

ANNEXURE-B

QUALITY OF WORK AND FAMILY LIFE BALANCE OF THE EMPLOYEES WORKING IN BPO SECTOR, GUJARAT.

Note: This information will be kept confidential and used for research purpose only.

I. Personal Information

1. Age :
2. Marital Status : Married / Unmarried
3. Educational Qualification :
4. Income approximate (per month) :
5. No. of Year Working in BPO :

II. Information About Spouse

1. Spouse Occupation :
2. Spouse Income per Month :
3. Spouse Education Qualification :

III. Information about Family

1. No. of Family Members :
2. No. of Children :
3. Age of Children :
4. **Income of Family : (P.M)**
 - a. Less than 5,000
 - b. 5,000 to 10,000
 - c. 10,000 to 15,000
 - d. 15,000 to 20,000
 - e. Above 20,000

1. What is the reason for taking up this job?

- a. Only earning
- b. Double Income
- c. Social Status
- d. Any Other

2) Do you have the value of working?

- a) Have little value
- b) Have some value
- c) Have high value
- d) Have very high value

2. What is attitude of your family member towards you as a working in BPO?

- a. Unfavorable
- b. Partially Favorable
- c. Favorable

QUALITY OF WORK LIFE

(1) Totally Agree (2) Agree (3) Neutral Uncertain (4) Disagree (5) Disagree

Sr.NO	Questions	1	2	3	4	5
1	Leadership looks for new ways to improve the working relationship within my organization.					
2	If one goes to his/her boss /head with a concern, he/she is confident that head will be responsive.					
3	The staff member in my organization has confidence in their head of their department.					
4	Leadership in my organization fosters healthy informal relationships to improve the culture of the organization.					
5	There is a high cooperation between work groups in my organization					
6	Heads / leaders are clear about who does what in my organisation					
7	Staff members automatically take initiatives to complete task/ duties.					
8	Staff members treat each other with dignity and respect.					
9	Staff members share a sense of purpose & vision for our organization					
10	Routine information flow is well coordinated in my work place.					

11	There is an appropriate forum for the exchange of important information where I work.					
12	Everyone in my organization can participate in formulation of specific goals & objectives.					
13	My organization responds positively to changes in the field.					
14	Equipments that are used are adequate to accomplish my work.					
15	Equipments in my organization are well maintained.					
16	Staff members are trained & developed for additional duties & increased responsibilities.					
17	I m asked to participate in establishing training goals & objectives.					
18	Time is available for staff members to learn what is expected of them to be successful in their current job.					
19	My organization regularly collects information about how well, it is doing.					
20	Staff members collaborate to improve policies & procedures.					
21	Changes are quickly made in formal policies & procedure.					
22	Adequate facilities are provided in our organization.					
23	Facilities are maintained with a high standard of safety.					
24	Staff members are rewarded appropriately for their performance.					

PART – II

I. Diet:

1. **How many times do you take meal?**
 - a. One time
 - b. Two time
 - c. Three time
 - d. Four time
2. **What type of food do you take?**
 - a. Snacks
 - b. Full meal
 - c. Fast food
 - d. Others
3. **Does your diet is a balance diet?**
 - a. Yes
 - b. No
4. **What is a balance diet?**
 - a. Whole some food
 - b. Satisfied hunger
 - c. Feel fresh after eating
 - d. Above all
5. **Do you consume tea or coffee or other carbureted drinks?**
 - a. Yes
 - b. No
6. **If yes, how many cups do you consume in a day?**
 - a. 1 to 3
 - b. 4 to 5
 - c. 6 to 7
 - d. 8 and above
7. **Do you take the food which contains soda, aginomoto artificial colors, saturated fats, white flour (Manda) ?**
 - a. Yes
 - b. No
8. **If yes, What do you consume?**
 - a. Soda
 - b. Aginomoto
 - c. Artificial colors
 - d. Saturated fats
 - e. White flour
 - f. Above all

II. Sleep:

1. **How many hours do you sleep in a day?**
 - a) 4 to 5
 - b) 6 to 7
 - c) 8 or more hours
2. **Are you compelled to awake when you want to sleep?**
 - a) Often
 - b) Sometimes
 - c) Never
3. **Do you able to maintain regularity in sleep?**
 - a. Often
 - b. Sometime
 - c. Never
4. **What is your sleep time?**
 - a. Often
 - b. Sometime
 - c. Never
5. **How often do you feel that your sleep is not sufficient?**
 - a. Often
 - b. Sometime
 - c. Never
6. **Does less sleep affect your work?**
 - a. Often
 - b. Sometime
 - c. Never

III. Leisure:

1. **Do you get time for leisure?**
 - a) Yes
 - b) No
2. **How much time do you get?**
 - a) 1 – 2
 - b) 3 – 4
 - c) > 5 hrs

3. What activities do you do during leisure / recreation time?

- a) Watch T.V. / Go for Movies
- b) Social Visits
- c) Spend time with family
- d) Pursue hobbies

4. Do you pursue any hobbies?

- a) Yes
- b) No

5. If yes, what hobbies do you Pursue?

IV Work Interest

1. Do you really feel that you are interested in your present job?

- a) Yes
- b) No

2. Do you often feel that your work is often boring and monotonous?

- a) yes
- b) No

3. Does your job offer flexibility according to your personal convenience?

- a) yes
- b) No

4. Would you continue to work if not financially necessary?

- a) Yes
- b) No

Part – III (Health)

A) Physical:

1. **Does your job tire you too much Physically?**
 - a. Often
 - b. Sometime
 - c. Never
2. **Does your present job force you to maintain too fast a pace?**
 - a. Often
 - b. Sometime
 - c. Never
3. **Does your work have bad effect on your health?**
 - a. Often
 - b. Sometime
 - c. Never
4. **If yes, what are the bad effects?**
 - a. Feel fatigue
 - b. Pain in lower part of back
 - c. Muscles aches
 - d. Trembling
 - e. Headaches
 - f. Pain in eyes
 - g. Pain in joint
 - h. Feel weak
5. **Does your present job require too work long?**
 - a. Often
 - b. Sometime
 - c. Never
6. **Do you think that your job gets more difficult for you each year?**
 - a. Often
 - b. Sometime
 - c. Never
7. **Do you feel satisfied with condition of place where you work?**
 - a. Often
 - b. Sometime
 - c. Never
8. **Do you get restless during working hours?**
 - a. Often
 - b. Sometime
 - c. Never
9. **Does your work give you opportunities to earn maximum income depending on your qualification?**
 - a. Yes
 - b. No

10. Does your work prepare you for a more lucrative job in future?

- a. Yes
- b. No

11. Do you sometimes think that you can earn more in some other job?

- a. Yes
- b. No

B. Psychological:

Sr.No	Psychological Symptoms	Option
A	Tense	Yes / No
B	Anxiety	Yes / No
C	Feeling of hopelessness	Yes / No
D	Feel nervousness	Yes / No
E	Problem of forgetfulness	Yes / No
F	Boredom	Yes / No
G	Lack of concentration	Yes / No
H	Unhappy or depressed	Yes / No

Part – IV (Social Life)

1) How often do you go far social gathering?

- a. Often
- b. Sometime
- c. Never

2) Does your job restrict your social freedom?

- a. Often
- b. Sometime
- c. Never

3) Does your job provide you adequate financial status in your community?

- a. Often
- b. Sometime
- c. Never

4) Do you feel hesitation accepting responsibility of social function?

- a. Often
- b. Sometime
- c. Never

5) Do you think that you have selected the right job for yourself?

- a. Often
- b. Sometime
- c. Never

6) Do you feel your social status has increased because of your job?

- a. Often
- b. Sometime
- c. Never

7) Are you invited to preside over some social gathering or functions of your job status?

- a. often
- b. Sometime
- c. Never

Part – V (SEX LIFE)

1) How would you perceive the aspect of pre-marital sex relations?

- a) Highly unacceptable morally as well as socially
- b) Highly unacceptable morally but social acceptable.
- c) Significant moral deviation but not social deviation.
- d) Mild moral deviation but not social deviation.
- e) Neither moral nor social deviation.

2) How would perceive the aspect of extra marital sex relationship ?

- a) Highly unacceptable morally as well as socially
- b) Highly unacceptable morally but social acceptable.
- c) Significant moral deviation but not social deviation.
- d) Mild moral deviation but not social deviation.
- e) Neither moral nor social deviation.

3) What according to you is sexual morality?

- a) A personal value
- b) A social value
- c) A family value
- d) A legally sanctioned pattern of behavior

4) Do you have an active sex life?

- a) Yes.
- b) No.

5) If yes, How often?

- a) Twice a week
- b) Thrice a week
- c) Once a week
- d) Once a month
- e) Other

6) Do you think your job affect your sex life?

- a) Yes.
- b) No.

7) If yes, how it affect?

- a) Job comprises of Night shift.
- b) Tired due to the load of week.
- c) Any other.

Part – VI (WORK LIFE & FAMILY LIFE BALANCE)

1. What is your approx. average working hours per week?

- d. 40 Hours
- e. 48 hours
- f. 60 hours
- g. Any other

2. Are you regularly worked late in evenings?

- a. Yes
- b. No

3. Are you paid overtime for your working extra?

- a. Yes
- b. No

4. What are the reasons for working late?

- a. Too much work
- b. Support co-worker
- c. Not to leave before boss
- d. Cannot be first to leave office
- e. The only way to get promotion
- f. I enjoy it
- g. Don't want to go home
- h. Other

5. Does your organization allow flexible working hours to compensate for working late?

- a. yes
- b. No

6. Do you generally feel you are able to balance your work and family life?

a Yes

b No

7. Do you currently use any of the work-life policies or programmes provided by the organization?

a Yes

b No

8. Do any of the following help you balance your work and family commitments?

	Yes	No	Not available to me	Not applicable to me
Flexible starting times				
Flexible finish times				
Flexible hours generally				
Time off for family emergencies & events				
Part-time or reduced work hours				
Time off in school holidays				
Compressed working week/fortnight				

9. Do any of the following hinder you in balancing your work and family commitments?

	Yes	No	Not applicable to me
Long work hours			
Compulsory over time			
Weekend work			
Shift work			
Timing of work meetings/training			

Support from others

1. Do any of the following help you balance your work and family commitments?

	Yes	No	Not available to me	Not applicable to me
Support from manager/supervisor				
Support from colleagues				
Support from team members				
Encouragement to use paid and unpaid parental leave				
Seeing other men use work/family policies				

2. Do any of the following hinder you balance your work and family commitments?

	Yes	No	Not applicable to me
Negative attitude of managers			
Negative attitude of colleagues			
Negative attitude of team members			

Working arrangements

1. Do any of the following help you balance your work and family commitments?

	Yes	No	Not available to me	Not applicable to me
Working from home				
Technology such as laptops or cell phones				
Being able to bring children into work on occasions				

2. Do any of the following hinder you balancing your work and family commitments?

	Yes	No	Not applicable to me
Technology such as laptops or cell phones			
Frequent travelling away from home			

1. What could this organisation do to help you balance your work and family life?

Comments:

2. Do you think that if employees have good work-life balance the organization will be more effective and successful?

Yes/No

If so how?