#### Appendix

#### a) Interview Schedule

"The Labour-Management Relationship survey schedule"

## I Personal Data

- 1) Name
- 2) Age
- 3) Caste
- 4) Religion
- 5) Mother tongue
- 6) Marital status Married/unmarried
- 7) Present address
- 8) Educational qualification

Illiterate/Primary/Middle school S.S.C./Graduate

#### II About Service

- 1) Date of joining present employment -
- Were you employed previously at any other concern?

Yes/No

If yes, where?
How long did you serve?
What was the nature of your work?

- 3) Nature of present service? Permanent/Temporary
- 4) Do you like over-time service? Yes/No

### III Wages

1) How much wage you are getting now? --- per month

- What is the mode of payment according to which you are paid in your factory now?
  piece rate/time rate
- 3) Which mode do you prefer? and why? ...
- 4) Are you getting any bonus? Yes/No If yes, how much?
- 5) What is your opinion about present income?

## IV Welfare facilities

What is your opinion regarding the following provisions provided by your factory?

- a) Sufficient place for working Satisfactory/ Unsatisfactory
  - If satisfactory, how?
  - If unsatisfactory, why?
- b) Ventilation Satisfactory/Unsatisfactory

  If satisfactory, how?
  - If unsatisfactory, why?
- c) Cleanliness Satisfactory/Unsatisfactory
  - If satisfactory, how?
  - If unsatisfactory, why?
- - If unsatisfactory, why?
- e) Dust/over crowding Satisfactory/Unsatisfactory

  If satisfactory, how?

  If unsatisfactory, why?
- f) Bath/washing facilities-Good/Average/Bad

  If average or bad, why?

- g) Sitting facility Good/Average/Bad

  If average or bad, why?
- h) Space in rest room Good/Average/Bad

  If average or bad, why?
- i) Space in lunch room Good/Average/Bad

  If average or bad, why?
- j) Space in clock room Good/Average/Bad

  If average or bad, why?
- k) First-aid facility Good/Average/Bad

  If average or bad, why?
- 2) a) Whether canteen facility is provided by the factory? Yes/No
  - b) Do you take advantage of the canteen? Yes/No
  - c) What is your opinion about the prices charged? High/Low/Reasonable
  - d) Whether there is any workers' co-operative society? Yes/No

If yes, what is your opinion regarding the working of the co-operative society?

Satisfactory/Unsatisfactory

If satisfactory, how?

If unsatisfactory, why?

- Are you provided with residential accommodation? Yes/No.

  If yes, what is your opinion regarding the facilities provided in it?

  If no, why?
- 4) Opinion of the workers towards the voluntary facilities provided by the factory:

- a) Is there any provision for sports, games, recreation of the workers in your factory? Yes/No. If yes, what facilities are provided?
- b) Whether there is any provision for free book supply to children? Yes/No.
- c) Whether there is provision for free uniform dress to children?

  Yes/No
- d) Whether there is any library? Yes/No.
- e) Is there any transport facility in your factory to labourers/children attending/going/to factory work/school? Yes/No.

  If no, why?

  And in that case how is the transport problem solved?
- f) Is your factory providing any scholarship facility to children?

  If no, why?
- g) Whether there is any club facility in your concern?

  Yes/No.

  If yes, how are its activities?
- h) Whether there is any television facility
   in your concern?
   Yes/No.
  If no, why?
- benefits under the E.G.S.? Good/Average/Bad

  If average or bad, why?
- 6) What is your opinion about the implementation of the following benefits?
  - a) Gratuity Good/Average/Bad.
    b) Family Pension Good/Average/Bad
    c) Provident Fund Good/Average/Bad
    Bonus Good/Average/Bad

7) How is the administration of social security measures in your concern? Satisfactory/Unsatisfactory If satisfactory, how?

If unsatisfactory, why?

# V Relationship between the Management and Workers

- 1) What is your impression regarding the relationship between the management and workers? Smooth/Satisfactory/Not satisfactory And why do you view like that?
- 2) Is your immediate supervisor sympathetic/ Indifferent/Harsh towards you?
  If Indifferent/Harsh, what according to you is making him to behave like that towards you?
- 3) Do you think that the management of your establishment is considerate towards the workers' needs, problems and aspirations? Yes/No If yes, how?
  - If no, what according to you is the reason behind it?
- 4) What exactly is role played by the labour officer in your concern in maintaining good labour amd management relations?

Active/Indifferent/Passive

If ineffective or passive, what exactly is the causative factor for such a behaviour of the labour officer according to you?

- 5) What according to you, are the changes required in different dimensions of the factory life that you would consider as contributory factors to improve management and workers relations?
- 6) What is your cpinion about the following?

- a) Recruitment of workers -Satisfactory/Unsatisfactory
  If satisfactory, how?
  If unsatisfactory, why?
- b) Transfer of workers Satisfactory/Unsatisfactory

  If satisfactory, how?

  If unsatisfactory, why?
- c) Promotion policy- Satisfactory/Unsatisfactory

  If satisfactory, how?

  If unsatisfactory, why?
- 7) What is the grievance procedure being followed in your concern?
- 8) Is there any scheme of workers participation in the management of your factory?

  If yes, how exactly is the workers' participation in it?

## VI. Disputes

- 1) Were there any disputes in the factory since the time of its inception?

  If yes, how many were there?

  How long did they continue?

  What were the reasons behind them?

  And how were they resolved?
- 2) Did disputes/conflicts result in strikes/
   lockouts at any time in your factory? Yes/No.
   If yes, how many times?
- 3) How were they resolved?
- 4) What were the repercussions of such strike/lockouts?
- 5) Are you a member of
  - a) Work committee Yes/No

exactly
If yes, what/has been the role played by you in this committee?

If no, why?

b) Production committee - Yes/No.

If yes, what exactly has been the role played by you in this committee?

If no, why?

6) What is the attitude of the management towards the labour representatives in these committees?

Positive/Neutral/Negative

If neutral or negative, why?

7) Do the workers representatives and management representatives co-operate in the work committee? Yes/No

If yes, how?

If no, why?

#### VII Trade Union

1) Does your factory has any Trade union? Yes/No.

2) Are you a member of it?

Yes/No.

3) Is it a recognised union?

Yes/No.

5) Does the unior provide for the following facilities?

a) Children's education

Yes/No.

If no, why?

b) Adult education

Yes/No

If no. why?

c) Vocational training

Yes/No.

If no, why?

- 5) Are you satisfied with your union's welfare activities? Yes/No

  If yes, how?

  If no, why?
- 6) Has the management at any time discriminated between the union workers and the non-union workers?

  Yes/No.

If yes, why?