

APPENDICES

A - Worker's Questionnaire

B - Management's Questionnaire

C - Union's Questionnaire

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WORKER'S SCHEDULEIDEof. Dr. V.V. KHANZODEN. A. SULGENERAL :-

- 1) Name :
- 2) Age :
- 4) Caste :
- 6) Married/
Unmarried :
- 8) Native Place :
- 10) Present Address :
- 11) Date of joining
the present
employment. :
- 12) No. of earning
members in your
family :
- 13) Are you employed at any other
place ? : Yes / No
- If yes, where and nature of work done.

(3) Religion :

(5) Mother
tongue :(7) No. of
Children :

(9) Education:

i) General :

ii) Technical:

B) Employment and service conditions :-

- 1) Nature of work at present :
- 2) Nature of service : Permanent/Temporary
- 3) Length of working day :
- 4) Length of short-recesses :
- 5) Over time :
- i) How many times are you
required to work overtime
during a month ? :
- ii) Do you like overtime or not? :
- iii) What is the amount you
receive for such work ? :

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Additional Work :-

- i) Are you given additional work-load ? : Frequently/
Occasionally/Never
- ii) Is any extra payment made for the additional work? :
-)] What is your attitude regarding the provision of the following in the factory ?
- i) Sufficient place of working : Satisfactory/
Unsatisfactory.
- ii) Illumination & Ventilation. : Satisfactory/
Unsatisfactory.
- iii) Cleanliness : Satisfactory/
Unsatisfactory
- iv) Temperature : Satisfactory/
Unsatisfactory
- v) Dust/Noise/over-crowd. : Satisfactory/
Unsatisfactory.
- vi) Machinery : Satisfactory/
Unsatisfactory.

C) Facilities and Welfare Measures :

- i) Do you visit any welfare centre ? Yes / No
- ii) How do you spend your leisure time ? : No.of visits per month. If not give reasons.
- a) Games : (i) Indoor (ii) Outdoor :
- b) Reading room and library.
- c) Cinema
- d) Others
- iii) Please give your impression about the welfare facilities in your factory : Satisfactory/
Unsatisfactory.
- iv) Are you given facilities for drinking/washing facilities/sitting ? : Yes / No
- v) Whether canteen facility is provided by the factory : Yes / No
- Do you take advantage of the canteen? : High / low
what is your opinion about the prices charges ? reasonable.
- vi) Whether there is workers' Co-operative Society : Yes / No
If yes, type of society.
What is your opinion regarding working of co-operative society : Satisfactory/
Unsatisfactory.

- i) Is there any welfare fund in your establishment ? : Yes / No
- ii) What is your opinion regarding safety measures provided in your unit by the factory ? : Satisfactory/ Unsatisfactory.
- ix) Were you involved in any accident during your service here ? : Yes / No
If yes :
- i) Nature of injury.
- ii) Amount of compensation paid to you.
- iii) any other facilities provided by the employer.
- x) What is your opinion about benefits under the E.S.I. Scheme in your establishment ?
- xi) Are you provided residential accommodation by the company ? : Yes / No

D. WAGES :

- i) What is the mode of payment according to which you are paid ? : piece rate/ time rate.
- ii) Which mode do you prefer and why ?
- iii) If time rated - daily/weekly/monthly
- iv) What is your present increment if any ?
- v) Do you get any allowances ? If so, please specify the rate.
- vi) Do you get any Bonus ?
If so, what is its
- vii) Are you satisfied with your present emoluments ? : Yes / No
If not, what wages should be paid to you for your job in your opinion ?

E) TRADE UNIONS :

- i) Are you member of trade Union ? : Yes / No
If not, why ?
- ii) Is your trade union recognised by the management ? : Yes / No
- iii) Do you personally represent your grievances to your supervisors ? or Do you represent your case through the unions ?
- iv) If you feel injustice has been done to you, whom do you approach for redress - : Supervisors/
: Union Leaders/
: Outsiders.
- v) Who negotiates with the management ?
Who interprets the contract who handles the grievances in your union ?

) How are your 'Worker Leaders' elected (Process).

i) Are you contended with the steps taken by your union for ensuring your wages and job security ?

.i) In the preceeding year, to what extent has the union been successful in negotiating with the management -

- Mainly successful/Mainly unsuccessful/

Partly successful.

.x) Do you feel confidence in your Union Leaders ? : Yes / No

If not, why ? :

κ) Are you able to devote much/some/ no time to union activities ? :

κi) Does your Union provide welfare measures ? Please mention them :

ii) What is your attitude towards outside leaders ? :

ii) Can you suggest any improvement in your union activities ? :

F) Labour-Management Co-operation :-

- i) Are you member of (a) Works Committee,
- (b) Production Committee,
- (c) Sarety Committee,
- (d) Other Committees. If so, what are your duties and responsibilities ?

i) What has the attitude of the management towards the labour representatives in these committees ? :

ii) Do the workers' representatives and Management representatives co-operative in the Works Committee ? If not, why ? :

iv) Do you think such committees can perform a useful function in promoting industrial relation ? :

g) DISPUTES :-

i) Have you taken part in any strike during the period of your service ? If yes, state reasons. :

ii) Do you think that the strike was justified ? :

ii) Was the strike successful/partly :
 successful/unsuccessful. Give
 reasons for success or failure.

H) MISCELLANEOUS :

i) Do you think that the management of :
 your establishment is sympathetic /
 indifferent/unsympathetic.

.ii) What is your opinion about the role of :
 labour and welfare officer in your
 establishment in maintaining good
 industrial relations ?

.ii) Is there any suggestion box scheme ? : Yes / No

iv) Does the management give credit :
 for the work done ?

v) Do you think that the management :
 makes any difference between union
 and Non-union workers ?

vi) What is your attitude towards the :
 following :

a) Recruitment, Transfer and :
 promotion Policy.

b) Wages :

c) Dismissal and discharges :

d) Facilities & Welfare measures :

e) Social security measures :

f) Working of the E.S.I. Scheme :

g) Grievance procedure :

h) Workers participation :
 in management.

SIDE :

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B--- MANAGEMENT'S QUESTIONNAIRE

) GENERAL :

- 1) Name of the Concern :
- 2) Nature of Production :
- 3) Workers engaged :
 - i) Male
 - ii) Female
- 4) Are there labour problems in your concern ? : Yes / No
- 5) If yes, what are the workers problems in preference of seriousness.
 - 1)
 - 2)
 - 3)
 - 4)
- 6) What are the problems that you include in, when you talk of, Industrial Relations ?
- 7) Who are the officers (or Committee or Departmental Organisation) responsible for the formulation and final decision on changes in respect of Industrial Relation Policies ?
- 8) If there is Committee or Departmental organisation what is its composition?
- 9) What are the powers exercised by the
 - (a) Factory Manager,
 - (b) Labour Officer,
 - (c) Foreman,
 - (d) other officerin the maintenance of Industrial Relations ?
Who else are responsible?
 - a)
 - b)
 - c)
 - d)

IN :-

1) Whether trade union is functioning: Yes/No
in your unit ?

2) If yes, how many trade unions are :
functioning ? Name them.

- 1)
- 2)
- 3)
- 4)

3) Which of them is recognised and :
non-recognised ?

- 1) Recognised
- 2) Non-recognised.

4) Membership of recognised trade :
Union.

5) Membership of Non-recognised :
trade Union.

6) Do the bulk of the workers in :
your establishment follow their
union leaders blindly or do they
disappropriate themselves if they
consider union stand
unsatisfied ?

7) Do you feel that the bulk of the :
workers in your establishment
force the trade unions to take
stiffer attitude towards the
Management sometimes

Often / Generally / Never

8) What is your opinion about the :
trade union leader ?

- a) Sincere/insincere b) Popular / Unpopular
- c) Capable/Incapable d) Selfish / Unselfish

9) Do you experience the trade : Yes / No
unions as obstacle associates

10) Is there any influence of : Yes / No
external force in trade union
in your unit ?

OUR-MANAGEMENT CO-ORDINATION :

- 1) Has the appointment of the Labour Officer affected in any way the relation between the management and labour ?

Are the following working satisfactorily in your establishment ? Comment with the attitude of the representative of the union ?

i) Work Committees :

ii) Other committees in which workers and management are represented.

When workers put forward their grievances before the management does the management try to solve their grievances amicably ? Yes / No

If yes, please explain (give Grievance procedure, in brief)

What difficulties do you face in the implementation of grievance procedure and suggest improvements ?

What has been the response of the workers to the grievance procedure ?

7) Did Works Committee ever function in your establishment ? Yes / No

If yes, did it function satisfactorily or unsatisfactorily ?

8) What is your opinion about the scheme of workers' participation in the management ? Desirable / Practicable

D) DISPUTES :

1) What is your opinion towards the workers who are involved in any disputes with the management ?

2) Do you feel that disputes could be more quickly and amicably settled if there were no trade unions ? Yes / No

3) Have there been occasion when the workers have adopted 'go slow' tactics in your establishment ? Yes / No

CHINERY FOR SETTLEMENT OF DISPUTES :

Are all industrial disputes should:
be settled by mutual consultation
negotiation & arbitration ? Yes/No

Whether the settlement of disputes : Court/
through courts/Tribunal is good Tribunal.

Do you feel that collective bargain:
ing can be successful in improving Yes/No
Industrial Relations in your company?
If not, why ?

4) What do you favour in the settle- :
ment of disputes ?

- a) Conciliation : Voluntary/Compulsory
- b) Mediation : Voluntary/Compulsory
- c) Arbitration & : Voluntary/Compulsory
adjudication

MISCELLANEOUS :

- 1) What are the roles of the labour :
officer/welfare officer in your
establishment in industrial
relations ?
- 2) Did you consult workers or union :
leaders at the time of framing
standing orders for your
Establishment ? Do you think that
it can be helpful in maintaining
harmonious industrial relations ? : Yes / No
- 3) What steps have been taken by the :
management for the security of
their jobs ?
- 4) What is the position of non-union :
workers in your establishment ?
- 5) Who represents their case to the :
management and who negotiates
with you on their behalf ?
- 6) Do the non-union & workers get :
the same facilities & treatment
from the management as union
workers ?
- 7) Would you expect there should be : Yes / No
'one union in one industry' ?
- 8) Suggest measures to improve
union-management relations.

FOR PRIVATE CIRCULATION

GUIDE -

Prof. DR. V.V.KHANZODE

N. A. SULC.----- UNION QUESTIONNAIRE

- 1) Name of the Union :
- 2) Address of the Union :
- 3) Political affiliation, if any :
(Viz. Party)
- 4) To which central organisation :
are you affiliated ?
- 5) If yours a recognised union ? : Yes / No
- 6) What is the basis of :
recognition ?
- 7) Did you experience any :
difficulties in recognition
by management ?
- 8) When did you register your :
union ?
- 9) Did you experience any :
difficulty in registration ?
- 10) What is your membership ? :
- 11) Do the members of your union : Much / Little / None
personal interest in the
affairs of the union ?
- 12) Do the members devote adequate: Much / Some / very few
time for the activities of
the Union ?
- 13) What is your procedure that :
you follow for raising issues
through your union ? Please
give details.
- 14) Has there been any strikes : Yes /No
or Lockouts in a company for
which you represent ?
- 15) What procedure does your :
union following for going
on a strike ? Please give
illustrations.
- 16) If yes, how the situation :
was handled by unions ?
- 17) Have your union ever resorted : Yes / No
to 'go-slow' tactics in dealing
with any disputes ?

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- 18) Apart from strikes, gheraos, :
go slow tactics etc. what
another constructive work
is done by your union for
the betterment of employees
in a industrial concern ?
- 19) What are your views for and :
against leadership by workers
themselves or outsiders ?
- 20) Are the welfare and social : Yes / No
security facilities provided
by Del-Star Private Ltd.,
Ogalevadi satisfactory ?
- 21) Has your union undertaken :
any welfare facilities for
the members & other workers?
- 22) Is leave granted to the : Yes / No
workers in Del-Star Private
Ltd., Ogalevadi satisfactory?
- 23) Are the medical facilities : Yes / No
offered to employees
satisfactory ?
- 24) Are you satisfied with the : Yes/No.
compensation paid to
employees on happening of
any accident in a company ?
- 25) Are you satisfied with the : Yes / No
existing wage structure in
Del-Star Private Ltd.,
Ogalevadi ?
- 26) Are you satisfied with the : Yes / No
payment of bonus by
Del-Star Private Ltd.,
Ogalevadi ?
- 27) Are you satisfied with the : Yes / No
existing relation between
management & employees ? Doubtful
- 28) What is your impression :
about the attitude of the
management in maintaining
good industrial relations ?
- 29) What are your suggestions :
for improving industrial
relations ?
- 30) What are the main causes of :
disputes which you found in
Del-Star Private Ltd.,
Ogalevadi ?

= :X =

31) In cases of disputes other than strikes and lockouts what steps during the period did the union take in negotiations with the employer ?

a) What was the response of the workers ?

b) What was the attitude of the employer ?

c) What action did the Union take ?

d) What was the ultimate result ?

32) How are the meetings of the Unions conducted ? Do you keep any minutes of the meeting in proper order ?

33) Please explain the role of the Union for the following :

i) Wages and security of the Jobs of workers.

ii) Fixing the Length of the work-day & breaks.

iii) Intensity of work and additional work load.

iv) Training Programmes

v) Facilities for work

vi) Physical work environment:

34) Has the union taken any steps to co-operate with the management in raising production ? If so, give details.
If not why ?

35) Is there union participation in the following :

i) Works Committee

ii) Safety Committee

iii) Production Committee

iv) Grievance Committee

v) Others.

36) Are you satisfied with the working of the above ?
If not, why ?

Have you any suggestion for improving their working ?