

APPENDIX

APPENDIX- I

Sr. No.				
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QUESTIONNAIRE

“An Analytical study of Organizational Climate And its Impact on Job Satisfaction among Selected Bank Employees of Western India”

Dear Respondent,

I (Darshna Joshi) am pursuing the doctorate programme from The Maharaja University of Baroda, Baroda. The research study is aimed at studying the relationship between the existing Organization Climate and its impact on the level of Job Satisfaction among the selected bank staff employed therein. As a part of this study, I need to collect the data through questionnaire. You are requested to spare your valuable time for filling up the questionnaire. **The collected data will be kept strictly confidential and is only for research purpose.**

Regards,

Ms. Darshna A. Joshi

SECTION-A: DEMOGRAPHIC PROFILE OF RESPONDENTS

<i>Optional</i>	
Name : _____	
Mobile No.: _____	Email ID: _____

Note: Please Tick (✓) the appropriate answer

1. Gender:

1. Male

☐

2. Female

☐

2. Age in years :

1. Below 25

☐

4. 45-55

☐

2. 25-35

☐

5. Above 55

☐

3. 35-45

☐

3. Qualification:

1. Up to HSC

☐

3. Post Graduate

☐

2. Graduate

☐

4. If others please specify _____

4. Bank you are working with:

PUBLIC

1. State Bank of India

☐

2. Bank of Baroda

☐

3. Punjab National Bank

☐

PRIVATE

1. ICICI Bank

☐

2. AXIS Bank

☐

3. HDFC Bank

☐

5. Designation:
1. Officer ☐ 3. If others please specify _____
2. Clerk ☐
6. Length of service:
1. Below 05 yrs ☐ 4. 15-20 yrs ☐
2. 05-10 yrs ☐ 5. Above 20 yrs ☐
3. 10-15 yrs ☐
7. Income:
1. 10,000-20,000 ☐ 4. 40,000-50,000 ☐
2. 20,000-30,000 ☐ 5. 50,000 above ☐
3. 30,000-40,000 ☐
8. Marital Status:
1. Married ☐ 3. Others ☐
2. Unmarried ☐
9. No. Of Dependents:
1. Nil ☐ 4. Three ☐
2. One ☐ 5. Four & above ☐
3. Two ☐

SECTION-B ORGANIZATIONAL CLIMATE

Kindly state your degree of agreement on each of the following by putting tick on 5 point scale.
(SD) Strongly Disagree, (D) Disagree, (N) Neutral, (A) Agree, (SA) strongly agree

Sr. No.	STATEMENTS	1 SD	2 D	3 N	4 A	5 SA
10	The organization's goals and objectives clear to me.					
11	Clear reporting structures have been established.					
12	I am clear about my roles and responsibilities					
13	My immediate manager values the contributions I make.					
14	I get along well with my immediate manager.					
15	Immediate manager helps me in personal development					
16	Immediate manager open for suggestions and ideas					
17	Leadership style of my immediate manager is generally democratic					
18	I feel valued as an employee.					
19	I enjoy being a part of this organization.					
20	Morale is high across the organization.					
21	Mutual trust and warmth in relationship.					
22	Senior management treats employees fairly.					
23	Senior management appreciates the work I do.					
24	There are transparency in transfer policy					
25	Opportunity for personal development and growth					
26	I am satisfied with the equipments which I use in my					

	work.					
27	The physical amenities helps me in doing best					
28	Bank conducts adequate training programmes for its employees.					
29	I am satisfied with Training and development programmes conducted.					
30	Employees are appreciated for their developments					
31	I receive the information needed to perform my job well.					
32	My manager listens to his/her staff					
33	Knowledge and information sharing is a group norm across the organization.					
34	I am satisfied with the methods of performance appraisal adopted.					
35	I receive regular feedback regarding my work performance.					
36	Management suggests me with adequate corrective action.					

SECTION-C JOB SATISFACTION

Kindly state your degree of satisfaction on each of the following by putting tick on 5 point scale.

(HD) Highly Dissatisfied, (D) Dissatisfied, (N) Neutral, (S) Satisfied, (HS) Highly Satisfied

	STATEMENTS	1 HD	2 D	3 N	4 S	5 HS
37	I find my job interesting					
38	I find my work challenging					
39	I can show my abilities in this job					
40	I have enough autonomy in doing my job					
41	I get satisfaction from the work I do					
42	Salary paid					
43	Other financial incentives such as HRA, LTC, Low interest loans, Conveyance etc.					
44	Pay increments and revision					
45	Retirement benefits					
46	There is job security in my organization					
47	Organization try to retain its best employees					
48	I feel safe at work place					
49	Working hours of the bank					
50	Organization provides sufficient amenities					
51	People work like team					
52	Colleagues are friendly and respect each other					
53	Employees consult each other when they need support.					
54	Individuals appreciate the personal contributions of their peers.					

55 In era of Computerisation your proficiency in using computer
Satisfactory ☐ Good ☐ Very good ☐

56 Are you ready to take voluntary retirement (Exit)?
Yes ☐ No ☐

If 'No' tick the reason

Absence of attractive exit scheme	<input type="checkbox"/>
Difficulty in getting other better job	<input type="checkbox"/>
Financial commitments	<input type="checkbox"/>
Social reasons	<input type="checkbox"/>
Any other please specify	<input type="checkbox"/>

57 Do you have any difficulty in adjusting to the existing organizational climate in your Bank?
Yes ☐ No ☐

If yes, indicate the reasons by giving order of preference by 1, 2,3,4,5.

Unable to adjust to new technology used	<input type="checkbox"/>
Too much stress	<input type="checkbox"/>
Lack of support	<input type="checkbox"/>
High customers expectations	<input type="checkbox"/>
Personal reasons	<input type="checkbox"/>

58 Does Organizational climate affect your health adversely?

Very Much	<input type="checkbox"/>
Moderately	<input type="checkbox"/>
Slightly	<input type="checkbox"/>
Not at all	<input type="checkbox"/>

59 Would you like to suggest anything that would improve the organizational climate?

THANK YOU FOR SPARING YOUR VALUABLE TIME

APPENDIX - II

Chi Square Table:

Type of Bank and Organizational Climate affect health adversely

	Value	df	P-value
Pearson Chi- Square	30.392	3	0.000
Likelihood Ratio	30.859	3	0.000
Linear-by-Linear Association	0.277	1	0.598
N of Valid Cases	1500		

Chi Square Table:

Gender and Organizational Climate affect health adversely

	Value	df	P-value
Pearson Chi- Square	7.798	3	0.50
Likelihood Ratio	7.939	3	0.047
Linear-by-Linear Association	0.489	1	0.484
N of Valid Cases	1500		

Chi Square Table:

Designation and Organizational Climate affect health adversely

	Value	df	P-value
Pearson Chi- Square	1.335	3	0.00
Likelihood Ratio	137.017	3	0.00
Linear-by-Linear Association	100.504	1	0.00
N of Valid Cases	1500		

Chi Square Table:

**Type of Bank and Difficulty in adjusting to the
Existing Organizational Climate**

	Value	df	P-value
Pearson Chi- Square	77.455	1	0.001
Likelihood Ratio	78.695	1	0.000
Linear-by-Linear Association	77.403	1	0.000
N of Valid Cases	1500		

Chi Square Table:

**Gender and Difficulty in adjusting to the
Existing Organizational Climate**

	Value	df	P-value
Pearson Chi Square	3.377	1	0.66
Likelihood Ratio	3.358	1	.067
Linear-by-Linear Association	3.374	1	.066
N of Valid Cases	1500		

Chi Square Table:

**Designation and Difficulty in adjusting to the
Existing Organizational Climate**

	Value	df	P-value
Pearson Chi- Square	1.118	1	0.00
Likelihood Ratio	113.283	1	0.00
Linear-by-Linear Association	111.677	1	0.00
N of Valid Cases	1500		



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APPENDIX III

CERTIFICATE

[Verification by anti-plagiarism software]


This is to certify that the following Ph.D. Thesis is verified by anti-plagiarism software **URKUND** provided by UGC INFLIBNET according to UGC (Minimum standards and procedure for Awards of M.Phil/Ph.D Degree) Regulations, 2009.

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Name of Research Scholar : Ms. Darshna Ashokkumar Joshi
Name of Guide : Dr. Umesh R. Dangarwala
Subject : Commerce and Business Management
Title of the Thesis : An Analytical Study of Organizational Climate and Its Impact on Job Satisfaction among Selected Bank Employees of Western India

The content has been found to show similarity less than prescribed limit with the resource data as per the requirement for approval to submit the thesis to The Maharaja Sayajirao University of Baroda, Vadodara.

Place: Vadodara
Date: 16th August, 2018


Dr. Umesh R. Dangarwala
Research Guide

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