APPENDIX

• Questionnaire

• Newspaper Cuttings
Questionnaire of employees of Maruti Suzuki India Ltd. prepared on 12 April, 2012-

(I) Name-Mr. Neeraj Kumar Dwivedi (In house Trainer)

Q.1 Why you chose Maruti Suzuki as your employer?

Ans. I chose Maruti Suzuki because I was in urgent need of job and I felt that my skills can be used here completely.

Q.2 What is your tenure in this company (MSIL)?

Ans. 4½ years
Q.3 What is the number of daily customers?

Ans. 8 to 11 people daily in recession period.

Q.4 What is the number of weekly customers?

Ans. Approximately above 80 customers.

Q.5 What is the choice of customers? Which car is in maximum demand?

Ans. Ladies prefer Zen Estilo, where as youth of today prefer A-Star because of its advanced and dynamic look. Maximum sales are of Wagon-R and Alto.

Q.6 What are your job hours?

Ans. 10:00 Am to 7:00 PM (Lunch Time 2:00-3:00 PM)

Q.7 What is your current salary?

Ans. Current salary 13000/- basic salary + 500 for mobile expanses.

Q.8 What is the name of your current trainees?

Ans. (A) Mr. Veeneet Mishra
    (B) Mr. Vinay Pandey
    (C) Mr. Khurshid

Q.9 Are you satisfied with job?

Ans. (a) Average (b) Good✓ (c) Excellent
Q.10 What is your phone number and address?

**Ans.** Mobile No. 9919601090,

Address- 105 O, Block, Yashoda Nagar, Kanpur
(II) **Name-Mr. Vineet Mishra (Dealer Sales Executive)**

**Q.1** Why you choose Maruti as your Employer?

**Ans.** I choose Maruti because its keeps in mind all the classes of people.

**Q.2** What is your tenure with Maruti (Time spent here)?

**Ans.** 4 months.

**Q.3** What is the number of daily customers?

**Ans.** 8-10 (per day), 175 approximately in a month (100- Sales from Show room).

**Q.4** What is the number of monthly customers?

**Ans.** 175 approximately in a month out of which 100-Sales are cracked from show room.

**Q.5** What are your job hours?

**Ans.** 10:00 am to 7.00 pm (Lunch timing-2:00 pm to 3.00 pm).

**Q.6** What is your current salary?

**Ans.** 5000/- basic salary+500 mobile expenses+ incentive based on slab per car - 1100 approximately on per car sold.

**Q.7** What is the name of your current trainer?

**Ans.** Mr. Neeraj Kumar Dwivedi.
Q.8  Are you satisfied with your job?

Ans.  (a)  Average

        (b)  Good

        (c)  Excellent - \checkmark

Q.9  What are your expectations from this job?

Ans.  Rise in salary and to provide stability of tenure and security of Job.

Q.10 Did they provide you any training for this job?

Ans.  Where ever I feel any problem, I take the help of my trainer Mr. Neeraj Kumar Dwivedi. Currently I am on training period only since 4 months.
Questionnaire of a Customer of Maruti Suzuki India Ltd. prepared on 12 April, 2012-

Name-Mrs. Richa Asthana

Q.1 Why do you like Maruti Suzuki India Ltd.

Ans. I don't have any particular reason but since childhood "Ek Craze Tha" that Maruti is the leader of all cars.

Q.2 Which model have you recently purchased?

Ans. Alto K10-vxi model.

Q.3 Which features of did you keep in mind while taking a purchase decision?

Ans. Colour, space, mileage and above all price of the model.

Q.4 When have you purchased it?

Ans. 23rd March, 2012.

Q.5 How is the behaviour of staff of Maruti?

Ans. (a) Average

(b) Good— ✓

(c) Excellent

Q.6 Are you satisfied with the model you purchased few days back?

Ans. a) Average

(b) Good

(c) Excellent — ✓

Q.7 What is your name and address?

Ans. Richa Asthana (W/o— Mr.S.K. Asthana)
      Address - Civil Airport Colony, Kanpur.
Biometric Attendance Machine of Maruti-

This machine is attached to a software DMS provided by Maruti Suzuki India Ltd. This machine is used for attendance at various outlets and showrooms of Maruti. The employees' names are registered in this machine. The employees use their thumbs for putting attendance.

Biometric Attendance Machine of Maruti

In Kanpur it is used for attendance daily (Entry and Exit) by employees of KTL Ltd. situated near Ramadevi Chauraha all the employees are registered in this machine. It is connected through LAN with the Head office.
of KTL located at Chunniganj, Kanpur. In the afternoon attendance is sent through e-mail daily.

Employee of Maruti Explaining the use of Biometric Attendance Machine of Maruti at KTL showrooms (Ramadevi Chauraha, Kanpur)
Questionnaire of a IV Grade Employees of Maruti Suzuki India Ltd. prepared on 12 April, 2012-

Name-Mr. Raj Narayan Trivedi (Gunman)

Q.1 Why you chose Maruti Suzuki as your employer?
Ans. I chose Maruti because this showroom is near to my house.

Q.2 What are your working hours?
Ans. 8.00 am - 8 pm

Q.3 What are the number of customers daily according to you?
Ans. Ten to Twelve customers daily.

Q.4 How is the behaviour of Maruti staff with you?
Ans. (a) Average
(b) Good
(c) Excellent — ✓

Q.5 What is your tenure of job in this company?
Ans. 8 years.

Note: All the conversation done with the employees and customer of Maruti has been translated from Hindi to English Language.
Photograph taken at KTL show room Kanpur of Maruti Suzuki

Kizashi Model of Maruti standing at KTL show room Kanpur of Maruti Suzuki
याक्रीन ना आए
tो फिर से पढ़े।
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आदित्य की बबल
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THE RANGE ROVER CLASSIC
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DATE-
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NEW RISE - Gaurav Verma

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RESPECT COMES AUTOMATICALLY.
SAPN KAHAN

DATE-
20, April 2011

NEWS BRIEFS

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265
1,00,000 INDIANS
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Price starts at
₹ 3.76 lakh

Date: 11-Aug-2011
Page No.: 05
Newspaper: Dainik Jagran