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## Appendices

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### QUESTIONNAIRES

(English version of the originally Marathi language questionnaires administered to respondents)

#### Questionnaire - I (for Employee-Union Members).

1. Personal Information:
  - (a) Name
  - (b) Designation
  - (c) Age
  - (d) Experience in MSRTC
  - (e) Sex
  - (f) Educational Qualifications.
  - (g) Address
2. Are you a member of Trade Union? Yes/No.
3. If yes, what is the name of your Trade Union?  

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4. Why did you select this particular Union?
5. How long have you been a member of this Union?
6. Have the terms and conditions of your employment improved because of the efforts of your Trade Union? Yes/No.
7. If yes, what are the improvements?
8. Are you happy with the working of the Union? Yes/No.
9. If not, what do you feel are its shortcomings?
10. Do you feel that there is intra-Union rivalry? Yes/No.
11. If yes, are you put to any trouble due to it? Yes/No.
12. If yes, what are the consequences of such intra-Union rivalry?
13. Are you well protected by your Union during the strike period? Yes/No.
14. If yes, how? Yes/No.
15. Is there an outside leadership in your Union? Yes/No.
16. If yes, are you satisfied with it? Yes/No.
17. If no, what are your suggestions?

18. Are you happy with the election procedure of the leaders of the Union? Yes/No.
19. If not, why?
20. What type of leadership does your Union have?  
(a) Democratic (b) Dictatorial.
21. Do you feel that your Union is having good and able leaders? Yes/No.
22. Which welfare facilities are provided by the MSRTC?
23. Is it the outcome of the efforts of your Union? Yes/No.
24. Whether the suggestions of the individual members are accepted by the Union? Yes/No.
25. What are the effects of the membership of the trade union on your day-to-day working?
- (a) Working with confidence
  - (b) Working is adversely affected
  - (c) Working with less fear
  - (d) Less management harrasment
  - (e) Working with peace of mind.

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**Questionnaire - II  
(for Union Leaders)**

1. Personal Information:
  - (a) Name
  - (b) Designation
  - (c) Age
  - (d) Experience in MSRTC
  - (e) Sex
  - (f) Educational
  - (g) Address
  - Qualifications
  
2. Particulars of the Trade Union:
  - (a) Name of the trade union:
  - (b) Address:
  - (c) Registered Head Office:
  - (d) No.& Date of Registration Certificate
  - (e) Name of an All-India Federation to which affiliated:
  - (f) Affiliation Number
  - (g) Affiliation Fee paid during the year
  - (h) Membership fee per month and the fee paid
  - (i) Number of members on the books at the beginning of the year
  - (j) Number of members admitted during the year
  - (k) Number of members on the books at the end of the year
  
3. How many times, has your Union given a call for the following actions during 1988?
  - (a) Dharana
  - (b) Gherao
  - (c) Strike
  - (d) Protest March
  
4. Why ?
  - (a) Pay revision
  - (b) Betterment of working conditions
  - (c) Welfare facilities
  - (d) Others
  
5. Whether your Union is recognized by the management of the MSRTC?

Yes/No.

6. Whether your actions are supported by the members of your Union? Yes/No.
  
7. If your demands are reasonable, does the management accept them without much hesitation? Yes/No.
  
8. If No, what action do you take to force the management to accept your demands?
  - (a) Work-to-rule
  - (b) Sit-down strike
  - (c) Go-slow
  - (d) None of these.
  
9. During the period of strike, when the wages are not paid, how the workers are supported by the Union?
  - (a) Financial assistance,
  - (b) Credit facilities
  - (c) Providing necessary commodities
  - (d) none of these.
  
10. What welfare facilities are provided by the MSRTC?
  - (a) Health service
  - (b) Maternity benefits
  - (c) Educational Facilities
  - (d) None of these.5
  
11. What is the role played by your Union in providing these welfare facilities?
  - (a) Convinced the management
  - (b) adopted pressure tactics
  - (c) Convinced the management
  - (d) None of these.
  
12. Has your Union provided welfare facilities to your members? Yes/No.
  
13. If yes, what different facilities are provided by the Union?
  - (a) Library
  - (b) Schools for children
  - (c) Medical
  - (d) Others

14. Has your Union solved the problems of the workers on individual grounds? Yes/No.
15. How many instances are there of such help?  
(a) Five (b) ten  
(c) Fifteen (d) More
16. What has your Union done for the better of the working conditions of the employees?  
(a) Convinced the management  
(b) Convinced the workers  
(c) Used pressure tactics  
(d) Done nothing.
17. Which procedure is adopted for wage determination?  
(a) Management determines the wages  
(b) Management and Union representatives determine the wages.  
(c) Union representatives suggest and management determines.
18. What is the role of your Union in wage determination?  
(a) Controls the wage determination process  
(b) Improve marginal productivity  
(c) Active participation in collective bargaining.
19. How does your Union help in policy implementation?  
(a) convinces the workers  
(b) workers education  
(c) Removing the doubts of the workers
20. What measures are undertaken by your Union for improving the income of the MSRTC without increasing the fare?  
(a) Workers' motivation (b) Use of new techniques  
(c) Better relations
21. How do you convince the management towards your problems?  
(a) Problems are presented before the management  
(b) Seriousness of the problem is explained  
(c) Pressure tactics are used.

22. What is the attitude of the management towards your Union?

(a) Encouraging

(b) Discouraging

(c) Co-operative

(d) Non-cooperative

23. What measures are adopted for maintaining discipline in your Union?

(a) Code of discipline

(b) Arranging annual sessions

(c) Members' orientation

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**Questionnaire - III**  
**(for Management Personnel)**

1. Personal Information:
  - (a) Name
  - (b) Designation
  - (c) Age
  - (d) Experience in MSRTC
  - (e) Sex
  - (f) Educational
  - (g) Address
  - Qualifications
  
2. Whether the trade unions are functioning in your Division?  
Yes/No.
  
3. If yes, how many trade unions are functioning?  
(Write their names)
  - (a)
  - (b)
  - (c)
  - (d)
  
4. Is there any intra-Union rivalry? Yes/No.  
If yes, state the effects of it on the functioning?
  
5. Which of these Unions are recognized and non-recognized?
  
6. Are there any labour problems in your division? Yes/No.
  
7. If yes, what are the workers' problems in the performance of their work?
  - 1.
  - 2.
  - 3.
  - 4.
  
8. What are the usual demands of the trade Unions?
  
9. Do you feel that the demands are justifiable?
  
10. Are you happy with the leadership of the trade Unions?  
Yes/No.
  
11. If not, why?
  - (a) They are not well behaved
  - (b) They are ignorant of the practical difficulties
  - (c) Other reasons.



12. Is there any influence of the external forces in trade unions in your division? Yes/No.
13. If yes, what sort of external influence is there?
14. Whether the trade unions contribute positively in the working of the MSRTC? Yes/No.
15. If yes, in what manner they contribute towards the proper functioning of the MSRTC?
16. If not, what are the reasons behind it?
17. Do you feel that the trade unions are useful to the workers of the MSRTC? Yes/No.
18. If yes, how are they useful?
  - (a) to workers
  - (b) to MSRTC
19. Do you expect that there should be one union in the MSRTC? Yes/No.
20. If yes, Why? (explain)
21. Suggest the measures to improve the union-management relations?