

APPENDIX B: QUESTIONNAIRE – JOB SATISFACTION OF EMPLOYEES SERVING IN DISTRIBUTION COMPANIES OF GUJARAT

Dear Respondent

The following questionnaire is designed to *evaluate job satisfaction of employees serving in power distribution companies of Gujarat*. This is in the partial fulfillment of the requirement for the Doctorate Research on the topic of “*Evaluation of Divisional Performance: A Study of Planning and Control System of Power Distribution Companies of Gujarat*”.

Your valuable and qualitative support to questionnaire is highly appreciated. Please give answer of each question based on your experience and knowledge without prejudice on any matter. You are requested to fill up & oblige..

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1. If you find any innovative suggestion, would you like to suggest to your immediate boss or not?
☐ YES ☐ NO
 2. What is the answer of your boss? He/she appreciates it or rejects it?
☐ APPRICIATE ☐ REJECT
 3. If you have made a serious mistake in your work, how is your boss's reaction to this serious mistake?
☐ PUNISHMENT ☐ SAY TO SOLVE IT & TO LEARN LESSON
 4. Whether your job requires any special skills?
☐ SKILLFUL ☐ UNSKILLFUL
 5. Would you like to take any initiative? What is the response of Boss to your initiative work?
☐ APPRICIATE ☐ REJECT
 6. Do you find any opportunities to grow in your present job with this organization?
☐ YES ☐ NO
 7. Do you find different type of work with this organization? Or routine work?
☐ DIFFERENT ☐ ROUTINE
 8. Do you like to work for different jobs or routine work?
☐ DIFFERENT ☐ ROUTINE
 9. If your work is task oriented i.e. you have must to achieve this task by any cost. Would you like this?
☐ YES ☐ NO
 10. Do you find utilization of your skills in this organization?
☐ YES ☐ NO

11. If you are allotted by some job and it is to be completed within stipulated time. Would you like to perform it?
☐ YES ☐ NO
12. If your last year feed back to your immediate officer was very bad. Would you like to improve it? or Not ?
☐ YES ☐ NO
13. Would you like to do some challenging jobs?
☐ YES ☐ NO
14. If no, if your boss gives you some creative/challenging work to do, then how will you react?

15. Are you feeling sometime yourself very bored in this job?
☐ YES ☐ NO
16. Are you feeling yourself unhappy while doing a great task?
☐ YES ☐ NO
17. Are you feeling pleasure/ enjoyment in this job?
☐ YES ☐ NO
18. Are you feeling cool and calm in this job?
☐ YES ☐ NO
19. Are you satisfied with your present pay?
☐ YES ☐ NO
20. What about promotion scheme as it is on seniority basis?
☐ LIKING ☐ DISLIKING
21. Promotion scheme should be skill base. Are you agreeing with it?
☐ YES ☐ NO
22. If a junior person of reserved category, without having an experience, is now promoted as your immediate boss. Would you like it?
☐ YES ☐ NO
23. Do you find status in society with this job?
☐ YES ☐ NO
24. Are you satisfied with your promotion policy in this company?
☐ YES ☐ NO
25. Are you satisfied with your work environment? feeling comfort or not?
☐ COMFORTABLE ☐ UNCOMFORTABLE
26. Are you satisfied with your work environment? Modern facilities available or not?
☐ AVAILABLE ☐ NOT AVAILBALE

27. Are you satisfied with your co-workers?

☐ YES ☐ NO

28. Are you satisfied with your boss / officer?

☐ YES ☐ NO

29. Are sufficient tools and equipments available to make effective output?

☐ YES ☐ NO

30. Do you find any appraisal scheme in your organization?

☐ YES ☐ NO

31. There should be some outside activity in your organization, which activity is of your interest.
ex. Cricket, Chess, Music competition.

☐ LIKING ☐ DISLIKING

32. Would you like to work over a night if your project is having a deadline of tomorrow? However, you will not find any extra pay for that.

☐ LIKING ☐ DISLIKING

33. Are you interested for transfer to your native/liking place?

☐ YES ☐ NO

34. Are you satisfied with your work place? (In respect of subdivision / division / circle)

☐ YES ☐ NO

35. Reform of GEB is benefited to you or not?

☐ YES ☐ NO

36. If you find VRS like banks, what you will prefer?

☐ REMAIN ☐ LEAVE & VRS

37. How is your percentage of job satisfaction in all respect?

Particular	Percentage
Mentally challenging job	/100
Equitable rewards	/100
Supportive working condition	/100
Supportive co-workers & Boss	/100

Personal Details:

Name : _____ Emp No _____ Desi: _____

Mobile: _____ E_mail : _____

DISCOM: _____, Circle: _____ Division: _____

Subdivision: _____

APPENDIX C: QUESTIONNAIRE – CUSTOMER SATISFACTION SURVEY

ge Fluctuation	<input type="checkbox"/>	Always	<input type="checkbox"/>	Frequently	<input type="checkbox"/>	Occasionally	<input type="checkbox"/>	Never	<input type="checkbox"/>	
bers on Interruption per h	<input type="checkbox"/>	Less than 5	<input type="checkbox"/>	5 to 10 Nos.	<input type="checkbox"/>	10 to 15 Nos.	<input type="checkbox"/>	15 to 25 Nos.	<input type="checkbox"/>	more than 30 Nos.
information during towns	<input type="checkbox"/>	Always	<input type="checkbox"/>	Never	<input type="checkbox"/>	Occasionally				
ices (Power Restoration)										
on contacting call centre / pany's office	<input type="checkbox"/>	Easy	<input type="checkbox"/>	Difficult						
aken to lodge complaint	<input type="checkbox"/>	5 min	<input type="checkbox"/>	5 to 10 min	<input type="checkbox"/>	10 to 15 min	<input type="checkbox"/>	15 to 20 min	<input type="checkbox"/>	more than 20 min
onse time	<input type="checkbox"/>	1 Hrs	<input type="checkbox"/>	5 Hrs	<input type="checkbox"/>	10 Hrs	<input type="checkbox"/>	24 Hrs	<input type="checkbox"/>	more than 24 Hrs
ability of the service nnel	<input type="checkbox"/>	Often	<input type="checkbox"/>	Occasionally	<input type="checkbox"/>	Frequently	<input type="checkbox"/>	Always	<input type="checkbox"/>	Never
tesy of the staff	<input type="checkbox"/>	Very Good	<input type="checkbox"/>	Good	<input type="checkbox"/>	Satisfactory	<input type="checkbox"/>	Bad	<input type="checkbox"/>	No Courtesy
aken to rectify the fault g major faults	<input type="checkbox"/>	1 Hrs.	<input type="checkbox"/>	5 Hrs	<input type="checkbox"/>	10 Hrs	<input type="checkbox"/>	24 Hrs	<input type="checkbox"/>	more than 24 Hrs
ices (Billing)										
ipt of bills in time	<input type="checkbox"/>	Always	<input type="checkbox"/>	Never	<input type="checkbox"/>	Occasionally	<input type="checkbox"/>	Never	<input type="checkbox"/>	Never
venience & accessibility of ent centre.	<input type="checkbox"/>	Very Good	<input type="checkbox"/>	Good	<input type="checkbox"/>	Satisfactory	<input type="checkbox"/>	Bad	<input type="checkbox"/>	No comment
ing time in queue	<input type="checkbox"/>	5 min	<input type="checkbox"/>	5 to 10 min	<input type="checkbox"/>	10 to 15 min	<input type="checkbox"/>	15 to 20 min	<input type="checkbox"/>	more than 20 min
arrred mode of payment	<input type="checkbox"/>	Company's office	<input type="checkbox"/>	Post office	<input type="checkbox"/>	Pvt. centre	<input type="checkbox"/>	Bank		
aken to lodge bill related plaint	<input type="checkbox"/>	5 min	<input type="checkbox"/>	5 to 10 min	<input type="checkbox"/>	10 to 15 min	<input type="checkbox"/>	15 to 20 min	<input type="checkbox"/>	more than 20 min
onse time	<input type="checkbox"/>	1 Hrs.	<input type="checkbox"/>	5 Hrs	<input type="checkbox"/>	10 Hrs	<input type="checkbox"/>	24 Hrs	<input type="checkbox"/>	more than 24 hrs
rrrence of complaints in equent bills	<input type="checkbox"/>	Always	<input type="checkbox"/>	Frequently	<input type="checkbox"/>	Occasionally	<input type="checkbox"/>	Never		

Company's image		
Customer friendly	<input type="checkbox"/> Please rate the performance giving marks out of 10	<input type="checkbox"/>
Responsive	<input type="checkbox"/> Please rate the performance giving marks out of 10	<input type="checkbox"/>
Technology driven	<input type="checkbox"/> Please rate the performance giving marks out of 10	<input type="checkbox"/>
Response in odd hrs.	<input type="checkbox"/> Please rate the performance giving marks out of 10	<input type="checkbox"/>
Response during disaster situation	<input type="checkbox"/> Please rate the performance giving marks out of 10	<input type="checkbox"/>

Other		
Are you aware about the Distribution Company's website?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Have you ever visited Distribution Company's website?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, Do you find it useful/effective?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, Please give your suggestion to improve <input type="text"/>		
Are you aware about consumer redressal forum of Distribution Company?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, Do you find it useful / effective	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, Please give your suggestion to improve <input type="text"/>		
Would you get the choice to select the other power utility at same tariff, would you like to go	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, Please give reason to leave present power distribution company.		
What are the three major improvements you expect from power distribution company?		

Name of Consumer:	
Address of Consumer:	
Signature:	DISCOM: