SCHEDULE
## SCHEDULE ON
QUALITY OF WORK LIFE IN BANKS: AN INTER-SECTORAL STUDY

### I. PERSONAL BACKGROUND

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<tbody>
<tr>
<td>Name:</td>
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<td>Bank Name:</td>
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<tr>
<td>1. Designation:</td>
<td>1) Officer 2) Clerk</td>
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<tr>
<td>2. Sex:</td>
<td>1) Male 2) Female</td>
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<td>3. Age (in years):</td>
<td>1) &lt;30 yrs 2) 30-40 3) 40-50 4) 50 yrs and above</td>
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<td>5. Educational Background:</td>
<td>1) Under graduate 2) Graduate 3) Post graduate</td>
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<td>6. Marital status:</td>
<td>1) Married 2) Unmarried</td>
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<td>7. Number of dependents:</td>
<td>1) 2 2) 3 3) 4 4) 5 5) Above 5</td>
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<td>8. Length of Service (in years):</td>
<td>1) &lt;10 yrs 2) 10-20 3) 20-30 4) 30 years and above</td>
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<td>9. Family background:</td>
<td>1) Agriculture 2) Business 3) Service</td>
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II. EOMOLUMENTS

Please mention your present salary: Rs.

Assess the following statements using a 5 point scale of opinion and please put the most appropriate number in the bracket against each item.

5 For 'Strongly Agree'
4 For 'Agree'
3 For 'unable to decide'
2 For 'Disagree'
1 For 'Strongly Disagree'

10. The emoluments that I receive under the following heads are meeting my actual needs.
    a) Basic pay [ ]
    b) HRA [ ]
    c) DA [ ]
    d) Total Salary [ ]

11. I am satisfied with the way in which my pay and benefits cover all my expenses and family needs. [ ]

12. I am satisfied with the pay and benefits for my ability or skill [ ]

13. I am satisfied with the pay and benefits for my experience in the bank. [ ]

14. I am satisfied with the pay and benefits for the present day cost of living. [ ]

15. I am satisfied with my pay and benefits in comparison with other banks. [ ]

16. I am satisfied with my salary for my educational qualifications. [ ]

III. SAFE AND HEALTHY WORKING CONDITIONS:

17. Please indicate the duration of rest that you are being provided during work hours (including lunch time)

   1. Less than 30 min.
   2. 30 min to 60 min.
   3. 60 min to 90 min.
   4. More than 90 min.
18. Please mention how you usually feel after work
1. Very tired
2. Tired
3. Neither tired or relax
4. Relaxed and active
5. Very active

Assess the following statements using 5 point scale of opinion and please put the most appropriate number in the bracket against each item.

5 for ‘Complete Extent’
4 for ‘Greater Extent’
3 for ‘Some Extent’
2 for ‘Little Extent’
1 for ‘Nil Extent’

19. Drinking water facility at the bank
20. Medical facility
21. Sports and Games facility
22. Transport facility
23. Lunch room facility
24. Air Cool/Conditioner/Fans
25. Duration of rest
26. Toilet facility

Stressors at individual level:

27. Personality characteristics
28. Job overload
29. Role conflict
30. Nature of job
Stressors at Group level:

31. Attitude of top level officials within the branch.
32. Lack of Cohesiveness or belongingness among fellow employees
33. Group Conflicts in the bank causing sometime strenuous.
34. Sexual harassment and humiliation
35. Competition and comparison among fellow staff

Stressors at Organizational level:

36. Social relations and absence of conducive social environment
37. Ill-treatment by the top level officers
38. Organizational Design
39. Organizational Life Cycles

Stressors Extra-Organizational:

40. Family responsibilities
41. Economy
42. Lack of job mobility
43. Quality of life

IV. SOCIAL INTEGRATION

Please indicate the style of leadership of your immediate boss or Branch Manager

44. The Branch Manager makes the decisions and asks us to follow.
45. The Branch Manager makes us decision after consulting us.
46. The Branch Manager allows us to work as we like.
47. The Branch Manager punishes us for poor performance and at times appreciates us for good performance.
Assess the following statements using 5 point scale of opinion and please put the most appropriate number in the bracket against each item.

5 for 'Complete Extent'
4 for 'Greater Extent'
3 for 'Some Extent'
2 for 'Little Extent'
1 for 'Nil Extent'

48. Please indicate the extent of possibility to mingle and chat with your colleagues during work hours. [ ]

49. Branch Manager always expects something more than that I can do [ ]

50. In the bank as a whole, an atmosphere of good interpersonal relations exist [ ]

51. In the bank affairs, I am consulted about matters concerning my work [ ]

Assess the following statements using 5 point scale of opinion and please put the most appropriate number in the bracket against each statement.

5 for 'Always'
4 for 'Mostly'
3 for 'Something'
2 for 'Rarely'
1 for 'Never'

52. I have good inter-personal relations with my bank superior. [ ]

53. I get cooperation from my subordinates while discharging my duties. [ ]

54. The suggestions I give are accepted with fine hands by all the employees [ ]

55. Our bank encourages and promotes good inter-personal relations among the staff. [ ]
V. SOCIAL RELEVANCE OF WORK

Assess the following statements using 5 point scale of opinion and please put the most appropriate number in the bracket against each statement.

5 for 'Always'
4 for 'Mostly'
3 for 'Something'
2 for 'Rarely'
1 for 'Never'

56. Our bank is very much service oriented compared to other banks. [ ]
57. My dignity and respect has improved after joining the job in the bank. [ ]
58. Job is challenging one in the banking sector. [ ]
59. My relatives and friends react enviously to my job in the bank. [ ]
60. I carryout official work of the bank even at home. [ ]

VI. CONSTITUTIONALISM

Assess the following statements using 5 point scale of opinion and please put the most appropriate number in the bracket against each statement.

5 for 'Complete Extent'
4 for 'Greater Extent'
3 for 'Some Extent'
2 for 'Little Extent'
1 for 'Nil Extent' (Encircle the most appropriate one)

61. I have privacy regarding my personal matters at my bank. [ ]
62. The conflict resolution mechanism in my bank is appropriate and effective [ ]
63. I argue my case with my colleagues to show the merits of my position in the bank. [ ]
64. I negotiate with my colleagues so that a compromise can be reached between us. [ ]
65. I use "give and take" policy so that a compromise can easily be made. [ ]
66. I avoid open discussion of my differences with my fellow employees.

67. I accommodate the wishes of my colleagues in the bank.

68. I try to bring all our concerns out in the open so that the issues can be resolved in the best possible way in my bank.

VII. OPPORTUNITY TO DEVELOP HUMAN POTENTIALITIES AND CAPABILITIES

Assess the following statements using 5 point scale of opinion and please put the most appropriate number in the bracket against each statement.

5 for 'Always'
4 for 'Mostly'
3 for 'Something'
2 for 'Rarely'
1 for 'Never'

69. I learn new skills while I am on job in the bank.

70. My job in the bank makes use of my existing skills appropriately.

71. I am consulted before any decisions is taken in the bank by the top officials.

72. My bank encourages me to participate in the administration/management decisions.

VIII. CAREER PLANNING, GROWTH AND DEVELOPMENT

73. My bank's superior authority prepares career plan for me.

74. I prepare career plan for myself.

75. My bank takes care of my career development.

76. I have to work towards my career development single handedly.

Assess the following statements using 5 point scale of opinion and please put the most appropriate number in the bracket against each statement.

5 for 'Complete Extent'
4 for 'Greater Extent'
3 for 'Some Extent'
2 for 'Little Extent'
1 for 'Nil Extent'

77. I am quite satisfied with promotional chances in my bank.
78. I am quite satisfied with transfer policies of my bank

79. I am satisfied with the career counseling facility in the bank.

IX. WORK AND QUALITY WORK LIFE

Assess the following statements using 5 point scale of opinion and please put the most appropriate number in the bracket against each statement.

5 for ‘often’
4 for ‘some times’
3 for ‘now and then’
2 for ‘rarely’
1 for ‘never’ (encircle the most appropriate one)

80. I am often rotated among different jobs in the bank

81. My job in the bank is enriched frequently.

82. I received required training in the bank before taking up the enriched job.

83. I often get bored with my job in the bank.

84. I can contribute more towards my bank than what I can know.

85. Job rotation reduces the boredom and enthuse in me interest in the creative works in my bank.

86. I enjoy the job in the bank, as I am given a scope for higher rank.

87. I enjoy the job in the bank, as I am given more responsibilities in the similar jobs in the bank.

X. ORGANISATION STRUCTURE

88. Please indicate which of the following types you belong to

1) Decision making by self 2) Extend advisory support for decision making 3) Both 1 and 2.

89. How do you usually communication about any policy decision?

1) Formal communication

2) Informal communication

3) Through formal as well as informal communication
Assess the following statements using a 5-point scale of opinion and please put the most appropriate number in the bracket against each statement.

5 for 'Complete Extent'
4 for 'Greater Extent'
3 for 'Some Extent'
2 for 'Little Extent'
1 for 'Nil Extent'

90. The relations between Top bank officials and lower staff are fair, frank and cordial. [ ]

91. I am satisfied with the social communication network in my bank [ ]

Assess the following statements using a 5-point scale of opinion and please put the most appropriate number in the bracket against each statement.

5 for 'strongly agreed'
4 for 'agree'
3 for 'Uncertain'
2 for 'disagree'
1 for 'strongly disagree'

92. I feel many times that I have too many bosses in the bank's hierarchy [ ]

93. I believe that I can manage more subordinates in the bank. [ ]

94. I feel that I am being expected more accountability in the bank but not authority. [ ]

95. Often I think about my work in the bank even when I am at home. [ ]

Thank you for the kind cooperation in completing the questionnaire. Your help is greatly appreciated and duly acknowledged in the final report of the thesis.