



भारतीय विमानपत्तन प्राधिकरण  
AIRPORTS AUTHORITY OF INDIA

No.A.60011/45/2009-PP

02 September 2009

The Regional Executive Director  
Airports Authority of India  
Northern/Southern/Eastern/Western/North  
East Region

The Principal  
CATC Allahabad

FTC Kolkata/Delhi

The Airport Director  
Chennai/Kolkata

ED(NIAMAR)

The ED(FIU/RCDU)  
Integrated Administrative Unit  
Safdarjung Airport

**Subject: Exit Feedback System for the Executives separating from AAI.**

1. As you are aware various steps are being undertaken in AAI to develop organisation climate conducive to employee development and growth so that an employee contributes his best for the organisation. Despite all efforts, some executives are separating/leaving AAI citing different reasons.
2. To understand the perception of the executives and to further improve the service conditions, facilities etc., it has been decided to introduce an **Exit Feedback System** for executives leaving the organisation on resignation etc.
3. The Executives who are separated from AAI may fill up the proforma (enclosed) which is also available on the AAI Website ([www.aai.aero](http://www.aai.aero)→AAI Employees→Standard Form→Exit Questionnaire) and send it to Member (P&A) either by e-mail ([mpa@aai.aero](mailto:mpa@aai.aero)) or through post. Concerned Station In-charge's / Heads of Personnel are also requested to provide the Performa to such executives and advise them to send it directly to Member (P&A).
4. The executive is free to express his/her views / opinion without any hesitation in the Feedback Form and is assured that his identity will not be disclosed.

This issues with the approval of competent authority

  
(VILAS BHUJANG)  
General Manager(Pers)

Encl : As above

Copy to :

1. Sr. EA to Chairman.
2. PS to Member(Ops)/Member(Fin)/Member(P&A)/Member(Plng) / CVO
3. ED (CA&CS)/ED(ADM)/GM(P)-RNS/GM (P)-KCM/GM (P)-BS/JGM (P)-RD
4. All Airport Directors
5. ALL P&A HEADS AT AIRPORTS
6. GS ACOA(I)/ATC Guild(I)/AAOA(I)/AAI Engg Guild/IAAOIA

**AIRPORTS AUTHORITY OF INDIA**  
**(FEEDBACK FORM)**

1. Name :
2. Post held at the time of Separation :
3. Employee No. :
4. Department :
5. Date of Joining in AAI :
6. Postings during service tenure : (1)\_\_\_\_\_ (2)\_\_\_\_\_ (3)\_\_\_\_\_
7. Type of separation from AAI :
  - a) Resignation :
  - b) Others (Specify) :
8. What prompted you to end your employment in Authority (Please tick three most important reasons by numbering as 1,2 & 3 on the right side of the factor):-

| Reasons                         | No. | Reasons                         | No. |
|---------------------------------|-----|---------------------------------|-----|
| Nature of work                  |     |                                 |     |
| Work Conditions                 |     | Self Employment                 |     |
| Health Reasons                  |     | Family compulsions              |     |
| Career Opportunities            |     | Higher studies                  |     |
| Place of posting                |     | Bad Relationship with Boss      |     |
| Salary and Benefits             |     | Inter-personal Relationship     |     |
| Job Satisfaction                |     | Authority Policies              |     |
| Work-related issues             |     | Non-fulfillment of Expectations |     |
| Better Employment opportunities |     | Any other                       |     |

Contd...2/-

9. Could you elaborate the reasons given by you in response to question no.8.
10. Could you rate the following aspects of your employment experience/satisfaction during your stay in Authority.

(Please encircle the appropriate number) 1- Lowest, 5 - Highest

| S.N | Employment Aspects  |   |   |   |   |   |
|-----|---|---|---|---|---|---|
| 1   | Salary and benefits   | 1 | 2 | 3 | 4 | 5 |
| 2   | Welfare facilities  | 1 | 2 | 3 | 4 | 5 |
| 3   | Medical and well-being  | 1 | 2 | 3 | 4 | 5 |
| 4   | Work Environment  | 1 | 2 | 3 | 4 | 5 |
| 5   | Opportunities for growth and advancement                            | 1 | 2 | 3 | 4 | 5 |
| 6   | Effectiveness of performance mgt. system                            | 1 | 2 | 3 | 4 | 5 |
| 7   | Facilities at Training Institute (CATC,NIAMAR etc.) if applicable   |   |   |   |   |   |
|     | a) quality of training imparted                                     | 1 | 2 | 3 | 4 | 5 |
|     | b) relevance of training to the job performed                       | 1 | 2 | 3 | 4 | 5 |
|     | c) general views/opinion about the faculty                          | 1 | 2 | 3 | 4 | 5 |
|     | d) availability of equipments/ Library facilities etc. for training | 1 | 2 | 3 | 4 | 5 |
|     | e) Residential Accommodation provided                               | 1 | 2 | 3 | 4 | 5 |
|     | f) Mess facility  | 1 | 2 | 3 | 4 | 5 |
|     | g) Recreational facilities  | 1 | 2 | 3 | 4 | 5 |
| 8   | Job satisfaction  | 1 | 2 | 3 | 4 | 5 |
| 9   | Work culture  | 1 | 2 | 3 | 4 | 5 |
| 10  | Communication system  | 1 | 2 | 3 | 4 | 5 |
| 11  | Value Actualization   |   |   |   |   |   |
|     | a) Openness & Transparency in dealing with employee                 | 1 | 2 | 3 | 4 | 5 |
|     | b) Mutual Respect & Trust   | 1 | 2 | 3 | 4 | 5 |
|     | c) Initiative and speed in the organization                         | 1 | 2 | 3 | 4 | 5 |
|     | d) Organization Pride   | 1 | 2 | 3 | 4 | 5 |
| 12  | Organization Culture  | 1 | 2 | 3 | 4 | 5 |
| 13  | Reward & Recognition  | 1 | 2 | 3 | 4 | 5 |
| 14  | HR Policies & processes   |   |   |   |   |   |
| 15  | Overall satisfaction with Authority as an employee                  | 1 | 2 | 3 | 4 | 5 |

Contd..3/-

11. Could you elaborate what you enjoyed the **most** about your employment with Authority.

Can you recall any good memory which primarily touched you and you could relish.

12. What inspired most during your stay in the organisation.

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

13. Could you indicate the key learning that you had while working for Authority ?

\_\_\_\_\_

\_\_\_\_\_

14. Did you go through any unpleasant experience in Authority ? Could you elaborate any such frustrating experience that you had in Authority.

\_\_\_\_\_

\_\_\_\_\_

15. Your ideas and suggestions for improvement of any practices of AAI.

\_\_\_\_\_

\_\_\_\_\_

16. Are there any particular changes or improvements you would suggest be considered in the Deptt./ or Section you were working with ?

\_\_\_\_\_

\_\_\_\_\_

17. Is there any other information Personnel Department should know to help for understanding you decision to leave?

\_\_\_\_\_

\_\_\_\_\_

18. Any other comments you wish to offer:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Date: \_\_\_\_\_

Place: \_\_\_\_\_

Signature \_\_\_\_\_

Name of Employee: \_\_\_\_\_