

A P P E N D I X

A : Management's Questionnaire

B : Union's Questionnaire

C : Worker's Schedule

For Private Circulation

Guide
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MANAGEMENT'S QUESTIONNAIREA. 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 officer in the maintenance of Industrial Relations ?
Who else are responsible ?

- | | |
|----|----|
| a) | b) |
| c) | d) |

B. Trade Union

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

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) If there inter-union rivalry in your concern : Yes/No

10) If yes, please state the effects of it on the functioning of your unit.

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

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

C. Labour-Management Co-ordination :

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

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

- i) Work Committees

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

- 3) When workers put forward their grievances before the management does the management try to solve their grievances amicably ? : Yes/No
- 4) If yes, please explain (Give Grievance procedure, in brief)
- 5) What difficulties do you face in the implementation of grievance procedure and suggest improvements ?
- 6) 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
If yes, please mention number of cases.

E. Machinery for settlement of Disputes :

- 1) Are all industrial disputes should be settled by mutual consultation negotiation & arbitration ? : Yes/No
- 2) Whether the settlement of disputes through courts/Tribunal is good : Court/
Tribunal
- 3) Do you feel that collective bargaining can be successful in improving Industrial Relations in your company ? : Yes/No
If not, why?
- 4) What do you favour in the settlement of disputes ?
- a) Conciliation : Voluntary/Compulsory
- b) Mediation - do -
- c) Arbitration & adjudication - do -

F. Miscellaneous :

- 1) What are the roles of the labour officer/welfare officer in your establishment in industrial relations in your establishment ?
- 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 'one union in one industry' ? : Yes/No
- 8) Suggest measures to improve union-management relations.

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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
shown personal interest in the
affairs of the union ? : Much/Little/None
12. Do the members devote adequate
time for the activities of the
Union ? :Much/Some/very few

13. What is your procedure that you follow for raising issues through your union ? Please give details :
14. Has there been any strikes or lockouts in a company, which you represent ? : Yes/No
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 to 'go-slow' tactics in dealing with any disputes ? : Yes/No
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 security facilities provided by Kolhapur Steel Ltd./Yashwant Iron & Steel Works Ltd. satisfactory ? : Yes/No

21. Has your union undertaken any welfare facilities for the members & other workers ? :
22. Is leave granted to the workers in Kolhapur Steel Ltd./Yashwant Iron & Steel Works satisfactory ? : Yes/No
23. Are the medical facilities offered to employees satisfactory ? : Yes/No
24. Are you satisfied with the compensation paid to employees on happening of any accident in a company ? : Yes/No
25. Are you satisfied with the existing wage structure in Kolhapur Steel Ltd./Yashwant Iron & Steel Works ? : Yes/No
26. Are you satisfied with the payment of bonus by Kolhapur Steel Ltd./Yashwant Iron & Steel Works ? : Yes/No
27. Are you satisfied with the existing relation between management & employees ? :Yes/No/
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 Kolhapur Steel Ltd./ Yashwant Iron & Steel Works ? :
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 ? :

WORKER'S SCHEDULE

A) General :

- (1) Name :
- (2) Age : (3) Religion :
- (4) Caste : (5) Mother tongue:
- (6) Married/Unmarried : (7) No.of children:
- (8) Native Place : (9) Education :
- i) General :
- ii) Technical:
- (10) Present Address :
- (11) Date of joining the present employment :
- (12) No.of earning members in your family :
- (13) Are you employed previously at any other
place ? : Yes/No
If yes, where and nature of work done.

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? :
- (6) Additional work :
- (i) Are you given additional work-load ? : Frequently/
Occasionally/Never
- (ii) Is any extra payment made for the additional work ? :
- (7) 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 :
- (1) 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 ?
- What is your opinion about the prices charges ? : High/low 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.

- (vii) Is there any welfare fund in your establishment ? : Yes/No
- (viii) 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 ?
- (vi) How are your 'Worker Leaders' elected (process)

- (vii) Are you contended with the steps taken by your union for ensuring your wages and job security ?
- (viii) In the preceeding year, to what extent has the union been successful in negotiating with the management -
 - Mainly successful/Mainly unsuccessful/
 Partly successful.
- (ix) Do you feel confidence in your union
 Leaders ? : Yes/No
 If not, why ? :
- (x) Are you able to devote much/some/no time to union activities ?
- (xi) Does your Union provide welfare measures ? Please mention them. :
- (xii) What is your attitude towards outside leaders ?
- (xiii) 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.

- (ii) What has the attitude of the management towards the labour representatives in these Committees ? :
- (iii) 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 ? :
- (iii) 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. :
- (iii) 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: