QUESTIONNAIRE

QUESTIONNAIRE FOR RESEARCH STUDY

To

Please fill up this questionnaire and send it as early as possible on the following address:

SHAHLA RAHMAN KHAN
88/267, CHAMAN GANJ, KANPUR.
QUESTIONNAIRE FOR RESEARCH STUDY

"TITLED"

HUMAN RESOURCE DEVELOPMENT IN LIFE INSURANCE CORPORATION OF INDIA – AN APPRAISAL

INSTRUCTIONS FOR FILLING UP :-

1. Kindly cross (X) the appropriate boxes corresponding to your response.

2. For open ended questions which can not be answered by making a cross as in the (1) above, use the blank space provided. Kindly furnish maximum possible information.

INTRODUCTION

1. Name ____________________

2. Designation ____________________

3. Address ____________________

4. Address of the office and deptt. ____________________

5. Group/Chain to which the office being ____________
   (Branch Office/Div. Office/Zonal Office/Central Office)
PERFORMANCE APPRAISAL

1. Whether your organisation have any structured performance appraisal systems  YES _______  NO _______

2. If the answer for (1) is yes, which are the methods used in your organisation.

Rating Scale _______  Critical Incident Method _______
Forced Choice Method _______  Performance Tests & Observation _______
Ranking Methods _______  Self Appraisal _______
Management by Objectives _______  Any Other (Specify) _____
1. Does your organisation have the modern technology in use? (Automation, Computers, etc.)
   Yes ___________  No ___________

2. If the answer for (1) is yes, whether the modern technology is in use?
   Fully ___________  Partly ___________

3. Whether in your opinion the use of modern technology helps in coping us with the problems of scarcity of manpower?
   Yes ___________  No ___________

4. By what percentage the emphasis can be reduced on human resource with the use of modern technology?
   ____________________
   ____________________
   ____________________
RECRUITMENT & PROMOTION

1. What are the different sources tapped by your organisation in getting employees: -
   - Casual & Temporary Workers
   - Promotion
   - Present employee contact
   - College students

2. Which are the different methods of recruitment used by your organisation: -
   - Campus Interview
   - Institutes/ Universities sending Bio-data Directly
   - Advertising in Newspapers
   - Recruiting Agencies
   - Trade Unions & Associations
   - Friends & Relatives of Present Empl.
   - Private Employment Agencies
   - Any other, specify ____________________________

3. Whether your organisation had any formal application from for the purpose of recruitment
   Yes ________  No ________
   If yes, kindly attach a copy of it with this questionnaire.

4. Whether all the employees of your organisation are satisfied with the present promotion policy
   Yes ________  No ________
5. Whether promotion decision are based on the suitability of the promotes rather than on favoritism?
   Yes _______  No _______

6. Whether your organisation select female candidates
   Yes _______  No _______

7. If yes, in which cadre your organisation prefer to select female candidates
   Miss. _______  MR. _______
   Sub-Staff
   Record Clerk
   Assistant
   Dev. Officer
   Higher Grade Asstt.
   Class I Officers

8. Whether your organisation prefer to select female candidates in field staff
   Yes _______  No _______

9. Which type of promotion tests are used in your organisation
   Trade Test
   Aptitude Test
   Intelligence Test
   Interest Test
   Personality Test
   Any other (specify)
TRAINING AND DEVELOPMENT

1. Whether Training is necessary for all new recruits?
   Yes _______  No _______

2. If yes, for what duration
   One Week ___  Two Week ___  15 Days ___  One Month ___
   Two Month ___

3. Whether Training is necessary for newly promoted employees?
   Yes _______  No _______

4. What are most commonly used methods for identifying training need
   Analysis of Activity _______  Interview _______
   Analysis of behaviors _______  Observation _______
   Check list _______  Role Playing _______
   Committee _______  Tests _______
   Counseling _______  Questionnaire _______
   Any other (specify) __________________________

5. Which are the different training methods used by your organisation?

6. (a) Do you feel that your organisation has a definite plan of developing you for assuming a higher position Yes ___  No ___

   (b) Do you know what the plan is  Yes _____  No ____

   (c) If yes, please describe it below ____________________________

______________________________
7. Generally which management development programmes are given in your organisation for various positions?
   Role Playing _______  Job Rotation _______
   Temporary Promotions _______  Under Study _______

8. When employing are sponsored for training, they take it seriously and try to learn from the programmes they attended?
   Yes _________  No _______

9. Whether employees returning programmes are given opportunities to try out what they have learned?
   Yes _________  No _______

10. Whether employees are sponsored for training programmes on the basis of genuine training needs?
    Yes _________  No _______
H.R.D. CLIMATE SURVEY REPORT

1. This organisation ensures employees welfare to source an extent that the employees can save a lot of their mental energy of work purpose
   Yes _______  No _______ 

2. Job rotation in this organisation facilities employees development
   Yes _______  No _______ 

3. Employees are encouraged to experiment with new methods and try out creative ideas
   Yes _______  No _______ 

4. People in this organisation do not have any fixed impressions about each other
   Yes _______  No _______ 

5. Weaknesses of employees are communicated to them in a non-threatening way
   Yes _______  No _______ 

6. When behaviour feedback is given to employees they take it seriously and use it for development
   Yes _______  No _______ 

7. People trust each other in this organisation
   Yes _______  No _______
8. Employees are not afraid to express or discuss their feeling with their supervisors
   Yes _______  No _______

9. Employees are not afraid to express or discuss their feelings with their subordinates
   Yes _______  No _______

10. Employees are not afraid to express or discuss their feelings with their subordinates
    Yes _______  No _______

11. The top management of this organisation goes out of its way to make sure that employees enjoy their work
    Yes _______  No _______

12. The top management believes that human resource are an extremely important resource and that they have to be treated more humanly
    Yes _______  No _______

13. Development of the subordinates is soon as important part of their job by the managers/officers here
    Yes _______  No _______

14. The present policies in this organisation facilitate employees development
    Yes _______  No _______
15. The top management is willing to invest a considerable part of their time and other resources to ensure the development of employees

   Yes _____ No _____

16. Seniors guide their Juniors and prepare them for future responsibilities/role they are likely to take up

   Yes _____ No _____

17. There are mechanism in this organisation to reward any good work done or any contribution made by employees

   Yes _____ No _____

18. Performance appraisal reports in our organisation are based on objective assessment and adequate information and not an favoritism

   Yes _____ No _____

19. When an employee does good work his supervising officer takes special care to appreciate it

   Yes _____ No _____

20. Career opportunity are pointed out to juniors by senior officers in the organisation

   Yes _____ No _____

21. When problems arise people discuss these problems openly and try to solve them rather than keep accusing each other behind the back

   Yes _____ No _____
22. When seniors delegate authority to juniors, the juniors use it as an opportunity for development
   Yes _______  No _______

23. The top management of this organisation makes efforts to identify and utilize the potential of the employees
   Yes _______  No _______

24. Delegation of authority to encourages juniors to develop handling higher responsibilities is quite common in this organisation
   Yes _______  No _______

25. Team problems arise people discuss these problems openly and try to solve them rather than keep accusing each other behind the back
   Yes _______  No _______

26. Employees in this organisation are very informal and do not hesitate to discuss their personal problems with their supervisors
   Yes _______  No _______

27. Managers in this organisation believe that employees behaviour can be changed and people can be developed at any stage of their life
   Yes _______  No _______

28. People lacking competence in doing their jobs are helped to acquire competence rather than being left unattended
   Yes _______  No _______
29. Senior officers/executives in this organisation take active interest their juniors and help them learn their job
   
   Yes ________  No ________

30. Employees in this organisation take pains to find out their strengths and weakness from their supervising officers or colleagues

   Yes ________  No ________

31. When any employees makes a mistake his supervisors treat it with understanding and help him to learn from such mistake rather than punishing him or discouraging him

   Yes ________  No ________

32. The organisation's future plans are made known to the managerial staff to help them develop their juniors and prepare them for future