

CHAPTER – 4

DATA ANALYSIS AND INTERPRETATION

ABOUT THE CHAPTER

The following chapter deals with analysis and interpretation of data gathered through research tools as stated in Chapter – 2. The analysis is categorized and structured in two sections. The section – 1 includes analysis and interpretation of the data about functionaries and section – 2 deals with analysis and interpretation of the data about the beneficiaries.

Section – 1 begins with the description of general socio-personal and work profile of the functionaries of the NGOs of Gujarat and followed by detailed description of the data interpretations with the support of bivariate tables regarding Professional Knowledge, Skills, Attitudes, Work values, Quality of Work life, Job satisfaction, Functionaries views on involvement in future plan, Involvement in developmental processes, Job involvement, Job security, Communication pattern, Physical conditions of the agency, Organizational climate and Code of Conduct of the functionaries.

Section – 2 deals with beneficiaries of the NGO. In the beginning the description of general socio-personal, educational and economic details of the beneficiaries of the NGO is presented followed by detailed description of the data interpretations with the support of bivariate tables.

The study of beneficiaries covers following aspects: Physical Layout, Competence, Responsiveness, Reliability, Credibility, Communications, Access, Security, Understanding the client.

Finally, the concluding section highlights the analysis between functionaries and beneficiaries in terms of emerging relationship and associations amongst the parameters under the study and prepares background for findings, conclusions and suggestions.

4.1 SOCIO-PERSONAL PROFILE OF THE RESPONDENTS

Table - 1 Socio-Personal Profile-I of the Respondents

Particulars	Frequency	N=290
		% values
Age Group		
15 – 20	7	2.41%
21 – 25	51	17.59%
26 –30	82	28.28%
31 –35	75	25.86%
36 –45	51	17.59%
46 –55	17	5.86%
56 & above	7	2.41%
Total	290	100%
Sex		
Male	126	43.45%
Female	164	56.55%
Total	290	100%
Type of Family		
Joint	164	56.55%
Nuclear	126	43.45%
Total	290	100%
Marital Status		
Married	201	69.31%
Unmarried	62	21.38%
Divorced	8	2.76%
Staying Separate	3	1.03%
Widow / Widower	4	1.38%
No response	12	4.14%
Total	290	100%

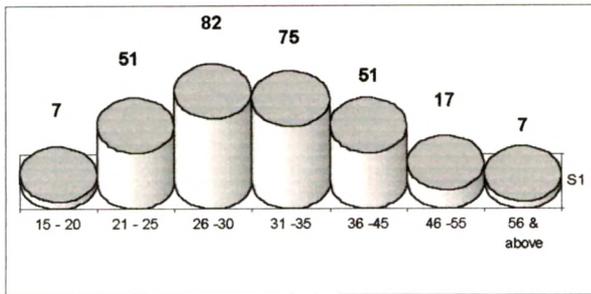
Table – 2 Socio-Personal Profile-II of the Respondents

N=290

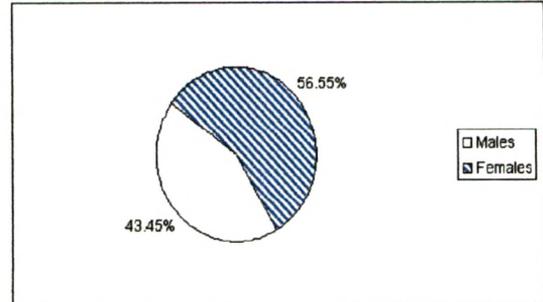
Particulars	Frequency	% values
Category of Castes		
General	164	56.55%
SC	55	18.97%
ST	36	12.41%
SEBC / OBC	35	12.07%
Total	290	100%
Religion		
Hindu	241	83.10%
Muslim	8	2.76%
Christian	17	5.86%
Others	24	8.28%
Total	290	100%
Education		
HSC	110	37.93%
Under graduate	15	5.17%
Graduate	56	19.31%
Post graduate	101	34.83%
Others	8	2.76%
Total	290	100%
Educational Background (Discipline)		
Social Work	75	25.86%
Social Sciences	75	25.86%
Science	23	7.31%
Rural Studies	5	1.72%
Home Science	17	5.86%
Commerce	30	10.34%
Arts	44	15.17%
Agriculture	7	2.41%
Administration	2	0.69%
No response	12	4.78%
Total	290	100%

Graphical Presentation of Socio-Personal Profile of the Respondents

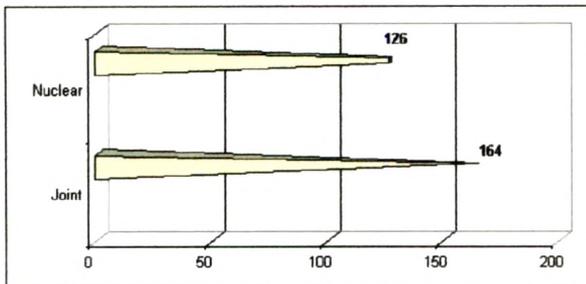
Age



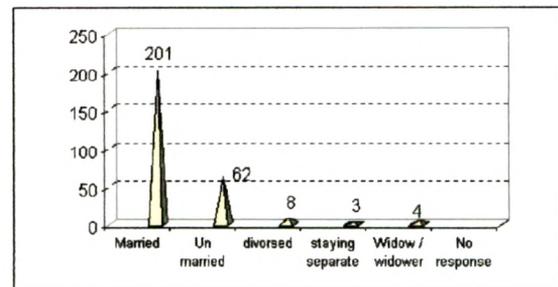
Sex



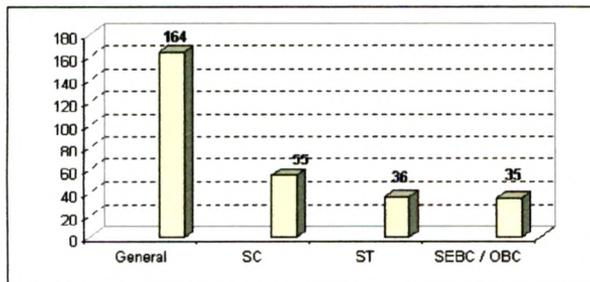
Family



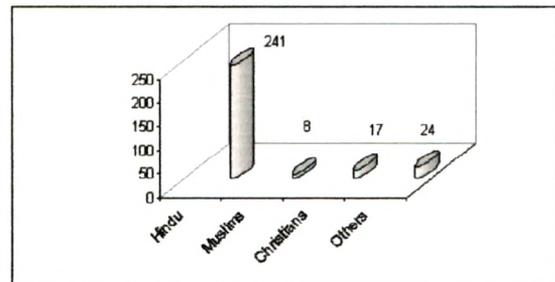
Marital Status



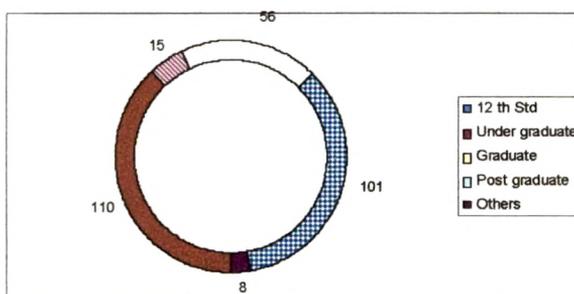
Castes



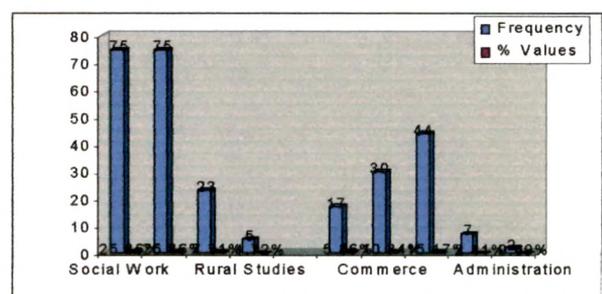
Religion



Education



Educational Background (Discipline)



The above table with graphical presentation clearly shows that 28.28% (82) respondents are in the age group of 26 to 30 years. Only 2.41% (7) of the respondents are in the age group of 56 and above. 15 to 20 and age group each. It can be inferred from the table that the majority of respondents are i.e. (82,75,51) 72.71% (208) of them belong to the age group of 26 to 45 years. 43.45% (126) of the respondents are male and 164 (56.55%) of the respondents are female. It can be inferred from the table that the majority of the respondents are women. It shows that women are more in number for the employment in the NGOs of Gujarat.

It can be seen from the table with graphical presentation that 56.55% (164) of the respondents belong to Joint Family whereas, 43.45% (126) of the respondents belongs to Nuclear Family.

Table and graph also describe the marital status of the respondents. It is seen from the presentation that 201 (69.31%) respondents are married and 21.38% (62) respondents are unmarried. 1.03% (3) of the respondents are staying separately, 1.38% (4) of the respondents are widow / widower. Majority of the respondents are Married.

The following table-2 with graphical presentation reveals Castes and Religion of the respondents that most of the respondents i.e. 56.55% (164) are from General Category and 18.97% (55), 12.41% (36), 12.07% (35) are from Schedule Caste, Scheduled Tribes and OBC category respectively. 31.38% respondents are from Scheduled Caste and Scheduled Tribes. Majority of the respondents are from General Category. Most of the respondents i.e. 83.0% (241) follow Hindu religion. Respondents from Muslim and Christian religion are 8 (2.76%) and 17 (5.86%) respectively. Majority of the respondents are from Hindu religion.

Further table-2 with graphical picture includes the information about the educational level and background (Disciplines) of the respondents. 37.93% (110) respondents have got upto HSC educational background. 34.83% (101) respondents have got post graduation and 19.31% (56) of the respondents have been graduates. It can be concluded from the table that majority of the respondents i.e. 54.14% (157) are graduate and post graduate. 15.17% (44), 10.34% (30), 7.31% (23) of respondents are from Arts, Commerce, and Science background respectively. As far as Social Work, Social Sciences, Home science, Administration and Rural studies are concerned, the percentage of respondents from these categories are 25.86% (75), 25.86% (75) 5.86% (17), 0.69% (2), 1.72% (5) respectively.

Table - 3 Designations of the respondents

Functionaries	Designations	
	Frequency	%
Social Worker	79	27.24%
Co-ordinator	53	18.28%
Field Worker / Worker	46	15.86%
Out reach worker	26	8.97%
Counsellor	22	7.59%
Community Organizer	15	5.17%
Advisor	8	2.76%
Field staff	8	2.76%
Member	8	2.76%
Assistant	11	3.79%
Manager / Head	7	2.41%
Trainer / Vocational Trainer	5	1.72%
Librarian	1	0.34%
Project in-charge	1	0.34%
Grand Total	290	100%

Above table shows the designation of the functionaries of the NGOs. Most of the NGOs have designated their functionaries as per the above stated categories of designations. Social worker, coordinator and field worker constitutes 61.38% of the respondents. Social worker constitutes 27.24% (79) of the respondents. The table further reveals that 8.97% (26), 7.59% (22) and 5.17% (15) of the respondents have designations as out reach worker, counselor and community organizer respectively.

Table - 4 Departments / Sections of the NGOs

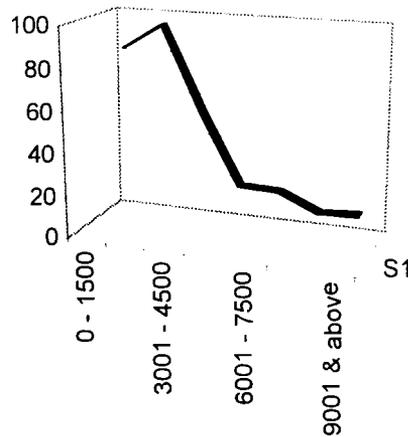
Departments	Functionaries	
	Frequency	%
Kanuni Sahay Kendra	43	14.83%
Mahila Vibhag / Margdarshan / Arogya & Bachat	34	11.72%
Self Help group / Savings	23	7.93%
Rural Dev / gram seva / agric	21	7.24%
Yuvati vikas kendra	19	6.56%
PSH Project [AIDS]	18	6.21%
Khadi	17	5.86%
Swashakti Department	16	5.52%
Production	15	5.17%
Stitching	14	4.83%
Engineering Project	13	4.48%
Antyoday Kanuni Sahay	12	4.14%
Lok Sangathan	12	4.14%
Vocational guidance / training / Instruction	18	6.21%
Nyay Punch	5	1.72%
Yuva Vikas Kendra	5	1.72%
Computer Faculty	5	1.72%
Grand Total	290	100%

Above table shows that departments / sections to which respondents belong to. Most of them 14.83% (43) of the respondents are from Kanuni Sahay Kendra. Women sections includes 11.72% (34) respondents. Aids projects have got 6.21% of the respondents. Rural development, self help group have got 7.24% (21), 7.93% (23) of the respondents respectively



Table - 5 Income of the respondents

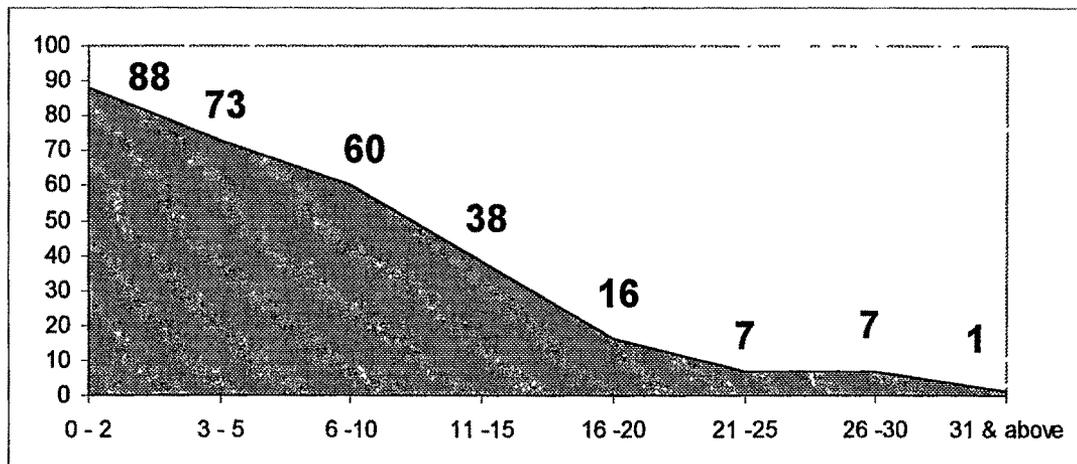
Functionaries Income per month	Frequency	% Values
0 – 1500	83	28.62%
1501 – 3000	95	32.76%
3001 – 4500	54	18.62%
4501 – 6000	19	6.55%
6001 – 7500	18	6.21%
7501 – 9000	10	3.45%
9001 & above	11	3.79%
Total	290	100%



It is seen from the table with graphical presentation that 28.62% (83) Respondents get less than Rs. 1500 income per month. 32.76% (95) of the respondents get income in the bracket of 1501 – 3000 per month. It can also be noted that only 7.24% (21) of the respondent's income is more than 7501 per month. Rest of them are in the income bracket of 3001 – 7500 per month.

Table – 6 Work Experience of the respondents

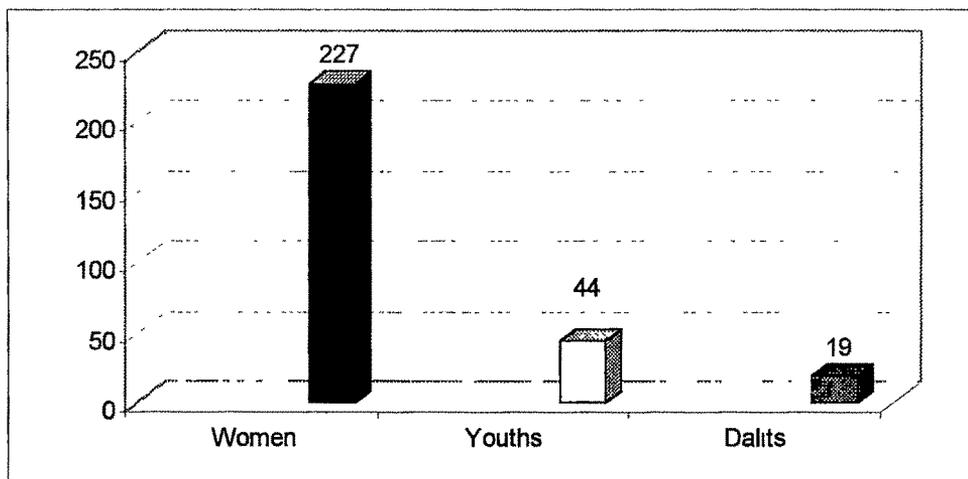
Years of Experience	Frequency	% Values
0 – 3	88	30.34%
4 – 5	73	25.17%
6 – 10	60	20.69%
11 – 15	38	13.10%
16 – 20	16	5.52%
21 – 25	7	2.41%
26 – 30	7	2.41%
31 & above	1	0.34%
Total	290	100%



It is revealed from the table and graphical presentation that 30.34% (88) of the respondents have acquired 0 – 2 years of experience of working in the NGOs, while 171 respondents. 58.97% have got experience of 3 – 15 years of experience. The total number of respondents having experience of more than 20 years are 15 i.e. 5.17%. Majority of the respondents have gathered experience of less than 10 years from the NGOs.

Table - 7 Functionaries & types of Beneficiaries

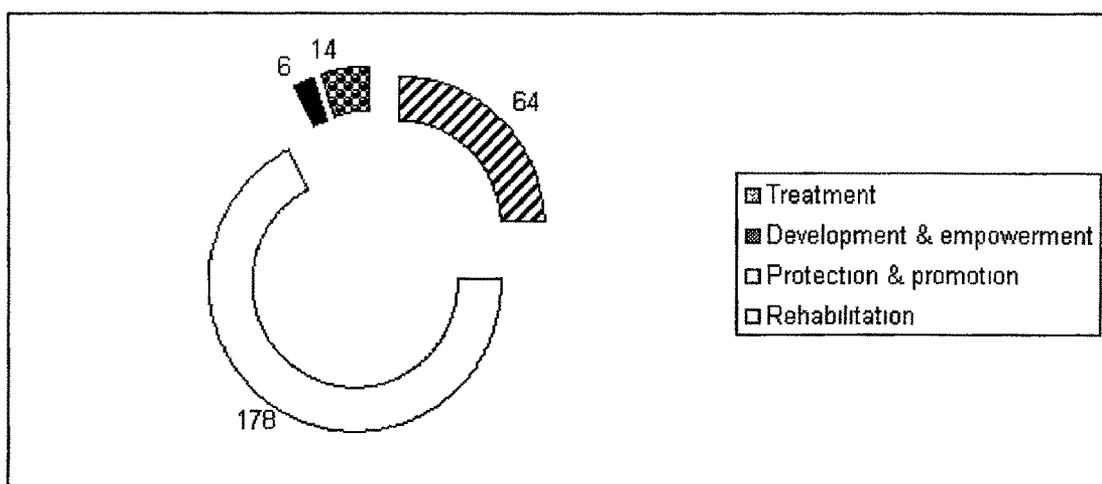
Beneficiaries	No. of Functionaries	% Values
Women	167	57.58%
Youths	65	22.41%
Dalits	58	20.01%
Total	290	100%



Above table and graphical presentation makes it very clear that there are three types of beneficiaries who come into contact with functionaries of the NGOs, these are women, youth and dalits. 57.58% (167) of the respondents work with women beneficiary. Whereas 22.41% (65) and 20.01% (58) of the respondents have expressed the fact that their beneficiaries are youth beneficiary and dalits beneficiary respectively.

Table - 8 Nature of Work of the functionaries

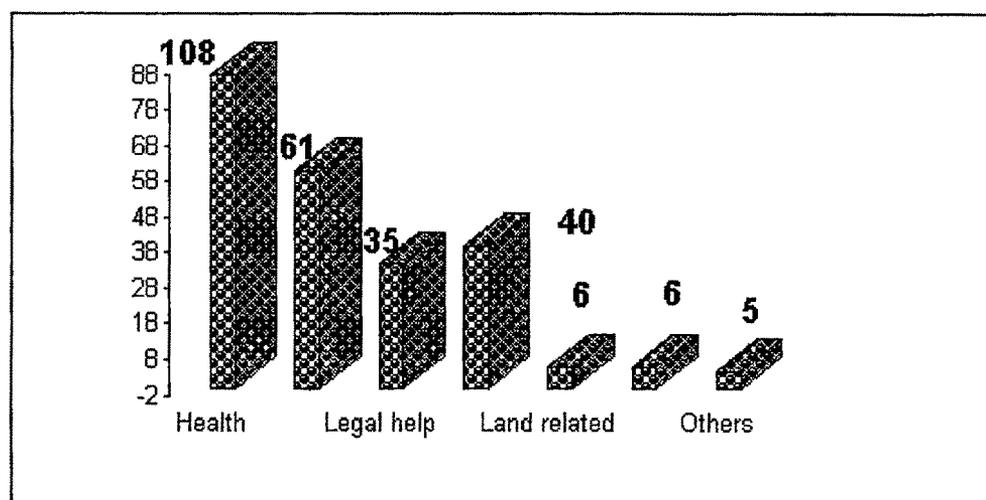
Nature of work	Frequency	% Values
Treatment	64	22.07%
Development & Empowerment	178	61.38%
Protection & Promotion	6	2.07%
Rehabilitation	14	4.83%
No response	28	9.66%
Total	290	100%



The functionaries of these NGOs work with the beneficiaries with multiple objectives namely Treatment, Development & Empowerment, Protection & Promotion, Rehabilitation. In the above table and graphical presentation it is seen that majority of the functionaries i.e. 61.38% (178) nature of work with the beneficiaries is in the area of Development and Empowerment. 22.07% (64) of functionaries nature of work is in the area of treatment. Only 2.07% (6) of the respondents have begun to work with beneficiaries with the objective of protection and promotion of the rights.

Table - 9 Task assigned to the functionaries

Nature of Work assignment	Frequency	% Values
Income generation / supplementation Vocational guidance	77	26.55%
Legal aids	51	17.58%
Personality development	56	19.32%
Land related	22	7.58%
Human rights	22	7.58%
Health related issues	28	9.65%
Others	5	1.74%
No response	29	10.00%
Total	290	100%



Above tables and graphical presentation narrate the facts about types of task assignments of the functionaries of the NGOs. The prominent task assignments of the functionaries of the NGOs are income generation/supplementation and vocational guidance, Legal aids, personality development, land related, human rights, health related issues viz. AIDS etc. 26.55% (77), and 19.32% (56) of the total respondents have been engaged in the work of Income generation/supplementation, Vocational guidance and Personality development respectively. 7.58% (22) and 9.65% (28) have got work assignments in the area of human rights and health related issues.

4.3 In the following table no 10 to 65, researcher has presented the association of various variables with Age, Experience, Education and Income The variables include Professional Knowledge, Skills, Attitudes, Work values, Quality of Work life, Functionaries views on involvement in future plan, Involvement in developmental processes, Job involvement, Job security, Level of Communication, Physical conditions and Organizational climate of the agency

Table - 10 Age and Professional Knowledge of the respondents.

Functionaries Age		Professional Knowledge		Total
		Low	High	
Age <=25 Years	Count	51	89	140
	Row %	36.43%	63.57%	100%
	Column %	47.22%	48.90%	48.28%
Age >25 Years	Count	57	93	150
	Row %	38.00%	62.00%	100%
	Column %	52.78%	51.10%	51.72%
Total	Count	108	182	290
		37.24%	62.76%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	0.6363	1	0.425	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Age and Professional Knowledge of the Respondents.

Further, it can be interpreted that 47.22% (51) respondents below the age of 25 years and 52.78% (57) above the age of 25 years are in the low category of the professional knowledge. Whereas, 48.90% (89) respondents below the age group of 25 years and 51.10% (93) respondents of above the age of 25 years are in the high category of professional knowledge. Majority of the respondents i.e 51.72% (150) are in the age group of above 25 years.

Table - 11 Education and Professional Knowledge of the respondents.

Functionaries Level of Educations		Professional Knowledge		Total
		Low	High	
Education upto HSC	Count	61	74	135
	Row %	45 19%	54 81%	100%
	Column %	56 48%	40 66%	46.55%
Education above HSC	Count	47	108	155
	Row %	30 32%	69 68%	100%
	Column %	43 52%	59 34%	53.45%
Total	Count	108	182	290
		37 24%	62 76%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp Sig. (2 sided)	
Pearson Chi-Square	14.745	1	0.000123	

Referring to the table it can be seen that Chi Square value is significant at 0.01 level of confidence. Hence there is a strong association between Education and Professional knowledge of the respondents

Further, table reveals that 61 (56.48%) of respondents having education upto HSC and 43 52% (47) of the respondents having education above the HSC are in the category of low level of low level professional knowledge, whereas 40.66% (74) respondents having education upto HSC and 59.34% (108) of the respondents who are above HSC i.e. Graduate and Post Graduates and Diploma holders are in the category of High Level Professional Knowledge. Majority of the respondents i.e. 53.45% (145) have got education above HSC.

Table - 12 Experience and Professional Knowledge of the respondents.

Functionaries Level of Experience		Professional Knowledge		Total
		Low	High	
Experience<=2 Years	Count	58	102	160
	Row %	36.25%	63.75%	100%
	Column %	53.70%	56.04%	55.17%
Experience>2 Years	Count	50	80	130
	Row %	38.46%	61.54%	100%
	Column %	46.30%	43.96%	44.83%
Total	Count	108	182	290
		37.24%	62.76%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	df	Assymp. Sig. (2 sided)	
Pearson Chi-Square	0.27	1	0.603	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Experience and Professional Knowledge of the Respondents.

Further, it can be interpreted from the table that 53.70% (58) respondents of two or less years of experience and 46.30% (50) respondents of more than two years of experience in the low level of category of professional knowledge, whereas 56.04% (102) having experience of less than two years and 43.96% (80) of respondents having more than two years of experience are in high level of category of professional knowledge. Majority of the respondents i.e. 55.17% (160) have experience of less than two years.

Table - 13 Income and Professional Knowledge of the respondents.

Functionaries Level of Income per month		Professional Knowledge		Total
		Low	High	
Income <=1500 Rs	Count	79	97	176
	Row %	44.89%	55.11%	100%
	Column %	73.15%	53.30%	60.69%
Income >1500 Rs	Count	29	85	114
	Row %	25.44%	74.56%	100%
	Column %	26.85%	46.70%	39.31%
Total	Count	108	182	290
		37.24%	62.76%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp Sig. (2 sided)	
Pearson Chi-Square	15.537	1	2.81E-05	

Referring to the table it can be seen that Chi Square value is not significant at 0.05 level of confidence. Hence there is no association between Income and Professional Knowledge of the Respondents

Further table describes the facts that 73.15% (79) respondents having income below the Rs.1500 per month and 26.85% (29) of the respondents having income above Rs. 1500 per month are in the category of low level of professional knowledge and 53.30% (97) having income below the Rs.1500 and 46.70% (85) of the respondents having income above Rs.1500 are in high category of professional knowledge. As far as the respondents having income of less than Rs.1500 are concerned, 44.89% (79) of the respondents are in category of low level of professional knowledge and 55.11% (97) of the respondents are in category of high level of professional knowledge whereas, from the respondents having income of more than 1500 Rs., 25.44% (29) of them have low level of professional knowledge and 74.56% (85) of them are in the category of high level of professional knowledge. Majority of the respondents 60.69% (176) are in the income group of less than Rs.1500 per month.

Table - 14 Respondents Age and knowledge about Specific Agency

Functionaries Age		Knowledge About a specific agency		Total
		Low	High	
Age <=25 Years	Count	33	107	140
	Row %	23.57%	76.43%	100%
	Column %	44.59%	49.54%	48.28%
Age >25 Years	Count	41	109	150
	Row %	27.33%	72.67%	100%
	Column %	55.41%	50.46%	51.72%
Total	Count	74	216	290
		25.52%	74.48%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	0.359	1	0.5488	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Age and knowledge about specific agency. Further, it can be interpreted from the table that 23.57% (33) and 76.43% (107) of respondents below 25 years of age have low and high level of knowledge about specific agency respectively, and 27.33% (41) and 72.67% (109) of above 25 years of respondents have low and high level of knowledge about specific agency respectively. Further it is also seen that 25.52% (74) respondents have low level of knowledge about agency whereas, 74.48% (216) respondents have high level of knowledge about the specific agency.

Table - 15 Respondents Education and Knowledge about Specific Agency.

Functionaries Level of Education		Knowledge About a specific agency		Total
		Low	High	
Education upto HSC	Count	49	86	135
	Row %	36 30%	63 70%	100%
	Column %	66 22%	39 81%	46.56%
Education above HSC	Count	25	130	155
	Row %	16 13%	83 87%	100%
	Column %	33 78%	60 19%	53.45%
Total	Count	74	216	290
		25 52%	74 48%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	14.398	1	0.000148	

Referring to the table it can be seen that Chi Square value is significant at 0.01 level of confidence. Hence there is a strong association between Education and knowledge regarding specific agency.

Further, it can be seen from the table that 66 22% (49) of the respondents having education upto HSC and 33.78% (25) of respondents having education above HSC have low level of knowledge about the specific agency. As far as respondents having education upto or below HSC are concerned, 36.30% (49) of them have low level of knowledge about specific agency and 39.81% (86) of them have high level of knowledge about the specific agency. Further, it is also seen that the respondents having education above HSC are concerned, 16.13% (25) of the respondents have low level of knowledge regarding specific agency and 83.87% (130) of the respondents have high level of knowledge regarding specific agency. Majority of the respondents i.e. 53.45% (155) are above the HSC.

Table – 16 Respondents Experience and Knowledge about a Specific Agency.

Functionaries Level of Experience		Knowledge About a specific agency		Total
		Low	High	
Experience<=2 Years	Count	35	125	160
	Row %	21 88%	78 13%	100%
	Column %	47 30%	57 87%	55.17%
Experience>2 Years	Count	39	91	130
	Row %	30 00%	70 00%	100%
	Column %	52 70%	42 13%	44.83%
Total	Count	74	216	290
		25 52%	74 48%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	2.08	1	0.149	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Experience and Knowledge about Specific Agency.

Further, it can be seen from the table that 78.13% (125) respondents having two years of experience have high knowledge of specific agency and 21.88% (35) of the respondents have low knowledge of specific agency. 70.00% (91) respondents having more than two years of experience have high level of knowledge of specific agency and 30.00% (39) of them have low level of knowledge of specific agency. Further it is seen that 47.30% (35) of respondents having two years of experience and 52.70% (39) having more than two years of experience reveal low level of knowledge about their respective agency

Table - 17 Respondents Income and Knowledge about Specific Agency.

Functionaries Level of Income per month		Knowledge About a specific agency		Total
		Low	High	
Income <=1500 Rs	Count	58	118	176
	Row %	32.95%	67.05%	100%
	Column %	78.38%	54.63%	60.69%
Income >1500 Rs	Count	16	98	114
	Row %	14.04%	85.96%	100%
	Column %	21.62%	45.37%	39.31%
Total	Count	74	216	290
		25.52%	74.48%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	12.05	1	0.0005	

Referring to the table it can be seen that Chi Square value is significant at 0.01 level of confidence. Hence there is a strong association between Income and knowledge of specific agency.

Further, it can be narrated from the table that 78.38% (58) respondents of below Rs.1500 income per month and 21.62% (16) respondents having more than Rs.1500 income per month are in the bracket of low level of knowledge about the specific agency. As far as high bracket of knowledge about specific agency is concerned, 54.63% (118) of below Rs 1500 income and 45.37% (98) above Rs.1500 income of respondents reveal that they possess high level of knowledge about their agency. Majority of the respondents i.e. 60.69% (176) are in the income bracket of less than Rs 1500 per month.

Table - 18 Respondents Age and Knowledge regarding Clients.

Functionaries Age		Knowledge About each client		Total
		Low	High	
Age <=25 Years	Count	36	104	140
	Row %	25 71%	74 29%	100%
	Column %	43 37%	50 24%	48.28%
Age >25 Years	Count	47	103	150
	Row %	31 33%	68 67%	100%
	Column %	56 63%	49 76%	51.72%
Total	Count	83	207	290
		28 62%	71 38%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig (2 sided)	
Pearson Chi-Square	0.861	1	0.3524	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Age and knowledge about the clients. Table reveals that 43.37% (36) respondents below the age of 25 years and 56.63% (47) of the respondents of above the age of 25 years are in the category of low level of knowledge about the client. Further, it is seen that 50.24% (104) respondents below the age of 25 years and 49.76% (103) respondents above the age of 25 years are in the category of high knowledge about the clients. Majority of the respondents i.e. 51.72% (150) are in the age bracket of more than 25 years.

Table - 19 Respondents Education and Knowledge regarding Clients.

Functionaries Level of Education		Knowledge About each client		Total
		Low	High	
Education upto HSC	Count	51	84	135
	Row %	37.78%	62.22%	100%
	Column %	61.45%	40.58%	46.55%
Education above HSC	Count	32	123	155
	Row %	20.65%	79.35%	100%
	Column %	38.55%	59.42%	53.45%
Total	Count	83	207	290
		28.62%	71.38%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp Sig (2 sided)	
Pearson Chi-Square	9.545	1	0.002	

Referring to the table it can be seen that Chi Square value is significant at 0.01 level of confidence. Hence there is a strong association between Education and Knowledge about Clients.

Further, table shows that 61.45% (51) of respondents having education upto HSC and 38.55% (32) of respondents having education above HSC i.e. Graduate, Post Graduate and Diploma holders are in the category of low level of knowledge about the client. Moreover, 40.58% (84) of respondents having education up to HSC and 59.42% (123) of respondents having above HSC are in the category of high level of knowledge about the client. It supports the fact that higher the educational level gives higher knowledge about clients. Majority of the respondents i.e. 53.45% (155) have got education above the HSC.

Table - 20 Respondents Experience and Knowledge about the Clients.

Functionaries Level of Experience		Knowledge About each client		Total
		Low	High	
Experience<=2 Years	Count	45	115	160
	Row %	28 13%	71 88%	100%
	Column %	54 22%	55 56%	53.17%
Experience>2 Years	Count	38	92	130
	Row %	29 23%	70 77%	100%
	Column %	45 78%	44 44%	44.83%
Total	Count	83	207	290
		28 62%	71 38%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f	Assymp. Sig (2 sided)	
Pearson Chi-Square	0.0058	1	0.9389	

Referring to the table it can be seen that Chi Square value is not significant Hence there is no association between Experience and Knowledge about the Clients

Further, it is revealed that 54.22% (45) of the respondents having two years of experience and 45.78% (38) having more than two years of experience have got low level of knowledge about the client, while 55.56% (115) of respondents having two years of experience and 44 44% (92) having more than two years of experience have got high level of knowledge about the clients. Majority of the respondents i.e. 71.38% (207) are in the category of high level of knowledge about the client.

Table - 21 Respondents Income and Knowledge about Clients.

Functionaries Level of Income per month		Knowledge About each client		Total
		Low	High	
Income <=1500 Rs	Count	60	116	176
	Row %	34.09%	65.91%	100%
	Column %	72.29%	56.04%	60.69%
Income >1500 Rs	Count	23	91	114
	Row %	20.18%	79.82%	100%
	Column %	27.71%	43.96%	39.31%
Total	Count	83	207	290
		28.62%	71.38%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	5.894	1	0.015	

Referring to the table it can be seen that Chi Square value is significant at 0.01 level of confidence. Hence there is a strong association between Income and Knowledge about the Clients.

Further, it can be seen that 56.04% (116) of respondents having income of Rs.1500 per month and 43.96% (91) respondents having income of more than Rs.1500 have revealed that they have high level of knowledge about the clients and 72.29% (60) of the respondents have below income of Rs.1500. 27.71% (23) of respondents having more than Rs.1500 income are of opinion that they have low level of knowledge about the clients. Further, table also indicates that from the respondents having less than Rs. 1500 income, 34.09% (60) of them have expressed low level of knowledge about clients and 65.91% (116) of them have got high level of knowledge about the clients. As far as respondents having more than 1500 income are of opinion that 20.18% (23) of them have got low level of knowledge about clients and 79.82% (91) of them have expressed high level of knowledge regarding clients. Majority of the respondents i.e. 71.38% (207) are of opinion of that they have got high level of knowledge about the clients.

Table - 22 Age and Skills of the respondents.

Functionaries Age		Skills		Total
		Low	High	
Age <=25 Years	Count	29	111	140
	Row %	20.71%	79.29%	100%
	Column %	46.03%	48.90%	48.28%
Age >25 Years	Count	34	116	150
	Row %	22.67%	77.33%	100%
	Column %	53.97%	51.10%	51.72%
Total	Count	63	227	290
		21.72%	78.28%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp Sig. (2 sided)	
Pearson Chi-Square	0.0678	1	0.794	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Age and Skills of the Respondents. It is also seen from the table that from the respondents having less than 25 years of age i.e. 20.71% (29) have low level of skills and 79.29% (111) have high level of skills whereas, from the respondents having more than 25 years of age i.e. 22.67% (34) have low level of skills and 77.33% (116) have high level of skills. It is also seen from the table that 46.03% (29) of respondents have below the 25 years of age and 53.97% (34) of the respondents from above the 25 years of age have low level of skills while, 48.90% (111) of the respondents have below the 25 years of age and 51.10% (116) of above the 25 years of age have high level of skills. The majority of the respondents i.e. 227 (78.28%) revealed that they have high level of the skills.

Table - 23 Education and Skills of the respondents.

Functionaries Level of Education		Skills		Total
		Low	High	
Education upto HSC	Count	40	95	135
	Row %	29.63%	70.37%	100%
	Column %	63.49%	41.85%	46.55%
Education above HSC	Count	23	132	155
	Row %	14.84%	85.16%	100%
	Column %	36.51%	58.15%	53.44%
Total	Count	63	227	290
		21.72%	78.28%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	8.43	1	0.0036	

Referring to the table it can be seen that Chi Square value is significant at 0.01 level of confidence. Hence there is a strong association between Education and Skills of the Respondents.

It is seen from the table that from the respondents having education up to HSC 29.63% (40) have low level of skills and 70.37% (95) have high level of skills whereas, from the respondents having education above HSC, (Graduate, Post Graduate & Diploma holders), 14.84% (23) have low level of skills and 85.16% (132) have high level of skills. It also seen from the table that 58.15% (132) having education above HSC and 41.85% (95) of the respondents having education up to HSC have high level of skills. Majority of the respondents revealed that they have high level of the skills

Table - 24 Experience and Skills of the respondents.

Functionaries Level of Experience		Skills		Total
		Low	High	
Experience<=2 Years	Count	31	129	160
	Row %	19.38%	80.63%	100%
	Column %	49.21%	56.83%	53.17%
Experience>2 Years	Count	32	98	130
	Row %	24.62%	75.38%	100%
	Column %	50.79%	43.17%	44.83%
Total	Count	63	227	290
		21.72%	78.28%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	0.87	1	0.3507	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Experience and Skills of the Respondents. It is seen from the table that from the respondents having two years of experience 19.38% (31) have low level of skills and 80.63% (129) have high level of skills whereas, from the respondents having more than two years of experience, 24.62% (32) have low level of skills and 75.38% (98) have high level of skills respectively. It is also seen from the table that 43.17% (98) respondents of more than two years of experience and 56.83% (129) respondents having less than 2 years of experience have high level of skills in the agency. Majority of the respondents i.e. 78.28% (227) revealed that they have high level of the skills.

Table - 25 Income and Skills of the respondents.

Functionaries Level of Income per month		Skills		Total
		Low	High	
Income <=1500 Rs	Count	54	122	176
	Row %	30.68%	69.32%	100%
	Column %	85.71%	53.74%	60.69%
Income >1500 Rs	Count	9	105	114
	Row %	7.89%	92.11%	100%
	Column %	14.29%	46.26%	39.31%
Total	Count	63	227	290
		21.72%	78.28%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f	Assymp. Sig. (2 sided)	
Pearson Chi-Square	19.8	1	8.56E-06	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Income and Skills of the Respondents. It can be seen that 30.68% (54) & 69.32% (122) of respondents having income of Rs 1500 per month have got low and high level of skills respectively. Respondents from above Rs. 1500 income group revealed that 7.89% (9) & 92.11% (105) have low and high level of skills. Further, it also can be seen that 85.71% (54) of the respondents from the below 1500 Rs income and 14.29% (9) of them from above Rs.1500 income have revealed that they have low level of skills. Whereas, 53.74% (122) from below Rs.1500 income and 46.26% (105) have revealed that they have high level of skills. Majority of the respondents are of opinion that they have high level of skills.

Table - 26 Age and Professional Attitudes & Values of the respondents.

Functionaries Age		Professional Attitudes & Values		Total
		Low	High	
Age <=25 Years	Count	29	111	140
	Row %	20.71%	79.29%	100%
	Column %	46.77%	48.68%	48.28%
Age >25 Years	Count	33	117	150
	Row %	22.00%	78.00%	100%
	Column %	53.23%	51.32%	51.72%
Total	Count	62	228	290
		21.38%	78.62%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	0.5497	1	0.4584	

Referring to the table it can be seen that Chi Square value is not significant Hence there is no association between Age and Professional Attitudes and Values.

It can be interpreted that 46.77% (29) respondents of below the age of 25 years and 53.23% (33) respondents of above the age of 25 years are in the low level of the professional attitudes and values Whereas, 48.68% (111) respondents of below the age group of 25 years and 51.32% (117) respondents of above the age of 25 years are in the high level of professional attitudes and values

Further, it can also be seen that from respondents of below the 25 years of age, 20.71% (29) respondents have revealed that they have low level of skills and 79.29% (111) of them have revealed of having high level of professional attitude and value, whereas from the respondents of above the 25 years of age 22.00% (33) of them have low level of professional attitude and values and 78.00% (117) of them have high level of professional attitude and values.

Majority of the respondents i.e 228 (78.62%) have high level of professional attitude and values.

Table - 27 Education and Professional Attitudes & Values of the respondents.

Functionaries Level of Education		Professional Attitudes & Values		Total
		Low	High	
Education upto HSC	Count	44	91	135
	Row %	32.59%	67.41%	100%
	Column %	70.97%	39.91%	46.55%
Education above HSC	Count	18	137	155
	Row %	11.61%	88.39%	100%
	Column %	29.03%	60.09%	53.45%
Total	Count	62	228	290
		21.38%	78.62%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	13.81	1	0.0002	

Referring to the table it can be seen that Chi Square value is significant at 0.01 level of confidence. Hence there is a strong association between Education and Professional Attitudes & values

Table reveals that 70.97% (44) of the respondents who have got education up to HSC and 29.03% (18) who have got education above HSC are in the category of low level of professional attitudes and values, whereas 60.09% (137) of respondents having above HSC education and 39.91% (91) of the respondents who are below the HSC are of opinion that they have high level of professional attitudes and values.

Table further reveals that, 32.59% (44) having education upto HSC have low level of professional attitudes and value and 67.41% (91) of them have high level of professional attitudes and values whereas, 11.61% (18) respondents of above HSC education, have low level of professional attitudes and values and 88.39% (137) have high level of professional attitudes.

Majority of the respondents i.e 78.62% (228) revealed that they have high level of professional attitudes and values.

Table - 28 Experience and Professional Attitudes & Values of the respondents.

Functionaries Level of Experience		Professional Attitudes & Values		Total
		Low	High	
Experience<=2 Years	Count	30	130	160
	Row %	18.75%	81.25%	100%
	Column %	48.39%	57.02%	53.17%
Experience>2 Years	Count	32	98	130
	Row %	24.62%	75.38%	100%
	Column %	51.61%	42.98%	44.63%
Total	Count	62	228	290
		21.38%	78.62%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	2.674	1	0.1019	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Experience and Professional Attitudes and Values.

It can be interpreted from the table that, 48.39% (30) of respondents having experience of two years and 51.61% (32) of respondents having experience of more than two years are of view that they have low level of professional attitudes and values. Further, it also describes that 57.02% (130) of the respondents having less than two years of experience and 42.98% (98) of respondents having more than two years of experience are of view that they have high level of professional attitudes and values. As far as experience is concerned, majority of the respondents i.e. 78.62% (228) are of opinion that they have high level of professional attitudes and values.

Table - 29 Income and Professional Attitudes and Values of the respondents.

Functionaries Level of Income per month		Professional Attitudes & Values		Total
		Low	High	
Income <=1500 Rs	Count	51	125	176
	Row %	28.98%	71.02%	100%
	Column %	82.26%	54.82%	60.69%
Income >1500 Rs	Count	11	103	114
	Row %	9.65%	90.35%	100%
	Column %	17.74%	45.18%	39.31%
Total	Count	62	228	290
		21.38%	78.62%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig (2 sided)	
Pearson Chi-Square	11.667	1	0.000636	

Referring to the table it can be seen that Chi Square value is significant 0.01 level of confidence. Hence there is a strong association between Income and Professional Attitudes and Values.

Further, it can be seen that 28.98% (51) & 71.02% (125) of respondents having income of Rs.1500 per month have low and high level of skills respectively. Respondents from above Rs. 1500 income group revealed that 9.65% (11) and 103 (90.35%) possess low and high level of professional attitudes and values respectively

As far as an association between income and level of professional attitudes and values is concerned, majority of the respondents i.e. 228 (78.62%) are of opinion that they have high level of professional attitudes and values.

Table - 30 Age and Work Values of the respondents.

Functionaries Age		Work Values		Total
		Low	High	
Age <=25 Years	Count	29	111	140
	Row %	20.71%	79.29%	100%
	Column %	52.73%	47.23%	48.28%
Age >25 Years	Count	26	124	150
	Row %	17.33%	82.67%	100%
	Column %	47.27%	52.77%	51.72%
Total	Count	55	235	290
		18.97%	81.03%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d. f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	0.341	1	0.559	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Age and Work Values.

Further, it can be revealed that 47.23% (111) respondents of less than 25 years of age and 52.77% (124) respondents of the more than 25 years of age are of opinion that they have high level of work values, whereas 52.73% (29) respondents of less than 25 years of age and 47.27% (26) respondents of more than 25 years of age are of opinion that they have low level of work values.

Majority of the respondents i.e. 81.03% (235) are of view that they have got high work values.

Table - 31 Education and Work Values of the respondents.

Functionaries Level of Education		Work Values		Total
		Low	High	
Education upto HSC	Count	35	100	135
	Row %	25.93%	74.07%	100%
	Column %	63.64%	42.55%	46.55%
Education above HSC	Count	20	135	155
	Row %	12.90%	87.10%	100%
	Column %	36.36%	57.45%	53.45%
Total	Count	55	235	290
		18.97%	81.03%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	7.13	1	0.0075	

Referring to the table it can be seen that Chi Square value is significant at 0.01 level of confidence. Hence there is a strong association between Education and Work Values.

It can be analyzed from the above table that, 74.07% (100) respondents and 25.93% (35) are whose education is up to HSC have high and low level of work values respectively. Further it is revealed that 20 respondents i.e. 12.90% and 135 respondents i.e. 87.10% respondents whose education is above HSC i.e. Graduate, Post graduate and Diploma holder have low level of work values.

Majority of the respondents i.e. 81.03% (235) are of view that they have high level of work values.

Table - 32 Experience and Work Values of the respondents.

Functionaries Level of Experience		Work Values		Total
		Low	High	
Experience<=2 Years	Count	27	133	160
	Row %	16.88%	83.13%	100%
	Column %	49.09%	56.60%	53.17%
Experience>2 Years	Count	28	102	130
	Row %	21.54%	78.46%	100%
	Column %	50.91%	43.40%	44.83%
Total	Count	55	235	290
		18.97%	81.03%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig (2 sided)	
Pearson Chi-Square	0.734	1	0.3915	

Referring to the table it can be seen that Chi Square value is not significant.

Hence there is no association between Experience and Work Values.

It can be interpreted from the table that, 56.60% (133) respondents of two years of experience and 43.40% (102) of respondents of more than two years of experience give opinion that they have high level of work values. Further, it can be seen that 27 (49.09%) of respondents having two years of experience and 50.91% (28) respondents of more than two years of experience are of opinion that they have low level of work values. Majority of the respondents i.e. 235 (81.03%) are of opinion that they have high work values.

Table - 33 Income and Work Values of the respondents.

Functionaries Level of Income per month		Work Values		Total
		Low	High	
Income <=1500 Rs	Count	42	134	176
	Row %	23.86%	76.14%	100%
	Column %	76.36%	57.02%	60.69%
Income >1500 Rs	Count	13	101	114
	Row %	11.40%	88.60%	100%
	Column %	23.64%	42.98%	39.31%
Total	Count	55	235	290
		18.97%	81.03%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f	Assymp. Sig. (2 sided)	
Pearson Chi-Square	6.201	1	0.0127	

Referring to the table it can be seen that Chi Square value is significant. Hence there is a strong association between Income and Work Values.

It can be seen from the table that, 23.64% (13) of respondents having more than Rs.1500 income per month and 76.36% (42) of respondents having less than income of Rs.1500 per month are of opinion that they have low level of work values. Further, it is also seen that 43.98% (101) respondents having income of more than Rs.1500 per month and 57.02% (134) respondents having less than Rs.1500 income per month are of opinion that they have high level of work values. Majority of the respondents 81.03% (235) have opined that they possess high work values.

Table - 34 Age and Quality of Work life of the respondents.

Functionaries Age		Quality of work life		Total
		Low	High	
Age <=25 Years	Count	114	26	140
	Row %	81.43%	18.57%	100%
	Column %	46.34%	59.09%	48.28%
Age >25 Years	Count	132	18	150
	Row %	88.00%	12.00%	100%
	Column %	53.66%	40.91%	51.72%
Total	Count	246	44	290
		84.83%	15.17%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	df	Assymp Sig (2 sided)	
Pearson Chi-Square	1.945	1	0.163	

Referring to the table it can be seen that Chi Square value is not significant.

Hence there is no association between Age and Quality of Work life.

It can be seen from the table that 46.34% (114) respondents below the age of 25 years and 53.66% (132) respondents above the age of 25 years felt that their quality of work life is low, whereas only 59.09% (26) of respondents below the age of 25 years and only 40.91% (18) of respondents above the age of 25 years felt that their quality of work life is high.

Further, it also reveals that 81.43% of the respondents below the age of 25 years felt that their quality of work life is of low level whereas; only 18.57% of the respondents below the age of 25 years felt that their quality of work life is of high level. Majority of the respondents i.e. 84.83% (246) are of opinion that their quality of work life is of low level.

Table - 35 Education and Quality of Work life of the respondents.

Functionaries Level of Education		Quality of work life		Total
		Low	High	
Education upto HSC	Count	111	24	135
	Row %	82.22%	17.78%	100%
	Column %	45.12%	54.55%	46.55%
Education above HSC	Count	135	20	155
	Row %	87.10%	12.90%	100%
	Column %	54.88%	45.45%	53.45%
Total	Count	246	44	290
		84.83%	15.17%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	df	Assymp Sig (2 sided)	
Pearson Chi-Square	0.98	1	0.322	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Education and Quality of Work life.

It can be seen from the table that 45.12% (111) respondents upto the education of HSC and 54.88% (135) respondents above the education of 12th Std. are of view that their quality of work life is low, whereas only 54.55% (24) of respondents below the HSC education and only and 45.45% (20) of respondents above the education of HSC felt that their quality of work life is high.

Further, it can be revealed from the table that 82.22% of the respondents below the education of HSC felt that their quality of work life is of low level whereas, only 17.78% of the respondents below the education of HSC felt that their quality of work life is of high level. Majority of the respondents i.e. 84.83% (246) have low level of quality of work life.

Table - 36 Experience and Quality of Work life of the respondents.

Functionaries Level of Experience		Quality of work life		Total
		Low	High	
Experience<=2 Years	Count	131	29	160
	Row %	81.88%	18.13%	100%
	Column %	53.25%	65.91%	53.17%
Experience>2 Years	Count	115	15	130
	Row %	88.46%	11.54%	100%
	Column %	46.75%	34.09%	44.83%
Total	Count	246	44	290
		84.83%	15.17%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	df	Assymp Sig (2 sided)	
Pearson Chi-Square	1.932	1	0.1644	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Experience and Quality of Work life.

It can be seen from the table that 53.25% (131) respondents having less than two years of experience and 46.75% (115) respondents having more than two years of experience felt that their quality of work life is of low level whereas, only 65.91% (29) of respondents below the experience of two years and only 34.09% (15) of respondents above the experience of more than two years felt that their quality of work life is high.

Further, it is seen that 81.88% of the respondents below the experience of two years felt that their quality of work life is of low level whereas, only 18.13% of the respondents below the experience of two years felt that their quality of work life is of high level. Majority of the respondents i.e. 84.83% (246) have low level of quality of work life.

Table - 37 Income and Quality of Work life of the respondents.

Functionaries Level of Income per month		Quality of work life		Total
		Low	High	
Income <=1500 Rs	Count	144	32	176
	Row %	81.82%	18.18%	100%
	Column %	58.54%	72.73%	60.69%
Income >1500 Rs	Count	102	12	114
	Row %	89.47%	10.53%	100%
	Column %	41.46%	27.27%	39.31%
Total	Count	246	44	290
		84.83%	15.17%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	df	Assymp. Sig. (2 sided)	
Pearson Chi-Square	2.583	1	0.1079	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Income and Quality of Work life.

It can be seen from the table 58.54% (144) respondents of less than Rs.1500 income per month and 41.46% (102) of respondents having more than Rs.1500 income per month have felt that their quality of work life is of low level.

Further, it is also seen that 72.73% (32) respondents having income of less than Rs.1500 and only 27.27% (12) of respondents having more than Rs.1500 income felt that their quality of work life is of high level. 81.82% respondents having income of Rs.1500 felt that their quality of work life is low whereas, 18.18% respondents felt that their quality of work life is high. Further, 89.47% of respondents having more than Rs.1500 income felt that their quality of work life is low level whereas, only 10.53% of respondents from same income group felt that the quality of work life is of high level. Majority of the respondents i.e. 84.83% (246) have low level of quality of work life.

Table - 38 Age of the respondents and Physical Conditions of the NGO's.

Functionaries		Physical conditions of NGO's		Total
		Low	High	
Age <=25 Years	Count	88	52	140
	Row %	62.86%	37.14%	100%
	Column %	47.31%	50.00%	48.28%
Age >25 Years	Count	98	52	150
	Row %	65.33%	34.67%	100%
	Column %	52.69%	50.00%	51.72%
Total	Count	186	104	290
		64.14%	35.86%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	df	Assymp Sig (2 sided)	
Pearson Chi-Square	0.1	1	0.751	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Age of the respondents and Physical Condition of the NGOs

Physical conditions of the NGO refer to distance of workplace from residence, Transport facility, and Ventilation space, Furniture etc.

From the above table it can be interpreted that 50.00% (52) of the respondents below the age of 25 years and above the age of 25 years i.e. all 104 respondents felt that their satisfaction on physical conditions of the NGOs is of high level, whereas, 47.31% (88) of the respondents below the age of 25 years and 52.69% (98) respondents above the age of 25 years felt that their satisfaction on physical conditions of the agency is of low level. Further, it is also seen from table that from the respondents of A category i.e. below the age of 25, 62.86% (88) respondents have low satisfaction and 37.14% (52) of the respondents have high satisfaction about physical conditions of the agency. From the respondents of above 25 years of age group, it is seen that 65.33% (98) of them have low satisfaction and 34.67% (52) of them have high satisfaction about the physical conditions of the agency. Majority of the respondents i.e. 64.14% (186) have got low level of satisfaction on physical conditions of the agency.

Table - 39 Education of the respondents and Physical Conditions of the NGO's.

Functionaries Level of Education		Physical conditions of NGO's		Total
		Low	High	
Education upto HSC	Count	92	43	135
	Row %	68.15%	31.85%	100%
	Column %	49.46%	41.35%	46.55%
Education above HSC	Count	94	61	155
	Row %	60.65%	39.35%	100%
	Column %	50.54%	58.65%	53.45%
Total	Count	186	104	290
		64.14%	35.86%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	df	Assymp Sig (2 sided)	
Pearson Chi-Square	1.454	1	0.2277	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Education of the respondents and Physical conditions of the NGOs.

It can be inferred from the table that the respondents who are less than HSC, 68.15% (92) of them have low satisfaction and 31.85% (43) of them have high satisfaction on physical conditions of the agency. As far as respondents who are above HSC they revealed that 60.65% (94) have low satisfaction on physical conditions and 39.35% (61) respondents have opined that they have high satisfaction on physical conditions of the agency. 64.14% of the respondents felt that they have low satisfaction on physical conditions whereas, 35.86% felt that they have high satisfaction on physical conditions of the agency. Majority of the respondents i.e. 64.14%(186) have got low level of satisfaction on physical conditions of the agency.

Table - 40 Experience of the respondents and Physical Conditions of the NGO's.

Functionaries Level of Experience		Physical conditions of NGO's		Total
		Low	High	
Experience<=2 Years	Count	94	66	160
	Row %	58.75%	41.25%	100%
	Column %	50.54%	63.46%	53.17%
Experience>2 Years	Count	92	38	130
	Row %	70.77%	29.23%	100%
	Column %	49.46%	36.54%	44.83%
Total	Count	186	104	290
		64.14%	35.86%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	df	Assymp Sig (2 sided)	
Pearson Chi-Square	3.997	1	0.0455	

Referring to the table it can be seen that Chi Square value is significant at 0.05 level of confidence. Hence there is a strong association between Experience of the respondents and Physical conditions of the NGOs.

It can be seen from the table that 50.54% (94) respondents having less than two years of experience and 49.46% (92) respondents having more than two years of experience felt that they have low satisfaction on physical conditions whereas, 63.46% (66) of respondents having less than two years and 36.54% (38) of respondents having more than two years of experience felt that they have high satisfaction on physical conditions of the agency. As far as respondents of two years of experience are concerned, 58.75% (94) of them have low satisfaction on physical conditions and 41.25% (66) of them have high satisfaction on physical conditions whereas, respondents having more than two years of experience are concerned 70.77% (92) felt that they have low satisfaction on physical conditions and 29.23% (38) of respondents felt that they have high satisfaction on physical conditions of the agency. Majority of the respondents i.e. 64.14%(186) have got low level of satisfaction on physical conditions of the agency.

Table - 41 Income of the respondents and Physical Conditions of the NGO's.

Functionaries Level of Income per month		Physical conditions of NGO's		Total
		Low	High	
(A) Income <=1500 Rs	Count	109	67	176
	Row %	61.93%	38.07%	100%
	Column %	58.60%	64.42%	60.69%
(B) Income >Rs 1500	Count	77	37	114
	Row %	67.54%	32.46%	100%
	Column %	41.40%	35.58%	39.31%
Total	Count	186	104	290
		64.14%	35.86%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	df	Assymp Sig (2 sided)	
Pearson Chi-Square	0.719	1	0.3964	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Income of the respondents and Physical conditions of the NGOs.

It is seen from the table that there are two income groups of the respondents. A represents income group of less than Rs.1500 per month and B represents more than Rs.1500 per month. As far as respondents of A group are concerned, 61.93% (109) have low satisfaction on physical conditions and 38.07% (67) of them have high satisfaction on physical conditions of the agency whereas, the respondents of B group are concerned 32.46% (37) of them have high satisfaction on physical conditions and 67.54% (77) have low satisfaction on physical conditions of the agency. Further it can be interpreted that 41.40% (77) of B group respondents and 58.60% (109) of respondents A group are of opinion that they have low satisfaction on physical conditions and 64.42% (67) of A group and 35.58% (37) of B group respondents are of opinion that they have high satisfaction on physical conditions of the agency. Majority of the respondents i.e. 64.14%(186) have got low level of satisfaction on physical conditions of the agency.

Table - 42 Age and Social Security of the respondents.

Functionaries		Social Security		Total
		Low	High	
Age <=25 Years	Count	97	43	140
	Row %	69.29%	30.71%	100%
	Column %	47.09%	51.19%	48.28%
Age >25 Years	Count	109	41	150
	Row %	72.67%	27.33%	100%
	Column %	52.91%	48.81%	51.72%
Total	Count	206	84	290
		71.03%	28.97%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	df	Assymp Sig (2 sided)	
Pearson Chi-Square	0.2547	1	0.6137	

Referring to the table it can be seen that Chi Square value is not significant Hence there is no association between Age and Social Security.

It can be seen from the table 51.19% (43) of the respondents below 25 years of age and 48.81% (41) of the respondents above 25 years are of the opinion that they have high degree of social security whereas, 47.09% (97) of the respondents below the age of 25 and 52.91% (109) of the respondents above the age of 25 years are of opinion that they have low degree of social security.

Further, it can be noted that 69.29% of the respondents below the age of 25 years felt that they have low degree of social security, whereas only 30.71% respondents of the same age group felt that they have high degree of social security. As far as the respondents above 25 years of age group are concerned 72.67% of the respondents felt that they have low degree of social security and only 27.33% respondents felt that they have high degree of social security Majority of the respondents i.e. 71.03% (206) have got low satisfaction on the social security aspect in the agency.

Table - 43 Education and Social Security of the respondents.

Functionaries Level of Education		Social Security		Total
		Low	High	
Education upto HSC	Count	101	34	135
	Row %	74.81%	25.19%	100%
	Column %	49.03%	40.48%	46.55%
Education above HSC	Count	105	50	155
	Row %	67.74%	32.26%	100%
	Column %	50.97%	59.52%	53.45%
Total	Count	206	84	290
		71.03%	28.97%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	df	Assymp Sig (2 sided)	
Pearson Chi-Square	1.427	1	0.2321	

Referring to the table it can be seen that Chi Square value is not significant Hence there is no association between Education and Social Security.

It can be inferred from the table that the respondents who are below HSC 74.81% (101) have low level of social security and 25.19% (34) have high level of social security. As far as respondents who are above HSC they revealed that 67.74% (105) have low level of social security and 32.26% (50) respondents have opined that they have high level of social security. Majority of the respondents i.e. 71.03% (206) felt that they have of low level of security whereas; only 28.97% (84) felt that they have high level of social security.

Table - 44 Experience and Social Security of the respondents.

Functionaries Level of Experience		Social Security		Total
		Low	High	
Experience<=2 Years	Count	110	50	160
	Row %	68.75%	31.25%	100%
	Column %	53.40%	59.52%	53.17%
Experience>2 Years	Count	96	34	130
	Row %	73.85%	26.15%	100%
	Column %	46.60%	40.48%	44.86%
Total	Count	206	84	290
		71.03%	28.97%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	df	Assymp Sig (2 sided)	
Pearson Chi-Square	0.674	1	0.4114	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Experience and Social Security.

It can be seen from the table that 53.40% (110) respondents having less than two years of experience and 46.60% (96) respondents having more than two years of experience felt that they have low level of social security whereas, 59.52% (50) of respondents having less than two years and 40.48% (34) of respondents having more than two years of experience felt that they have high level of social security. As far as respondents of two years of experience are concerned, 68.75% of them possess low level of security and 31.25% of them have high level of social security whereas, respondents having more than two years of experience are concerned, 73.85% felt that they have low level of social security and 26.15% of respondents felt that they have high level of social security. Majority of the respondents i.e. 71.03% (206) have got low satisfaction on the social security aspect in the agency.

Table - 45 Income and Social Security of the respondents.

Functionaries Level of Income per month		Social Security		Total
		Low	High	
Income <=1500 Rs	Count	130	46	176
	Row %	73.86%	26.14%	100%
	Column %	63.11%	54.76%	60.69%
Income >1500 Rs	Count	76	38	114
	Row %	66.67%	33.33%	100%
	Column %	36.89%	45.24%	39.31%
Total	Count	206	84	290
		71.03%	28.97%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	df	Assymp Sig (2 sided)	
Pearson Chi-Square	1.409	1	0.2351	

Referring to the table it can be seen that Chi Square value is not significant

Hence there is no association between Income and Social Security.

It can be interpreted from the table that 63.11% (130) respondents having income less than Rs.1500 and 36.89% (76) respondents having more than Rs.1500 income revealed that they have low level of social security and 54.76% (46) respondents having less than Rs.1500 income and 45.24% (38) respondents having more than Rs.1500 income revealed that they have high level of social security. As far as respondents having less than Rs.1500 income is concerned, 73.86% respondents felt that they have low level of social security and 26.14% respondents felt that they have high level of social security whereas, respondents having more than Rs.1500 income are concerned, 66.67% respondents felt that they have low level of social security and 33.33% respondents felt that they have high level of social security. Majority of the respondents i.e. 71.03% (206) have low level of social security.

Table - 46 Age and Future Plan of the respondents.

Functionaries		Involvement in Future Plan		Total
		Low (Negative)	High (Positive)	
Age <=25 Years	Count	52	88	140
	Row %	37 14%	62 86%	100%
	Column %	54 17%	45 36%	48.28%
Age >25 Years	Count	44	106	150
	Row %	29 33%	70 67%	100%
	Column %	45 83%	54 64%	51.72%
Total	Count	96	194	290
		33 10%	66 90%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f	Assymp Sig (2 sided)	
Pearson Chi-Square	1.657	1	0.1979	

Referring to the table it can be seen that Chi Square value is not significant.

Hence there is no association between Age and Future plan.

It can be seen from the table that 54.17% (52) respondents below the age of 25 years and 45.83% (44) respondents above the age of 25 years are of view that they have negative orientation about the future plan of the agency, whereas, 45.36% (88) of the respondents below the age of 25 years and 54.64% (106) of respondents above the age of 25 years are of view that they have positive orientation about the future plan of the agency. As far as respondents below the age of 25 years are concerned, 37.14% (52) of respondents have felt that they have negative orientation about the future plan and 62.86% (88) of respondents have felt that they have positive orientation about the future plan of the agency. It is also seen that in the category of respondents above the age of 25 years, 29.33% (44) of them felt that they have negative orientation about the future plan and 70.67% (106) felt that they have positive orientation about future plan of the agency. Majority of the respondents have positive view (High) regarding future plan of the agency.

Table - 47 Education and Future Plan of the respondents.

Functionaries Level of Education		Involvement in Future Plan		Total
		Low (Negative)	High (Positive)	
Education upto HSC	Count	51	84	135
	Row %	37.78%	62.22%	100%
	Column %	53.13%	43.30%	46.55%
Education above HSC	Count	45	110	155
	Row %	29.03%	70.97%	100%
	Column %	46.88%	56.70%	53.45%
Total	Count	96	194	290
		33.10%	66.90%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	df	Assymp Sig (2 sided)	
Pearson Chi-Square	2.112	1	0.146	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Education and Future plan.

It can be interpreted from the table that 43.30% (84) of the respondents having education up to 12th std. and 56.70% (110) of the respondents having education above 12th std. i.e. (Graduate, Post Graduate & Diploma holders) have positive orientation about the future plan of the agency, and 53.13 (51) of the respondents having education up to 12th std. and 46.88% (45) of the respondents having education above 12th std. have negative orientation about the future plan of the agency. As far as respondents having education up to the 12th std. are concerned, 62.22% (84) of them have felt that their orientation about future plan of the agency is positive whereas, 37.78% (51) felt that their orientation about future plan is negative. As far as respondents having education above the 12th std. are concerned, 70.97% (110) of them have felt that their orientation about the future plan is positive and 29.03% (45) of the respondents felt that they have negative orientation about the future plan of the agency. Majority of the respondents have positive view (High) regarding future plan of the agency.

Table - 48 Experience and Future Plan of the respondents.

Functionaries Level of Experience		Involvement in Future Plan		Total
		Low (Negative)	High (Positive)	
Experience<=2 Years	Count	57	103	160
	Row %	35.63%	64.38%	100%
	Column %	59.38%	53.09%	53.17%
Experience>2 Years	Count	39	91	130
	Row %	30.00%	70.00%	100%
	Column %	40.63%	46.91%	44.86%
Total	Count	96	194	290
		33.10%	66.90%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	df	Assymp Sig (2 sided)	
Pearson Chi-Square	0.7865	1	0.375	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Experience and Future plan.

Above table describes the association between experience of the respondents and their orientations about the future plan of the agency. As far as respondents with less than two years of experience are concerned, 35.63% (57) of them have felt that they have negative orientation about the future plan of the agency and 64.38% (103) of them have felt they have positive orientation about the future plan of the agency. It can also be seen from the table that 59.38% respondents having experience of less than two years and 40.63% of the respondents having experience of more than two years have positive orientation about the future plan of the agency. Whereas, 53.09% of the respondents having experience of less than two years and 46.91% of respondents having experience of more than two years have positive orientation about the future plan of the agency. Majority of the respondents have positive view (High) regarding future plan of the agency.

Table - 49 Income and Future Plan of the respondents.

Functionaries Level of Income per month		Involvement in Future Plan		Total
		Low (Negative)	High (Positive)	
Income <=1500 Rs	Count	67	109	176
	Row %	38.07%	61.93%	100%
	Column %	69.79%	56.19%	60.69%
Income >1500 Rs	Count	29	85	114
	Row %	25.44%	74.56%	100%
	Column %	30.21%	43.81%	39.31%
Total	Count	96	194	290
		33.10%	66.90%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	df	Assymp. Sig (2 sided)	
Pearson Chi-Square	4.429	1	0.0353	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Income and Future plan.

It can be seen from the above table that; majority of the respondents has positive orientation about the future plan of the agency. 69.79% (67) respondents having income up to the Rs.1500 per month and 30.21% (29) of the respondent having income of above Rs 1500 per month are of opinion that they have negative orientation about the future plan of the agency. 56.19% (109) of the respondents having income up to Rs.1500 and 43.81% (85) of respondent having income of above Rs.1500 have positive orientation about the future plan of the agency. Majority of the respondents have positive view (High) regarding future plan of the agency.

Table - 50 Age and Job involvement of the Respondents.

Functionaries		Job involvement		Total
		Low	High	
Age <=25 Years	Count	44	96	140
	Row %	31.43%	68.57%	100%
	Column %	55.00%	45.71%	48.28%
Age >25 Years	Count	36	114	150
	Row %	24.00%	76.00%	100%
	Column %	45.00%	54.29%	51.72%
Total	Count	80	210	290
		27.59%	72.41%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	df	Assymp Sig (2 sided)	
Pearson Chi-Square	1.645	1	0.1995	

Referring to the table it can be seen that Chi Square value is not significant Hence there is no association between Age and Job Involvement.

It can be seen from the table that 55.00% (44) respondents below the age of 25 years and 45.00% (36) respondents above the age of 25 years are of view that they have low level of Job involvement in the agency, whereas, 45.71% (96) of the respondents below the age of 25 years and 54.29% (114) of respondents above the age of 25 years are of view that they have high level of Job involvement of the agency. As far as respondents below the age of 25 years are concerned 31.43% (44) of respondents have felt that they have low level of Job involvement in the agency and 68.57% (96) of respondents have felt that they have high level of Job involvement in the agency. It is also seen that in the category of respondents above the age of 25 years, 24.00% (36) of them felt that they have low Job involvement and 76.00%(114) felt that they have high level of Job involvement in the agency. Majority of the respondents i.e. 72.41% (210) have high level of job involvement in the agency.

Table - 51 Education and Job involvement of the Respondents.

Functionaries Level of Education		Job involvement		Total
		Low	High	
Education upto HSC	Count	41	94	135
	Row %	30.37%	69.63%	100%
	Column %	51.25%	44.76%	46.55%
Education above HSC	Count	39	116	155
	Row %	25.16%	74.84%	100%
	Column %	48.75%	55.24%	53.45%
Total	Count	80	210	290
		27.59%	72.41%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	df	Assymp Sig (2 sided)	
Pearson Chi-Square	0.7366	1	0.39	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Education and Job involvement. It can be interpreted from the table that 44.76% (94) of the respondents having education up to 12th std. and 55.24% (116) of the respondents having education above 12th std. i.e. (Graduate, Post Graduate & Diploma holders) have high level of Job involvement in the agency, and 51.25% (41) of the respondents having education up to 12th std. and 48.75% (39) of the respondents having education above 12th std. have got low level of job involvement in the agency. As far as respondents having education up to the 12th std. are concerned, 69.63% (94) of them have felt that their job involvement in the agency is of high level whereas, 30.37% (41) felt that their job involvement is of low level. As far as respondents having education above the 12th std. are concerned 74.84%(116) of them have felt that their Job involvement in the agency is of high level and 25.16%(39) of the respondents felt that they have low level of job involvement in the agency. Majority of the respondents i.e. 72.41%(210) have high level of job involvement in the agency.

Table - 52 Experience and Job involvement of the Respondents.

Functionaries Level of Experience		Job involvement		Total
		Low	High	
Experience<=2 Years	Count	47	113	160
	Row %	29.38%	70.63%	100%
	Column %	58.75%	53.81%	53.17%
Experience>2 Years	Count	33	97	130
	Row %	25.38%	74.62%	100%
	Column %	41.25%	46.19%	44.86%
Total	Count	80	210	290
		27.59%	72.41%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	df	Assymp Sig (2 sided)	
Pearson Chi-Square	0.389	1	0.5326	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Experience and Job involvement.

Above table describes the relationship between experience of the respondents and their level of Job involvement in the agency. As far as respondents with less than two years of experience are concerned 29.38% (47) of them have felt that they have low level of Job involvement in the agency and 70.63%(113) of them have felt they have high level of Job involvement in the agency. It can also be seen from the table that 58.75% respondents having experience of less than two years and 41.25% of the respondents having experience of more than two years have felt that their Job involvement in the agency is of low level whereas, 53.81% of the respondents having experience of less than two years and 46.19% of respondents having experience of more than two years have felt their Job involvement in the agency is of high level. Majority of the respondents i.e. 72.41% (210) have high level of job involvement in the agency.

Table - 53 Income and Job involvement of the Respondents.

Functionaries Level of Income per month		Job involvement		Total
		Low	High	
Income <=1500 Rs	Count	52	124	176
	Row %	29.55%	70.45%	100%
	Column %	65.00%	59.05%	60.69%
Income >1500 Rs	Count	28	86	114
	Row %	24.56%	75.44%	100%
	Column %	35.00%	40.95%	39.31%
Total	Count	80	210	290
		27.59%	72.41%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	df	Assymp Sig (2 sided)	
Pearson Chi-Square	0.6289	1	0.4277	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Income and Job involvement.

It can be seen from the above table that 65.00% (52) respondents having income up to the Rs.1500 per month and 35.00% (28) of the respondent having income of above Rs.1500 per month are of opinion that they have low level of Job involvement in the agency. 59.05%(124) of the respondents having income of Rs.1500 and 40.95% (86) of respondent having income of above Rs.1500 have felt that their Job involvement in the agency is of high level. As far as respondents having income of below Rs.1500 are concerned, 29.55% of the respondents have low level of job involvement and 70.45% of them have high level of job involvement in the agency whereas, respondents having more than Rs.1500 income are concerned, 24.56% of them have low level of job involvement and 75.44% of them have high level of job involvement in the agency. Majority of the respondents i.e 72.41% (210) have high level of job involvement in the agency.

Table - 54 Age and Communication Level of the Respondents.

Functionaries		Communication		Total
		Low	High	
Age <=25 Years	Count	29	111	140
	Row %	20.71%	79.29%	100%
	Column %	48.33%	48.26%	48.28%
Age >25 Years	Count	31	119	150
	Row %	20.67%	79.33%	100%
	Column %	51.67%	51.74%	51.72%
Total	Count	60	230	290
		20.69%	79.31%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	df	Assymp Sig (2 sided)	
Pearson Chi-Square	0.0182	1	0.892	

Referring to the table it can be seen that Chi Square value is not significant Hence there is no association between Age and Communication Level.

It can be revealed from the table that 48.33% (29) respondents below the age of 25 years and 51.67% (31) respondents above the age of 25 years are of view that they have low level of Communication in the agency, whereas, 48.26% (111) of the respondents below the age of 25 years and 51.74% (119) of respondents above the age of 25 years are of view that they have high level of Communication in the agency. As far as respondents below the age of 25 years are concerned, 20.71% (29) of respondents have felt that they have low level of Communication in the agency and 79.29% (111) of respondents have felt that they have high level of Communication in the agency. It is also seen that in the category of respondents above the age of 25 years, 20.67% (31) of them felt that they have low level of Communication and 79.33% (119) felt that they have high Communication in the agency. Majority of the respondents i.e. 79.31% (230) have high Communication level in the agency.

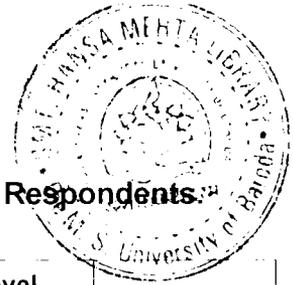


Table - 55 Educations and Communication Level of the Respondents.

Functionaries Level of Education		Communication level		Total
		Low	High	
Education upto HSC	Count	39	96	135
	Row %	28.89%	71.11%	100%
	Column %	65.00%	41.74%	46.55%
Education above HSC	Count	21	134	155
	Row %	13.55%	86.45%	100%
	Column %	35.00%	58.26%	53.44%
Total	Count	60	230	290
		20.69%	79.31%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Asymp. Sig. (2 sided)	
Pearson Chi-Square	9.434	1	0.0021	

Referring to the table it can be seen that Chi Square value is significant at 0.01 level of confidence. Hence there is a strong association between Education and Communication Level.

It can be interpreted from the table that 41.74%(96) of the respondents having education up to 12th std. and 58.26% (134) of the respondents having education above 12th std. i.e. (Graduate, Post Graduate & Diploma holders) have high level of Communication in the agency, and 65.00% (39) of the respondents having education up to 12th std. and 35.00% (21) of the respondents having education above 12th std. have low level of Communication in the agency. As far as respondents having education up to the 12th std. are concerned, 71.11% (96) of them have felt that their Communication in the agency is of high level whereas, 28.89% (39) felt that their Communication in the agency is of low level. As far as respondents having education above the 12th std. are concerned, 134 (86.45%) of them have felt that their Communication in the agency is of high level and 13.55% (21) of the respondents felt that they have low level of Communication in the agency. Majority of the respondents i.e. 79.31% (230) have high level of Communication in the agency.

Table - 56 Experience and Communication Level of the Respondents.

Functionaries Level of Experience		Communication level		Total
		Low	High	
Experience<=2 Years	Count	36	124	160
	Row %	22.50%	77.50%	100%
	Column %	60.00%	53.91%	53.17%
Experience>2 Years	Count	24	106	130
	Row %	18.46%	81.54%	100%
	Column %	40.00%	46.09%	44.83%
Total	Count	60	230	290
		20.69%	79.31%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	df	Assymp Sig (2 sided)	
Pearson Chi-Square	0.488	1	0.484	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Experience and Communication pattern. Above table describes the relationship between experience of the respondents and their Communication level in the agency. As far as respondents with less than two years of experience are concerned, 22.50% (36) of them have felt that they have low level of Communication in the agency and 77.50% (124) of them have felt they have high level of Communication of the agency. It can also be seen from the table that 60.00% respondents having experience of less than two years and 40.00% of the respondents having experience of more than two years have felt that their Communication in the agency is of low level whereas, 53.91% of the respondents having experience of less than two years and 46.09% of respondents having experience of more than two years have felt their Communication in the agency is of high level. Majority of the respondents i.e. 79.31% (230) have high level of Communication in the agency.

Table – 57 Income and Communication Level of the Respondents.

Functionaries Level of Income per month		Communication level		Total
		Low	High	
Income <=1500 Rs	Count	41	135	176
	Row %	23.30%	76.70%	100%
	Column %	68.33%	58.70%	60.69%
Income >1500 Rs	Count	19	95	114
	Row %	16.67%	83.33%	100%
	Column %	31.67%	41.30%	39.31%
Total	Count	60	230	290
		20.69%	79.31%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	df	Asymp Sig (2 sided)	
Pearson Chi-Square	1.47	1	0.225	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Income and Communication pattern. It can be seen from the above table that majority of the respondents i.e 79.31% (230) have high level of Communication in the agency 69.33% (41) respondents having income up to the Rs.1500 per month and 31.67% (19) of the respondent having income of above Rs.1500 per month are of opinion that they have low Communication level of the agency 58.70% (135) of the respondents and 41.30% (95) of respondent having income of less than Rs. 1500 have felt that their involvement in the Communication of the agency is of high level of the agency. As far as respondents having income of below Rs.1500 are concerned, 23.30% of the respondents have low level of involvement in the Communication and 76.70% of them have high level of involvement in the Communication of the agency whereas, respondents having more than Rs.1500 income are concerned, 16.67% of them have low level of involvement and 83.33% of them have high level of Communication.

Table - 58 Age and Development processes of the Respondents.

Functionaries		Involvement in Development process		Total
		Low	High	
Age <=25 Years	Count	54	131	185
	Row %	29 19%	70 81%	100%
	Column %	70 13%	61 50%	63.79%
Age >25 Years	Count	23	82	105
	Row %	21 90%	78 10%	100%
	Column %	29 87%	38 50%	36.21
Total	Count	77	213	290
		26 55%	73 45%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	df	Assymp Sig (2 sided)	
Pearson Chi-Square	1.468	1	0.2256	

Referring to the table it can be seen that Chi Square value is not significant.

Hence there is no association between Age and Development.

It can be revealed from the table that 70.13% (54) respondents below the age of 25 years and 29 87% (23) respondents above the age of 25 years are of view that they have low level of involvement in the development process of the agency, whereas, 61.50% (131) of the respondents below the age of 25 years and 38 50% (82) of respondents above the age of 25 years are of view that they have high level of involvement in the development process of the agency. As far as respondents below the age of 25 years are concerned, 29.19% (54) respondents have felt that they have low level of involvement in the development process of the agency and 70.81% (131) of respondents have felt that they have high level of involvement in the development process of the agency. It is also seen that in the category of respondents above the age of 25 years, 21.90% (23) of them felt that they have low level of involvement in the development process and 78.10% (82) felt that they have high level of involvement in the development process of the agency. Majority of the respondents i.e. 73.45% (213) have level of involvement in the development process of the agency.

Table - 59 Education and involvement in Development of the Respondents.

Functionaries Level of Education		Involvement in Development process		Total
		Low	High	
Education upto 12 th Std	Count	22	126	148
	Row %	14.86%	85.14%	100%
	Column %	28.57%	59.15%	51.03%
Education above 12 th Std	Count	55	87	142
	Row %	38.73%	61.27%	100%
	Column %	71.43%	40.85%	48.97%
Total	Count	77	213	290
		26.55%	73.45%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	df	Assymp Sig (2 sided)	
Pearson Chi-Square	19.962	1	7.89E-06	

Referring to the table it can be seen that Chi Square value is significant at 0.05 level of confidence. Hence there is a strong association between Education and Development.

It can be interpreted from the table that 59.15%(126) of the respondents having education up to 12th std. and 40.85% (87) of the respondents having education above 12th std. i.e. (Graduate, Post Graduate & Diploma holders) have got high level of involvement in the development process in the agency, and 28.57% (22) of the respondents having education up to 12th std. and 71.43% (55) of the respondents having education above 12th std. have got low level of involvement in the development process in the agency. As far as respondents having education up to the 12th std. are concerned, 85.14% (126) of them have felt that their involvement in the development process in the agency is of high level whereas, 14.86% (22) felt that their involvement in the development process in the agency is of low level. As far as respondents having education above the 12th std. are concerned 61.27%(87) of them have felt that their involvement in the development process in the agency is of high level and 38.73% (55) of the respondents felt that they possess low level of involvement in the development process in the agency. Majority of the respondents i.e. 73.45% (213) have level of involvement in the development process of the agency

Table – 60 Experience and Involvement in Development of the Respondents.

Functionaries Level of Experience		Involvement in Development Process		Total
		Low	High	
Experience<=2 Years	Count	39	129	168
	Row %	23 21%	76 79%	100%
	Column %	50 65%	60 56%	57.93%
Experience>2 Years	Count	38	84	122
	Row %	31 15%	68 85%	100%
	Column %	49 35%	39 44%	42.07%
Total	Count	77	213	290
		26 55%	73 45%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	df	Assymp Sig. (2 sided)	
Pearson Chi-Square	1.892	1	0.1689	

Referring to the table it can be seen that Chi Square value is not significant at 0.05 level of confidence. Hence there is no strong association between Experience and Development.

Above table describes the relationship between experience of the respondents and their level of Involvement in Development process in the agency As far as respondents with less than two years of experience are concerned, 23.21% (39) of them have felt that they have low level of involvement in the development process in the agency and 76.79% (129) of them have felt they have high level of involvement in the development process in the agency. It also can be seen from the table that 50.65% respondents having experience of less than two years and 49.35% of the respondents having experience of more than two years have felt that their involvement in the development process in the agency is of low level whereas, 60.56% of the respondents having experience of less than two years and 39.44% of respondents having experience of more than two years have felt their involvement in the development process of the agency is of high level Majority of the respondents i.e. 73 45% (213) have level of involvement in the development process of the agency.

Table - 61 Income and Involvement in Development of the Respondents.

Functionaries Level of Income per month		Involvement in Development process		Total
		Low	High	
Income <=1500 Rs	Count	34	92	126
	Row %	26.98%	73.02%	100%
	Column %	44.16%	43.19%	43.45%
Income >1500 Rs	Count	43	121	164
	Row %	26.22%	73.78%	100%
	Column %	55.84%	56.81%	56.55%
Total	Count	77	213	290
		26.55%	73.45%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	df	Assymp Sig (2 sided)	
Pearson Chi-Square	0.00015	1	0.9904	

Referring to the table it can be seen that Chi Square value is not significant at 0.05 level of confidence. Hence there is no strong association between Income and Involvement in Development process

It can be seen from the above table that majority of the respondents i.e 73.45% (213) have level of involvement in the development process of the agency. Further it is seen that 44.16% (34) respondents having income up to the Rs.1500 and 55.84% (43) of the respondent having income of above Rs.1500 are of opinion that they have low level of involvement in the Development process of the agency. 43.19% (92) of the respondents having income of Rs.1500 and 56.81% (121) of respondent having income of Rs.1500 have felt that their involvement in the development process of the agency is of high level As far as respondents having income - of below Rs 1500 are concerned, 26.98% of the respondents have got low level of involvement in the development process and 73.02% of them have got high level of involvement in the development process of the agency whereas, respondents having more than Rs.1500 income are concerned, 26.22% of them have got low level of involvement and 73.78% of them have got high level of involvement in the development process of the agency

Table - 62 Age and organizational Climate of the Respondents.

Functionaries		Organizational Climate		Total
		Low	High	
Age <=25 Years	Count	37	148	185
	Row %	20 00%	80 00%	100%
	Column %	66 07%	63 25%	63.79%
Age >25 Years	Count	19	86	105
	Row %	18 10%	81 90%	100%
	Column %	33 93%	36 75%	36.21%
Total	Count	56	234	290
		19 31%	80 69%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	df	Assymp Sig (2 sided)	
Pearson Chi-Square	0.576	1	0.8102	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Age and Organizational Climate

Above table explains the relationship between the age of the respondents and the understanding about the organizational climate As far as the respondents below the age of 25 years are concerned, 20 00% (37) of them have low level, and 80.00% (148) of them have high level of understanding about the organizational climate whereas, the respondents above the age of 25 are concerned, 18 10% (19) of them have low level and 81.90% (86) of them have high level of understanding of the organizational climate 66.07% of the respondents below the age of 25 years and 33.93% above the age of 25 felt that they have low level of understanding of organizational climate Further, it can be also interpreted that 63.25% of the respondents below the age of 25 years and 36.75% above the age of 25 years felt that they have high level of understanding of organizational climate. Majority of the respondents i.e. 80 69% (234) have high level of understanding about organizational climate.

Table - 63 Education and organizational Climate of the Respondents.

Functionaries Level of Education		Organizational Climate		Total
		Low	High	
Education upto HSC	Count	41	137	178
	Row %	23.03%	76.97%	100%
	Column %	73.21%	58.55%	61.38%
Education above HSC	Count	15	97	112
	Row %	13.39%	86.61%	100%
	Column %	26.79%	41.45%	38.62%
Total	Count	56	234	290
		19.31%	80.69%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	df	Assymp Sig (2 sided)	
Pearson Chi-Square	3.505	1	0.06117	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Education and Organizational Climate. It can be interpreted from the table that 58.55% (137) of the respondents having education up to 12th std. and 41.45% (97) of the respondents having education above 12th std. i.e. (Graduate, Post Graduate & Diploma holders) have got high level of understanding of the organizational climate of the agency, and 73.21% (41) of the respondents having education up to 12th std and 26.79% (15) of the respondents having education above 12th std have got low level of understanding of the organizational climate of the agency. As far as respondents having education up to the 12th std. are concerned, 76.97% (137) of them have felt that their understanding of the organizational climate in the agency is of high level whereas, 23.03% (41) felt that their understanding of the organizational climate of the agency is of low level. As far as respondents having education above the 12th std. are concerned, 86.61% (97) of them have felt that their understanding of the organizational climate in the agency is of high level and 13.39% (15) of the respondents felt that they possess low level of understanding of the organizational climate in the agency. Majority of the respondents i.e. 80.69% (234) have high level of understanding about organizational climate

Table - 64 Experience and organizational Climate of the Respondents.

Functionaries Level of Experience		Organizational Climate		Total
		Low	High	
Experience<=2 Years	Count	37	131	168
	Row %	22.02%	77.98%	100%
	Column %	66.07%	55.98%	57.53%
Experience>2 Years	Count	19	103	122
	Row %	15.57%	84.43%	100%
	Column %	33.93%	44.02%	42.07%
Total	Count	56	234	290
		19.31%	80.69%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	df	Assymp Sig (2 sided)	
Pearson Chi-Square	1.495	1	0.2213	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Experience and Organizational Climate.

Above table describes the relationship between experience of the respondents and their level of understanding regarding organizational climate. As far as respondents with less than two years of experience are concerned, 22.02% (37) of them have felt that they have low level of understanding regarding organizational climate in the agency and 77.98% (131) of them have felt they have high level of understanding regarding organizational climate in the agency. It also can be seen from the table that 66.07% respondents having experience of less than two years and 33.93% of the respondents having experience of more than two years have felt that their understanding regarding organizational climate in the agency is of low level whereas, 55.98% of the respondents having experience of less than two years and 44.02% of respondents having experience of more than two years have felt their understanding regarding organizational climate of the agency is of high level. Majority of the respondents i.e. 80.69% (234) have high level of understanding about organizational climate.

Table - 65 Income and organizational Climate of the Respondents.

Functionaries Level of Income per month		Organizational Climate		Total
		Low	High	
Income <=1500 Rs	Count	31	95	126
	Row %	24.60%	75.40%	100%
	Column %	55.36%	40.60%	43.45%
Income >1500 Rs	Count	25	139	164
	Row %	15.24%	84.76%	100%
	Column %	44.64%	59.40%	56.55%
Total	Count	56	234	290
		19.31%	80.69%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	df	Assymp Sig (2 sided)	
Pearson Chi-Square	3.427	1	0.0641	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Income and Organizational Climate.

It can be seen from the above table that majority of the respondents i.e 80.69% (234) have high level of understanding of organizational climate of the agency 55.36% (31) respondents having income up to the Rs.1500 per month and 44.64% (25) of the respondent having income of above Rs.1500 per month are of opinion that they have low level of understanding of organizational climate of the agency. 40.60% (95) of the respondents having income of Rs.1500 and 59.40% (139) of respondent having income of Rs.1500 have felt that their understanding of organizational climate of the agency is of high level. As far as respondents having income of below Rs.1500 are concerned, 24.60% of the respondents have low level of understanding of organizational climate and 75.40% of them have high level of understanding of organizational climate of the agency whereas, respondents having more than Rs.1500 income are concerned, 15.24% of them have low level of understanding and 84.76% of them have high level of understanding of the organizational climate of the agency.

4.3 JOB SATISFACTION

The analysis of job satisfaction includes components namely : Creativity, Opportunity for growth and development , Decision Making Power, Job security, Remuneration, Working conditions, Interpersonal relationship, Recognition to work, Discrimination of power, Work as a whole, Organization as whole The description of code of conduct aspect of the functionaries is also made

Table – 66 Age and Creativity of the Respondents.

Functionaries		Creativity		Total
		Low	High	
Age <=25 Years	Count	147	38	185
	Row %	79.46%	20.54%	100%
	Column %	61.00%	77.55%	63.79%
Age >25 Years	Count	94	11	105
	Row %	89.52%	10.48%	100%
	Column %	39.00%	22.45%	36.21%
Total	Count	241	49	290
		83.10%	16.90%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	4.14	1	0.0418	

Referring to the table it can be seen that Chi Square value is significant Hence there is a strong association between Age and Creativity.

It can be seen from the table 77.55% (38) of the respondents below the age of 25 years and 10.48%(11) of the respondents above the age of 25 years are of the opinion that they have high degree of creativity whereas, 61.00% (147) of the respondents below the age of 25 years and 39.00% (94) of the respondents above the age of 25 years are of opinion that they have low degree of creativity.

Further it is remarkable to note that 79.46% (147) of the respondents below the age of 25 years felt that they have low degree of creativity, whereas only 20.54% (38) of the respondents of the same age group felt that they have high degree of creativity. As far as the respondents above 25 years of age group are concerned, 89.52% (94) of the respondents felt that they have low degree of creativity and only 10.48% (11) respondents felt that they have high degree of creativity. Majority of the respondents i.e 83.10(241) have low degree of creativity in relation to age.

Table - 67 Education and Creativity of the Respondents.

Functionaries Level of Education		Creativity		Total
		Low	High	
Education up to Hsc	Count	143	35	178
	Row %	80.34%	19.66%	100%
	Column %	59.34%	71.43%	61.38%
Education above Hsc	Count	98	14	112
	Row %	87.50%	12.50%	100%
	Column %	40.66%	28.57%	38.62%
Total	Count	241	49	290
		83.10%	16.90%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	2.027	1	0.1544	

Referring to the table it can be seen that Chi-Square value is not significant Hence there is no association between Education and Creativity.

It can be inferred from the table that the respondents who are below HSC. Education, 80.34% (143) of them have low level of creativity and 19.66% (35) of them have high level of creativity. As far as those respondents who are above 12th Std. education, revealed that 87.50% (98) have low level of creativity. Only 12.50% (14) respondents have opined that they have high level of creativity. Majority of the respondents i.e. 83.10% (241) felt that they have of low level of creativity, whereas, only 17.90% (49) felt that they have high level of creativity. Majority of the respondents 241 (83.10%) have low level of creativity in relation to education.

Table - 68 Experiences and Creativity of the Respondents.

Functionaries Level of Experience		Creativity		Total
		Low	High	
Experience <=2 Years	Count	136	32	168
	Row %	80.95%	19.05%	100%
	Column %	56.43%	65.31%	57.93%
Experience >2 Years	Count	105	17	122
	Row %	86.07%	13.93%	100%
	Column %	43.57%	34.69%	42.07%
Total	Count	241	49	290
		83.10%	16.90%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig (2 sided)	
Pearson Chi-Square	0.976	1	0.3229	

Referring to the table it can be seen that Chi Square value is not significant Hence there is no association between Experience and creativity

It can be seen from the table that 56.43% (136) respondents having less than two years of experience and 43.57% (105) respondents having more than two years of experience felt that they have low level of creativity whereas, 65.31% (32) of respondents having less than two years and 34.69% (17) of respondents having more than two years of experience felt that they have high level of creativity. As far as respondents of two years of experience are concerned, 80.95% of them have low level of creativity and 19.05% of them have high level of creativity whereas, respondents having more than two years of experience are concerned, 86.07% felt that they have low level of creativity and 13.93% of respondents felt that they have high level of creativity. It is seen that that majority of the respondents i.e. 83.10% (241) respondents have low level of creativity in relation to experience.

Table – 69 Income and Creativity of the Respondents.

Functionaries Level of Income per month		Creativity		Total
		Low	High	
Income <=1500 Rs	Count	153	34	187
	Row %	81.82%	18.18%	100%
	Column %	63.49%	69.39%	64.48%
Income >1500 Rs	Count	88	15	103
	Row %	85.44%	14.56%	100%
	Column %	36.51%	30.61%	35.52%
Total	Count	241	49	290
		83.10%	16.90%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	0.3884	1	0.533	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Income and Creativity.

It can be interpreted from the table that 63.49% (153) respondents having income of less than Rs. 1500 per month and 36.51% (88) respondents having more than Rs. 1500 income per month revealed that they have low level of creativity and 69.39% (34) respondents having less than Rs. 1500 income and 30.61% (15) respondents having more than Rs. 1500 income revealed that they have high level of creativity. As far as respondents having less than Rs. 1500 income are concerned, 81.82% (153) respondents felt that they have low level of creativity and 18.18% (34) respondents felt that they have high level of creativity whereas, respondents having more than Rs. 1500 income are concerned, 85.44% (88) respondents felt that they have low level of creativity and 14.56% (15) respondents felt that they have high level of creativity. Majority of the respondents i.e. 83.10% (241) have low level of creativity in relation to income.

Table - 70 Age and Opportunity for growth and development of the Respondents.

Functionaries		Opportunity for growth & development		Total
		Low	High	
Age <=25 Years	Count	133	52	185
	Row %	71.89%	28.11%	100%
	Column %	59.91%	76.47%	63.79%
Age >25 Years	Count	89	16	105
	Row %	84.76%	15.24%	100%
	Column %	40.09%	23.53%	36.21%
Total	Count	222	68	290
		76.55%	23.45%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	5.48	1	0.0191	

Referring to the table it can be seen that Chi Square value is significant. Hence there is a strong association between Age and Opportunity for growth.

It can be seen from the table 76.47% (52) of the respondents below the age of 25 years and 23.53% (16) of the respondents above the age of 25 years are of the opinion that they have high level of opportunity for growth and development in the agency whereas, 59.91% (133) of the respondents below the age of 25 years and 40.09% (89) of the respondents above the age of 25 years are of opinion that they have low level of opportunity for growth and development in the agency.

Further it can be noted that 71.89% (133) of the respondents below the age of 25 years felt that they have low level of opportunity for growth and development in the agency whereas only 28.11% (52) of the respondents of the same age group felt that they have high level of opportunity for growth and development in the agency. As far as the respondents above 25 years of age group are concerned, 84.76% (89) of the respondents felt that they have low level of opportunity for growth and development and only 15.24% (16) respondents felt that they have high level of opportunity for growth and development in the agency.

Table - 71 Educations and Opportunity for Growth & Development of the Respondents.

Functionaries Level of Education		Opportunity for growth & development		Total
		Low	High	
Education upto Hsc	Count	127	51	178
	Row %	71.35%	28.65%	100%
	Column %	57.21%	75.00%	61.38 %
Education above 12 th Std	Count	95	17	112
	Row %	84.82%	15.18%	100%
	Column %	42.79%	25.00%	38.62%
Total	Count	222	68	290
		76.55%	23.45%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	6.22	1	0.0126	

Referring to the table it can be seen that Chi Square value is significant. Hence there is a association between Education and Opportunity for growth and development. It can be inferred from the table that from the respondents who are below 12th Std. education, 71.35% (127) of them have low level of opportunity for growth and development in the agency and 28.65% (51) of them have high level of opportunity for growth and development in the agency. As far as respondents above 12th Std. education are concerned, they revealed that 84.82% (95) of them have low level of opportunity for growth and development in the agency and only 15.18% (17) respondents have opined that they have high level of creativity. It is also seen from the table that 57.21% (127) respondents having education up to 12th Std. have low level of opportunity for growth and development in the organization whereas, 42.09% (95) of the respondents having education above 12th std. have low level of opportunity for growth and development. As far as respondents having education up to 12th Std. are concerned, 75.00% (51) of them and 15.18% (17) out of 68 respondents having education above 12 Std have high level of opportunity for growth & development in the agency. It is important to note that the majority of the respondents i.e. 76.55% (222) have low level of opportunity for growth and development in relation to education in the organization.

Table - 72 Experience and Opportunity for growth and development of the Respondents.

Functionaries Level of Experience		Opportunity for growth & development		Total
		Low	High	
Experience <=2 Years	Count	128	40	168
	Row %	76 19%	23 81%	100%
	Column %	57 66%	58 82%	57.93%
Experience >2 Years	Count	94	28	122
	Row %	77 05%	22 95%	100%
	Column %	42 34%	41 18%	42.07%
Total	Count	222	68	290
		76 55%	23 45%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	0.0009	1	0.976	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Experience and Opportunity for Growth and development

It can be seen from the table that 57 66% (128) respondents having less than two years of experience and 42.34% (94) respondents having more than two years of experience felt that they have low level of opportunity for growth and development whereas, 40 (58.82%) of respondents having less than two years and 41.18% (28) of respondents having more than two years of experience felt that they have high level of opportunity for growth and development. As far as respondents of two years of experience are concerned 76.19% (128) of them have low level of opportunity for growth and development and 23.81% (40) of them have high level of opportunity for growth and development whereas, respondents having more than two years of experience are concerned, 77.05% (94) felt that they have low level of creativity and 22.95% (28) of respondents felt that they have high level of opportunity for growth and development. It can be noted that majority of the respondents i.e 76.75% (222) respondents have low level of opportunity for growth and development in the agency.

Table - 73 Income and Opportunity for growth and development of the Respondents.

Functionaries Level of Income per month		Opportunity for growth & development		Total
		Low	High	
Income <=1500 Rs	Count	142	45	187
	Row %	75.94%	24.06%	100%
	Column %	63.96%	66.18%	64.48%
Income >1500 Rs	Count	80	23	103
	Row %	77.67%	22.33%	100%
	Column %	36.04%	33.82%	35.52%
Total	Count	222	68	290
		76.55%	23.45%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	0.0356	1	0.8502	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Income and Opportunity for growth and development. It can be interpreted from the table that 63.96% (142) respondents having income of less than Rs. 1500 per month and 36.04% (80) respondents having more than Rs 1500 income per month revealed that they have low level of Opportunity for growth and development and 66.18% (45) respondents having less than Rs 1500 income and 33.82% (23) respondents having more than Rs 1500 income revealed that they have high level of Opportunity for growth and development. As far as respondents having less than Rs 1500 income are concerned, 75.94% (142) respondents felt that they have low level of Opportunity for growth and development and 24.06% (45) respondents felt that they have high level of Opportunity for growth and development whereas, respondents having more than Rs. 1500 income are concerned, 77.67% (80) respondents felt that they have low level of Opportunity for growth and development and 22.33% (23) respondents felt that they have high level of Opportunity for growth and development. Majority of the respondents i.e 76.55% (222) have low level of opportunity for growth and development in relation to income in the Agency.

Table - 74 Age and Decision making power of the Respondents.

Functionaries		Decision making power		Total
		Low	High	
Age <=25 Years	Count	139	46	185
	Row %	75.14%	24.86%	100%
	Column %	63.18%	65.71%	63.79%
Age >25 Years	Count	81	24	105
	Row %	77.14%	22.86%	100%
	Column %	36.82%	34.29%	36.21%
Total	Count	220	70	290
	Count	75.86%	24.14%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig (2 sided)	
Pearson Chi-Square	0.058	1	0.8093	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Age and Decision making power.

It can be seen from the table 65.71% (46) of the respondents below the age of 25 years and 34.29% (24) of the respondents above the age of 25 years are of the opinion that they have high degree of decision making power in the agency whereas, 63.18% (139) of the respondents below the age of 25 years and 36.82% (81) of the respondents above the age of 25 years are of opinion that they have low degree of decision making power in the agency.

Further it can be noted that, 75.14% (139) of the respondents below the age of 25 years felt that they have low degree of decision making power whereas, only 24.86% (46) of the respondents of the same age group felt that they have high degree of decision making power. As far as the respondents above 25 years of age group are concerned, 77.14% (81) of the respondents felt that they have low degree of decision-making power, and only 22.86% (24) respondents felt that they have high degree of decision-making power in the agency. It can be seen that the majority of respondents 75.86% (220) have low degree of decision-making power in relation to age in the Agency

Table - 75 Education and Decision making power of the Respondents.

Functionaries Level of Education		Decision making power		Total
		Low	High	
Education upto HSC	Count	128	50	178
	Row %	71.91%	28.09%	100%
	Column %	58.18%	71.43%	61.38%
Education above HSC	Count	92	20	112
	Row %	82.14%	17.86%	100%
	Column %	41.82%	28.57%	38.62%
Total	Count	220	70	290
		75.86%	24.14%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	3.39	1	0.0655	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Education and decision making power.

It can be inferred from the table that the respondents who are below 12th Std. education, 71.91% (128) have low degree of decision-making power and 28.09% (50) have high degree of decision-making power. As far as respondents who are above 12th Std. education are concerned, they revealed that 82.14% (92) have low degree of decision making power and only 17.86% (20) respondents have opined that they have high degree of decision-making power. It is also seen from the table that the 58.18% (128) respondents who are below the 12th Std. education and 41.82% (92) respondents who are above the 12th Std. education have opined that they have low degree of decision making power and 58.57% (20) respondents of above 12th Std. education and 71.43% (50) respondents below the 12 std. education have high degree of decision making power in the agency.

Majority of the respondents i.e. 75.86%(220) felt that they have of low degree of decision-making power whereas; only 24.14% felt that they have high degree of decision-making power.

Table - 76 Experience and Decision making power of the Respondents.

Functionaries Level of Experience		Decision making power		Total
		Low	High	
Experience <=2 Years	Count	123	45	168
	Row %	73.21%	26.79%	100%
	Column %	55.91%	64.29%	57.93%
Experience >2 Years	Count	97	25	122
	Row %	79.51%	20.49%	100%
	Column %	44.09%	35.71%	42.07%
Total	Count	220	70	290
		75.86%	24.14%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	1.204	1	0.2724	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Experience and decision making power.

It can be seen from the table that 55.91% (123) respondents having less than two years of experience and 44.09% (97) respondents having more than two years of experience felt that they have low degree of decision making power whereas, 64.29% (45) of respondents having less than two years and 35.71% (25) of respondents having more than two years of experience felt that they have high degree of decision making power. As far as respondents of two years of experience are concerned, 73.21% (123) of them have low level of decision making power and 26.79% (45) of them have high degree of decision making power whereas, respondents having more than two years of experience are concerned, 79.51% (97) felt that they have low degree of decision making power and 20.49% (25) of respondents felt that they have high degree of decision making power. It can be noted that majority of the respondents i.e. 75.86% (220) respondents have low level of decision-making power in the agency.

Table - 77 Income and Decision making power of the Respondents.

Functionaries Level of income per month		Decision making power		Total
		Low	High	
Income <=1500 Rs	Count	143	54	197
	Row %	72.59%	27.41%	100%
	Column %	65.00%	77.14%	67.93%
Income >1500 Rs	Count	77	16	93
	Row %	82.80%	17.20%	100%
	Column %	35.00%	22.86%	32.07%
Total	Count	220	70	290
		75.86%	24.14%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	0.03346	1	0.8548	

Referring to the table it can be seen that Chi Square value is not significant Hence there is no association between Income and decision making power

It can be interpreted from the table that 65.00% (143) respondents having income of less than Rs 1500 per month and 35.00% (77) respondents having more than Rs. 1500 income per month revealed that they have low degree of decision making power and 77.14% (54) respondents having less than Rs. 1500 income and 22.86% (16) respondents having more than Rs. 1500 income revealed that they have high degree of Decision making power. As far as respondents having less than Rs. 1500 income are concerned, 72.59% (143) respondents felt that they have low degree of decision making power and 27.41% (54) respondents felt that they have high level of decision making power whereas, respondents having more than Rs 1500 income are concerned, 82.80% (77) respondents felt that they have low degree of decision making power and 17.20% (16) respondents felt that they have high degree of decision making power in the agency. Majority of the respondents i.e. 75.86% (220) respondents have got low level of decision-making power in the agency.

Table - 78 Age and Job Security of the Respondents.

Functionaries		Job Security		Total
		Low	High	
Age <=25 Years	Count	127	58	185
	Row %	68.65%	31.35%	100%
	Column %	62.56%	66.67%	63.79%
Age >25 Years	Count	76	29	105
	Row %	72.38%	27.62%	100%
	Column %	37.44%	33.33%	36.21%
Total	Count	203	87	290
		70.00%	30.00%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig (2 sided)	
Pearson Chi-Square	0.284	1	0.5938	

Referring to the table it can be seen that Chi Square value is not significant Hence there is no association between Age and Job security

It can be seen from the table 66.67% (58) respondents below the age of 25 years and 33.33% (29) of the respondents above the age of 25 years are of the opinion that they have high level of Job security whereas, 62.56% (127) of the respondents below the age of 25 years and 37.44% (76) respondents above the age of 25 years are of opinion that they have low level of Job security.

Further, it can be noted that 68.65% (127) respondents below the age of 25 years felt that they have low level of Job security, whereas only 31.35% (58) of the respondents of the same age group felt that they have high level of Job security. As far as the respondents above 25 years of age group are concerned, 72.38% (76) of the respondents felt that they have low level of Job security and only 27.62% (29) respondents felt that they have high level of Job security. Majority of the respondents i.e. 70.00% (203) have low level of Job security from their agency.

Table - 79 Education and Job Security of the Respondents.

Functionaries Level of Education		Job Security		Total
		Low	High	
Education upto HSC	Count	123	55	178
	Row %	69 10%	30 90%	100%
	Column %	60 59%	63 22%	61.38%
Education above HSC	Count	80	32	112
	Row %	71 43%	28 57%	100%
	Column %	39 41%	36 78%	38.62%
Total	Count	203	87	290
		70 00%	30 00%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig (2 sided)	
Pearson Chi-Square	0.0838	1	0.772	

Referring to the table it can be seen that Chi Square value is not significant Hence there is no association between Education and Job security

It can be inferred from the table that the respondents who are below HSC 69 10% (123) have low level of Job security and 30.90% (55) have high level of Job security As far as respondents above HSC are concerned, they revealed that 71 43% (80) have low level of Job security and only 28 57% (32) respondents have opined that they have high level of Job security It is also seen from the table that the 60 59% (123) respondents who are below the 12th Std. and 39 41% (80) respondents who are above the HSC have opined that they have low level of Job security and 63 22%(55) respondents of above 12th Std and 36.78% (32) respondents below the 12 std. have high level of Job security in the agency.

Majority of the respondents i.e 70.00% (203) felt that they have low level of Job security, whereas, only 30 00% felt that they have high level of Job security in the agency.

Table - 80 Experiences and Job Security of the Respondents.

Functionaries Level of Experience		Job Security		Total
		Low	High	
Experience <=2 Years	Count	113	55	168
	Row %	67.26%	32.74%	100%
	Column %	55.67%	63.22%	57.93%
Experience >2 Years	Count	90	32	122
	Row %	73.77%	26.23%	100%
	Column %	44.33%	36.78%	42.07%
Total	Count	203	87	290
		70.00%	30.00%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	1.132	1	0.2872	

Referring to the table it can be seen that Chi Square value is not significant Hence there is no association between Experience and Job security.

It can be seen from the table that 55.67% (113) respondents having less than two years of experience and 44.33% (90) respondents having more than two years of experience felt that they have low level of Job security whereas, 63.22% (55) of respondents having less than two years and 36.78% (32) respondents having more than two years of experience felt that they have high level of Job security. As far as respondents of two years of experience are concerned, 67.26% (113) of them have low level of Job security and 32.74% (55) of them have high level of Job security whereas, respondents having more than two years of experience are concerned 73.77% (90) felt that they have low level of Job security and 26.23% (32) of respondents felt that they have high level of Job security It can be noted to know that majority of the respondents i.e. 30.00% (203) respondents have got low level of Job security.

Table - 81 Incomes and Job Security of the Respondents.

Functionaries Level of Income per month		Job Security		Total
		Low	High	
Income <=1500 Rs	Count	128	58	186
	Row %	68.82%	31.18%	100%
	Column %	63.05%	66.67%	64.14%
Income >1500 Rs	Count	75	29	104
	Row %	72.12%	27.88%	100%
	Column %	36.95%	33.33%	35.86%
Total	Count	203	87	290
		70.00%	30.00%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	0.4129	1	0.5204	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Income and Job security.

It can be interpreted from the table that 63.05% (128) respondents having income of less than Rs. 1500 per month and 36.95% (75) respondents having more than Rs. 1500 income per month revealed that they have low level of Job security and 66.67% (58) respondents having less than Rs. 1500 income and 33.33% (29) respondents having more than Rs. 1500 income revealed that they have high level of Job security. As far as respondents having less than Rs. 1500 income are concerned, 68.82% (128) respondents felt that they have low level of Job security and 31.18% (58) respondents felt that they have high level of Job security whereas, respondents having more than Rs. 1500 income are concerned, 72.12% (75) respondents felt that they have low level of Job security and 27.88% (29) respondents felt that they have high level of Job security in the agency.

Table - 82 Age and Remuneration of Respondent

Functionaries		Remuneration		Total
		Low	High	
(A) Age <=25 Years	Count	106	80	186
	Row %	56.99%	43.01%	100%
	Column %	63.10%	65.57%	64.14%
(B) Age >25 Years	Count	62	42	104
	Row %	59.62%	40.38%	100%
	Column %	36.90%	34.43%	35.86%
Total	Count	168	122	290
		57.93%	42.07%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	0.0276	1	0.8678	

Referring to the table it can be seen that Chi Square value is not significant Hence there is no association between Age and Remuneration

It is depicted from the table that the respondents are classified in two categories A category represents all those respondents who are below the age of 25 years and B category represents all those respondents who are above the age of 25 years. Considering these two categories it can be seen from the table that 63.10% (106) respondents of A category and 36.90% (62) of B category are of view that they have low level of job satisfaction as far as remuneration is concerned, whereas only 65.57% (80) respondents of A category and 34.43% (42) of B category are of view that they have high level of job satisfaction in relation to the remuneration are concerned. Majority of the respondents i.e. 57.93% (168) are of opinion that their job satisfaction in relation to remuneration is of high level and only 42.07% (122) of the respondents are of opinion that their job satisfaction in relation to remuneration is of low level. It can be seen from the table that majority of the respondents i.e. 57.93 (168) have low level of satisfaction in terms of remuneration in the Agency.

Table - 83 Education and Remuneration of the Respondents.

Functionaries Level of Education		Remuneration		Total
		Low	High	
(A) Education upto Hsc	Count	97	82	179
	Row %	54.19%	45.81%	100%
	Column %	57.74%	67.21%	61.72%
(B) Education above Hsc	Count	71	40	111
	Row %	63.96%	36.04%	100%
	Column %	42.26%	32.79%	38.28%
Total	Count	168	122	290
		57.93%	42.07%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig (2 sided)	
Pearson Chi-Square	1.883	1	0.1699	

Referring to the table it can be seen that Chi Square value is not significant Hence there is no association between Education and Remuneration.

The respondents are categorized in two groups as far as education level is concerned, A group represents respondents whose education up to HSC and B group represents respondents having education above HSC i.e. (Graduate, Post Graduate and Diploma Holders). It is seen from the table that 54.19% (97) respondents of A group have low level of Job satisfaction and 45.81% (82) have high level of job satisfaction in relation to remuneration. It is seen from the table that 63.96% (71) respondents of B group have low level of job satisfaction and 36.04% (40) have high level of job satisfaction in relation to remuneration. Further it is also revealed from the table that 42.26% (71) respondents of B group and of 57.74% (97) respondents of A group have low level of job satisfaction whereas 67.21% (82) respondents of A group and 32.79% (40) respondents of B group have high level of job satisfaction in relation to remuneration.

Table - 84 Experience and Remuneration of the Respondents.

Functionaries Level of Experience		Remuneration		Total
		Low	High	
(A) Experience <=2 Years	Count	100	69	169
	Row %	59.17%	40.83%	100%
	Column %	59.52%	56.56%	58.28%
(B) Experience >2 Years	Count	68	53	121
	Row %	56.20%	43.80%	100%
	Column %	40.48%	43.44%	41.72%
Total	Count	168	122	290
		57.93%	42.07%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	0.2748	1	0.6	

Referring to the table it can be seen that Chi Square value is not significant Hence there is no association between Experience and Remuneration

In the above table respondents are categorised in two groups A group represents respondents having experience of two years and B group represents respondents having experience of more than two years. It can be seen from the table that 59.52% (100) of respondents of A group and 40.48% (68) respondents of B group revealed that their job satisfaction in relation to remuneration is of low level whereas, 56.56% (69) of respondents of A group and 43.44% (53) of B group of respondents have revealed that their job satisfaction in relation to remuneration is of high level Further, from the A group it is seen that 40.83% (69) have high level of job satisfaction and 59.17% (100) of them have low level of job satisfaction in relation to remuneration. While from B group, 56.20% (68) respondents expressed low level of job satisfaction and 43.80% (53) respondents have high level of job satisfaction in relation to remuneration.

Table - 85 Age and Working Condition of the Respondents.

Functionaries		Working Condition		Total
		Low	High	
Age <=25 Years	Count	106	79	185
	Row %	57.30%	42.70%	100%
	Column %	60.57%	68.70%	63.79
Age >25 Years	Count	69	36	105
	Row %	65.71%	34.29%	100%
	Column %	39.43%	31.30%	36.21%
Total	Count	175	115	290
		60.34%	39.66%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	1.646	1	0.1993	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Age and Working condition.

It can be seen from the table that 68.70% (79) of the respondents below the age of 25 years and 31.30% (36) of the respondents above the age of 25 years are of the opinion that they have high level of job satisfaction in terms of working conditions of the agency whereas, 60.57% (106) of the respondents below the age of 25 years and 39.43% (69) of the respondents above the age of 25 years are of opinion that they have low level of job satisfaction in terms of working conditions of the agency.

Further, it can be noted that 57.30% (106) of the respondents below the age of 25 years felt that they have low level of job satisfaction in terms of working conditions of the agency, whereas only 42.70% (79) of the respondents of the same age group felt that they have high level of job satisfaction in terms of working conditions of the agency. As far as the respondents above 25 years of age group are concerned, 65.71% (69) of the respondents felt that they have low level of job satisfaction in terms of working conditions of the agency and only 34.29% (36) respondents felt that they have high level of Job security. Majority of the respondents i e 60.35% (175) have low level of job satisfaction in terms of working conditions of the agency from their agency.

Table – 86 Educations and Working Condition of the Respondents.

Functionaries		Working Condition		Total
		Low	High	
Education upto Hsc	Count	113	65	178
	Row %	63.48%	36.52%	100%
	Column %	64.57%	56.52%	61.38%
Education above Hsc	Count	62	50	112
	Row %	55.36%	44.64%	100%
	Column %	35.43%	43.48%	38.62%
Total	Count	175	115	290
		60.34%	39.66%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp Sig. (2 sided)	
Pearson Chi-Square	1.572	1	0.2098	

Referring to the table it can be seen that Chi Square value is not significant Hence there is no association between Education and Working condition

It can be inferred from the table that from the respondents who are below HSC., 64.57% (113) have low level of job satisfaction in relation to working condition and 56.52% (65) have high level of job satisfaction in relation to working condition. The respondents who are above HSC revealed that 55.36% (62) of them have low level of job satisfaction in relation to working condition and only 44.64% (50) respondents have opined that they have high level of job satisfaction in relation to working condition. It is also seen from the table that the 64.57%(113) respondents who are below the HSC 35.43% (62) respondents who are above the HSC have opined that they have low level of job satisfaction in relation to working condition and 56.52% (65) respondents of above HSC and 43.48% (50) respondents below the HSC education have high level of job satisfaction in relation to working condition of the agency.

Majority of the respondents' i e.60.34% (175) felt that they have of low level of job satisfaction in relation to working condition whereas, only 39.66% (115) felt that they have high level of job satisfaction in relation to working condition of the agency

Table - 87 Experience and Working Condition of the Respondents.

Functionaries Level of Experience		Working Condition		Total
		Low	High	
Experience <=2 Years	Count	92	76	168
	Row %	54.76%	45.24%	100%
	Column %	52.57%	66.09%	57.93%
Experience >2 Years	Count	83	39	122
	Row %	68.03%	31.97%	100%
	Column %	47.43%	33.91%	42.07%
Total	Count	175	115	290
		60.34%	39.66%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig (2 sided)	
Pearson Chi-Square	4.6617	1	0.03084	

Referring to the table it can be seen that Chi Square value is significant at 0.05 level of confidence. Hence there is a strong association between Experience and Working condition.

It can be seen from the table that 52.57% (92) respondents having less than two years of experience and 47.43% (83) respondents having more than two years of experience felt that they have low level of Job satisfaction in relation to working condition of the agency whereas, 66.09% (76) of respondents having less than two years and 33.91% (39) of respondents having more than two years of experience felt that they have high level of Job satisfaction in relation to working condition of the agency. As far as respondents of two years of experience are concerned, 54.76% (92) of them have low level of Job satisfaction in relation to working condition of the agency and 45.24% (76) of them have high level of Job satisfaction in relation to working condition of the agency whereas, respondents having more than two years of experience are concerned, 68.03% (83) felt that they have low level of Job satisfaction in relation to working condition of the agency and 31.97% (39) of respondents felt that they have high level of Job satisfaction in relation to working condition of the agency. It can be noted that majority of the respondents i.e. 60.34%(175) respondents have low level of Job satisfaction in relation to working condition of the agency.

Table - 88 Age and Interpersonal Relationship of the Respondents.

Functionaries		Interpersonal relationship		Total
		Low	High	
(A) Age <=25 Years	Count	137	48	185
	Row %	74.05%	25.95%	100%
	Column %	62.27%	68.57%	63.79%
(B) Age >25 Years	Count	83	22	105
	Row %	79.05%	20.95%	100%
	Column %	37.73%	31.43%	36.21%
Total	Count	220	70	290
		75.86%	24.14%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	0.6598	1	0.4166	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Age and Interpersonal Relationship.

It is depicted from the table that the respondents are classified in two categories A category represents all those respondents who are below the age of 25 years and B category represents all those respondents who are above the age of 25 years. Considering these two categories it can be seen from the table that 62.27% (137) respondents of A category and 37.73% (83) of B category are of view that they have low level of Job satisfaction as far as interpersonal relationship are concerned. Whereas, only 68.57% (48) respondents of A category and 31.43% (22) of B category are of view that they have high level of job satisfaction in relation to the interpersonal relationship are concerned, majority of the respondents i.e 75.86% (220) are of opinion that their job satisfaction in relation to interpersonal relationship is of high level and only 24.14% (70) of the respondents are of opinion that their job satisfaction in relation to interpersonal relationship is of low level.

Table - 89 Education and Interpersonal Relationship of the Respondents.

Functionaries Level of Education		Interpersonal relationship		Total
		Low	High	
Education upto12th Std	Count	135	43	178
	Row %	75.84%	24.16%	100%
	Column %	61.36%	61.43%	61.38%
Education above12th Std	Count	85	27	112
	Row %	75.89%	24.11%	100%
	Column %	38.64%	38.57%	38.62%
Total	Count	220	70	290
		75.86%	24.14%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	0.017	1	0.8956	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Education and Interpersonal relationship.

The respondents are categorized in two groups as far as educational level is concerned, A group represents the respondents having education up to 12th Std and B group represents respondents having education above 12th Std i.e. (Graduate, Post Graduate and Diploma Holders). It is seen from the table as far as the respondents of A group are concerned, 75.84% (135) of them have low level of job satisfaction in relation to Interpersonal relationship and 24.16% (43) have got high level of job satisfaction in relation to interpersonal relationship. It is seen from the table that as far as respondents of B group are concerned, 75.89% (85) of them have low level of Job satisfaction and 24.11% (27) have high level of job satisfaction in relation to interpersonal relationship. Further, it is also revealed from the table that, 61.36% (135) respondents of A group and 38.64% (85) respondents of B group have low level of job satisfaction whereas 61.43% (43) of A group of respondents and 38.57% (27) of B Group have high level of job satisfaction in relation to interpersonal relationship.

Table - 90 Experience and Interpersonal Relationship of the Respondents.

Functionaries Level of Experience		Interpersonal relationship		Total
		Low	High	
(A) Experience <=2 Years	Count	121	48	169
	Row %	71.60%	28.40%	100%
	Column %	55.00%	68.57%	58.28%
(B) Experience >2 Years	Count	99	22	121
	Row %	81.82%	18.18%	100%
	Column %	45.00%	31.43%	41.72%
Total	Count	220	70	290
		75.86%	24.14%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f	Assymp. Sig (2 sided)	
Pearson Chi-Square	2.7339	1	0.0982	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Experience and Interpersonal relationship.

In the above table respondents are categorised in two groups. A group represents respondents having experience of two years and B group represents respondents having experience of more than two years. It can be seen from the table that 55.00% (121) of respondents of A group and 45.00% (99) respondents of B group revealed that their job satisfaction in relation to Interpersonal relationship is of low level whereas, 68.57% (48) of respondents of A group and 31.43% (22) of B group of respondents have revealed that their job satisfaction in relation to interpersonal relationship is of high level. Further, from the A group it is seen that 28.40% (48) have high level of job satisfaction and 71.60% (121) of them have low level of job satisfaction in relation to interpersonal relationship. While from B group, 18.18% (22) respondents have low level of Job satisfaction and 81.82% (99) of them respondents have high level of job satisfaction in relation to interpersonal relationship.

Table - 91 Income and Interpersonal Relationship of the Respondents.

Functionaries Level of Income per month		Interpersonal relationship		Total
		Low	High	
(A) Income <=1500 Rs	Count	147	49	196
	Row %	75.00%	25.00%	100%
	Column %	66.82%	70.00%	67.59%
(B) Income >1500 Rs	Count	73	21	94
	Row %	77.66%	22.34%	100%
	Column %	33.18%	30.00%	32.41%
Total	Count	220	70	290
		75.86%	24.14%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f	Assymp. Sig. (2 sided)	
Pearson Chi-Square	0.03346	1	0.8548	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Income and Interpersonal relationship.

It is seen from the table that there are two income groups of the respondents. A represents income group of less than Rs 1500 per month and B represents more than Rs. 1500 income per month. As far as respondents of A group are concerned, 75.00% (147) have got low level of job satisfaction and 25.00% (49) of them have got high level of job satisfaction in relation to interpersonal relationship whereas, the respondents of B group are concerned, 77.66% (73) of them have low level of job satisfaction and 22.34% (21) have high level of job satisfaction in relation to interpersonal relationship.

Table – 92 Age and Favorable working condition of the Respondents.

Functionaries		Favorable working condition		Total
		Low	High	
Age <=25 Years	Count	136	49	185
	Row %	73.51%	26.49%	100%
	Column %	62.96%	66.22%	63.79%
Age >25 Years	Count	80	25	105
	Row %	76.19%	23.81%	100%
	Column %	37.04%	33.78%	36.21%
Total	Count	216	74	290
		74.48%	25.52%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	0.1313	1	0.717	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Age and Favourable working condition.

It can be seen from the table 66.22% (49) of the respondents below the age of 25 years and 33.78% (25) of the respondents above the age of 25 years are of the opinion that they have high level of job satisfaction in relation to favourable working condition whereas, 62.96% (136) of the respondents below the age of 25 years and 37.04% (80) of the respondents above the age of 25 years are of opinion that they have low level of Job satisfaction in relation to favourable working condition.

Further, it can be also noted that 73.51% (136) of the respondents below the age of 25 years felt that they have low level of Job satisfaction in relation to favourable working condition, whereas only 26.49% (49) of the respondents of the same age group felt that they have high level of job satisfaction in relation to favourable working condition. As far as the respondents above 25 years of age group are concerned, 76.19% (80) of the respondents felt that they have low level of Job security and only 23.81% (25) respondents felt that they have high level of job satisfaction in relation to favourable working condition. Majority of the respondents i.e. 74.48% (216) have low level of job satisfaction in relation to favourable working condition from their agency.

Table - 93 Education and Favourable working condition of the Respondents.

Functionaries Level of Education		Favourable working condition		Total
		Low	High	
Education upto Hsc	Count	129	49	178
	Row %	72.47%	27.53%	100%
	Column %	59.72%	66.22%	61.38%
Education above Hsc	Count	87	25	112
	Row %	77.68%	22.32%	100%
	Column %	40.28%	33.78%	38.62%
Total	Count	216	74	290
		74.48%	25.52%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig (2 sided)	
Pearson Chi-Square	0.7257	1	0.394	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Education and Favourable working condition.

It can be inferred from the table that from the respondents who are below 12th Std., 72.47% (129) have low level of Job satisfaction in relation to favourable working conditions and 27.53% (49) have high level of job satisfaction in relation to favourable working conditions. As far as respondents who are above 12th Std are concerned, 77.68% (87) have low level of Job satisfaction in relation to favourable working conditions and only 22.32% (25) respondents have opined that they have high level of job satisfaction in relation to favourable working conditions. It is also seen from the table that the 60.59% (123) respondents who are below the 12th Std and 40.29% (87) respondents who are above the 12th Std. have opined that they have low level of job satisfaction in relation to favourable working conditions and 66.22% (49) respondents of above 12th Std education and 38.78% (25) respondents below the 12 std. have high level of Job satisfaction in relation to favourable working conditions in the agency.

Table - 94 Experience and Favorable working condition of the Respondents.

Functionaries Level of Experience		Favourable working condition		Total
		Low	High	
Experience <=2 Years	Count	130	38	168
	Row %	77.38%	22.62%	100%
	Column %	60.19%	51.35%	57.93%
Experience >2 Years	Count	86	36	122
	Row %	70.49%	29.51%	100%
	Column %	39.81%	48.65%	42.07%
Total	Count	216	74	290
		74.48%	25.52%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp Sig. (2 sided)	
Pearson Chi-Square	1.421	1	0.2332	

Referring to the table it can be seen that Chi Square value is not significant Hence there is no association between Experience and Favourable working conditions It can be seen from the table that 60.19% (130) respondents having less than two years of experience and 39.81% (86) respondents having more than two years of experience felt that they have low level of job satisfaction in relation to favourable working conditions of the agency whereas, 51.35% (38) of respondents having less than two years and 36 (48.65%) of respondents having more than two years of experience felt that they have high level of job satisfaction in relation to favourable working condition of the agency As far as respondents of two years of experience are concerned, 77.38% (130) of them have low level of job satisfaction in relation to favourable working condition of the agency and 22.62% (38) of them have high level of job satisfaction in relation to favourable working condition of the agency whereas, respondents having more than two years of experience are concerned 70.49% (86) felt that they have low level of job satisfaction in relation to favourable working condition of the agency and 29.51% (36) of respondents felt that they have high level of job satisfaction in relation to favourable working condition of the agency It is to be noted that majority of the respondents i.e. 74.48% (216) respondents have low level of job satisfaction in relation to favourable working condition of the agency.

Table - 95 Income and Favourable working condition of the Respondents.

Functionaries Level of Income per month		Favourable working condition		Total
		Low	High	
Income <=1500 Rs	Count	140	47	187
	Row %	74.87%	25.13%	100%
	Column %	64.81%	63.51%	64.48%
Income >1500 Rs	Count	76	27	103
	Row %	73.79%	26.21%	100%
	Column %	35.19%	36.49%	35.52%
Total	Count	216	74	290
		74.48%	25.52%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	0.0037	1	0.9512	

Referring to the table it can be seen that Chi Square value is not significant Hence there is no association between Income and Favourable working conditions It can be interpreted from the table that 64.81% (140) respondents having income of less than Rs. 1500 per month and 35.19% (76) respondents having more than Rs. 1500 income per month revealed that they have low level of job satisfaction in relation to favourable working condition in the agency and 63.51% (47) respondents having less than Rs. 1500 income and 36.49% (27) respondents having more than Rs. 1500 income revealed that they have high level of job satisfaction in relation to favourable working condition in the agency. As far as respondents having less than Rs. 1500 income are concerned, 74.87% (140) respondents felt that they have low level of job satisfaction in relation to favourable working condition in the agency and 25.13% (47) respondents felt that they have high level of job satisfaction in relation to favourable working condition in the agency whereas, respondents having more than Rs. 1500 income are concerned, 73.79% (76) respondents felt that they have low level of job satisfaction in relation to favourable working condition in the agency and 26.21% (27) respondents felt that they have high level of job satisfaction in relation to favourable working condition of the agency

Table - 96 Age and Recognition to work of the Respondents.

Functionaries		Recognition to work		Total
		Low	High	
Age <=25 Years	Count	139	46	185
	Row %	75.14%	24.86%	100%
	Column %	63.47%	64.79%	63.79%
Age >25 Years	Count	80	25	105
	Row %	76.19%	23.81%	100%
	Column %	36.53%	35.21%	36.21%
Total	Count	219	71	290
		75.52%	24.48%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	0.0034	1	0.953	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Age and Recognition to work.

It can be seen from the table 64.79%(46) of the respondents below the age of 25 years and 35.21% (25) of the respondents above the age of 25 years are of the opinion that they have high level of job satisfaction in relation to recognition to work in the agency whereas, 63.47% (139) of the respondents below the age of 25 years and 36.53% (80) of the respondents above the age of 25 years are of opinion that they have low level of job satisfaction in relation to recognition to work in the agency.

Further, it can be seen that 75.14% (139) and 24.86% (46) of respondents below the age of 25 years have low and high level of recognition to work while, 23.81% (25) and 76.19% (80) respondents of above the 25 years of age have high and low level of recognition to work as one of the components of job satisfaction

Table - 97 Education and Recognition to work of the Respondents.

Functionaries Level of Education		Recognition to work		Total
		Low	High	
Education upto HSC	Count	139	39	178
	Row %	78.09%	21.91%	100%
	Column %	63.47%	54.93%	61.38%
Education above HSC	Count	80	32	112
	Row %	71.43%	28.57%	100%
	Column %	36.53%	45.07%	38.62%
Total	Count	219	71	290
		75.52%	24.48%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d f.	Assymp Sig. (2 sided)	
Pearson Chi-Square	1.309	1	0.2525	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Education and Recognition to work

It can be inferred from the table that from the respondents who are below 12th Std., 78.09% (139) of them have low level of job satisfaction in relation to recognition to work and 21.91% (39) of them have high level of job satisfaction in relation to recognition to work, while respondents who are above 12th Std. are concerned, 71.43% (80) of them have low level of job satisfaction in relation to recognition to work and only 28.57% (32) respondents have opined that they have high level of job satisfaction in relation to recognition to work. It is also seen from the table that 63.47% (139) respondents who are below the 12th Std and 36.53% (80) respondents who are above the 12th Std. have opined that they have low level of job satisfaction in relation to recognition to work and 54.93% (39) respondents of above 12th Std. and 45.07% (32) respondents below the 12th Std. have high level of job satisfaction in relation to recognition to work in the agency.

Table - 98 Experience and Recognition to work of the Respondents.

Functionaries Level of Experience		Recognition to work		Total
		Low	High	
Experience <=2 Years	Count	122	46	168
	Row %	72.62%	27.38%	100%
	Column %	55.71%	64.79%	57.93%
Experience >2 Years	Count	97	25	122
	Row %	79.51%	20.49%	100%
	Column %	44.29%	35.21%	42.07%
Total	Count	219	71	290
		75.52%	24.48%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig (2 sided)	
Pearson Chi-Square	1.46	1	0.2268	

Referring to the table it can be seen that Chi Square value is not significant Hence there is no association between Experience and Recognition to work

It can be seen from the table that 55.71% (122) respondents having less than two years of experience and 44.29% (97) respondents having more than two years of experience felt that they have low level of job satisfaction in relation to recognition to work in the agency whereas, 64.79% (46) of respondents having less than two years and 35.21% (25) of respondents having more than two years of experience felt that they have high level of job satisfaction in relation to recognition to work in the agency. As far as respondents of two years of experience are concerned, 72.62% (122) of them have low level of job satisfaction in relation to recognition to work in the agency and 27.38% (46) of them have high level of job satisfaction in relation to recognition to work in the agency whereas, respondents having more than two years of experience are concerned, 79.51%(97) felt that they have low level of job satisfaction in relation to recognition to work in the agency and 20.49% (25) of respondents felt that they have high level of job satisfaction in relation to recognition to work in the agency. Majority of the respondents i.e. 75.51% (219) respondents have low level of job satisfaction in relation to recognition to work in the agency

Table - 99 Income and Recognition to work of the Respondents.

Functionaries Level of Income per month		Recognition to work		Total
		Low	High	
Income <=1500 Rs	Count	151	27	178
	Row %	84.83%	15.17%	100%
	Column %	68.95%	38.03%	61.38%
Income >1500 Rs	Count	68	44	112
	Row %	60.71%	39.29%	100%
	Column %	31.05%	61.97%	38.62%
Total	Count	219	71	290
		75.52%	24.48%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	3.214	1	0.0729	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Income and Recognition to work.

It can be interpreted from the table that 68.95% (151) respondents having income of less than Rs. 1500 per month and 31.05% (68) respondents having more than Rs. 1500 income per month revealed that they have low level of job satisfaction in relation to recognition to work in the agency and 38.03% (27) respondents having less than Rs. 1500 income and 61.97% (44) respondents having more than Rs. 1500 income revealed that they have high level of job satisfaction in relation to recognition to work in the agency. As far as respondents having less than Rs 1500 income are concerned, 84.83% (151) respondents felt that they have low level of job satisfaction in relation to recognition to work in the agency and 15.17% (27) respondents felt that they have high level of Job satisfaction in relation to recognition to work in the agency whereas, respondents having more than Rs. 1500 income are concerned, 60.71% (68) respondents felt that they have low level of job satisfaction in relation to recognition to work in the agency and 39.29% (44) respondents felt that they have high level of job satisfaction in relation to recognition to work in the agency.

Table - 100 Age and Discrimination of Power of the Respondents.

Functionaries		Discrimination of power		Total
		Low	High	
Age <=25 Years	Count	159	26	185
	Row %	85.95%	14.05%	100%
	Column %	64.90%	57.78%	63.79%
Age >25 Years	Count	86	19	105
	Row %	81.90%	18.10%	100%
	Column %	35.10%	42.22%	36.21%
Total	Count	245	45	290
		84.48%	15.52%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f	Assymp Sig (2 sided)	
Pearson Chi-Square	0.5546	1	0.4564	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Age and Discrimination of Power.

It can be seen from the table 57.58% (26) of the respondents below the age of 25 years and 42.22% (19) of the respondents above the age of 25 years are of the opinion that they have high level of job satisfaction in relation to discrimination of power whereas, 64.90% (159) of the respondents below the age of 25 years and 35.10% (86) of the respondents above the age of 25 years are of opinion that they have low level of job satisfaction in relation to discrimination of power.

Further, it can be noted that 85.95% (159) of the respondents below the age of 25 years felt that they have low level of job satisfaction in relation to discrimination of power whereas, only 14.05% (26) of the respondents of the same age group felt that they have high level of job satisfaction in relation to discrimination of power. As far as the respondents above 25 years of age group are concerned, 81.90% (86) of the total respondents felt that they have low level of job satisfaction in relation to discrimination of power and only 18.10% (19) respondents felt that they have high level of job satisfaction in relation to discrimination of power. Majority of the respondents i.e. 84.48% (245) have low level of job satisfaction in relation to discrimination of power from their agency.

Table - 101 Education and Discrimination of power of the Respondents.

Functionaries Level of Education		Discrimination of power		Total
		Low	High	
Education upto HSC	Count	145	33	178
	Row %	81.46%	18.54%	100%
	Column %	59.18%	73.33%	61.38%
Education above HSC	Count	100	12	112
	Row %	89.29%	10.71%	100%
	Column %	40.82%	26.67%	38.62%
Total	Count	245	45	290
		84.48%	15.52%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	2.641	1	0.104	

Referring to the table it can be seen that Chi Square value is not significant Hence there is no association between Education and Discrimination of Power.

It can be inferred from the table that from the respondents having education below 12th Std., 81.46% (145) have low level of Job satisfaction and 18.54% (33) have high level of job satisfaction in relation to discrimination of power. As far as respondents who are above 12th Std., 89.29% (100) of them have low level of job satisfaction in relation to discrimination of power and only 10.71% (12) respondents have opined that they have high level of job satisfaction in relation to discrimination of power. It is also seen from the table that 59.18% (145) respondents who are below the 12th Std and 40.82% (100) respondents who are above the 12th Std. have opined that they have low level of job satisfaction in relation to discrimination of power and 73.33% (33) respondents of below 12th Std. and 26.67% (12) respondents above the 12th Std. education have high level of Job satisfaction in relation to discrimination of power in the agency.

Table - 102 Experience and Discrimination of power of the Respondents.

Functionaries Level of Experience		Discrimination of power		Total
		Low	High	
(A) Experience <=2 Years	Count	139	29	168
	Row %	82.74%	17.26%	100%
	Column %	56.73%	64.44%	57.93%
(B) Experience >2 Years	Count	106	16	122
	Row %	86.89%	13.11%	100%
	Column %	43.27%	35.56%	42.07%
Total	Count	245	45	290
		84.48%	15.52%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig (2 sided)	
Pearson Chi-Square	0.6378	1	0.4244	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Experience and Discrimination of Power.

In the above table respondents are categorised in two groups. A group represents respondents having experience of two years and B group represents respondents having experience of more than two years. It can be seen from the table that 56.73% (139) of respondents of A group and 43.27% (106) respondents are of B group revealed that their job satisfaction in relation to discrimination of power is of low level whereas, 64.44% (29) of respondents of A group and 35.56% (16) of B group of respondents have revealed that their job satisfaction in relation to discrimination power is of high level. Further, from the A group it is seen that 17.26% (29) have high level of job satisfaction and 82.74% (139) of them have low level of job satisfaction in relation to discrimination of power. While from B group, 86.89% (106) respondents have low level of job satisfaction and 13.11% (16) of them have high level of job satisfaction in relation to discrimination of power.

Table -103 Income and Discrimination of power of the Respondents.

Functionaries Level of Income per month		Discrimination of power		Total
		Low	High	
(A) Income <=1500 Rs	Count	162	20	182
	Row %	89.01%	10.99%	100%
	Column %	66.12%	44.44%	62.76%
(B) Income >1500 Rs	Count	83	25	108
	Row %	76.85%	23.15%	100%
	Column %	33.88%	55.56%	37.24%
Total	Count	245	45	290
		84.48%	15.52%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	4.878	1	0.02719	

Referring to the table it can be seen that Chi Square value is significant. Hence there is a strong association between Income and Discrimination of Power.

It is seen from the table that there are two income groups of the respondents. A represents income group of less than Rs. 1500 per month and B represents more than Rs. 1500 per month. As far as respondents of A group are concerned, 89.01% (162) have low level of job satisfaction and 10.99% (20) of them have high level of job satisfaction in relation to discrimination of power in the agency. Whereas, the respondents of B group are concerned, 76.85% (83) of them have high level of job satisfaction and 23.15% (25) have low level of satisfaction in relation to discrimination of power in the agency. Further, it can be interpreted that 33.88% (83) of B group respondents and 66.12% (162) of respondents A group are of opinion that they have low level of job satisfaction in relation to discrimination of power and 44.44% (20) of A group and 55.56% (25) of B group respondents are of opinion that they have high level of job satisfaction in relation to discrimination of power in the agency.

Table - 104 Age and “work as a whole” of the Respondents.

Functionaries		work as a whole		Total
		Low	High	
Age <=25 Years	Count	126	59	185
	Row %	68.11%	31.89%	100%
	Column %	64.29%	62.77%	63.79%
Age >25 Years	Count	70	35	105
	Row %	66.67%	33.33%	100%
	Column %	35.71%	37.23%	36.21%
Total	Count	196	94	290
		67.59%	32.41%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	0.0147	1	0.9032	

Referring to the table it can be seen that Chi Square value is not significant Hence there is no association between Age and “Work as a whole”

It can be seen from the table 62.77% (59) of the respondents below the age of 25 years and 37.23% (35) of the respondents above the age of 25 years are of the opinion that they have high level of Job satisfaction in relation to “work as a whole” whereas, 64.29% (126) of the respondents below the age of 25 years and 35.71% (70) of the respondents above the age of 25 years are of opinion that they have low level of job satisfaction in relation to “work as a whole”.

Further, it can be also noted that 68.11% (126) of the respondents below the age of 25 years felt that they have low level of job satisfaction whereas, only 31.89% (59) of the respondents of the same age group felt that they have high level of job satisfaction in relation to “work as a whole”. As far as the respondents above 25 years of age group are concerned, 66.67% (70) of the respondents felt that they have low level of job satisfaction in relation to “work as a whole” and only 33.33% (35) respondents felt that they have high level of job satisfaction in relation to “work as a whole” Majority of the respondents i.e. 67.59% (196) have got low level of Job satisfaction in relation to “work as a whole” from their agency.



Table - 105 Education and “work as a whole” of the Respondents.

Functionaries Level of Education		work as a whole		Total
		Low	High	
Education upto HSC.	Count	118	60	178
	Row %	66.29%	33.71%	100%
	Column %	60.20%	63.83%	61.38%
Education above HSC.	Count	78	34	112
	Row %	69.64%	30.36%	100%
	Column %	39.80%	36.17%	38.62%
Total	Count	196	94	290
		67.59%	32.41%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	0.2159	1	0.6421	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Education and “Work as a whole”.

It can be inferred from the table that from the respondents who are below 12th Std. 66.29% (118) have low level of job satisfaction and 33.71% (60) have high level of job satisfaction in relation to “work as a whole”. As far as respondents who are above 12th Std. are concerned, 69.64% (78) have low level of job satisfaction in relation to “work as a whole” and only 30.36% (34) respondents have opined that they have high level of job satisfaction in relation to “work as a whole”. It is also seen from the table that the 60.20% (118) respondents who are below the 12th Std. and 39.80% (78) respondents who are above the 12th Std. have opined that they have low level of job satisfaction in relation to “work as a whole” whereas, 63.83% (60) respondents of above 12th Std. and 36.17% (34) respondents below the 12 std. have high level of job satisfaction in relation to “work as a whole” in the agency.

Table - 106 Experience and “work as a whole” of the Respondents.

Functionaries Level of Experience		work as a whole		Total
		Low	High	
Experience <=2 Years	Count	116	52	168
	Row %	69.05%	30.95%	100%
	Column %	59.18%	55.32%	57.93%
Experience >2 Years	Count	80	42	122
	Row %	65.57%	34.43%	100%
	Column %	40.82%	44.68%	42.07%
Total	Count	196	94	290
		67.59%	32.41%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	0.2468	1	0.6192	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Experience and “Work as a whole”.

In the above table respondents are categorised in two groups. A group represents respondents having experience of two years and B group represents respondents having experience of more than two years. It can be seen from the table that 59.18% (116) of respondents of A group and 40.82% (80) respondents are of B group revealed that their job satisfaction in relation to work as a whole is of low level whereas, 55.32% (52) of respondents of A group and 44.68% (42) of B group of respondents have revealed that their job satisfaction in relation to “work as whole” is of high level. Further, from the A group it is seen that 30.95% (52) have got high level of job satisfaction and 69.05% (116) of them have got low level of job satisfaction in relation to “work as a whole”. While from B group, 65.57% (80) of the respondents have low level of job satisfaction and 34.43% (42) of them have high level of job satisfaction in relation to “work as a whole” in the agency.

Table - 107 Income and “work as a whole” of the Respondents.

Functionaries Level of Income per month		work as a whole		Total
		Low	High	
(A) Income <=1500 Rs	Count	129	61	190
	Row %	67.89%	32.11%	100%
	Column %	65.82%	64.89%	65.52%
(B) Income >1500 Rs.	Count	67	33	100
	Row %	67.00%	33.00%	100%
	Column %	34.18%	35.11%	34.48%
Total	Count	196	94	290
		67.59%	32.41%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	0.00088	1	0.9762	

Referring to the table it can be seen that Chi Square value is not significant Hence there is no association between Income and “Work as a whole”

It is seen from the table that there are two income groups of the respondents. A represents income group of less than Rs. 1500 per month and B represents more than Rs. 1500 per month As far as respondents of A group are concerned, 67.89% (129) have low level of job satisfaction and 32.11% (61) of them have high level of job satisfaction in relation to “work as a whole”. Whereas, the respondents of B group are concerned, 33.00% (33) of them have high level of job satisfaction and 67.00% (67) have low level of job satisfaction in relation to “work as a whole”. Further, it can be interpreted that 34.18% (67) of B group respondents and 65.82% (129) of respondents A group are of opinion that they have low level of job satisfaction in relation to “work as a whole” and 64.89% (61) of A group and 35.11% (33) of B group respondents are of opinion that they have high level of job satisfaction in relation to “work as a whole” in the agency.

Table - 108 Age of the respondents and “organization as a whole” .

Functionaries		organization as a whole		Total
		Low	High	
Age <=25 Years	Count	141	44	185
	Row %	76.22%	23.78%	100%
	Column %	62.67%	67.69%	63.79%
Age >25 Years	Count	84	21	105
	Row %	80.00%	20.00%	100%
	Column %	37.33%	32.31%	36.21%
Total	Count	225	65	290
		77.59%	22.41%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	9.7	1	0.00184	

Referring to the table it can be seen that Chi Square value is significant at 0.01 level of confidence. Hence there is a strong association between Age and “Organization as a whole”.

It can be seen from the table 67.69% (44) of the respondents below the age of 25 years and 32.31% (21) of the respondents above the age of 25 years are of the opinion that they have high level of job satisfaction in relation to “organization as a whole” whereas, 62.67% (141) of the respondents below the age of 25 years and 37.33% (84) of the respondents above the age of 25 years are of opinion that they have low level of job satisfaction in relation to “organization as a whole”.

Further, it is also revealed that 76.22% (141) of the respondents below the age of 25 years have low level of job satisfaction whereas, only 23.78% (44) of the respondents of the same age group felt that they have high level of job satisfaction in relation to “organization as a whole”. As far as the respondents above 25 years of age group are concerned, 80.00% (84) of them have low level of job satisfaction in relation to organization as a whole and only 20.00% (21) respondents have high level of job satisfaction in relation to “organization as a whole”. Majority of the respondents i.e. 77.58% (225) have low level of job satisfaction in relation to organization as a whole.

Table - 109 Education of the respondents and “organization as a whole”.

Functionaries Level of Education		organization as a whole		Total
		Low	High	
Education upto HSC	Count	135	43	178
	Row %	75 84%	24 16%	100%
	Column %	60.00%	66 15%	61.38%
Education above HSC	Count	90	22	112
	Row %	80 36%	19 64%	100%
	Column %	40 00%	33 85%	38.62%
Total	Count	225	65	290
		77 59%	22 41%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	0.5669	1	0.4514	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Education and “Organization as a whole”.

It can be inferred from the table that the respondents who are below 12th Std. 75 84 (135) have low level of job satisfaction and 24 16% (43) have high level of job satisfaction in relation to “organization as a whole”. As far as respondents who are above 12th Std. are concerned, 80 36% (90) have low level of job satisfaction in relation to “organization as a whole” and only 19 64% (22) of respondents have high level of job satisfaction in relation to “organization as a whole”. It is also seen from the table that 60.00% (135) of the respondents who are below the 12th Std. and 40.00% (90) of the respondents who are above the 12th Std. have low level of job satisfaction in relation to “organization as a whole” whereas, 66.15% (43) of the respondents of above 12th Std. and 33.85% (22) of the respondents below the 12 std. have high level of Job satisfaction in relation to “organization as a whole”.

Table - 110 Experience of the Respondents and “organization as a whole”.

Functionaries Level of Experience		Organization as a whole		Total
		Low	High	
(A) Experience <=2 Years	Count	129	39	168
	Row %	76.79%	23.21%	100%
	Column %	57.33%	60.00%	57.93%
(B) Experience >2 Years	Count	96	26	122
	Row %	78.69%	21.31%	100%
	Column %	42.67%	40.00%	42.07%
Total	Count	225	65	290
		77.59%	22.41%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	0.058	1	0.8095	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Experience and “Organization as a whole”.

In the above table respondents are categorised in two groups. A group represents respondents having experience of two years and B group represents respondents having experience of more than two years. It can be seen from the table that 57.33% (129) of respondents of A group and 42.67% (96) respondents of B group revealed that their job satisfaction in relation to “organization as a whole” is of low level whereas, 60.00% (39) of respondents of A group and 40.00% (26) of B group of respondents have revealed that their job satisfaction in relation to “organization as a whole” is of high level. Further, from the A group it is seen that 23.21% (39) of the respondents have high level of job satisfaction and 76.79% (129) of them have low level of job satisfaction in relation to “organization as a whole”. While from B group, 78.69% (96) respondents have low level of job satisfaction and 21.31% (26) of them respondents have high level of job satisfaction in relation to “organization as a whole”.

Table - 111 Income of the respondents and “organization as a whole”.

Functionaries Level of Income per month		organization as a whole		Total
		Low	High	
Income <=1500 Rs	Count	98	47	145
	Row %	67.59%	32.41%	100%
	Column %	43.56%	72.31%	50.00%
Income >1500 Rs	Count	127	18	145
	Row %	87.59%	12.41%	100%
	Column %	56.44%	27.69%	50.00%
Total	Count	225	65	290
		77.59%	22.41%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	0.0148	1	0.903	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Income and “Organization as a whole”.

It is seen from the table that there are two income groups of the respondents A represents income group of less than Rs 1500 per month and B represents more than Rs. 1500 income per month As far as respondents of A group are concerned, 67.59% (98) have low level of job satisfaction and 32.41% (47) of them have high level of job satisfaction in relation to “organization as a whole” Whereas, the respondents of B group are concerned, 12.41% (18) of them have high level of job satisfaction and 87.59% (127) have low level of job satisfaction in relation to organization as a whole. Further, it can be interpreted that 56.44% (127) of B group respondents and 43.56% (98) of respondents A group are of opinion that they have low level of job satisfaction in relation to “organization as a whole” and 72.31% (47) of A group and 27.69% (18) of B group respondents are of opinion that they have high level of job satisfaction in relation to “organization as a whole”

Table - 112 Age and Code of Conduct of the Respondents.

Functionaries		Code of Conduct		Total
		Low	High	
(A) Age <=25 Years	Count	88	97	185
	Row %	47.57%	52.43%	100%
	Column %	69.29%	59.51%	63.79%
(B) Age >25 Years	Count	39	66	105
	Row %	37.14%	62.86%	100%
	Column %	30.71%	40.49%	36.21%
Total	Count	127	163	290
		43.79%	56.21%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	2.548	1	0.1103	

Referring to the table it can be seen that Chi Square value is not significant Hence there is no association between Age and Code of Conduct.

It is depicted from the table that the respondents are classified in two categories A category represents all those respondents who are below the age of 25 years and B category represents all those respondents who are above the age of 25 years Considering these two categories it can be seen from the table that 69.29% (88) respondents of A category and 30.71% (39) of B category are of view that they have low level of code of conduct. Whereas only 59.51% (97) respondents of A category and 40.49% (66) of B category are of view that they have high level of code of conduct. Majority of the respondents i.e. 56.20% (163) are of opinion that their code of conduct is of high level and 43.80% (127) of the respondents are of opinion that their code of conduct is of low level.

Table – 113 Education and Code of Conduct of the Respondents.

Functionaries Level of Education		Code of Conduct		Total
		Low	High	
Education upto 12 th Std	Count	85	93	178
	Row %	47.75%	52.25%	100%
	Column %	66.93%	57.06%	61.38%
Education above 12 th Std	Count	42	70	112
	Row %	37.50%	62.50%	100%
	Column %	33.07%	42.94%	38.62%
Total	Count	127	163	290
		43.79%	56.21%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	2.534	1	0.1114	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Education and Code of Conduct.

It can be inferred from the table that from the total respondents who are below 12th Std., 47.75% (85)-have low level of code of conduct and 52.25% (93) have high level of code of conduct. As far as respondents who are above 12th Std. are concerned, 37.50% (42) of them have low level of code of conduct and only 62.50% (70) respondents have opined that they have high level of code of conduct. It is also seen from the table that, 66.93% (85) respondents who are below the 12th Std. 33.07% (42) respondents who are above the 12th Std. have opined that they have low level of code of conduct and 42.94% (70) respondents of above 12th Std. and 57.06% (93) respondents below the 12th Std. have high level of code of conduct.

Table - 114 Experience and Code of Conduct of the Respondents.

Functionaries Level of Experience		Code of Conduct		Total
		Low	High	
(A) Experience <=2Years	Count	81	87	168
	Row %	48.21%	51.79%	100%
	Column %	63.78%	53.37%	57.93%
(B) Experience >2 Years	Count	46	76	122
	Row %	37.70%	62.30%	100%
	Column %	36.22%	46.63%	42.07%
Total	Count	127	163	290
		43.79%	56.21%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	2.758	1	0.0967	

Referring to the table it can be seen that Chi Square value is not significant Hence there is no association between Experience and Code of Conduct.

In the above table respondents are categorised in two groups. A group represents respondents having experience of two years and B group represents respondents having experience of more than two years. It can be seen from the table that 63.78% (81) of respondents of A group and 36.22% (46) respondents are of B group revealed that their code of conduct is of low level whereas, 53.37% (87) of respondents of A group and 46.63% (76) of B group of respondents have revealed that their code of conduct is of high level. Further, from the A group it is seen that 51.79% (87) have got high level of code of conduct and 48.21% (81) of them have got low level of code of conduct. While from B group, 37.70% (46) respondents have low level of code of conduct and 62.30% (76) of them have high level of code of conduct.

Table - 115 Income and Code of Conduct of the Respondents.

Functionaries Level of Income per month		Code of Conduct		Total
		Low	High	
(A) Income <=1500 Rs	Count	76	119	195
	Row %	38.97%	61.03%	100%
	Column %	59.84%	73.01%	67.24%
(B) Income >1500 Rs	Count	51	44	95
	Row %	53.68%	46.32%	100%
	Column %	40.16%	26.99%	32.76%
Total	Count	127	163	290
		43.79%	56.21%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	1.237	1	0.2659	

Referring to the table it can be seen that Chi Square value is not significant.

Hence there is no association between Income and Code of Conduct.

It is seen from the table that there are two income groups of the respondents. A represents income group of less than Rs. 1500 per month and B represents more than Rs. 1500 income per month. As far as respondents of A group are concerned, 38.97% (76) have low level of code of conduct and 61.03% (119) of them have high level of code of conduct. Whereas, the respondents of B group are concerned, 46.32% (44) of them have high and 53.68% (51) have low level of code of conduct. Further, it can be interpreted that 40.16% (51) of B group respondents and 59.84% (76) respondents of A group are of opinion that they have low level of code of conduct and 73.01% (119) of A group and 26.99% (44) of B group respondents are of opinion that they have high level of code of conduct.

4.4 Section – II (Beneficiaries)

In the following tables no. 116 to 119, socio-personal profile and types of departments/ sections from where beneficiaries avail services are, presented.

Table - 116 Socio-Personal Profile-I of the respondents (Beneficiaries)

N=580

Particulars	Frequency	% values
Age Group		
15 – 20	83	14.31%
21 – 25	105	18.10%
26 – 30	133	22.93%
31 – 35	94	16.21%
36 – 40	62	10.69%
41 – 45	48	8.28%
46 – 50	32	5.52%
51 & above	23	3.97%
Total	580	100%
Sex		
Male	265	45.68%
Female	315	54.32%
Total	580	100%
Type of Family		
Joint	403	69.48%
Nuclear	177	30.52%
Total	580	100%
Marital Status		
Married	424	73.10%
Unmarried	127	21.90%
Divorcee	12	2.07%
Staying Separate	11	1.90%
Widow / Widower	6	1.03%
Total	580	100%
Caste		
General	321	55.34%
SC	119	20.54%
ST	62	10.68%
OBC	78	13.44%
Total	580	100%

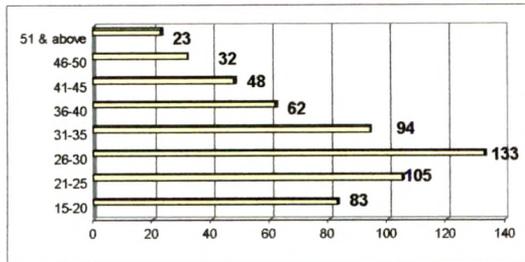
Table - 117 Socio-Personal Profile-II of the respondents (Beneficiaries)

N=580

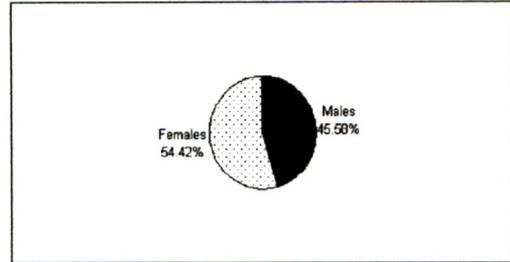
Particulars	Frequency	% values
Religion		
Hindu	497	85.68%
Muslim	39	6.72%
Christian	20	3.44%
Others	24	4.13%
Total	580	100%
Education		
Illiterate	139	23.97%
1-7	149	25.69%
8-11	115	19.83%
HSC	89	15.34%
Under graduate	15	2.59%
Graduate	46	7.93%
Post Graduate	25	4.31%
Any other	2	0.34%
Total	580	100%
Income		
0 – 1000	310	53.45%
1001 – 2000	110	18.97%
2001 – 3000	93	16.03%
3001 – 4000	26	4.48%
4001 – 5000	21	3.62%
5001 – 6000	6	1.03%
6001 & above	14	2.41%
Total	580	100%

Graphical Presentation of Socio-Personal Profile of respondents. (Beneficiaries)

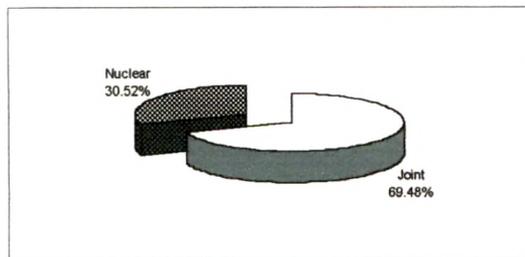
Age



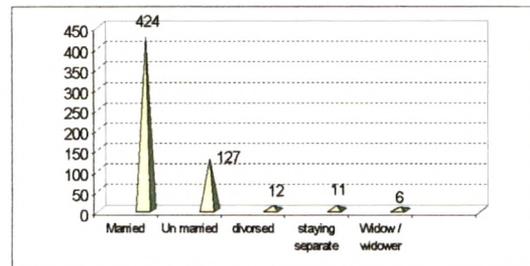
Sex



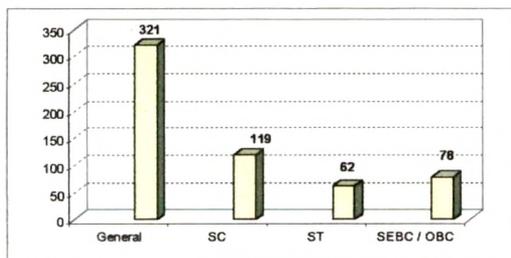
Family



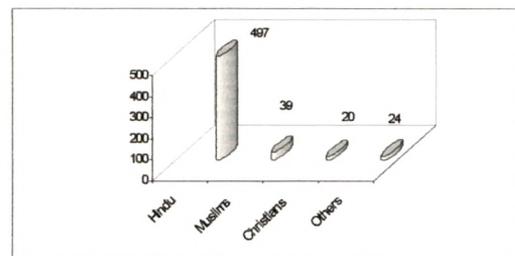
Marital Status



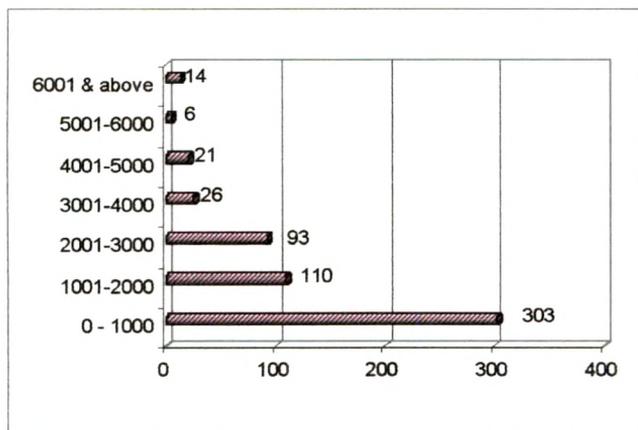
Caste



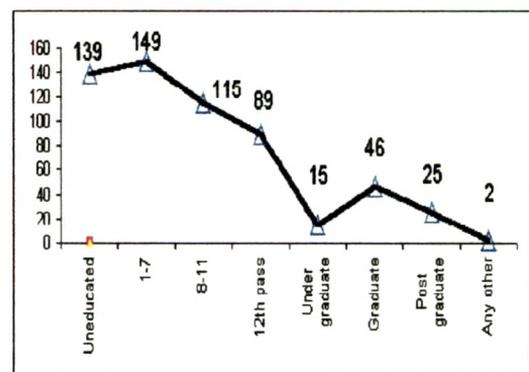
Religion



Income



Education



The above table with graphical presentation shows socio-personal profile of respondents (Beneficiaries) which includes Age, Sex, Type of Family, Marital Status and Castes of the respondents. It can be seen from the table with graphical presentation that 22.93%(133) respondents are in the age group of 25-30 years. Only 3.97%(23) respondents are from 50 & above age group. Majority of the respondents i.e. 105, 133, 94 (332), which constitute 57.24%, are in the age group of 20-35 years.

Further table and graph show that the number of women beneficiaries is more than the male beneficiaries in the NGOs. Out of total beneficiaries, 265 i.e. 45.68% are males beneficiaries and 315 i.e. 54.32% are females beneficiaries of the NGOs. As far as the types of family of the respondents are concerned, 69.48%(403) respondents belong to joint family. Only 177 respondents i.e. 30.52% are of nuclear family. It can also be depicted from the table with graphical presentations that most of the respondents are married. They constitute 73.10% (424) of the respondents. 21.90%(127) of the respondents reveal their marital status as unmarried. 1.90%(11) of the respondents declared their marital status 'separated'. Only 6.103%(6) respondents are widow / widower.

In addition to this table gives information regarding classification of the caste of the respondents. It is seen from the table with graphical picture that 51.90% (301) of the respondents are of General Category. SC/ ST constitutes 18.79% and 9.83% respectively of the total respondents. 13.10% (76) are from OBC category. The above table and graph make it very clear that 85.69%(497) of the respondents are of Hindu religion. Muslim constitutes 6.72% (39) respondents and 3.44% (20) of the respondents are Christian. The comprehensive table also shows educational background of the respondents. It is made very clear that most of the respondents i.e. 25.69% (149) have got education between 1-7. And 23.97%(139) of the respondents are illiterate. Further it is also seen that 25 (4.31%) respondents are post graduate and 7.93% (46) of the respondents are Graduates.

At end table shows the details regarding income of the respondents. It is very clear from the table with graphical picture that majority of the respondents 53.45% (310) are in the income bracket of 0-1000 per month. 35.00% (203) respondents are in the income bracket of 1000-3000 per month. Only 2.40% (14) have got income more than 6000 income per month.

Table - 118 Designations of the contact person of the Beneficiary

Designations	Beneficiaries	
	Frequency	% Values
Social Worker	170	29.31%
Co-ordinator	62	10.69%
Counsellor / Advisor	53	9.14%
Manager	38	6.55%
Field worker	34	5.86%
Out reach worker	33	5.69%
Member	31	5.34%
Vocational Teacher	30	5.17%
Officer	26	4.48%
Helper / Sewak	34	5.86%
Lawyer	19	3.28%
Organizer	15	2.59%
Head of the unit	11	1.90%
Computer Faculty	8	1.38%
Incharge	8	1.38%
Trainer	8	1.38%
Grand Total	580	100%

The above table shows the contact person of the beneficiary in the NGOs. It is very clear from the table that 29.31%(170) of the respondents' 'contact person' in the NGOs is Social worker. Other prominent contact persons are coordinator, counsellor / advisor whose percentage are 10.09% and 9.3% respectively. Managers and field workers are also contact persons for 6.55%(38) and 5.86%(34) of the respondents respectively. Some respondents directly contact Head of the unit whose number and percentage are 1.90%(11).

Table - 119 Various departments delivering services to the beneficiaries in the NGOs

Departments	Beneficiaries	
	Frequency	% Values
Kanuni Sahay Kendra	55	9.48%
Health Clinic Dispensary / Medical centre	66	11.38%
Family counselling centre	40	6.90%
Yuvati Vikas Kendra	38	6.55%
Training	37	6.38%
PSH / HIV Aids / PSH Project (AIDS)	44	7.68%
Mahila Vibhag / Mahila Mandal	73	12.59%
Credit Society	27	4.66%
Educational Section	26	4.48%
Resque Prevention Section	25	4.31%
Manav Adhikar (Human Rights)	23	3.97%
Swashakti Project	23	3.97%
Abhala Bharat (Handicrafts)	19	3.28%
Medical Centre	19	3.28%
Bakshi Panch Ashram / School Education Programme	36	6.20%
Antyoday Mahila Vibhag	17	2.93%
Youth Counselling centre	31	5.35%
Grand Total	580	100%

Above table shows the list of the sections from where beneficiaries take the services of the NGOs. The maximum number of beneficiaries taking services from various departments are Kanuni Sahay Kendra, Health Clinic, Women Counselling centre etc. 12.59%(73) of the respondents revealed that they take benefits from women counselling centres and related departments.

- 5 The part of the study of beneficiaries' covers following aspects: Physical Layout, Competence, Responsiveness, Reliability, Credibility, Communications, Access, Security, Understanding the client in relation to functionaries of the NGO

Table - 120 Age of the respondents and Physical Layout of the NGOs.

Beneficiaries		Physical Layout		Total
		Low	High	
(A) Age <=30 years	Count	277	37	314
	Row %	88.22%	11.78%	100%
	Column %	53.27%	61.67%	54.14%
(B) Age >30 years	Count	243	23	266
	Row %	91.35%	8.65%	100%
	Column %	46.73%	38.33%	45.86%
Total	Count	520	60	580
		89.66%	10.34%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	0.0034	1	0.9528	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Age and of the respondents and Physical Layout of the NGOs

It is depicted from the table that the respondents are classified in two categories A category represents all those respondents who are below the age of 30 years and B category represents all those respondents who are above the age of 30 years. Considering these two categories it can be seen from the table that 53.27% (277) respondents of A category and 46.73% (243) of B category are of view that they have low level of opinion regarding physical layout of the agency. Whereas, only 61.67% (37) respondents of A category and 38.33% (23) of B category are of view that they have high level of satisfaction regarding Physical Layout of the agency Majority of the respondents i.e. 89.65% (520) are of view that their satisfaction regarding Physical Layout is of low level and 10.35% (60) of the respondents are of view that their satisfaction regarding Physical Layout is of high level.

Table - 121 Education of the respondents and Physical Layout of the NGOs.

Beneficiaries Level of Education		Physical Layout		Total
		Low	High	
Education upto7th Std.	Count	265	17	282
	Row %	93.97%	6.03%	100%
	Column %	50.96%	28.33%	48.62%
Education above 7th Std.	Count	255	43	298
	Row %	85.57%	14.43%	100%
	Column %	49.04%	71.67%	51.38%
Total	Count	520	60	580
	Row %	89.66%	10.34%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	1.549	1	0.2139	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Education of the respondents and Physical Layout of the NGOs.

It can be inferred from the table that from the respondents who are below 7th Std, 93.97% (265) have low level of satisfaction regarding Physical Layout and 6.03% (17) have high level of satisfaction regarding Physical Layout of the agency. As far as respondents who are above 7th Std are concerned, 85.57% (255) of them have low level of satisfaction regarding Physical Layout of the agency and only 14.43% (43) respondents have high level of satisfaction regarding Physical Layout of the agency. It is also seen from the table that 50.96% (265) respondents from the below the 7th Std category and 49.04% (255) respondents from the above 7th Std category have low level of satisfaction regarding Physical Layout of the agency and 28.33% (17) respondents of below 7th Std and 71.67% (43) respondents above 7th std. have high level of satisfaction regarding Physical Layout of the agency.

Table - 122 Monthly Income of the respondents and Physical Layout of the NGOs.

Beneficiaries Level of Income per month		Physical Layout		Total
		Low	High	
(A) Income <=1000Rs	Count	280	28	308
	Row %	90.91%	9.09%	100%
	Column %	53.85%	46.67%	53.10%
(B) Income >1000 Rs	Count	240	32	272
	Row %	88.24%	33.00%	121%
	Column %	46.15%	53.33%	
Total	Count	520	60	580
		89.66%	10.34%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	0.1892	1	0.6635	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Income of the respondents and Physical Layout of the NGOs.

It is seen from the table that there are two income groups of the respondents. A represents income group of less than 1000 Rs. per month and B represents more than 1000 Rs. per month. As far as respondents of A group are concerned 90.91% (280) have low level of satisfaction regarding Physical Layout of the agency and 88.24% (240) of them have high level of satisfaction regarding Physical Layout. Whereas, the respondents of B group are concerned, 33.00% (32) of them have high and 88.24% (240) have low level of satisfaction regarding Physical Layout of the agency. Further, it can be interpreted that 46.15% (240) of B group respondents and 53.85% (280) of respondents A group are of satisfaction that they have low level of satisfaction regarding Physical Layout and 46.67% (28) of A group and 53.33% (32) of B group respondents have high level of satisfaction regarding Physical Layout of the agency.

Table - 123 Age of the respondents and Reliability of the Functionaries of the NGOs.

Beneficiaries		Reliability		Total
		Low	High	
Age <=30 years	Count	279	37	316
	Row %	88.29%	11.71%	100%
	Column %	53.97%	58.73%	54.48%
Age >30 years	Count	238	26	264
	Row %	90.15%	9.85%	100%
	Column %	46.03%	41.27%	45.52%
Total	Count	517	63	580
		89.14%	10.86%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	0.0182	1	0.8925	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Age of the respondents and Reliability of the functionaries of the NGOs.

It can be seen from the table that 58.73% (37) of the respondents from the below the age of 30 years and 41.27% (26) of the respondents from the above the age of 30 years have high level of reliability for the functionaries of the agency whereas, 53.97% (279) of the respondents below the age of 30 years and 46.03% (238) of the respondents above the age of 30 years have low level of Reliability for the functionaries in the agency.

Further, it is to be noted that 88.29% (279) of the respondents from the below the age of 30 years felt that they have low level of reliability for the functionary in the agency whereas only 11.71% (37) of the respondents of the same age group felt that they have high level of reliability for the functionaries in the agency. As far as the respondents above 30 years of age group are concerned, 90.15% (238) of the respondents felt that they have low level of reliability for the functionaries and only 9.85% (26) respondents felt that they have high level of reliability for the functionary in the agency. It is important to note that majority of the respondents i.e. 89.14% (517) have low level of reliability for the functionaries in the agency.

Table - 124 Education of the respondents and Reliability of the functionaries of the NGOs.

Beneficiaries Level of Education		Reliability		Total
		Low	High	
Education upto 7th std	Count	258	26	284
	Row %	90 85%	9 15%	100%
	Column %	49 90%	41 27%	48.96%
Education above 7th std	Count	259	37	296
	Row %	87 50%	12 50%	100%
	Column %	50 10%	58 73%	51.04%
Total	Count	517	63	580
		89 14%	10 86%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f	Assymp. Sig. (2 sided)	
Pearson Chi-Square	0.3862	1	0.534	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Education of the respondents and Reliability of the functionaries of the NGOs.

It can be inferred from the table that from the respondents who are below 7th Std, 90.85% (258) have low level of reliability for the functionaries of the agency and 9.15% (26) have high level of reliability for the functionaries of the agency. As far as respondents who are above 7th Std education, they revealed that 87.50% (259) have low level of reliability for the functionaries of the agency and only 12.50% (37) respondents have high level of reliability for the functionaries of the agency. It is also seen from the table that 49.90% (258) respondents having education up to 7th Std have low level of reliability for the functionaries of the agency whereas, 50.10% (259) of the respondents having education above 7th std. have low level of reliability for the functionaries of the agency. As far as respondents having up to 7th Std are concerned, 41 27% (26) of them and 58.73% (37) out of 68 respondents having education above 7th std. have high level of reliability for the functionaries in the agency.

Table - 125 Age of the respondents and Responsiveness of the functionaries of the NGOs.

Beneficiaries		Responsiveness		Total
		Low	High	
Age <=30 years	Count	272	44	316
	Row %	86.08%	13.92%	100%
	Column %	52.82%	67.69%	54.48%
Age >30 years	Count	243	21	264
	Row %	92.05%	7.95%	100%
	Column %	47.18%	32.31%	45.52%
Total	Count	515	65	580
		88.79%	11.21%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	0.000356	1	0.9489	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Age and Responsiveness.

It is depicted from the table that the respondents are classified in two categories A category represents all those respondents who are below the age of 30 years and B category represents all those respondents who are above the age of 30 years.

Considering these two categories it can be seen from the table that 52.82% (272) respondents of A category and 47.18% (243) of B category are of view that the responsiveness of the functionaries of the agency is of low level, whereas only 67.69% (44) respondents of A category and 32.31% (21) of B category of respondents are of view that the responsiveness of the functionaries of the agency is of high level. Majority of the respondents i.e. 88.79% (515) are of opinion that their responsiveness of the functionaries of the agency is of low level and only 11.21% (65) of the respondents are of opinion that the responsiveness for the functionaries of the agency is of high level.

Table - 126 Education of the respondents and Responsiveness of the functionaries of the NGOs.

Beneficiaries Level of Education		Responsiveness		Total
		Low	High	
(A) Education upto 7th Std	Count	260	24	284
	Row %	91.55%	8.45%	100%
	Column %	50.49%	36.92%	48.96%
(B) Education above 7th Std	Count	255	41	296
	Row %	86.15%	13.85%	100%
	Column %	49.51%	63.08%	51.04%
Total	Count	515	65	580
		88.79%	11.21%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	df	Assymp Sig (2 sided)	
Pearson Chi-Square	0.6197	1	0.4311	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Education of the respondents and Responsiveness of the functionaries of the NGOs.

The respondents are categorized in two groups as far as education level is concerned, A group represents respondent's education up to 7th Std and B group represents respondent's having education above 7th Std. It is seen from the table as far as the respondents of A group are concerned, 91.55% (260) of them have found low level of responsiveness of the functionaries of the agency and only 8.45% (24) have found high level of responsiveness of the functionaries of the agency. As far as respondents of B group are concerned, 86.15% (255) of them have found the functionaries of the agency at low level of responsiveness. And 13.85% (41) have found high level of responsiveness of the functionaries of the agency. Further, it is also revealed from the table that 49.51% (255) respondents of B group and 50.49% (260) of A group of respondents have low level of responsiveness of the functionaries of the agency whereas, 36.92% (24) of A group respondents and 63.08% (41) of B have high level of responsiveness of the functionaries of the agency.

Table - 127 Age of the respondents and Competence of the functionaries of the NGOs.

Beneficiaries		Competence		Total
		Low	High	
Age <=30 years	Count	259	57	316
	Row %	81.96%	18.04%	100%
	Column %	52.43%	66.28%	54.48%
Age >30 years	Count	235	29	264
	Row %	89.02%	10.98%	100%
	Column %	47.57%	33.72%	45.52%
Total	Count	494	86	580
		85.17%	14.83%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	df	Assymp Sig (2 sided)	
Pearson Chi-Square	2.40E-06	1	0.9998	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Age of the respondents and Competences of the functionaries of the NGOs.

It is depicted from the table that the respondents are classified in two categories A category represents all those respondents who are below the age of 30 years and B category represents all those respondents who are above the age of 30 years. Considering these two categories, it can be seen from the table that 52.43% (259) respondents of A category and 47.57% (235) of B category are of view that the Competence of the functionaries of the agency is of low level, whereas only 66.28% (57) respondents of A category and 33.72% (29) of B category are of view that the Competence of the functionaries of the agency is of high level. Majority of the respondents i.e. 85.17% (494) are of opinion that the competence of the functionaries of the agency is of low level and only 14.13% (86) of the respondents are of opinion that the competence of the functionaries of the agency is of high level.

Table - 128 Education of the respondents and Competence of the functionaries of the NGOs.

Beneficiaries Level of Education		Competence		Total
		Low	High	
Education upto 7th Std	Count	250	34	284
	Row %	88.03%	11.97%	100%
	Column %	50.61%	39.53%	48.96%
Education above 7 th Std	Count	244	52	296
	Row %	82.43%	17.57%	100%
	Column %	49.39%	60.47%	51.04%
Total	Count	494	86	580
		85.17%	14.83%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	df	Assymp Sig (2 sided)	
Pearson Chi-Square	0.4777	1	0.4894	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Education of the respondents and Competences of the functionaries of the NGOs.

The respondents are categorized in two groups as far as educational level is concerned, A group represents respondents education up to 7th Std. and B group represents respondents having education above 7th Std. i.e. It is seen from the table as far as the respondents of A group are concerned, 88.03% (250) of them have opined that the functionaries' competences is of low level and only 11.97% (34) have opined that functionary's competence is of high level. It is seen from the table, as far as respondents of B group are concerned, 82.43% (244) of them have felt that the functionaries have low level of competence and 17.57% (52) have felt that the functionaries have high level of competence. Further, it is also revealed from the table that 49.39% (244) respondents of B group and 50.61% (250) of A group of respondents have opined for having low level of competence of the functionaries of the agency whereas, only 39.53% (34) of A group respondents and 60.47% (52) of B have believed that the functionaries have high level of competence.

Table - 129 Income of the respondents and Competence of the functionaries of the NGOs.

Beneficiaries Level of Income per month		Competence		Total
		Low	High	
Income <=1000Rs	Count	264	41	305
	Row %	86.56%	13.44%	100%
	Column %	53.44%	47.67%	52.59%
Income >1000 Rs	Count	230	45	275
	Row %	83.64%	16.36%	100%
	Column %	46.56%	52.33%	47.41%
Total	Count	494	86	580
		85.17%	14.83%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	df	Assymp Sig (2 sided)	
Pearson Chi-Square	0.2176	1	0.64	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Income of the respondents and competence of the functionaries of the NGOs

It can be interpreted from the table that 53.44% (264) respondents having income of less than Rs. 1000 per month and 46.56% (230) respondents having more than Rs. 1000 income per month revealed that functionaries have low level of competence and 47.67% (41) respondents having less than Rs. 1000 income and 52.33% (45) respondents having more than Rs 1000 income revealed that the functionaries have high level of competence. As far as respondents having less than Rs. 1000 income are concerned, 86.56% (264) respondents felt that the functionaries have low level of competence and as less as 13.44% (41) respondents felt that the functionaries have high level of competence whereas, respondents having more than Rs. 1000 income are concerned, 83.64% (230) respondents felt that the functionaries have low level of Responsiveness for the Functionaries and only 16.36% (45) respondents felt that the functionaries have high level of competence in the agency.

Table - 130 Age of the respondents and Courtesy of the functionaries of the NGOs.

Beneficiaries		Courtesy		Total
		Low	High	
Age <=30 years	Count	285	33	318
	Row %	89.62%	10.38%	100%
	Column %	53.67%	67.35%	54.83%
Age >30 years	Count	246	16	262
	Row %	93.89%	6.11%	100%
	Column %	46.33%	32.65%	45.17%
Total	Count	531	49	580
		91.55%	8.45%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	df	Assymp Sig (2 sided)	
Pearson Chi-Square	0.0035	1	0.9527	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Age of the respondents and Courtesy of the functionaries.

It can be seen from the table 67.35% (33) of the respondents below the age of 30 years and 32.65% (16) of the respondents above the age of 30 years are of the opinion that the functionaries have high degree of courtesy in the agency whereas, 53.67% (285) of the respondents below the age of 30 years and 46.33% (246) of the respondents above the age of 30 years are of opinion that the functionaries have low degree of courtesy in the agency

Further, it is remarkable to note that 89.62% (285) of the respondents below the age of 30 years felt that functionaries have low degree of courtesy in the agency whereas, only 10.38% (33) of the respondents of the same age group felt that functionaries have high degree of courtesy. As far as the respondents above 30 years of age group are concerned, 93.89% (246) of the respondents felt that functionaries have low level of courtesy and only 6.11% (16) respondents felt that the functionaries have high level of courtesy in the agency. It is important to note that majority 91.55% (531) of the respondents felt that the functionaries have low degree of courtesy in the agency.

Table - 131 Education of the respondents and Courtesy of functionaries the NGOs.

Beneficiaries Level of Education		Courtesy		Total
		Low	High	
Education upto7th Std	Count	269	15	284
	Row %	94.72%	5.28%	100%
	Column %	50.66%	30.61%	48.96%
Education above 7th Std	Count	262	34	296
	Row %	88.51%	35.00%	124%
	Column %	49.34%	69.39%	51.04%
Total	Count	531	49	580
		91.55%	8.45%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	df	Assymp Sig (2 sided)	
Pearson Chi-Square	1.3693	1	0.2419	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Education of the respondents and Courtesy of the functionaries of the NGOs

The respondents are categorized in two groups as far as educational level is concerned, A group represents respondents having education up to 7th Std. and B group represents respondents having education above 7th Std. It is seen from the table as far as the respondents of A group are concerned, 94.72% (269) of them have opined that the functionaries have low degree of courtesy and only 5.28% (15) have opined that functionaries courtesy is of high degree. It is seen from the table, as far as respondents of B group are concerned, 88.51% (262) of them have felt that functionaries have low degree of courtesy and 35.00% (34) of them have felt that the functionaries have high degree of courtesy in the agency. Further it is also revealed from the table that 49.34% (262) respondents of B group and 50.66% (269) of A group of respondents have opined for having low degree of courtesy by functionaries in the agency whereas only 30.61% (15) of A group respondents and 69.39% (34) of B have believed that the functionaries have high degree of courtesy in the agency.

Table - 132 Income of the respondents and Courtesy of the functionaries of the NGOs.

Beneficiaries Level of Income per month		Courtesy		Total
		Low	High	
Income <=1000Rs	Count	284	21	305
	Row %	93.11%	6.89%	100%
	Column %	53.48%	42.86%	52.59%
Income >1000 Rs	Count	247	28	275
	Row %	89.82%	10.18%	100%
	Column %	46.52%	57.14%	47.41%
Total	Count	531	49	580
		91.55%	8.45%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	df	Assymp Sig (2 sided)	
Pearson Chi-Square	0.308	1	0.578	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Income of the respondents and courtesy of the functionaries of the NGOs.

It can be interpreted from the table that 53.48% (284) respondents having income of less than 1000 Rs. and 46.52% (247) respondents having more than 1000 Rs. income revealed that functionaries have low degree of courtesy and 42.86% (21) respondents having less than 1000 Rs. income and 57.14% (28) respondents having more than 1000 Rs. income revealed that the functionaries have high degree of courtesy. As far as respondents having less than 1000 Rs. income are concerned, 93.11% (284) respondents felt that the functionaries have low degree of courtesy and as less as 6.89% (21) respondents felt that the functionaries have high degree of courtesy whereas, respondents having more than 1000 Rs. income are concerned, 89.82% (247) respondents felt that the functionaries have low degree of courtesy and only 10.18% (28) respondents felt that the functionaries have high degree of courtesy in the agency.

Table - 133 Age of the respondents and Credibility of the functionaries of the NGOs.

Beneficiaries		Credibility		Total
		Low	High	
Age <=30 years	Count	279	38	317
	Row %	88.01%	11.99%	100%
	Column %	53.35%	66.67%	54.66%
Age >30 years	Count	244	19	263
	Row %	92.78%	7.22%	100%
	Column %	46.65%	33.33%	45.34%
Total	Count	523	57	580
		90.17%	9.83%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	df	Assymp Sig (2 sided)	
Pearson Chi-Square	0.00339	1	0.9535	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Age of the respondents and Credibility of the functionaries of the NGOs.

It is depicted from the table that the respondents are classified in two categories. A category represents all those respondents who are below the age of 30 years and B category represents all those respondents who are above the age of 30 years. Considering these two categories it can be seen from the table that 53.35% (279) respondents of A category and 46.65% (244) of B category are of view that the credibility of the functionaries of the agency is of low level, whereas only 66.67% (38) respondents of A category and 33.33% (19) of B category are of view that the credibility of the functionaries of the agency is of high level. Majority of the respondents i.e. 90.17% (523) are of opinion that the credibility of the functionaries of the agency is of low level and only 9.83% (57) of the respondents are of opinion that the credibility of the functionaries of the agency is of high level.

Table - 134 Education of the respondents and Credibility of the functionaries of the NGOs.

Beneficiaries Level of Education		Credibility		Total
		Low	High	
Education upto 7th Std	Count	271	26	297
	Row %	91.25%	8.75%	100%
	Column %	51.82%	45.61%	51.21%
Education above 7th Std	Count	252	31	283
	Row %	89.05%	32.00%	121%
	Column %	48.18%	54.39%	48.79%
Total	Count	523	57	580
		90.17%	9.83%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	0.2163	1	0.6418	

Referring to the table it can be seen that Chi Square value is not significant Hence there is no association between Education of the respondents and credibility of the functionaries of the NGOs.

The respondents are categorized in two groups as far as education level are concerned, A group represents respondents education up to 7th Std and B group represents respondents having education above 7th Std. It is seen from the table as far as the respondents of A group are concerned, 91.25% (271) of them have felt that the functionaries have low level of credibility in the agency and only 8.75% (26) felt that the functionaries have high level of credibility in the agency. It is seen from the table as far as respondents of B group are concerned, 89.05% (252) of them felt that the functionaries have low level of credibility in the agency and 32.00% (31) have felt that the functionaries have high level of credibility in the agency. Further it is also revealed from the table that 48.18% (252) respondents of B group and 51.82% (271) of A group of respondents felt that the functionaries have low level of credibility in the agency whereas 45.61% (26) of A group respondents and only 54.39% (31) of B group have felt that the functionaries have high level of credibility in the agency.

Table - 135 Income of the respondents and Credibility of the functionaries of the NGOs.

Beneficiaries Level of Income per month		Credibility		Total
		Low	High	
Income <=1000Rs	Count	278	28	306
	Row %	90.85%	9.15%	100%
	Column %	53.15%	49.12%	52.76%
Income >1000 Rs	Count	245	29	274
	Row %	89.42%	10.58%	100%
	Column %	46.85%	50.88%	47.24%
Total	Count	523	57	580
		90.17%	9.83%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	df	Assymp Sig (2 sided)	
Pearson Chi-Square	0.1252	1	0.7233	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Income of the respondents and Credibility of the functionaries of the NGOs.

It can be interpreted from the table that 53.15% (278) respondents having income of less than 1000 Rs and 46.85% (245) respondents having more than 1000 Rs. income revealed that functionaries have low degree of credibility and 49.12% (28) respondents having less than 1000 Rs. income and 50.88% (29) respondents having more than 1000 Rs. income revealed that the functionaries have high degree credibility. As far as respondents having less than 1000 Rs. income are concerned, 90.85% (278) respondents felt that the functionaries have low degree of credibility and as less as 9.15% (28) respondents felt that the functionaries have high degree of credibility whereas, respondents having more than 1000 Rs. income are concerned, 89.42% (245) respondents felt that the functionaries have low degree of credibility and only 10.58% (29) respondents felt that the functionaries have high degree of credibility in the agency.

Table - 136 Age of the respondents and Security aspects with the functionaries of the NGOs.

Beneficiaries		Security		Total
		Low	High	
(A) Age <=30 years	Count	263	51	314
	Row %	83.76%	16.24%	100%
	Column %	52.29%	66.23%	54.14%
(B) Age >30 years	Count	240	26	266
	Row %	90.23%	9.77%	100%
	Column %	47.71%	33.77%	45.86%
Total	Count	503	77	580
		86.72%	13.28%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp Sig. (2 sided)	
Pearson Chi-Square	0.0063	1	0.9367	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Age of the respondents and Security aspect with the functionaries of the NGOs.

It is depicted from the table that the respondents are classified in two categories A category represents all those respondents who are below the age of 30 years and B category represents all those respondents who are above the age of 30 years. Considering these two categories it can be seen from the table that 52.29% (263) respondents of A category and 47.71% (240) of B category are of view that the security aspect with the functionaries is of the low level, whereas only 66.23% (51) respondents of A category and 33.77% (26) of B category are of view that the security aspects with the functionaries of the agency is of high level. Majority of the respondents i.e. 86.72% (503) are of opinion that the security aspects with the functionaries of the agency is of low level and only 13.28% (77) of the respondents are of opinion that the security aspects with the functionaries of the agency is of high level

Table - 137 Education of the respondents and Security aspects with the functionaries of the NGOs.

Beneficiaries Level of Education		Security		Total
		Low	High	
Education upto 7 th Std	Count	255	29	284
	Row %	89.79%	10.21%	100%
	Column %	50.70%	37.66%	48.96%
Education above 7 th Std	Count	248	48	296
	Row %	83.78%	16.22%	100%
	Column %	49.30%	62.34%	51.04%
Total	Count	503	77	580
		86.72%	13.28%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	0.5647	1	0.4523	

Referring to the table it can be seen that Chi Square value is significant. Hence there is no association between Education of the respondents and Security aspects with the functionaries of the NGOs.

The respondents are categorized in two groups as far as education level is concerned, A group represents respondents education up to 7th Std and B group represents respondents having education above 7th Std. It is seen from the table as far as the respondents of A group are concerned, 89.79% (255) of them have felt that they have experienced low level of security with the functionaries of the agency and only 10.21% (29) felt that they have experienced high level of security with functionaries of the agency. It is seen from the table that as far as respondents of B group are concerned, 83.78% (248) of them felt that they have experienced low level of security with the functionaries of the agency and 16.22% (48) have felt that they experienced high level of security with the functionaries in the agency. Further it is also revealed from the table that 49.30% (248) respondents of B group and 50.70% (255) of A group of respondents felt that the security aspects with the functionaries is of low level in the agency whereas 29 (37.66%) of A group respondents and only 62.34% (48) of B group have felt that their security aspects with the functionaries has been of high level.

Table - 138 Monthly Income and Security of the Respondents.

Beneficiaries Level of Income per month		Security		Total
		Low	High	
Income <=1000Rs	Count	272	35	307
	Row %	88.60%	11.40%	100%
	Column %	54.08%	45.45%	52.93%
Income >1000 Rs	Count	231	42	273
	Row %	84.62%	15.38%	100%
	Column %	45.92%	54.55%	47.07%
Total	Count	503	77	580
		86.72%	13.28%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig (2 sided)	
Pearson Chi-Square	0.2534	1	0.6146	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Income of the respondents and Security aspects with the functionaries of the NGOs.

It can be interpreted from the table that 54.08% (272) respondents having income of less than Rs 1000 per month and 45.92% (231) respondents having more than Rs. 1000 per month income revealed that their security aspects with functionaries have been of low level and 45.45% (35) respondents having less than Rs 1000 income and 54.55% (42) respondents having more than Rs 1000 income revealed that their security aspects with the functionaries have been of high level. As far as respondents having less than Rs. 1000 income are concerned, 88.60% (272) respondents felt that their security aspects with functionaries have been of low level and as less as 11.40% (35) respondents felt that their security aspects with functionaries have been of high level whereas, respondents having more than Rs. 1000 income are concerned, 84.62% (231) respondents felt that their security aspects with functionaries have been of low level and only 15.38% (42) respondents felt that their security aspects with the functionaries have been of high level in the agency.

Table - 139 Age of the respondents and Access to the functionaries of the NGOs.

Beneficiaries		Access		Total
		Low	High	
Age <=30 years	Count	252	82	334
	Row %	75.45%	24.55%	100%
	Column %	52.94%	78.85%	57.58%
Age >30 years	Count	224	22	246
	Row %	91.06%	8.94%	100%
	Column %	47.06%	21.15%	42.42%
Total	Count	476	104	580
		82.07%	17.93%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f	Assymp. Sig. (2 sided)	
Pearson Chi-Square	5.58E-03	1	0.9404	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between the Age of the respondents Access to the functionaries of the NGOs.

It can be seen from the table 78.85% (82) of the respondents of the below the age of 30 years and 8.94% (22) of the respondents of the above the age of 30 years are of the opinion that they have high level of access to the functionaries of the agency whereas, 52.94% (252) of the respondents below the age of 30 years and 47.06% (224) of the respondents above the age of 30 years are of opinion that they have low level of access for the functionaries in the agency.

Further, it is remarkable to note that 75.45% (252) of the respondents below the age of 30 years felt that they have low level of Access to the functionary in the agency whereas only 24.55% (82) of the respondents of the same age group felt that they have high level of access to the functionaries in the agency. As far as the respondents above 30 years of age group are concerned, 91.06% (224) of the respondents felt that they have low level of Access to the functionaries and only 8.94% (22) respondents felt that they have high level of Access to the functionaries in the agency. It is important to note that majority of the respondents i.e 82.07% (476) have low level of access to the functionaries in the agency.

Table - 140 Education of the respondents and Access to the functionaries of the NGOs.

Beneficiaries Level of Education		Access		Total
		Low	High	
Education upto 7th Std A Category	Count	241	42	283
	Row %	85.16%	14.84%	100%
	Column %	50.63%	40.38%	48.79%
Education above 7th Std B Category	Count	235	62	297
	Row %	79.12%	20.88%	100%
	Column %	49.37%	59.62%	51.21%
Total	Count	476	104	580
		82.07%	17.93%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	0.4673	1	0.4942	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Education of the respondents and Access to the functionaries of the NGOs.

It is seen from the table that 50.63% (241) of the respondents of A category and 49.37% (235) of the respondents of B category have low level of Access to the functionaries in the agency, and 40.38% (42) of A category and 59.62% (62) of B category of the respondents have high level of Access to the functionaries in the agency.

It can also be inferred from the table from the A category of the respondents 85.16% (241) have low level of Access to the functionaries in the agency and 14.84% (42) have high level of Access to the functionaries in the agency. As far as respondents of B category are 79.12% (235) have low level of Access to the functionaries in the agency.

Majority of the respondents i.e 82.07% (476) are of opinion that they have low level of access to the functionaries in the agency.

Table - 141 Income of the respondents and Access to the functionaries of the NGOs.

Beneficiaries Level of Income per month		Access		Total
		Low	High	
Income <=1000Rs	Count	252	52	304
	Row %	82.89%	17.11%	100%
	Column %	52.94%	50.00%	52.41%
Income >1000 Rs	Count	224	52	276
	Row %	81.16%	18.84%	100%
	Column %	47.06%	50.00%	47.59%
Total	Count	476	104	580
		82.07%	17.93%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	0.2147	1	0.643	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Income of the respondents and Access to the functionaries of the NGOs

It can be seen from the table 50.00% (52) of the respondents from (< Rs. 1000 income per month & > Rs. 1000 income per month) are of the opinion that they have high level of Access to the functionaries of the agency whereas, 52.94% (252) of the respondents (< Rs. 1000 income per month) and 47.06% (224) of the respondents (> Rs. 1000 income per month) their Access to the functionaries has been of low level in the agency

Further, it is to be noted that 82.89% (252) of the respondents (< Rs 1000 income per month) felt that their access to the functionaries is of low level in the agency whereas only 17.11% (52) of the respondents (< Rs 1000 income per month) felt that they have high level of access to the functionaries in the agency. As far as the respondents (> Rs. 1000 income per month) are concerned, 81.16% (224) of the respondents felt that their access to the functionaries has been low level and only 18.84% (52) respondents felt that they have high level of access to the functionaries in the agency. It is important to note that majority of the respondents i.e. 82.06% (476) have low level of access to the functionaries in the agency

Table - 142 Age of the respondents and Communication with the functionaries of the NGOs.

Beneficiaries		Communication		Total
		Low	High	
(A) Age <=30 years	Count	267	48	315
	Row %	84.76%	15.24%	100%
	Column %	52.35%	68.57%	54.31%
(B) Age >30 years	Count	243	22	265
	Row %	91.70%	8.30%	100%
	Column %	47.65%	31.43%	45.69%
Total	Count	510	70	580
		87.93%	12.07%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	1.40E-06	1	0.999	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Age of the respondents and Communication with the functionaries of the NGOs

It is depicted from the table that the respondents are classified in two categories A category represents all those respondents who are below the age of 30 years and B category represents all those respondents who are above the age of 30 years. Considering these two categories it can be seen from the table that 52.35% (267) respondents of A category and 47.65% (243) of B category are of view that Communication with the functionaries is of low level, whereas only 68.57% (48) respondents of A category and 31.43% (22) of B category are of view that the Communication with the functionaries is of high level. Majority of the respondents i.e. 87.93% (510) are of opinion that Communication with the functionaries is of low level and only 12.07% (70) of the respondents are of opinion that Communication with the functionaries is of high level in the agency.

Table - 143 Education of the respondents and Communication with the functionaries of the NGOs.

Beneficiaries Level of Education		Communication		Total
		Low	High	
Education upto 7th Std	Count	256	30	286
	Row %	89.51%	10.49%	100%
	Column %	50.20%	42.86%	49.31%
Education above 7th Std	Count	254	40	294
	Row %	86.39%	13.61%	100%
	Column %	49.80%	57.14%	50.69%
Total	Count	510	70	580
		87.93%	12.07%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig (2 sided)	
Pearson Chi-Square	0.329	1	0.5661	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Education of the respondents and Communication with the functionaries of the NGOs

It can be inferred from the table that the respondents who are below 7th Std 89.51% (256) have experienced low level of communication with the functionaries in the agency and 10.49% (30) have high level of communication with the functionaries in the agency. As far as respondents who are above 7th Std, they revealed that 86.39% (254) have experienced low level of communication with the functionaries in the agency and only 13.61% (40) respondents have opined that they have high level of Communication with the functionaries in the agency It is also seen from the table that 50.20% (256) respondents having education up to 7th Std. and 49.80% (254) of the respondents having education above 7th Std have low level of Communication with the functionaries in the agency. As far as respondents having education up to 7th Std. are concerned, 42.86% (30) of them and 57.14% (40) of respondents having education above 7th Std. have high level of communication with the functionaries in the agency.

Table - 144 Age of the respondents and functionaries' Understanding about the Clients of the NGOs.

Beneficiaries		Understanding of the client		Total
		Low	High	
(A) Age <=30 years	Count	267	48	315
	Row %	84.76%	15.24%	100%
	Column %	52.25%	69.57%	54.31%
(B) Age >30 years	Count	244	21	265
	Row %	92.08%	7.92%	100%
	Column %	47.75%	30.43%	45.69%
Total	Count	511	69	580
		88.10%	11.90%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	0.00041	1	0.9838	

Referring to the table it can be seen that Chi Square value is significant Hence there is no association between Age of the respondents and functionaries Understanding about the Clients of the NGOs.

It is depicted from the table that the respondents are classified in two categories A category represents all those respondents who are below the age of 30 years and B category represents all those respondents who are above the age of 30 years. Considering these two categories it can be seen from the table that 52.25% (267) respondents of A category and 47.75% (244) of B category are of view that the functionaries understanding about clients is of low level whereas, only 69.57% (48) respondents of A category and 30.43% (21) of B category are of view that the functionaries' understanding about clients is of high level. Majority of the respondents i.e 88.10% (511) are of opinion that the functionaries' understanding about clients is of low level and only 11.90% (69) of the respondents are of opinion that functionaries understanding about clients is of high level in the agency.

Table - 145 Education of the respondents and functionaries Understanding about the Clients of the NGOs.

Beneficiaries Level of Education		Understanding of the client		Total
		Low	High	
Education upto7th Std	Count	264	19	283
	Row %	93.29%	6.71%	100%
	Column %	51.66%	27.54%	48.79%
Education above 7th Std	Count	247	50	297
	Row %	83.16%	16.84%	100%
	Column %	48.34%	72.46%	51.21%
Total	Count	511	69	580
		88.10%	11.90%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	1.55	1	0.213	

Referring to the table it can be seen that Chi Square value is not significant Hence there is no association between Education of the respondents and functionaries Understanding about the Clients of the NGOs.

It can be inferred from the table that from the respondents who are below 7th Std, 93.29% (264) of them have expressed that functionaries understanding about clients is of low level in the agency and 6.71% (19) of them felt that functionaries understanding about clients is of high level in the agency. 83.16 (247) respondents having above 7th Std have expressed that functionaries have low level of understanding about the clients in the agency and only 16.84% (50) respondents of same educational group have opined that the functionaries' have high level of understanding about the clients in the agency It is also seen from the table that 51.66% (264) respondents having education up to 7th Std and 48.34% (247) of the respondents having education above 7th std. have felt that the functionaries understanding about the client is of low level whereas, 27.54% (19) of the respondents from the category of education up to 7 Std. and 72.46% (50) of the respondents having education above 7th Std. felt that the functionaries understanding about the clients is of high level in the agency

Table - 146 Income of the respondents and functionaries Understanding of the Client of the NGOs.

Beneficiaries Level of Income per month		Understanding of the client		Total
		Low	High	
Income <=1000Rs	Count	273	34	307
	Row %	88.93%	11.07%	100%
	Column %	53.42%	49.28%	52.93%
Income >1000 Rs	Count	238	35	273
	Row %	87.18%	12.82%	100%
	Column %	46.58%	50.72%	47.07%
Total	Count	511	69	580
		88.10%	11.90%	100%
	Column %	100%	100%	
Chi-Square Test				
	Value	d.f.	Assymp. Sig. (2 sided)	
Pearson Chi-Square	0.1468	1	0.7015	

Referring to the table it can be seen that Chi Square value is not significant. Hence there is no association between Income of the respondents and functionaries Understanding about the clients of the NGOs

It can be interpreted from the table that 53.42% (273) respondents having income of less than Rs. 1000 per month and 46.58% (238) respondents having more than Rs. 1000 income per month revealed that functionaries have low level of understanding about the clients and 49.28% (34) respondents having less than Rs. 1000 income and 50.72% (35) respondents having more than Rs 1000 income revealed that the functionaries have high level of understanding about clients. As far as respondents having less than Rs. 1000 income are concerned, 88.93% (273) respondents felt that the functionaries have low level of understanding about the clients and as less as 11.07% (34) respondents felt that the functionaries have high level of understanding about the clients whereas, respondents having more than Rs. 1000 income are concerned, 87.18% (238) respondents felt that the functionaries have low level of understanding about the clients and only 12.82% (35) respondents felt that the functionaries have high level of understanding about the clients in the agency.

In view of above analysis and interpretations, findings, conclusions and suggestions are presented in the following chapter.