REFERENCES


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APPENDIX

OCCUPATIONAL STRESS INDEX

This questionnaire is meant for psychological investigation. The questionnaire consists of some statements that employees say or feel about various components and conditions of their job. You are required to select any one of the following ‘five’ responses to indicate the extent to which you agree or disagree with each statement.

Give your responses frankly. Your responses will be kept strictly confidential.

Demographic information

1. Name of the employee : 
2. Name of the organization : 
3. Designation : 
4. Sex : Male/Female 
5. Age (aprx.) : 
6. Qualification : UG/PG/others............. 
7. Marital status : Married/unmarried 
8. Number of Yrs. experience in call centre industry : 
9. Number of Yrs. Experience in present organization : 
10. Type of service : Inbound/outbound 
11. Place of client : US/UK/Others............. 
12. Average number of calls you make/receive in shift : 
13. Average number of working hrs. in a day : 
14. Primary work function of call centre : Service only /Sales/ Service & Sales/Tech.services/ Collection 
15. Primary industry served by call centre : Banking/Telecommunications/Utilities/Health care/leisure/others.
<table>
<thead>
<tr>
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<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>I have to do a lot of work in this job</td>
<td>5</td>
<td>4</td>
<td>3</td>
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<td>2</td>
<td>The available information’s relating to my job-role and its outcomes are vague and insufficient</td>
<td>5</td>
<td>4</td>
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<td>3</td>
<td>My different officers often give contradictory instructions regarding my works</td>
<td>5</td>
<td>4</td>
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<td>4</td>
<td>Sometimes it becomes complied problem for me to make adjustment between political/group pressures and formal rules and instructions.</td>
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<td>4</td>
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<td>2</td>
<td>1</td>
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<tr>
<td>5</td>
<td>The responsibility for the efficiency and productivity of many employees is thrust upon me</td>
<td>5</td>
<td>4</td>
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<tr>
<td>6</td>
<td>Most of my suggestions are heeded and implemented here.</td>
<td>5</td>
<td>4</td>
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<td>1</td>
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<tr>
<td>7</td>
<td>My decisions and instruction concerning distribution of assignments among employees are properly followed.</td>
<td>5</td>
<td>4</td>
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<td>8</td>
<td>I have to work with persons whom I like</td>
<td>5</td>
<td>4</td>
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<td>1</td>
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<tr>
<td>9</td>
<td>My assignments are of monotonous nature</td>
<td>5</td>
<td>4</td>
<td>3</td>
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<td>1</td>
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<tr>
<td>10</td>
<td>Higher authorities do care for my self respect.</td>
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<td>4</td>
<td>3</td>
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<td>1</td>
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<td>11</td>
<td>I get less salary in comparison to the quantum of my labour/work</td>
<td>5</td>
<td>4</td>
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<td>1</td>
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<tr>
<td>12</td>
<td>I do my work under tense circumstances.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
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<tr>
<td>13</td>
<td>Owing to excessive work load I have to manage with insufficient number of employees and resources.</td>
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<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
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<tr>
<td>14</td>
<td>The objectives of my work – role are quite clear and adequately planned.</td>
<td>5</td>
<td>4</td>
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<td>2</td>
<td>1</td>
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<tr>
<td>15</td>
<td>Officials do not interfere with my jurisdiction and working methods</td>
<td>5</td>
<td>4</td>
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<td>1</td>
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<td>16</td>
<td>I have to do some work unwillingly owing to certain group/political pressure</td>
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<td>4</td>
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<td>Statement</td>
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<tr>
<td>17</td>
<td>I am responsible for the future of a number of employees.</td>
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<td>1</td>
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<td>18</td>
<td>My co-operation is frequently sought in solving the administrative or industrial problems at higher level.</td>
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<td>19</td>
<td>My suggestions regarding the training programmes of the employees are given due significance.</td>
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<td>4</td>
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<tr>
<td>20</td>
<td>Some of my colleagues and subordinates try to defame and malign me as unsuccessful.</td>
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<td>4</td>
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<tr>
<td>21</td>
<td>I get ample opportunity to utilize my abilities and experience independently.</td>
<td>5</td>
<td>4</td>
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<td>1</td>
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<tr>
<td>22</td>
<td>This job has enhanced my social statues.</td>
<td>5</td>
<td>4</td>
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<tr>
<td>23</td>
<td>I am seldom rewarded for my hard labour and efficient performance.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
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<tr>
<td>24</td>
<td>Some of my assignments are quite risky and complicated.</td>
<td>5</td>
<td>4</td>
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<tr>
<td>25</td>
<td>I have to dispose off my work hurriedly owing to excessive work load.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
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</tr>
<tr>
<td>26</td>
<td>I am unable to perform my duties smoothly owing to uncertainty and ambiguity of the scope of my jurisdiction and authorities.</td>
<td>5</td>
<td>4</td>
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<td>1</td>
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<tr>
<td>27</td>
<td>I am not provided with clear instructions and sufficient facilities regarding the new assignments trusted to me.</td>
<td>5</td>
<td>4</td>
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<td>28</td>
<td>In order to maintain group-confirmity some times I have to do/produce more than the usual.</td>
<td>5</td>
<td>4</td>
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<td>2</td>
<td>1</td>
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<tr>
<td>29</td>
<td>I bear the great responsibility for the progress and prosperity of this organization.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
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<tr>
<td>30</td>
<td>My opinions are sought in framing important policies of the organization/department</td>
<td>5</td>
<td>4</td>
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<td>1</td>
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<tr>
<td>31</td>
<td>Our interests and opinion are duly considered in making appointments for important posts.</td>
<td>5</td>
<td>4</td>
<td>3</td>
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<td>1</td>
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<tr>
<td>32</td>
<td>My colleagues do co-operate with me voluntarily in solving administrative and industrial problems.</td>
<td>5</td>
<td>4</td>
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<td>No.</td>
<td>Statement</td>
<td>Score Distribution</td>
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<tr>
<td>33</td>
<td>I get ample opportunity to develop my aptitude and proficiency properly.</td>
<td>5 4 3 2 1</td>
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<td></td>
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<tr>
<td>34</td>
<td>My higher authorities do not give due significance to my post and work.</td>
<td>5 4 3 2 1</td>
<td></td>
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<tr>
<td>35</td>
<td>I often feel that this job has made my life cumbersome.</td>
<td>5 4 3 2 1</td>
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<tr>
<td>36</td>
<td>Being too busy with official work I am not able to devote sufficient time to my domestic and personal problems.</td>
<td>5 4 3 2 1</td>
<td></td>
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<tr>
<td>37</td>
<td>It is not clear that what type of work and behaviour my higher authorities and colleagues expect from me</td>
<td>5 4 3 2 1</td>
<td></td>
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<tr>
<td>38</td>
<td>Employees attach due importance to the official instructions and formal working procedures.</td>
<td>5 4 3 2 1</td>
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<tr>
<td>39</td>
<td>I am compelled to violate the formal and administrative procedures and policies owing to group/political pressures.</td>
<td>5 4 3 2 1</td>
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<tr>
<td>40</td>
<td>My opinion is sought in changing or modifying the working system, instrument and conditions</td>
<td>5 4 3 2 1</td>
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<tr>
<td>41</td>
<td>There exists sufficient mutual co-operation and team-spirit among the employees of this organization/department</td>
<td>5 4 3 2 1</td>
<td></td>
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<tr>
<td>42</td>
<td>My suggestions and co-operation are not sought in solving even those problems for which I am quite competent.</td>
<td>5 4 3 2 1</td>
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<tr>
<td>43</td>
<td>Working conditions are satisfactory here from the point of view of our welfare and convenience</td>
<td>5 4 3 2 1</td>
<td></td>
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<tr>
<td>44</td>
<td>I have to do such work as ought to be done by others</td>
<td>5 4 3 2 1</td>
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<td></td>
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<tr>
<td>45</td>
<td>It becomes difficult to implement all of a sudden the new dealing procedures and policies in place of those already in practice.</td>
<td>5 4 3 2 1</td>
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<tr>
<td>46</td>
<td>I am unable to carry out my assignment to my satisfaction on account of excessive load of work and lack of time</td>
<td>5 4 3 2 1</td>
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</tbody>
</table>
Following are some questions about the organization for which you work circle one number per statement using the following scale:

1= Agree  2= Tend to agree  3=Neutral  4= Tend to disagree  5=Disagree

1. I often think about quitting because of stress in my current job
   1 2 3 4 5

2. It is very likely that I will actively look for a new job in the next year due to stress in my current job
   1 2 3 4 5

3. I will leave the call centre job in the next year due to stress
   1 2 3 4 5