

A
PROJECT REPORT
ON
“A STUDY ON CHALLENGES FACED BY OFFICE
ADMINISTRATORS WITH SPECIAL REFERENCE
TO COMPANY (SWA DIAMONDS)”

SUBMITTED TO
IQJITA

BY
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UNDER GUIDANCE OF
AFRA MISS

DECLARATION

I, Fathima Rinsha (OA0170), hereby declare that the project report entitled “A study on challenges faced by Office Administrators with special reference to company (SWA Diamonds)” submitted to IQJITA innovative llp for the award of course name.

I also declare that the report contains no material which has been accepted for the award of any other degree or diploma of any university or institution and the best of knowledge and belief, it contains no material previously published by any other person except where due reference are made in the report.

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ACKNOWLEDGEMENTS

I would like to express my sincere gratitude to all who supported me in completing this project.

I am especially thankful to my supervising teacher for their valuable guidance and support throughout the work. I also appreciate the Head of the Department and all faculty members for providing the necessary facilities and encouragement.

Thanks are due to the library and digital resource centre staff for their assistance, and to all the respondents who contributed valuable data for this study.

I'm grateful to my friends for their help and support, and to my family for their constant motivation. Finally, I thank Almighty God for His blessings that enabled me to complete this project.

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CHAPTER 1

INTRODUCTION

1.1 Introduction

Office administrators play a crucial role in ensuring the smooth functioning of organizations. They are responsible for managing day-to-day operations, coordinating between departments, handling records, and supporting management in decision-making. Despite their importance, office administrators often face multiple challenges such as workload pressure, communication barriers, adapting to technology, and time management issues.

This study focuses on understanding the challenges faced by office administrators with special reference to SWA Diamonds, a leading diamond manufacturing company in India known for its quality, innovation, and global presence. The study aims to identify key difficulties faced by administrators and suggest possible improvements to enhance efficiency and workplace satisfaction.

1.2 Statement of the Problem

Office administrators at SWA Diamonds are expected to manage multiple responsibilities simultaneously, which can sometimes affect their efficiency and performance. The problem lies in understanding what specific challenges hinder their productivity, how they cope with these difficulties, and what measures can be taken to improve administrative support within the organization.

1.3 Significance of the Study

This study is significant because it:

- Highlights the crucial role of office administrators in a large organization.
- Identifies challenges that affect administrative efficiency and employee satisfaction.
- Provides insights for SWA Diamonds to implement better administrative practices.
- Serves as a reference for other companies seeking to improve office administration.

1.4 Objectives of the Study

The main objectives of the study are:

1. To identify the common challenges faced by office administrators at SWA Diamonds.
2. To analyse the impact of these challenges on work efficiency and productivity.
3. To suggest possible solutions to improve administrative functions.

1.5 Scope of the Study

The study focuses on office administrators at SWA Diamonds, covering tasks such as record management, communication, coordination, and use of technology. It examines both internal (employee-related) and external (organizational process-related) challenges within the administrative department.

1.6 Research Methodology

The study adopts a descriptive research design, using both primary and secondary data to analyse the challenges faced by office administrators.

1.7 Area of Study

The study is conducted at SWA Diamonds, Kerala, India, focusing on its administrative departments.

1.8 Sample Size

The study includes a sample of 20 office administrators selected from different departments of SWA Diamonds.

1.9 Source of Data

- Primary Data: Collected through questionnaires and interviews with office administrators.
- Secondary Data: Gathered from company reports, journals, articles, and previous studies related to office administration.

1.10 Period of Study

The study was conducted over a period of 3 months, from June 2025 to August 2025.

1.11 Tools for Data Collection

- Structured questionnaires
- Personal interviews
- Observation techniques

1.12 Limitations of the Study

- The study is limited to SWA Diamonds and may not reflect challenges in other organizations.
- The responses of employees may be subjective.
- Time constraints limited the sample size to 20 administrators.

CHAPTER 2

REVIEW OF LITERATURE

A review of literature is essential to understand the existing studies in the field of office administration and the challenges faced by administrators. It also helps in identifying research gaps and providing a foundation for the present study.

1. Gupta (2018) conducted a study on office administration in Indian companies and found that office administrators face major issues such as work overload and time management difficulties. He emphasized that proper delegation of work can reduce stress and improve productivity.

2. Nair (2019) studied the challenges of office administrators in corporate organizations and revealed that adapting to technological advancements, especially the use of digital tools, is a major difficulty for many administrators.

3. Khan (2020) highlighted in his study that administrators play the role of a bridge between employees and management. He stated that communication barriers are one of the most common challenges that affect the efficiency of administrators.

4. Joseph & Mathew (2021) in their research on administrative roles in large organizations concluded that administrators face role conflict as they are required to handle clerical, managerial, and interpersonal tasks simultaneously. This often leads to stress and reduced job satisfaction.

5. Sharma (2022) examined the impact of multitasking on office administrators and reported that continuous multitasking reduces concentration levels and increases the chances of errors in administrative work. Training programs and stress management techniques were suggested as solutions.

CHAPTER 3

THEORETICAL FRAMEWORK

3.1 Introduction

A theoretical framework provides the foundation for any research study. It connects the research problem with existing theories, concepts, and perspectives. In the present study, the focus is on the challenges faced by office administrators in SWA Diamonds, one of the reputed jewellery companies in Kerala. Office administrators act as the backbone of organizational functioning, and therefore, analysing their challenges requires a strong conceptual foundation.

This framework explains the importance of office administration, the stakeholders involved, the types of administrative roles and challenges, and finally, the theoretical perspectives that justify the study.

3.2 Importance of Office Administration

Office administration plays a vital role in the smooth functioning of any organization. In SWA Diamonds, the importance of office administration can be seen in:

Coordination of Activities – Ensuring communication between departments such as HR, Finance, Sales, and Customer Relations.

Document Management – Maintaining legal records, client details, and internal reports.

Communication Link – Acting as the bridge between management, employees, clients, and external stakeholders.

Time and Resource Management – Proper scheduling of tasks, meetings, and resource allocation.

Organizational Growth – By ensuring efficiency and productivity, office administration directly supports the company's growth and reputation.

Thus, office administrators are not just clerical staff but strategic partners in ensuring that organizational goals are achieved.

3.3 Parties Involved in Office Administration

In SWA Diamonds, office administrators interact with multiple stakeholders on a daily basis. These include:

Management – who provide instructions, assign responsibilities, and set deadlines.

Employees – who expect support, guidance, and proper workflow from administrators.

Customers – who directly communicate with administrators for queries, complaints, and services.

Suppliers and Vendors – who rely on administrators for documentation, payments, and coordination.

Therefore, administrators act as the connecting link among different parties. This makes their role complex and challenging.

3.4 Types of Challenges in Office Administration

Office administrators in SWA Diamonds face different types of challenges that can be categorized as follows:

(a) Workload and Time Pressure

Multiple responsibilities such as scheduling, supervising, filing, and communication create high workload and stress.

(b) Communication Barriers

Miscommunication between departments, unclear instructions from management, or delayed messages can create confusion.

(c) Technological Challenges

The jewellery industry involves advanced digital systems for billing, accounting, and inventory. Lack of training can make it difficult for administrators to adapt.

(d) Role Conflict

Since administrators handle clerical, managerial, and interpersonal tasks, overlapping responsibilities often create stress.

(e) Coordination Issues

Smooth coordination with HR, finance, production, and marketing teams is often a challenge due to workload and lack of clarity.

(f) Job Stress and Lack of Recognition

Heavy multitasking with little appreciation often reduces job satisfaction among administrators.

3.5 Theoretical Perspectives Related to the Study

Several theories help explain the challenges faced by office administrators in SWA Diamonds:

1. Role Theory – Explains how conflicting roles and responsibilities lead to stress and inefficiency.

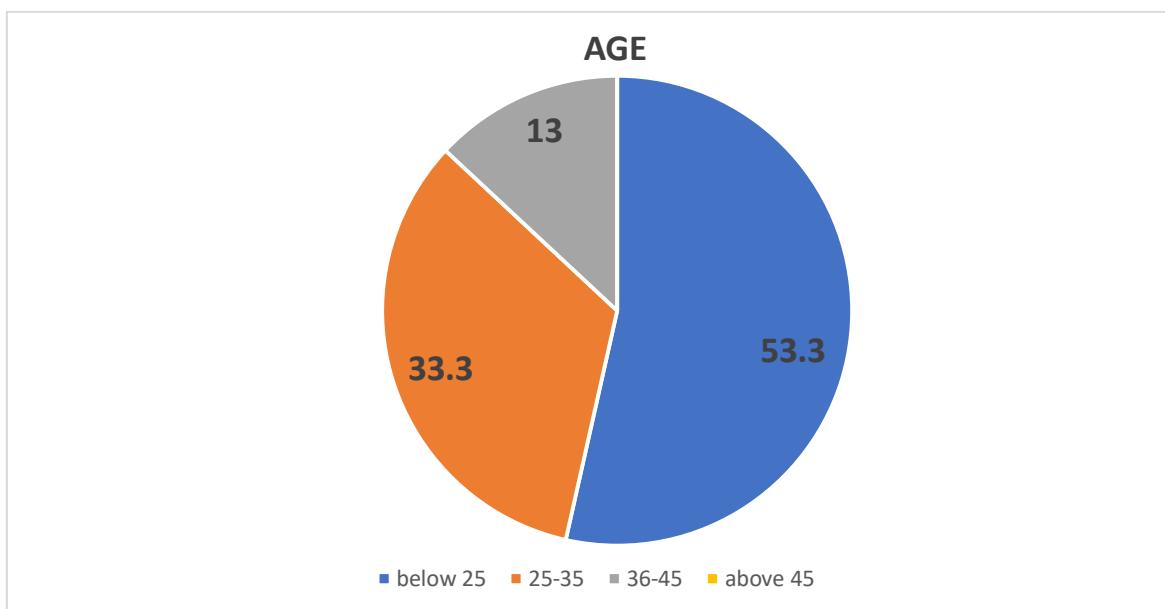
2. Time Management Theory – Highlights the importance of prioritization and effective use of time in administration.

3. Organizational Communication Theory – Stresses that clarity and efficiency in communication reduce misunderstandings and delays.

CHAPTER 4
DATA ANALYSIS AND
INTERPRITATION

TABLE 4.1**TABLE SHOWING AGE BASED CLASSIFICATION OF
RESPONDENCE**

AGE	NO OF RESPONDENTS	PERCENTAGE
BELOW 25	8	53%
B/W 25-35	5	33%
B/W 36-45	2	13%
ABOVE 45	0	0.0%
TOTAL	15	100%

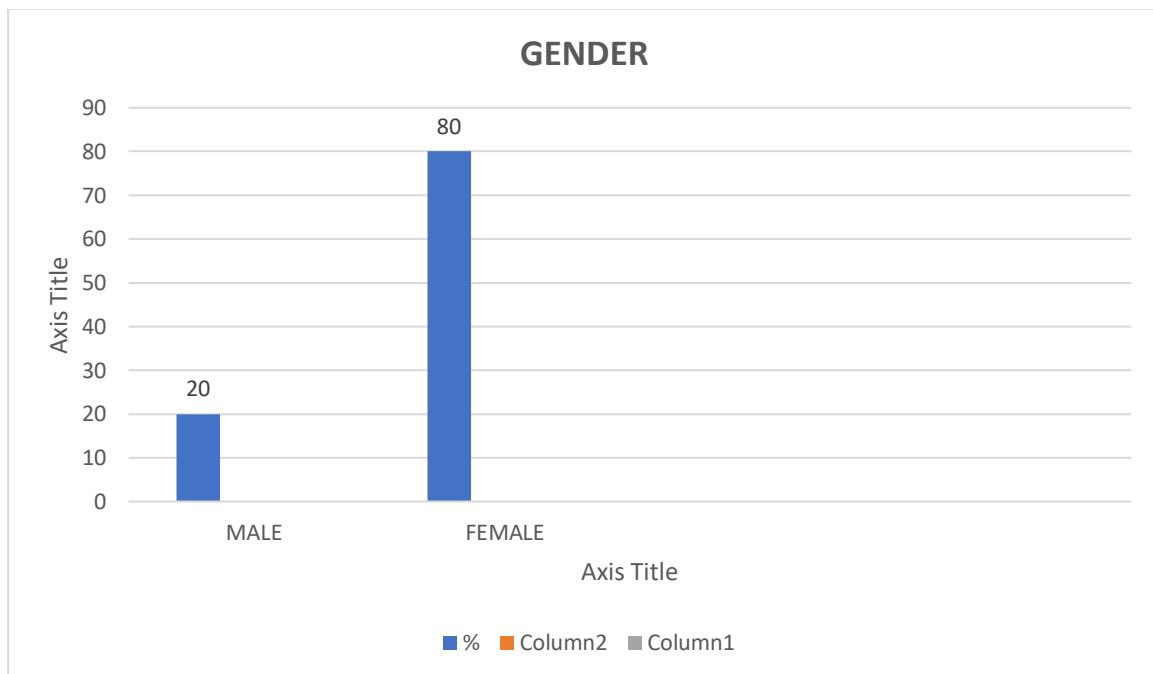
CHART4.1-AGE BASED CLASSIFICATION OF RESPONDENTS**INTERPRETATION**

From the table and figure shows 53% respondents are below 25 and 33% respondents are 25-35 and 13% are 36-45.

TABLE 4.2

TABLE SHOWING GENDER BASED CLASSIFICATION

GENDER	NO OF RESPONDENCE	PERCENTAGE
MALE	3	20
FEMALE	12	80
TOTAL	15	100

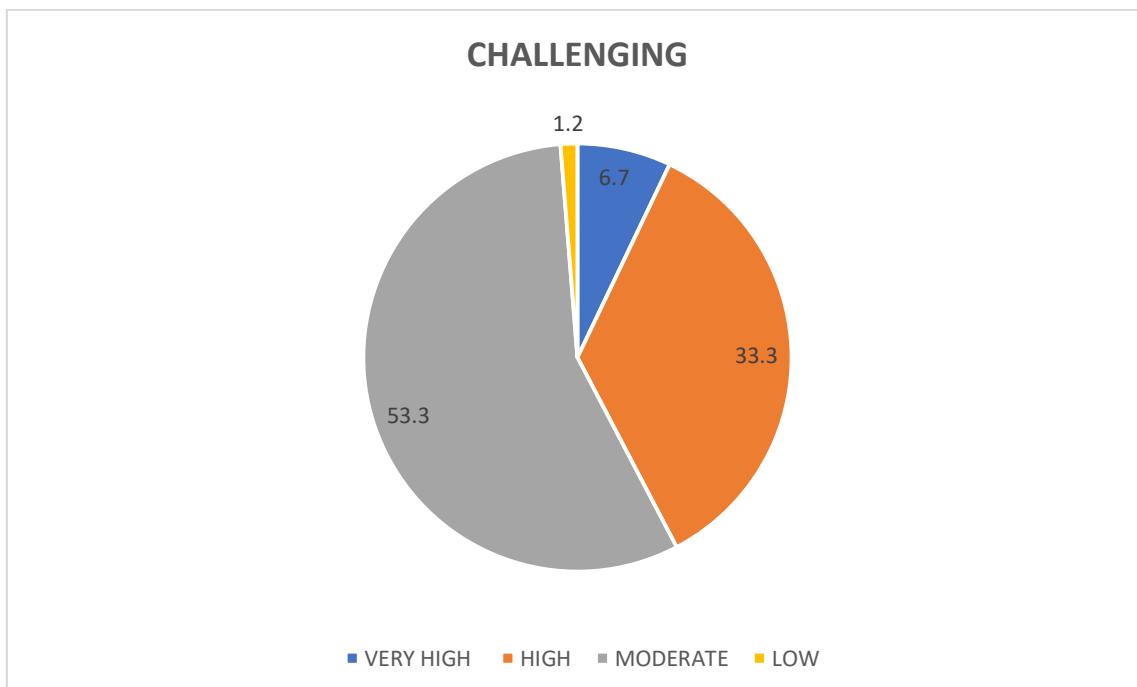


INTERPRETATION

The above table and chart show that 20% are male customers and 80% are female customers.

TABLE 4.3
**TABLE SHOWING CHALLENGING BASED CLASSIFICATION OF
RESPONDENTS**

CHALLENGING	NO OF RESPONDENTS	PERCENTAGE
VERY HIGH	1	6.7
HIGH	5	33.3
MODERATE	8	53.3
LOW	1	6.7
TOTAL	15	100

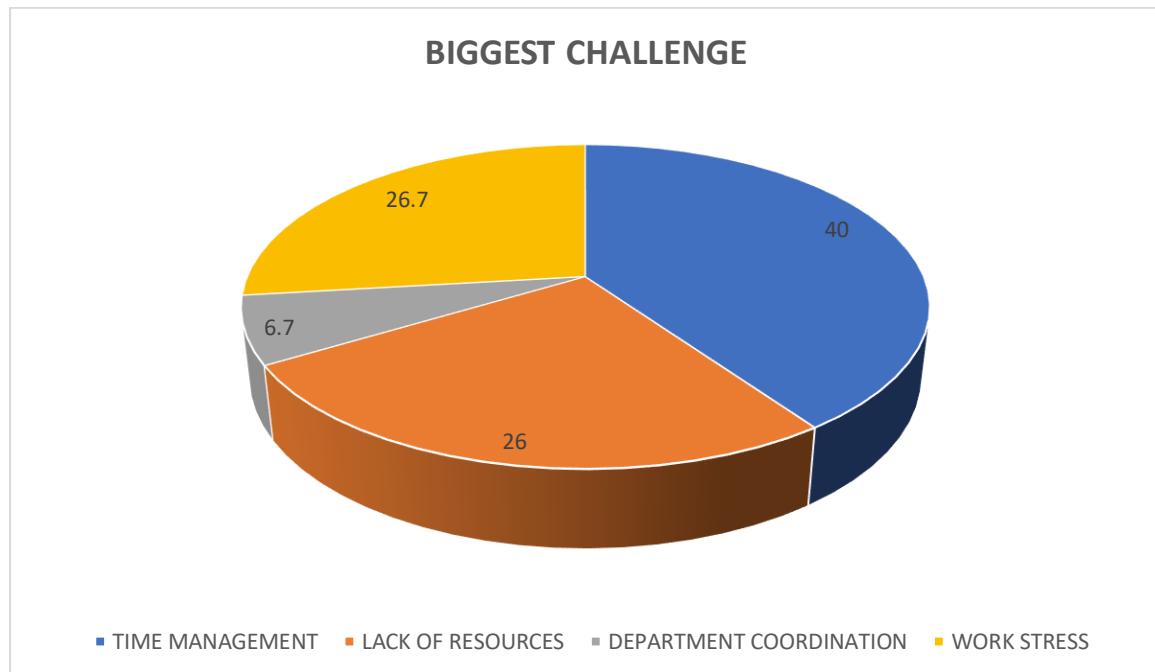


INTERPRETATION

The above table and chart show that the challenging of employees 53.3% moderate employees.

TABLE 4.4
**TABLE SHOWING BIGGEST CHALLENGE BASED OF THE
 RESPONDENCE**

BIGGEST CHALLENGE	NO OF RESPONDENTS	PERCENTAGE
TIME MANAGEMENT	6	40.0
LACK OF RESOURCES	4	26.7
DEPARTMENT CORDINATION	1	6.7
WORK STRESS	4	26.7
TOTAL	15	100%

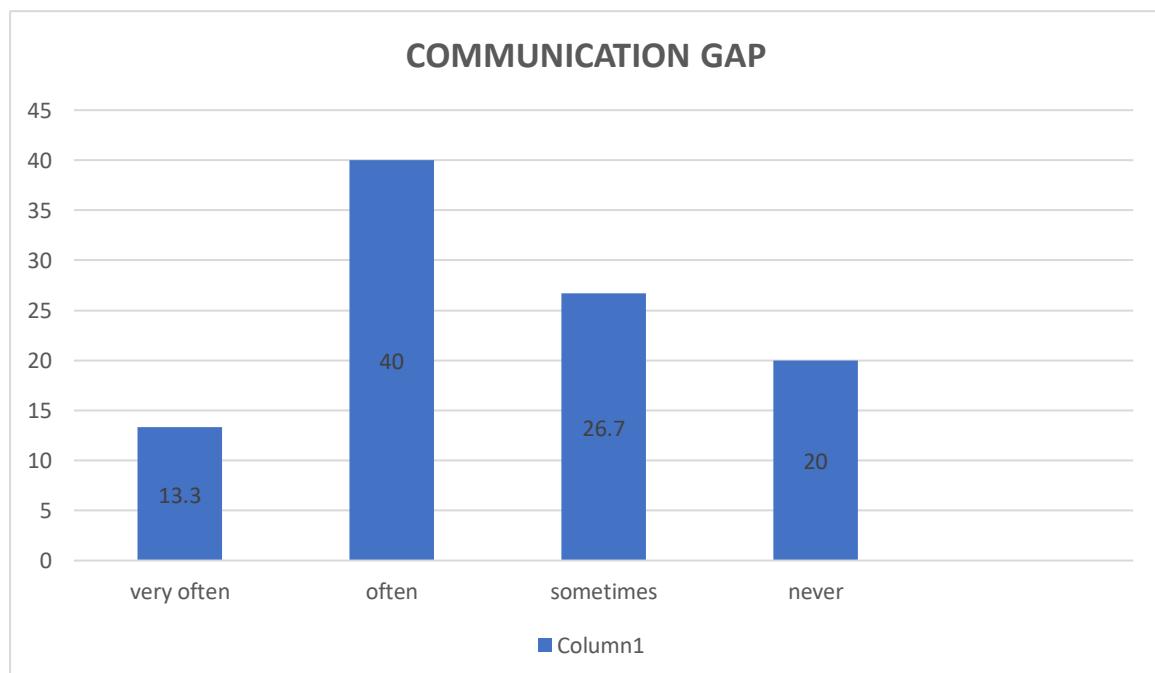


INTERPRETATION

The above table and chart the biggest challenge faced by respondents is time management 40% followed by lack of resources 26.7% work stress 26.7% and department coordination 6.7% .

TABLE 4.5
TABLE SHOWING COMMUNICTION GAPS BASED ON THE
RESPONDENTS

COMMUNICATION GAPS	NO. OFRESPONDENCE	PERCENTAGE
VERY OFTEN	2	13.3
OFTEN	6	40.0
SOMETIMES	4	26.7
NEVER	3	20.0
TOTAL	15	100%

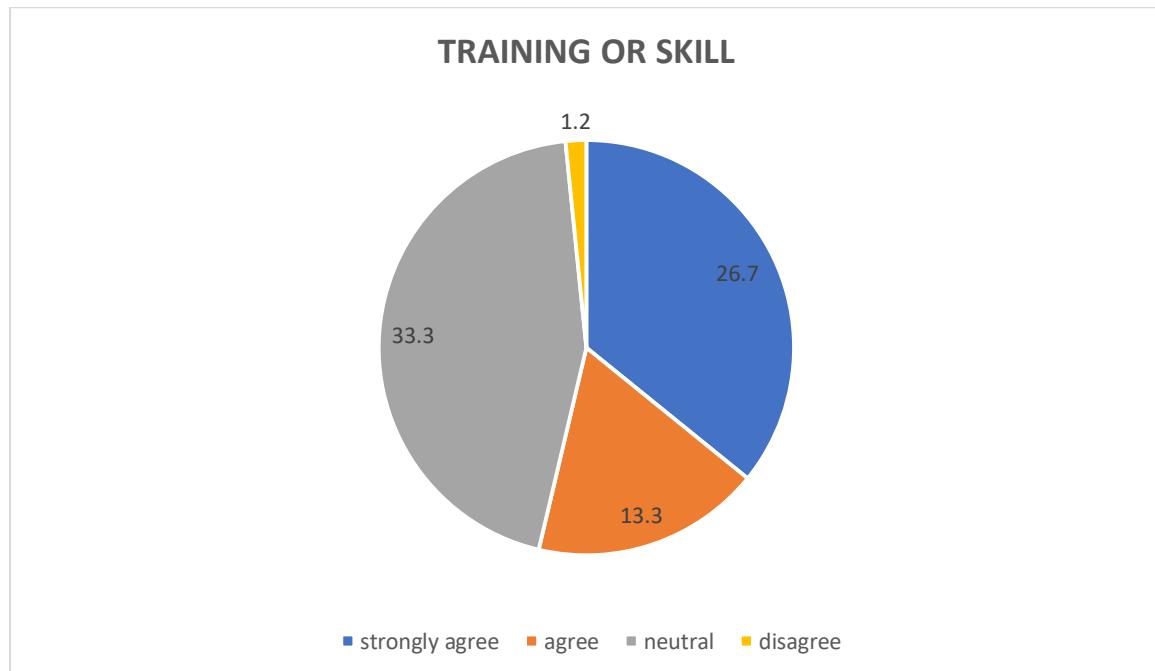


INTERPRETATION

The above table and chart communication gaps are most often experienced 40% followed by sometimes 26.7% never 20% or very often 13.3% facing such gabs.

TABLE 4.6
**TABLE SHOWING LACK OF TRAINING OR SKILL BASED OF THE
 RESPONDENTS**

TRAINING OR SKILL	NO. OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	4	26.7
AGREE	2	13.3
NEUTRAL	5	33.3
DISAGREE	4	26.7
TOTAL	15	100%

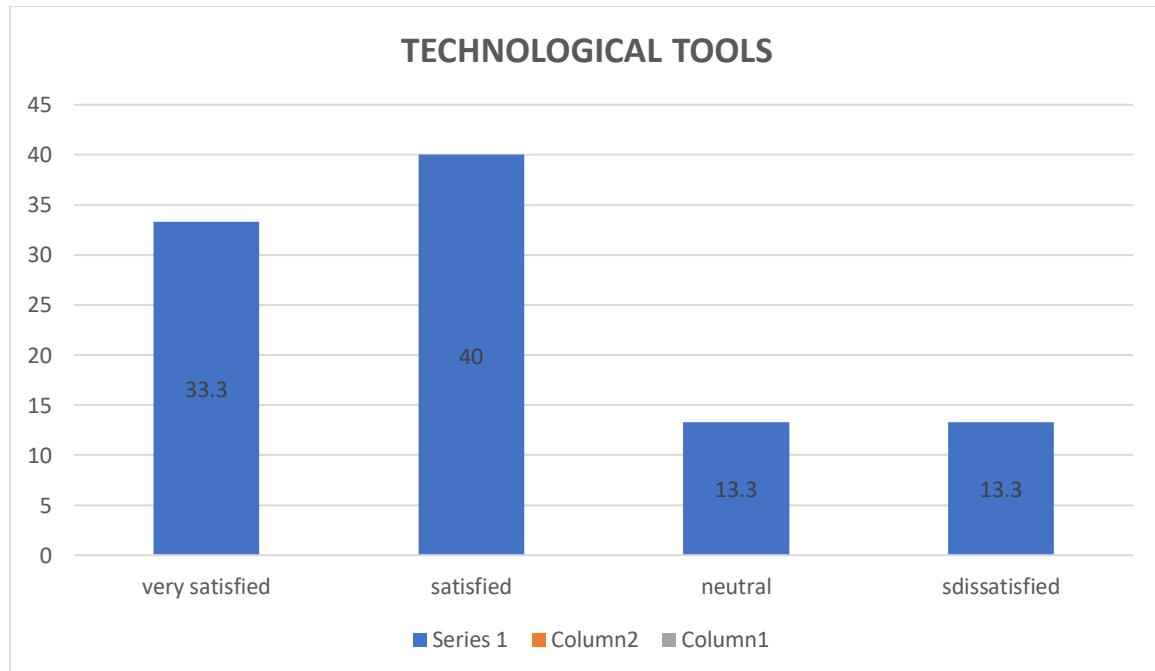


INTERPRETATION

The table show that the majority of respondents are neutral 33.3% about the lack of training or skill. 26.7% agree and another 26.7% disagree with only 13.3% strongly agreeing.

TABLE 4.7
TABLE SHOWING SATISFIED TECHNOLOGICAL TOOLS BASED OF THE RESPONDENTS

TECHNOLAGICAL TOOLS	NO OF RESPONDENTS	PERCENTAGE
VERY SATISFIED	5	33.3
SATISFIED	6	40.0
NEUTRAL	2	13.3
DISSATISFIED	2	13.3
TOTAL	15	100%

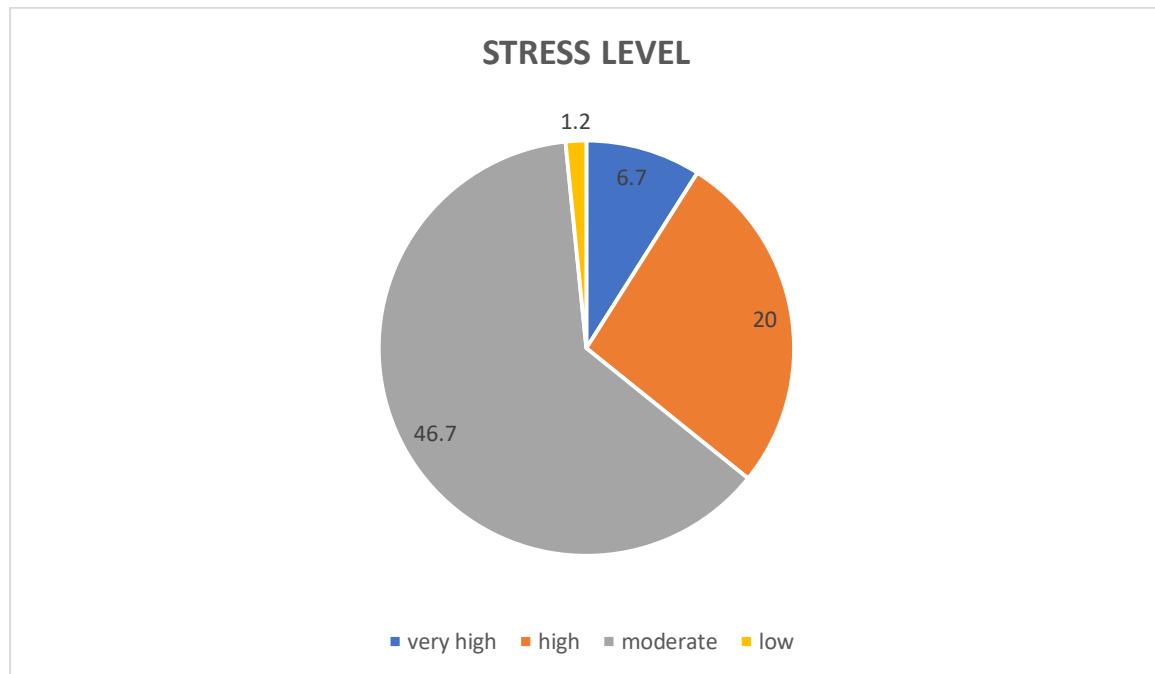


INTERPRETATION

The table show that most respondents are satisfied 40% or very satisfied 33.3% with technological tools. Only small share remain neutral 13.3% or dissatisfied 13.3%.

TABLE 4.8
TABLE SHOWING STRESS LEVEL WHILE MEETING DEADLINES
CLASSIFICATION OF RESPONDENTS

STRESS LEVEL	NO OF RESPONDENTS	PERCENTAGE
VERY HIGH	1	6.7
HIGH	3	20.0
MODERATE	7	46.7
LOW	3	20.0
VERY LOW	1	6.7
TOTAL	15	100%

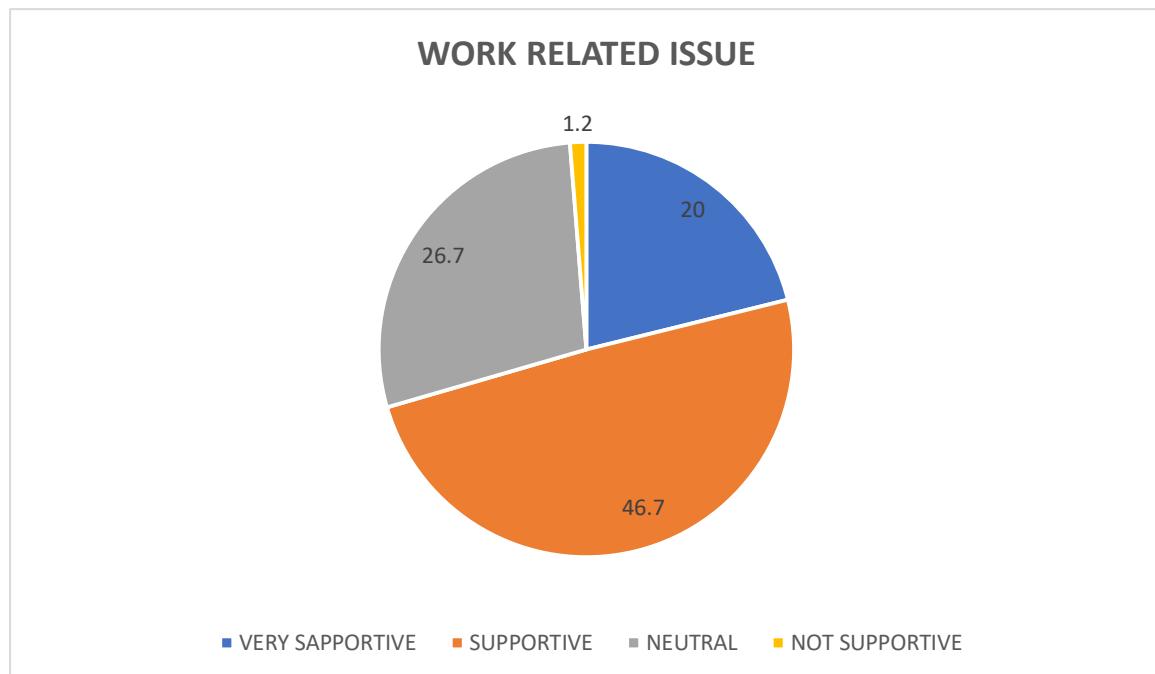


INTERPRETATION

The table shows that the most respondents 67% experience moderate stress levels while only a small portion 13% report very low stress. This indicates that stress is common and stress levels are relatively low among the group.

TABLE 4.9
**TABLE SHOWING SUPPORT FROM MANAGEMENT SOLVING
 WORK RELATED ISSUES**

OPTIONS	NO OF RESPONDENCE	PERCENTAGE
VERY SUPPORTIVE	3	20.0
SUPPORTIVE	7	46.7
NEUTRAL	4	26.7
NOT SUPPORTIVE	1	6.7
TOTAL	15	100%

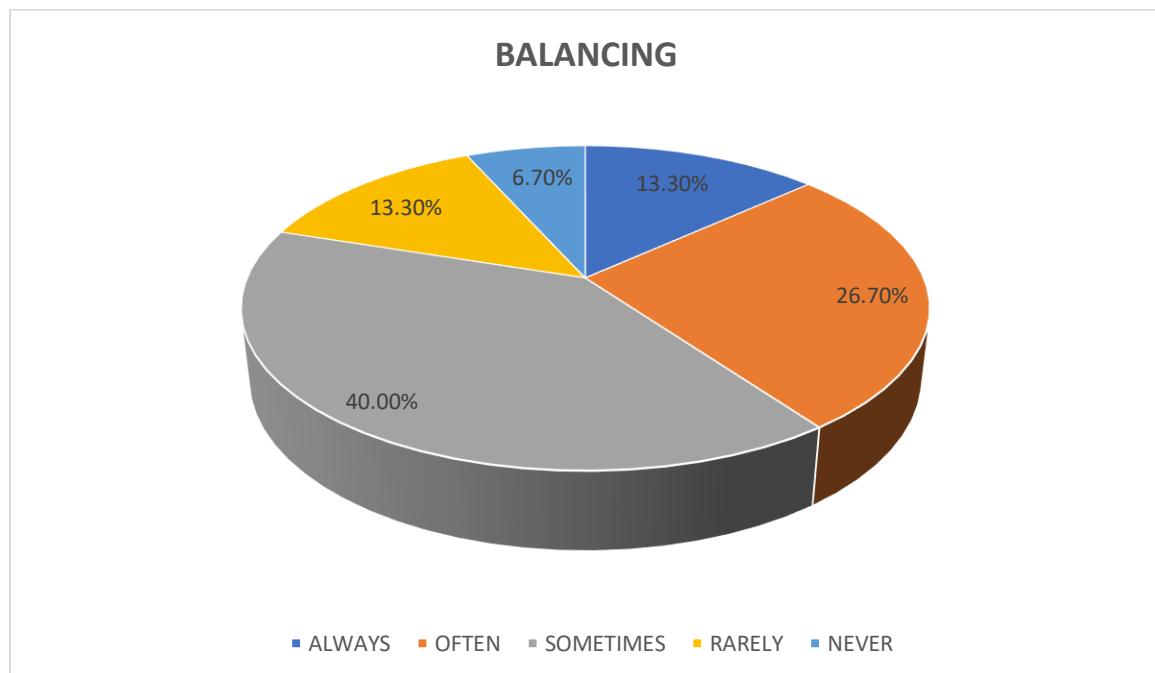


INTERPRETATION

Most respondents 46.7% feel supportive regarding work related issues while only small percentage 6.7% are not supportive. This shows overall positive supportive in work place with few negative respondence.

TABLE 4.10
TABLE SHOWING DIFFICULTIES IN BALANCING PERSONAL AND PROFESSIONAL LIFE DUE TO WORK LOAD

OPTIONS	NO OF RESPONDENCE	PERCENTAGE
ALWAYS	2	13.3%
OFTENS	4	26.7%
SOMETIMES	6	40.0%
RARELY	2	13.3%
NEVER	1	6.7%
TOTAL	15	100%

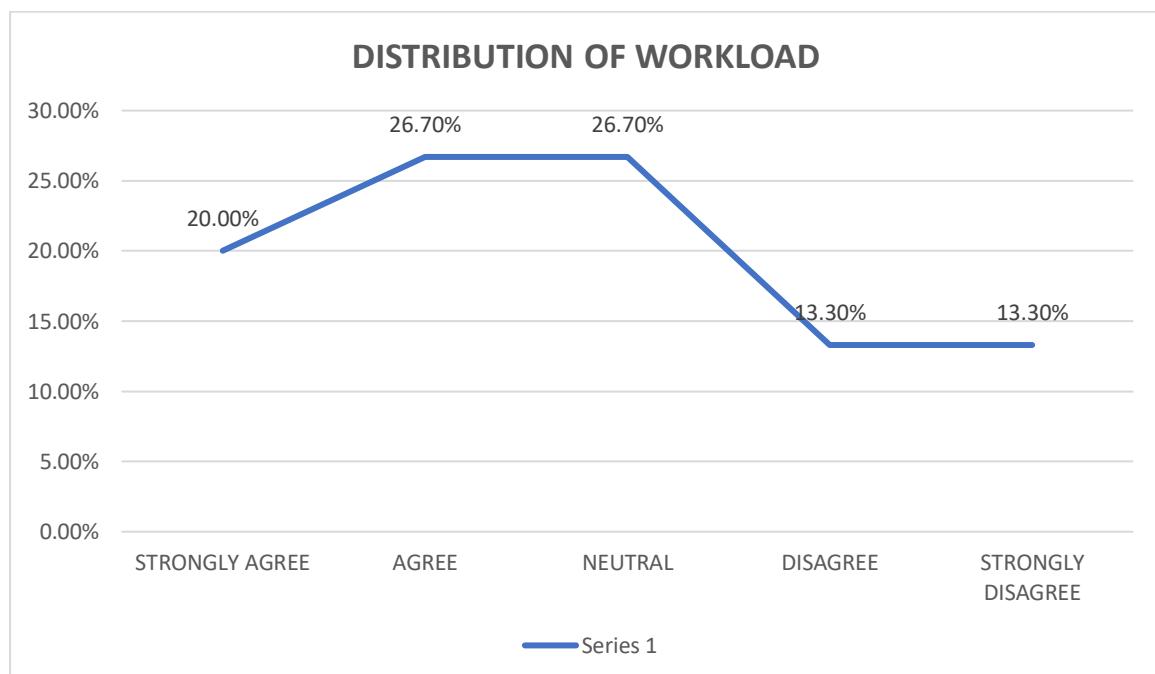


INTERPRETATION

Most respondents 40% feel they can rarely balance life due to work load while only 6.7% never face this issue.

TABLE 4.11
**TABLE SHOWING DISTRIBUTION OF WORKLOAD AMONG
EMPLOYEES**

OPTIONS	NO OF RESPONDENCE	PERCENTAGE
STRONGLY AGREE	3	20.0%
AGREE	4	26.7%
NEUTRAL	4	26.7%
DISAGREE	2	13.3%
STRONGLY DISAGREE	2	13.3%
TOTAL	15	100%

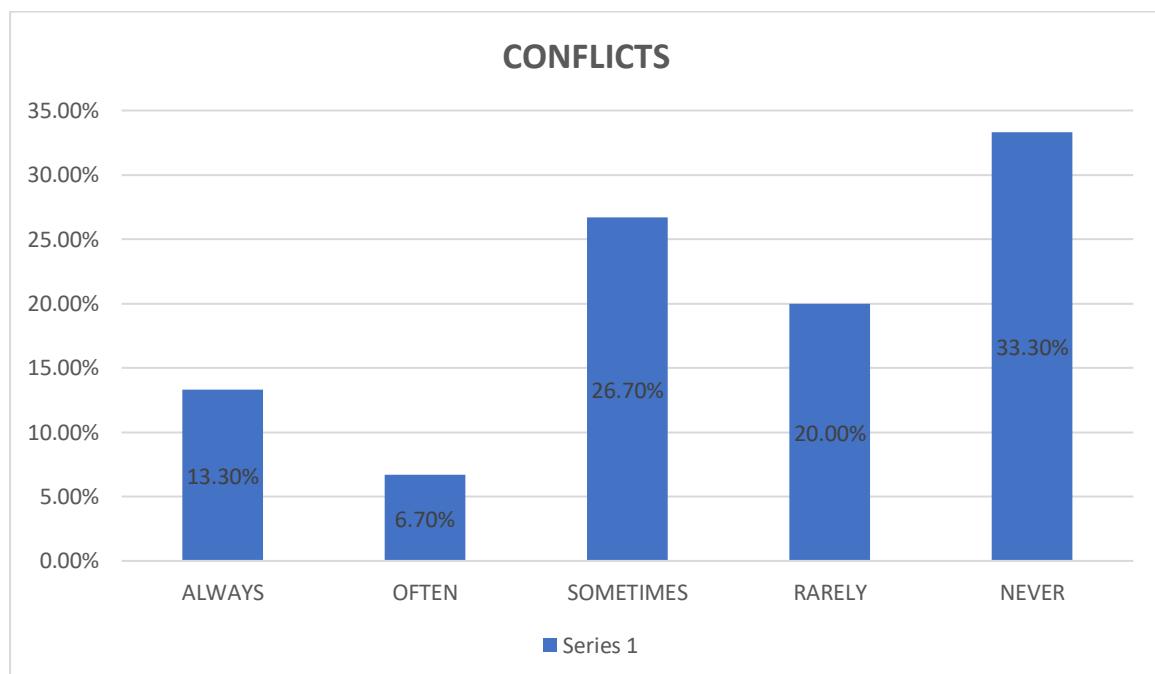


INTERPRETATION

Most response 53.4% agree or strongly agree about the distribution of workload while 26.6% disagree or strongly disagree

TABLE 4.12
**CONFLICTS ARISE WITH COLLEAGUES OR OTHER
DEPARTMENTS**

OPTIONS	NO OF RESPONDENCE	PERCENTAGE
ALWAYS	2	13.3%
OFTEN	1	6.7%
SOMETIMES	4	26.7%
RARELY	3	20.0%
NEVER	5	33.3%
TOTAL	15	100%

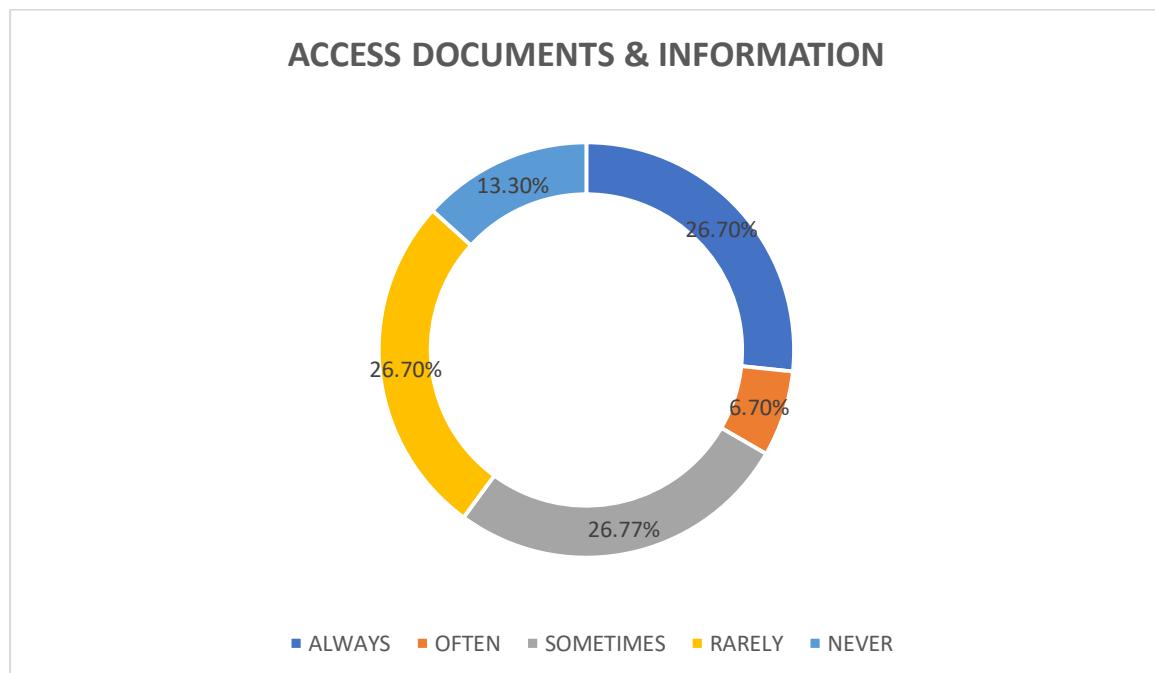


INTERPRETATION

One third of respondents (33.3%) reported never facing conflicts, while 26.7% experience them sometimes.

TABLE 4.13
DIFFICULTIES TO ACCESS REQUIRED DOCUMENTS AND INFORMATION

OPTIONS	NO OF RESPONDENCE	PERCENTAGE
ALWAYS	4	26.7%
OFTEN	1	6.7%
SOMETIMES	4	26.77%
RARELY	4	26.7%
NEVER	2	13.3%
TOTAL	15	100%

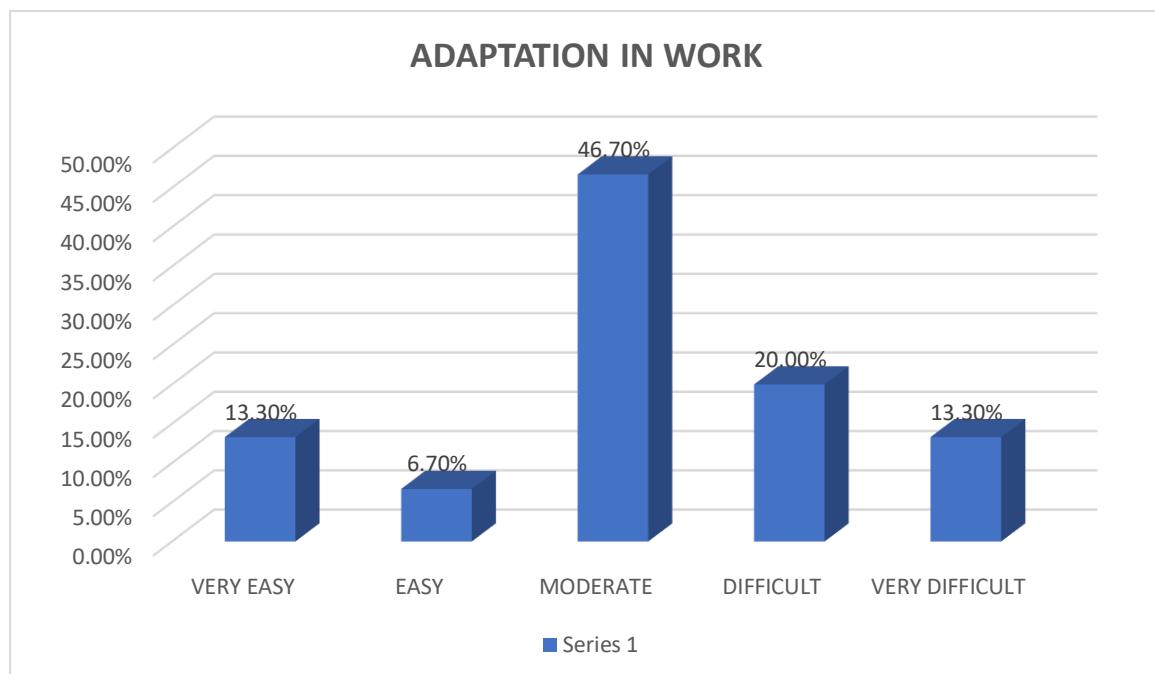


INTERPRETATION

The chart shows the frequency of accessing documents and information. Most respondents (26.7%) access them "often," while the lowest (13.3%) reported "never."

TABLE 4.14
ADAPT TO NEW CHANGES AT WORK

OPTIONS	NO OF RESPONDENCE	PERCENTAGE
VERY EASY	2	13.3%
EASY	1	6.7%
MODERATE	7	46.7%
DIFFICULT	3	20.0%
VERY DIFFICULT	2	13.3%
TOTAL	15	100%

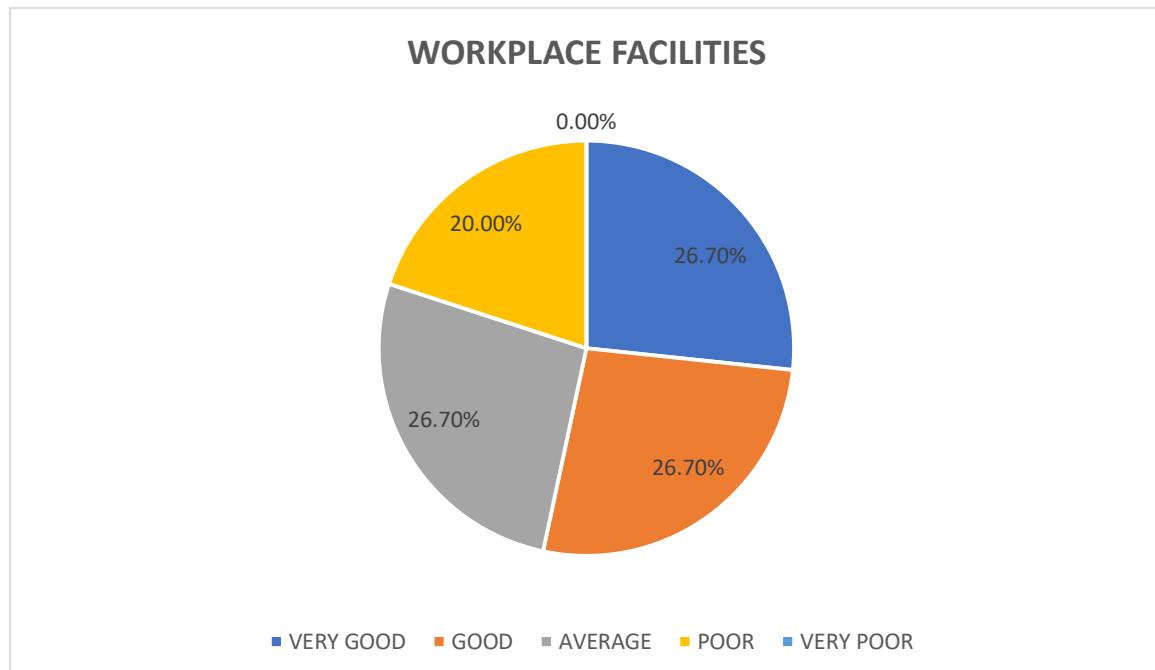


INTERPRETATION

The chart indicates that most respondents (46.70%) found adaptation in work "moderate," while 13.3% found it "very easy." A smaller share (13.3%) experienced it as "very difficult."

TABLE 4.15
WORKPLACE FACILITIES IN WORK

OPTIONS	NO OF RESPONDENCE	PERCENTAGE
VERY GOOD	4	26.7%
GOOD	4	26.7%
AVERAGE	4	26.7%
POOR	3	20.0%
VERY POOR	0	0.0%
TOTAL	15	100%

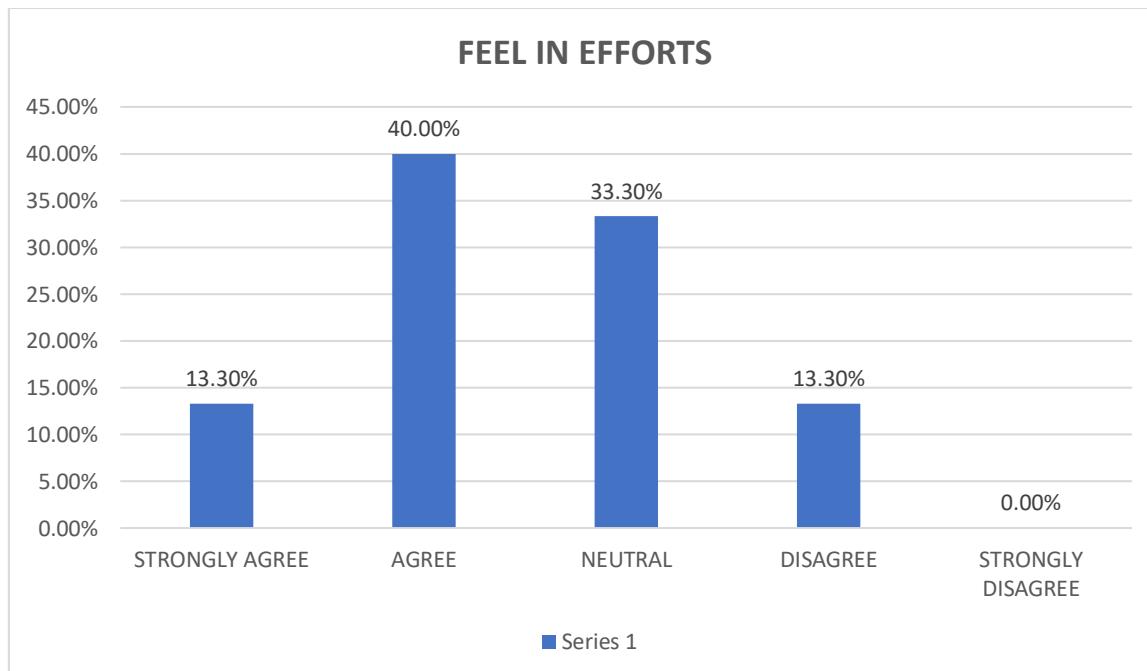


INTERPRETATION

The majority of respondents (80%) rated workplace facilities as average to good, while none rated them poor or very poor. Overall, this indicates generally satisfactory facilities with scope for improvement.

TABLE 4.16
FEEL IN YOUR EFFORT AS AN ADMINISTRATOR

OPTIONS	NO OF RESPONDENCE	PERCENTAGE
STRONGLY AGREE	2	13.3%
AGREE	6	40.0%
NEUTRAL	5	33.3%
DIAGREE	2	13.3%
STRONGLY DISAGREE	0	0.0%
TOTAL	15	100%

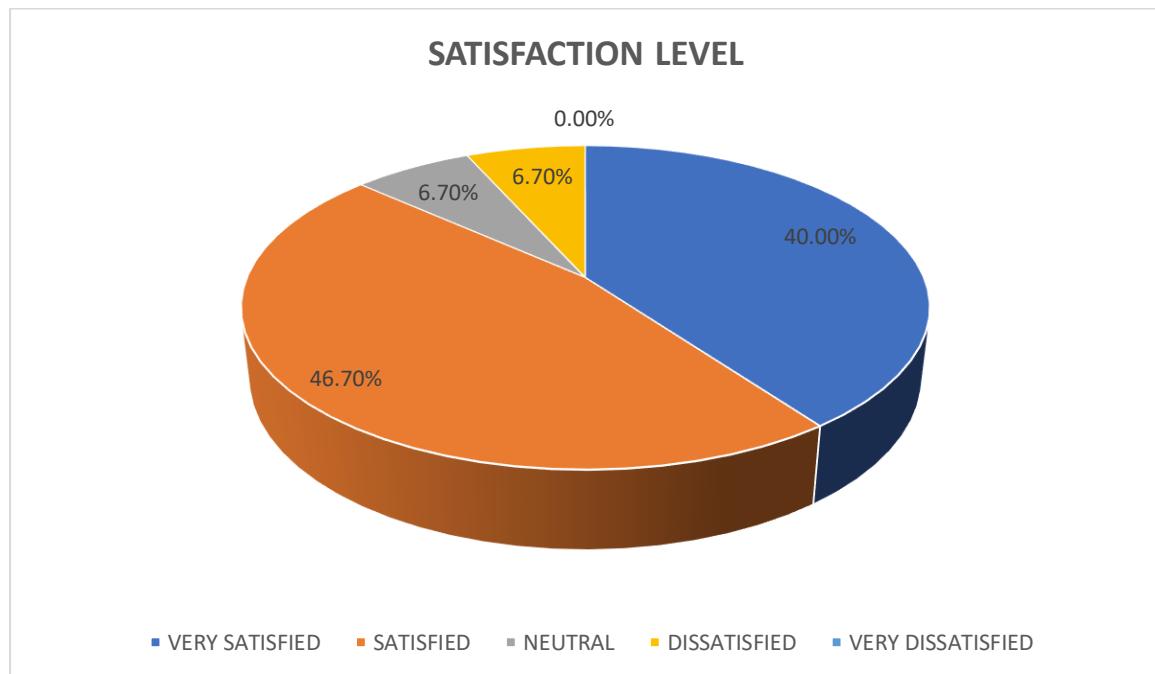


INTERPRETATION

The majority of respondents (73.3%) agree or strongly agree that they feel their efforts as administrators are recognized. Only a small proportion (6.7%) disagreed, showing overall positive acknowledgment.

TABLE 4.17
SATISFACTION IN WORK IN SWA DIAMONDS

OPTIONS	NO OF RESPONDENCE	PERCENTAGE
VERY SATISFIED	6	40.0%
SATISFIED	7	46.7%
NEUTRAL	1	6.7%
DISSATISFIED	1	6.7%
VERY DISSATISFIED	0	0.0%
TOTAL	15	100%



INTERPRETATION

The majority of employees at SWA Diamonds are satisfied with their work, with 86.7% reporting either satisfaction or high satisfaction. Very few are neutral or dissatisfied, and none are very dissatisfied.

CHAPTER 5

FINDINGS, SUGGESTIONS, CONCLUSIONS AND QUESTIONNAIRE

FINDINGS

1. Age Distribution: Majority of respondents are young, with 53% below 25 years, indicating a youthful workforce.
2. Gender Composition: The customer base is predominantly female (80%) compared to males (20%).
3. Employee Challenges: Over half of employees (53.3%) face moderate levels of challenges.
4. Biggest Workplace Challenges: Time management (40%) is the most pressing issue, followed by lack of resources and work stress (26.7% each).
5. Communication Gaps: 40% often face communication gaps, showing it as a recurring issue.
6. Training & Skills: Respondents are divided, with most remaining neutral (33.3%) about lack of training, while opinions are evenly split between agreement and disagreement (26.7% each).
7. Technological Tools: Majority are satisfied (40%) or very satisfied (33.3%), showing positive acceptance of tools.
8. Stress Levels: 67% experience moderate stress, indicating stress is common though generally manageable.
9. Workplace Support: Nearly half (46.7%) feel supportive work environments, with very few (6.7%) not feeling supported.
10. Work-Life Balance: 40% rarely balance life due to workload, showing a significant concern.
11. Workload Distribution: Over half (53.4%) agree workload is fairly distributed, while about a quarter (26.6%) disagree.
12. Conflict at Workplace: One-third (33.3%) never face conflicts, but about a quarter (26.7%) experience them sometimes.
13. Access to Information: Most respondents access documents often (26.7%), though some rarely or never do.
14. Adaptation at Work: Nearly half (46.7%) find adaptation moderate, while smaller groups find it very easy or very difficult.
15. Workplace Facilities: 80% rate facilities as average to good, showing overall satisfaction but room for improvement.
16. Recognition of Efforts: Majority (73.3%) feel recognized for their contributions, reflecting positive acknowledgment.
17. Overall Job Satisfaction: High satisfaction levels are observed, with 86.7% employees satisfied or highly satisfied at SWA Diamonds.

SUGGESTIONS

1. Young Workforce Utilization

Provide career development programs and skill-building workshops since a majority are under 25.

Introduce mentorship from senior employees to guide younger staff.

2. Gender Balance in Customers

Since 80% are female customers, design customer engagement programs, promotions, or products more tailored to women while also creating strategies to attract more male customers.

3. Employee Challenges (Moderate)

Offer problem-solving sessions, feedback meetings, and support systems to reduce employee challenges.

4. Workplace Challenges

Introduce time management training and tools (planners, scheduling apps).

Ensure resource availability and reduce workload duplication.

Provide stress-relief activities like wellness sessions or flexible breaks.

Strengthen department coordination through regular inter-departmental meetings.

5. Communication Gaps

Implement clear communication channels (emails, chat systems, notice boards).

Arrange workshops on effective communication and teamwork.

6. Training and Skills

Conduct regular training programs and workshops.

Create learning opportunities (online courses, in-house sessions) to upgrade employee skills.

7. Technology Tools

Continue investing in modern technological tools.

Provide training to maximize their use.

Ensure timely updates and technical support.

8. Stress Management

Introduce stress-reduction programs like yoga, counseling, or wellness sessions.

Encourage a healthy work-life balance through flexible scheduling.

9. Workplace Support

Encourage teamwork and peer support.

Create open-door policies where employees can approach management freely.

10. Work-Life Balance

Introduce flexible work hours or hybrid working options.

Provide recreational and relaxation spaces within the workplace.

11. Workload Distribution

Regularly monitor and review workloads.

Ensure fair and equal allocation of tasks.

Use software to track workload distribution transparently.

12. Conflict Management

Provide conflict resolution training.

Appoint mediators or HR representatives to handle disputes quickly.

13. Access to Documents

Improve digital filing systems for easier access.

Provide training on how to locate and manage information efficiently.

14. Adaptation in Work

Offer orientation and induction programs for new employees.

Provide continuous support during transitions or role changes.

15. Workplace Facilities

Maintain and upgrade facilities regularly.

Collect feedback from employees to know areas needing improvement.

16. Recognition of Efforts

Introduce reward programs (employee of the month, bonuses, appreciation events).

Encourage managers to acknowledge contributions openly.

17. Job Satisfaction

Maintain current positive practices.

Continuously check employee satisfaction levels through surveys.

Focus on growth opportunities to sustain long-term motivation.

CONCLUSION

The study on “Challenges Faced by Office Administrators with Special Reference to SWA Diamonds” highlights the crucial yet demanding role of administrators in ensuring smooth organizational functioning. Findings reveal that while administrators are generally satisfied with their work and feel recognized for their efforts, they continue to face significant challenges such as time management, workload pressure, communication gaps, and stress management. Technological adaptation and coordination among departments also remain areas of concern.

Despite these difficulties, the study shows that administrators at SWA Diamonds maintain a positive outlook, with high levels of satisfaction, supportive work environments, and access to reasonably good workplace facilities. The youthful workforce, coupled with technological satisfaction, indicates potential for future growth and adaptability if proper support systems are provided.

Overall, the research concludes that strengthening communication systems, offering regular training, promoting fair workload distribution, and implementing stress-management initiatives can greatly enhance administrative efficiency. By addressing these key issues, SWA Diamonds can not only improve the performance of its office administrators but also ensure higher productivity, employee satisfaction, and organizational success in the long run.

QUESTIONNAIRE

Name: _____

Age Group:

- a) Below 25
- b) 25–35
- c) 36–45
- d) Above 45

Gender:

- a) Male
- b) Female
- c) Prefer not to say

Work Experience in Office Administration:

- a) Less than 1 year
- b) 1–3 years
- c) 4–6 years
- d) More than 6 years

1. How challenging is your daily workload?

- a) Very high
- b) High
- c) Moderate
- d) Low

2. Which of the following is your biggest challenge?

- a) Time management
- b) Lack of resources
- c) Department coordination
- d) Work stress

3. How often do you face communication gaps in your work?

- a) Very often
- b) Often
- c) Sometimes
- d) Rarely
- e) Never

4. Do you face difficulties due to lack of training or skill development?

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

5. How satisfied are you with the technological tools (software, systems) provided for your work?

- a) Very satisfied
- b) Satisfied
- c) Neutral
- d) Dissatisfied
- e) Very dissatisfied

6. What is your stress level while meeting deadlines?

- a) Very high
- b) High
- c) Moderate
- d) Low
- e) Very low

7. How supportive is management in solving your work-related issues?

- a) Very supportive
- b) Supportive
- c) Neutral
- d) Not supportive
- e) Not at all supportive

8. Do you face difficulties in balancing personal and professional life due to workload?

- a) Always
- b) Often
- c) Sometimes
- d) Rarely
- e) Never

9. Do you feel that workload is properly distributed among employees?

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

10. How often do conflicts arise with colleagues or other departments?

- a) Very often
- b) Often
- c) Sometimes
- d) Rarely
- e) Never

11. Do you face difficulties in accessing required documents and information for your work?

- a) Always
- b) Often
- c) Sometimes
- d) Rarely
- e) Never

12. How easy is it for you to adapt to new changes (policies/technology) at work?

- a) Very easy
- b) Easy
- c) Moderate
- d) Difficult
- e) Very difficult

13. How suitable are workplace facilities (seating, lighting, environment) for your work?

- a) Very good
- b) Good
- c) Average
- d) Poor
- e) Very poor

14. Do you feel your efforts as an administrator are recognized by the company?

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

15. Overall, how satisfied are you with your role as an office administrator in SWA Diamonds?

- a) Very satisfied
- b) Satisfied
- c) Neutral
- d) Dissatisfied
- e) Very dissatisfied

