

QUESTIONNAIRE

I] PERSONAL INFORMATION

1. Name :
2. Age :
3. Education :
4. Designation :
5. Department :
6. Batch No. :
7. Length of service in present job :
8. Total length of service :
9. Nature of service : Permanent / Probationary /
Trainee / Daily wages
10. Habits : Smoking / Drinking alcohol /
Gambling / Chewing pan or tobacco
visiting hotels / Others
11. Income from wages/salary (monthly) Rs.----
12. Income from over-time Rs.----
13. Income from other sources Rs.----
14. Did you take any loan from Co-op Society / Banks /
Private institute / any other? YES / NO
15. If yes, state the amount and monthly instalment :
16. Monthly and family expenditure :

II] RECRUITMENT & SELECTION

1. How did you get recruited in the present job ?
Employment exchange / Advertisement / I.T.I /
Through friends / As apprentice / Recommendation
from Union or friends / Any other
2. Did you have any work experience before joining
this job? YES / NO
3. What is the basis of selection?
Interview / Written test / Job test / Any other
4. After how long a period were you made permanent?
5. What is your opinion about the selection procedure
adopted by your organisation?

III] TRAINING

1. After your selection did you undergo any of the
following training -
Special training / Apprentice / Probation /
Re-orientation / Any other
2. What was the nature and duration of training?
3. Do you feel that the training given is sufficient
to perform your job? YES / NO
4. What benefits do you get from training?
Special benefits / Additional Increment / Promotion
Proficiency in work / No benefits

5. What improvements have taken place in your work due to training?

Perform more / Reduction in time / Mentally setup /
Not aware

6. Do you feel that training is necessary for your future promotion? YES / NO

IV] WORKERS EDUCATION

1. Have you undergone the training under Workers Education Scheme? YES / NO

2. What additional knowledge you have received from this scheme?

3. Has Workers Education Training changed your personality and performance at work? YES / NO

4. What are your views on Workers Education Scheme?

V] SALARY & WAGES

1. Do you know how your salary/wages are calculated? YES / NO

2. Are you aware of how overtime is worked out? YES / NO

3. Please give following information

a) Last month Salary/wages =

b) Deduction =

c) Annual increment =

4. Are you contented with the present salary/wages?

YES / NO

5. If not, what are your expectations? Why?

VI] LEAVE, ABSENTEEISM & LABOUR TURNOVER

1. Do you get paid holidays? YES / NO

2. If yes, please specify different types of leave facilities you enjoy.

3. Do you get half day leave? YES / NO

4. If not, why?

5. How many days do you get without pay leave?

6. Please give following information

a) Timing of Department

b) Number of shifts

c) Timing and duration of shift

7. What is your opinion about working hours?

8. What suggestions would you like to give?

9. What are the general reasons for absenteeism?

9. Would you suggest any remedial measures to reduce absenteeism?

10. Would you like to leave the present job and take other job?

11. According to you what are the causes for labour turnover?

12. What remedies according to you would reduce labour turnover in your organisation?

VII] PROMOTION

1. Do you have promotional chances in your section?
YES / NO
2. What are the criteria adopted for promotion?
Experience / Performance / Merit / Seniority /
Qualifications / Nothing
3. Are you satisfied with the promotion policy and
its implementation? Why? YES / NO
4. What would you like to suggest in view of
promotion scheme and its implementation?

VIII] WELFARE FACILITIES

1. What medical facilities are extended by the
organisation?
2. Do you family members get the benefits of medical
facilities? YES / NO
3. Are you satisfied with the medical facilities?
YES / NO
4. What suggestions would like to put forward to
improve these?
5. Is there provision of rest room and sitting
arrangement? YES / NO
6. Is rest room provided with radio/news papers/T.V.?
YES / NO
At how many places?

7. What is your opinion about rest room and sitting arrangement? What suggestions would you like to give?
8. Are you provided with uniform? YES / NO
9. What is the frequency and how many pairs do you get?
10. Do you get stitching charges and washing allowance?
11. Do you get tea allowance? are you satisfied with it? YES / NO
12. Is there a provision of canteen and dinning hall? YES / NO
13. What eatables are available in the canteen?
14. What are your grievances about canteen facilities?
15. Whether canteen is run by the contractor? YES / NO
16. What is your opinion regarding sanitation in the canteen?
17. What are the difficulties in running the canteen by workers' co-operative society?
18. Are there any rules and regulations regarding provision of snacks and lunch at the canteen?
19. Are the rates reasonable in the canteen? If no do you bring your own tiffin?
20. If the canteen is willing to provide food at subsidised rates will you avail of the facility? YES / NO

21. What is your opinion regarding the following:

NO.	PARTICULARS	SATISFACTORY	UNSATISFACTORY
1.	Canteen		
2.	Rest room		
3.	Sitting facility		
4.	Uniform		
5.	Washing allowance		
6.	Dining hall		
7.	Co-operative society		
8.	E.S.I		
9.	Bonus / Ex-gratia payment		
10.	Provident fund		
11.	Gratuity		
12.	Games and Playground		
13.	Cleanliness		
14.	Drinking water		
15.	Latrines, Bathrooms, Urinals		
16.	Cultural programmes		
17.	Films and Exhibitions		
18.	Art and social education facility		
19.	Celebration of festivals		
20.	Employee training		
21.	Safety measures		
22.	Leave facility		
23.	Housing facility		

IX] HOUSING FACILITY

1. Has the management made any arrangements for housing accommodation? YES / NO
2. What is basis of obtaining accommodation?
3. Are you satisfied with this facility? YES / NO
If no, what are your suggestions?
4. Do you get loan for purchase/building of house from the organisation? YES / NO
5. What is the rate of interest and the loan enjoyed?
6. Are you willing to take quarters, if provided by the undertaking? YES / NO

X] TRADE UNION

1. How many trade unions exist in the organisation?
2. Are you a member of a trade union? YES / NO
If yes, please specify.
3. According to you do these unions fight for workers' interest? YES / NO
4. Do union leaders safeguard the interests of particular workers and are partial? YES / NO
5. Does union give preferential treatment to permanent and temporary workers? YES / NO
6. What are your views about the functioning of the unions in the organisational matters and solving workers' problems and difficulties?
7. Do you have any suggestions for the handling of various matters by the Union?

XII DISCIPLINARY ACTION

1. How do you get the information regarding the rules of discipline observed by the organisation?
Notice board / Pamphlets / Hand-book / hand-outs / Workers Union / Higher authorities / Friends / Others
2. What is the nature of action taken against indiscipline?
Oral warning / Written warning / Show cause notice / Fine / Stop increments / Temporary suspension / Permanent suspension
3. Were you charge-sheeted for any of the following reasons - Swearing / Sleeping / Staying absent without leave / Inobedience / Robbery / Drinking alcohol / Accidents / Any other? YES / NO
4. If yes, what action was initiated against you?
Oral warning / Written warning / Show cause notice / suspension / Penalty / Dismissal / No action
5. Were you given adequate time for representation?
How much? YES / NO
6. Has any of such action had good or bad impact?
Good - YES / No Bad - YES / NO
7. What is your reaction about the present disciplinary action system?
8. What suggestion you would like to put forward to improvise the existing system?

XIII] GRIEVANCE HANDLING SYSTEM

1. According to you which of the following complaints exist in the organisation?
Leave / Weekly off / Transfer / Shift timings / Promotion / Salary or Wages / Allowance / Discipline
Nature of work / Any other
2. How do represent your grievance?
Written / Oral / Both ways / Through union
3. Which personalities do you see to solve your problems?
Immediate superior / Section Head / Personnel Manager / Employee leader / Union leader / Any other
5. What is your opinion about grievance handling procedure?
 - a) Simple YES / No
 - b) Time consuming YES / NO
6. Do you feel awkward while talking to your superiors? YES / NO
7. To improve the existing system what suggestions would you like to offer?

XIII] MISCELLANEOUS

1. Do your superiors behave nicely? YES / NO
2. Do they guide to solve day-to-day difficulties?
How? YES / NO

3. Do you feel that the management differentiates between a member and a non-member of a trade union? YES / NO
4. How many times you are being checked by the Flying squad in a year?
Not at all / Once / Twice / Five to ten times / More
5. What was the normal time?
Morning / Afternoon / Evening / Night
6. What was the nature of checking?
7. Is it beneficial? YES / NO
How?
8. What difficulties do you face in stopping the bus at every stop?
9. If management encourages you to take more than normal passengers on every route, will you stop the bus at every stop?
10. How many passengers it is advisable to carry in a bus?

Single Bus	Small	Big
Double decker	Small	Big
11. Do you find problem of coins? YES / NO
12. If yes, what are the reasons?
13. How this difficulty can be solved?
14. What are difficulties in not putting the bus route number and name plates?

15. Do you work under tension or pressure? YES / NO
16. If yes, what are the reasons?
Domestic / Economic / Crowd / Bad habit / Fear of
Superiors / Bad roads / Poor Maintenance / Any other
17. Are you satisfied with the number of booking
conductors and their work? YES / NO
18. Are you satisfied with the number of Starters and
their help? YES / NO
19. Are you satisfied with the number of checkers and
their working method? YES / NO
20. Do you think that by increasing the number of
Starters, checkers and Booking conductors the bus
service will be effective and efficient?
YES / NO
- If yes, how?
21. How would you react with the maintenance, repairs
and condition of buses?
22. What are the reasons for deviating buses from
their normal routes?
23. What arrangement should be made to control this?
24. What are your suggestions regarding the Workers'
Children Education Assistance?
25. Any other information, suggestions, complaints and
remedial measures which you would like to put
forth?

