water and toilet facilities					
16	Air and light are comfortable at my place of work					
17	My working area is hygienic					
18	Our company is the best possible place to work under the existing conditions					
19	I am understand work rules fully					
20	I do not get orientation about the latest developments in the related field					
21	The thrust of the company is to maintain friendly relations among its personnel					
WORK GROUPS						
22	We get along well					
23	We help each other in our jobs in the company					
24	The company lacks team spirit					
25	We encourage each other to improve the quality of our job performance					
26	We think that the intergroup relations forthe Company are satisfactory					
27	Working in a groups is no problem here					
28	The company is not encourages the mutual help in the work groups					
29	In my work groups my own achievements and performance is given importance					
30	The employees in work groups treat each other with respect					
31	Our group of work receive all the information it needs to carry					

S.No	Items	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
REWARDS						
32	The employees of the company consider pay raises as fair and adequate					
33	Support from company in service matters is adequate					
34	The company has a good leave programme					
35	I do not have free access to the products/services of the company					
36	The company assist employees in their continuing educational programme					
37	Having to work in shifts I get preference in the allotment of quarters					
38	Economic rewards are the best in the business					
39	Duty leave facility for attending career improvement programmes is satisfactory					
40	I think my superior is too tolerant of poor performance					
41	Competent people is working here so who are not rewarded by the promotion system					
MANAGEMENT POLICIES AND ADMINISTRATION						
42	All the individuals in the company understand the objectives and policies of the company					
43	Company does not formulate clear policies in all its area of operation					
44	I am always informed of important changes before they occur					
45	Management treats all staff equally					
46	Management is bureaucratic in style					
47	The employees who receive advancements and promotions the most deserving in the company					
48	Policies and procedure are not equal					
49	The qualified employees are allowed transfer to better jobs within the company					
50	Company personnel are posted in various positions according to their ability to perform					
51	Administrative structure of the company is well- structure					
S.No	Items	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
SATISFACTION WITH THE NATURE OF WORK						

52	I am free to use my own ideas while performing my job					
53	I am able to learn new skills on my present job					
54	I am responsible for decisions related to my job					
55	I am not allowed to set my own pace on the job					
56	I have the authority to take decisions in emergency situations					
57	Decisions taken by me in emergency situations usually ratified					
58	Accomplishment of tasks results in personal satisfaction					
59	Company management is receptive to suggestions and recommendations made by all staff members					
60	I am not able to use my abilities fully on this job					
61	I enjoy my present work					
LEADERSHIP						
62	Here, the superior takes a decision and it is passed on to the subordinates to be implemented					
63	Staff participation in the management of the company is encouraged					
64	The superior of my company is a competent leader					
65	The superior of my company leads from the front					
66	superior concentrates on motivating and developing individuals while achieving the highest possible level of task accomplishment					
67	The seniors in the company take active interest in their juniors and help them to learn the job					
68	The seniors are not keen to guide the juniors and prepare them for the future responsibilities					
69	The employees in my company are afraid to express or discuss their personal problems with their superiors					
70	Superiors allow employees to make decisions on their jobs					
71	The superiors do not like employees to make decisions without first checking with them					

COMMUNICATION			
72	Staff meetings are convened regularly		
73	Informal discussions about work seldom takes place		
74	Employees do not have any concern for one another and do not help each other spontaneously when such help is needed		
75	Relevant information is accessible to all for enhancing their performance		
76	The atmosphere in the company is very friendly and the employees spend enough time in social relations		
77	Suggestions and guidance can be obtained from the superiors		
78	Seniors in the company are aware of the problems faced by the people at lower level regarding their work		
79	Employees in my company make an effort to find their strengths and weaknesses from their colleagues and superiors		
80	I do not have adequate opportunities to express my view in company		
81	In general communication is effective in this company		
SUPERVISION			
82	Superiors have seek subordinate participation in the day to day affairs		
83	Superiors are courteous, pleasant and easy to approach		
84	Superiors do not welcome criticism		
85	Clear and understandable instructions are given by superiors		

86	Superiors are reliable		
87	Superiors give honest answers to the questions asked by staff		
88	Superiors are effective organizers		
89	Superiors are good man-managers		
90	Superiors are not considerate to the needs and interests of the company staff		
91	Superiors genuinely look for the interests of the people in their areas		

ORGANIZATIONAL CLIMATE

92	The company has good quality workers		
93	I feel valued by my colleagues in the company as a whole		
94	My superiors is not like me to consult them		
95	Workers needs are well met by this company		
96	This company is flexible in order to meet people's needs		
97	People here generally support each other well		
98	We are not encouraged generally to resolve our conflicts		
99	In general, people are strongly commitment to the company		
100	Most of us in this company are committed in helping one		
101	I can develop my career with the company		

ORGANIZATIONAL PERFORMANCE

102	Quality of products services or programs		
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103	Reputation in its sector			
104	Customer satisfaction			
105	Success rate in launching new products services or programs			
106	Employee satisfaction			
107	Level of innovation			
108	Overall financial performance			
109	Cost Performance			
110	Business growth			
111	Adaptation to the changing conditions of the environment			

LIST OF PUBLICATIONS

Sl. No	Article Name	Journal	Published
1.	The Impact of Human Relation on Organizational Performance	International Journal of Applied Management Research(International)	ISSN-0974-8709 Jan - June 2016 Vol: 8, pp 61-64
2.	Impact of Employee Motivation on Human Relations In Organisation	International Journal of Management and Technology (International)	ISSN-0975-3915 April - 2015 Special Issue, pp 07-12
3.	Factors determining human relations in organisation	International journal of business intelligence & innovations	ISSN-23484705 January -2016 Vol-2 Issue-3, pp101 -105