

BACKGROUND INFORMATION

A study of, Organizational Effectiveness and Productivity,
with Reference to Emotional Intelligence and
Work Values.

RESPONDENT'S PROFILE				
Name of the Respondent (Optional to mention)				
Age and Education of the Respondent		Age	Education:	
Category	Technical		Non-technical	
	Supervisor	Officer	Executive	Manager
Years of service with the organization			Years	
Total Experience			Years	
Gross Monthly Income			Rupees	

PROFILE OF THE ORGANIZATION			
Name of the Organization			
Type of Industry			
Employee Strength	250-500	501-1000	1001-1500
	1501-2000	2001-3000	3001-5001
Yearly turnover in Rs. Lacs			
Financial result of last 2 years.	Year	Profit	Loss
	1. Last Year		
	2. Second Last Year		

ORGANIZATIONAL EFFECTIVENESS

Below mentioned are few statements. You are requested to read them carefully and answer, as to what extent according to you these statements are true on 5-point scale stated below.

1 Never 2 Rarely 3 Undecided 4 Generally 5 Always

1	Is Proper emphasis given to 'Planning' and 'Time Management' in your organization?	()
2	To what extent decisions taken by your superiors have justifiable logic and transparent intention.	()
3	Is there enough independence given to you by your superiors in taking decisions and solving your work related problems.	()
4	Do you believe that employees in your organization will perform efficiently even in absence of threat of punishment.	()
5	Do you believe that employees are committed to complete an assigned job even if it means extended physical and mental working?	()
6	How often do you try an innovative method of doing your job?	()
7	How often additional responsibilities are accepted by employees out of love and belongingness for the organization.	()
8	Do you believe that employees experience a sense of pride for organization and are prepared to shift their personal priorities in the interest of the organization?	()
9	Do you believe that employees experience an overall 'Job Satisfaction' as an employee of this organization?	()

PRODUCTIVITY

1 Not at all 2 A little 3 To some extent 4 Quite a bit 5 Very much

10	Employees are open to new ideas and show a positive learning attitude.	()
11	Employees have good work habits, are self-motivated and they frequently exceed given targets.	()
12	Employees in general are regular in attendance and do not support indiscipline.	()
13	Employees enjoy ideal working condition and have proper facility to work.	()
14	Working system and procedures in company are simple, well defined and without bottlenecks.	()

WORK VALUES

1 Not at all 2 A little 3 To some extent 4 Quite a bit 5 Very much

15	Do you think that the work that you are doing is interesting and provides you an opportunity to display your talent and skills?	()
16	Do you believe in case of emergency (illness, accident etc.) Management will support you and stand by to your crises?	()
17	Do you think that the employees of the company are treated well with proper dignity and self-respect?	()
18	Do your superiors invite suggestions from you for the betterment of the organization?	()
19	If you are offered job elsewhere with the same facilities would you prefer to change?	()
20	Does Management of your company has a practice of rewarding good employees?	()
21	Do your superiors respect your skills and abilities?	()
22	Do employees get dismissed from the job on simple and trivial matters?	()
23	Do you think that promotions and increments to employees are given impartially?	()
24	Do you think that recruitment is on merits and not on personal favors and influence?	()

EMOTIONAL INTELLIGENCE

Below mentioned are few statements. You are requested to read them carefully and 'Circle' the figure on 4-Point scale, which in your opinion is true and close to your belief.

No	Statements	Very well	Moderately Well	Little	Not at all
25	I enjoy my job.	3	2	1	0
26	I would rather make more money at a less interesting job	0	1	2	3
27	I believe in what my employer stands for.	3	2	1	0
28	I receive adequate remuneration.	3	2	1	0
29	I receive feedback on my performance	3	2	1	0
30	I participate in decisions on things affecting my work.	3	2	1	0
31	I feel secure at job.	0	1	2	3
32	There is opportunity for growth and advancement at work.	0	1	2	3
33	My company practices fairness.	0	1	2	3
34	I get and give recognition at work.	0	1	2	3
35	I can name my feelings.	3	2	1	0
36	I have learned a lot about myself by listening to my feelings.	3	2	1	0
37	I am aware of my feelings most the time.	3	2	1	0
38	I can tell when I am upset, and why.	3	2	1	0
39	I judge myself by how I think others see at me.	0	1	2	3
40	I often wish I were someone else.	0	1	2	3
41	I let others know when they are doing a good job.	3	2	1	0
42	I express my emotions (even when they are negative)	3	2	1	0
43	I let others know what I need and want.	3	2	1	0
44	I keep my feelings to myself.	0	1	2	3
45	I can do anything to avoid looking foolish to my peers.	3	2	1	0
46	I have trouble reaching out for help.	0	1	2	3
47	I find it difficult to talk to people who don't share my views.	3	2	1	0

No	Statements	Very well	Modera-ately Well	Little	Not at all
48	I focus on people's positive ness.	3	2	1	0
49	I think about how others might feel, before giving my opinion.	3	2	1	0
50	No matter whom I speak, I am a good listener.	3	2	1	0
51	I am good at reading between lines when someone is talking.	3	2	1	0
52	I change my emotional expressions depending upon the person.	0	1	2	3
53	I can make new people I meet, to talk about them.	3	2	1	0
54	I can easily concentrate.	3	2	1	0
55	I finish most things I start.	3	2	1	0
56	I know how to say 'NO'.	3	2	1	0
57	I know how to reward myself after achieving a goal.	3	2	1	0
58	I can delay a short-term goal for a long-term benefit.	3	2	1	0
59	I do things which, I later regret.	0	1	2	3
60	I accept responsibility of my actions and emotions.	3	2	1	0
61	I like to deal with problems as soon as I can.	3	2	1	0
62	I think about what I want before I act.	3	2	1	0
63	I get angry on being criticized.	0	1	2	3
64	When I am in a bad mood, I can take myself out of it.	3	2	1	0
65	I have suggested innovative projects at work.	3	2	1	0
66	I fantasize about the future.	3	2	1	0
67	I have a good sense when new ideas will succeed or fail.	3	2	1	0
68	New ideas excite me.	3	2	1	0
69	I am good at brainstorming.	3	2	1	0
70	My best ideas happen when I am not thinking about them.	3	2	1	0
71	I can bounce back after feeling disappointed.	3	2	1	0
72	I can accomplish what I need, if I put my mind to it.	3	2	1	0
73	I can wait patiently if need be.	3	2	1	0
74	I am afraid to try something again, if I have failed at it before.	3	2	1	0
75	I can relax myself when tension builds up.	0	1	2	3

No	Statements	Very well	Moderately Well	Little	Not at all
76	When I encounter a problem, I focus on what to do for solving it.	3	2	1	0
77	I am able to grieve when I loose something important to me.	3	2	1	0
78	I feel uncomfortable when someone gets too close to me emotionally.	0	1	2	3
79	I have several people I can count on, in times of trouble.	3	2	1	0
80	I show a lot of love and affection towards my friends and family.	3	2	1	0
81	My principles and values guide my action.	3	2	1	0
82	I doubt whether my colleagues really care for me as a person.	0	1	2	3
83	I can disagree effectively to bring about a change.	3	2	1	0
84	I do not express my feelings if I believe they would cause disagreement.	0	1	2	3
85	When it is really important I can trust only myself.	0	1	2	3
86	I remain calm even when others get angry.	3	2	1	0
87	I solicit feedback from peers.	3	2	1	0
88	I am good at organizing and motivating groups of people.	3	2	1	0
89	When I criticize, it is the behavior and not the person.	3	2	1	0
90	I can see pain and understand others even if they don't talk about it.	3	2	1	0
91	I act ethically in my dealings.	3	2	1	0
92	I take the feelings of others into considerations in my interactions.	3	2	1	0
93	There are some people I have never forgiven.	0	1	2	3
94	I can forgive myself for being imperfect.	3	2	1	0
95	I would not hesitate to go out of my way for others.	3	2	1	0
96	I constantly worry about my shortcomings.	0	1	2	3
97	I look on the brighter side of things.	3	2	1	0
98	I love my life.	3	2	1	0
99	I know there is always a way out.	3	2	1	0

No	Statements	Very well	Moderately Well	Little	Not at all
100	I have been continually frustrated because of bad breaks in life.	0	1	2	3
101	People would take advantage of me, if I let them do that.	0	1	2	3
102	I trust until I have a reason not to trust.	0	1	2	3
103	I am very careful about whom I trust	0	1	2	3
104	People similar to me in the organization have got better deals, promotions etc.	0	1	2	3
105	Very little in life is fair	0	1	2	3
106	When something isn't working I come up with an alternative plan.	3	2	1	0
107	People I associate with are trustworthy	3	2	1	0
108	I can make things happen.	3	2	1	0
109	Fate plays a strong role in my life.	0	1	2	3
110	I find it useless to fight the established hierarchy at office.	0	1	2	3
111	I need recognition to make my work worthwhile.	0	1	2	3
112	I have a hard time accepting compliments.	0	1	2	3
113	I feel frightened and out of control when things change rapidly.	0	1	2	3
114	If I reflect on my life, I might find I am basically unhappy.	0	1	2	3
115	I know what I want and I go for it.	3	2	1	0
116	I am willing to admit my mistakes.	3	2	1	0
117	I feel like a fraud.	0	1	2	3
118	I would change job, if my passion for it dies	3	2	1	0
119	I have done things on job, which are against my beliefs.	0	1	2	3
120	I find myself agreeing to a situation, even when I don't really agree.	0	1	2	3
121	I exaggerate my abilities in order to get ahead in life.	0	1	2	3

No	Statements	Very well	Moderately Well	Little	Not at all
122	I tell truth even if it is difficult.	3	2	1	0
123	I am deeply satisfied with my life	3	2	1	0
124	I feel energetic, healthy and happy	3	2	1	0
125	I need to make lot of changes in life	0	1	2	3
126	I got less than I hoped for, in life	0	1	2	3
127	I enjoy working.	3	2	1	0
128	I have made most of my abilities.	3	2	1	0
129	There are some people with whom I connect very well.	3	2	1	0
130	I am honest to people close to me	3	2	1	0
131	I have always deeply loved people.	3	2	1	0
132	I am able to make long-term commitments in relationships.	3	2	1	0
133	I tell people - I care.	3	2	1	0
134	I usually find people and socialize with them.	3	2	1	0
135	I am satisfied with my work performance.	3	2	1	0
136	I feel distant and uninvolved in work	0	1	2	3
137	In my work team, I am involved in decision-making.	3	2	1	0
138	I have difficulty fulfilling commitments.	0	1	2	3
139	My work performance is consistently best I can do	3	2	1	0

Statements below are with reference to the General Condition of your Health. Read them carefully and rate yourself on 4-point scale by circling the figure most applicable to you.

No.	Statements	Very much/ Acute	Moderate Problem	Initial Problem	No Problem
140	Back Pain	0	1	2	3
141	Weight Problems.	0	1	2	3
142	Colds/Respiratory Problems	0	1	2	3
143	Tension and Headaches	0	1	2	3
144	Stomach Problems	0	1	2	3
145	Chest Pain	0	1	2	3
146	Eating Problem (more/less)	0	1	2	3
147	Smoking/Drinking alcohol	0	1	2	3
148	Taking Drugs	0	1	2	3
149	Taking Tranquilizers/Pain killers	0	1	2	3
150	Withdrawing from close relationships	0	1	2	3
151	Criticizing, Blaming, Ridiculing Others	0	1	2	3
152	Feeling victimized or used	0	1	2	3
153	Watching excessive T.V. or being on Internet.	0	1	2	3
154	Often meeting with accidents or injuries	0	1	2	3
155	Always concentrating on troubles.	0	1	2	3
156	Overwhelmed by work	0	1	2	3
157	Constant worrying	0	1	2	3
158	Feeling dejected, hopeless, depressed	0	1	2	3
159	Mind going blank.	0	1	2	3
160	Feeling lonely	0	1	2	3
161	Not paying attention to forecasted troubles.	0	1	2	3

PERSONALITY TRAITS

This questionnaire measures the personality traits. Please read all the items carefully and give your responses in terms of your agreement by (✓) in front of the statement. You are requested to give your first response, since there are no right or wrong answers.

Rank the following statements on a 5-point scale mentioned below.

No	Statements	Com- pletely True	Almost True	True	True to Some Extent	Not at All
162	I am helpful to my colleagues.					
163	I go out of way to help others in the organization.					
164	I never refuse to do work even when it does not form a part of my duty.					
165	I go out of my way to help subordinates in understanding work and solving problems.					
166	I even take up the work assigned to me by superiors though it may not be a part of my duty.					
167	I easily get along well with different kind of persons in the organization.					
168	I give some liberty of time to the subordinates in order to complete assignments.					
169	I am ready to work at any time of the day to meet the organizational needs					
170	I am able to compromise with personal values in order to match to organizational values.					
171	I can easily comply with company's policies and procedures.					
172	I am always ready to face new challenges.					
173	Each day I am enthusiastic about my work.					
174	I even do the smallest task assigned to me sincerely.					

No	Statements	Com- pletely True	Almost True	True	True to Some Extent	Not at All
175	I don't get tired even after doing my work throughout the day.					
176	I am ready to work overnight to complete my assignments.					
177	I don't feel mentally tensed even after doing tedious job throughout the day.					
178	I don't take rest until I achieve the given target.					
179	I continuously guide and motivate my staff to accomplish given assignment					
180	I admire regularity in work					
181	I never compare my work with others.					
182	I always take decisions do an assignment after taking suggestion from others.					
183	I always try to work upon newer ideas.					
184	I have different style of doing things.					
185	I don't get annoyed if the things are not done in prescribed way					
186	I can handle things smoothly in spite of uncomfortable situation.					
187	I take criticisms from my superiors positively.					
188	I don't get carried away with situation.					
189	I get angry when others commit mistakes					
190	I lose my temperament when held responsible for mistake done by other.					
191	I cannot handle difficult situation calmly.					
192	I get irritated when my colleagues talk irrelevant things.					
193	I don't get disappointed even in worst / tensed situation.					

<i>No</i>	<i>Statements</i>	<i>Com- pletely True</i>	<i>Almost True</i>	<i>True</i>	<i>True to Some Extent</i>	<i>Not at All</i>
194	I am equally comfortable while dealing with all kinds of employees.					
195	I am able to keep apart my personal and professional values.					
196	I am able to do justice to all kinds of tasks assigned to me.					
197	I am able to appreciate my subordinates and colleagues for good work					
198	I am able to maintain good relationship with employees of departments.					
199	I have basic knowledge of all the fields related to functioning of organization.					
200	I respect the views and suggestion of others.					
201	I feel comfortable working in a 'Team'.					
202	I appreciate the contribution made by each individual in a group.					
203	I respect worth of each individual					
204	I am able to maintain good terms with my clients.					
205	I work alone on my assignments.					
