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MANAGEMENT QUESTIONNAIRE

(Strictly for Private Circulation only)

A. i) GENERAL :

- 1) Name of the undertaking :
- 2) Year of Establishment :
- 3) Nature of work undertaken :
- 4) No. of workers employed :
- 5) No. of workers employed :
- 6) Total area occupied :
- 7) Area Canesed :
- 8) Track length inside Workshop :
- 9) No. of machines employed :
- 10) Is there any problem for  
replacement of machines? :
- 11) Do you think with the present  
set-up? Different type of manufa-  
cturing activities can be suitably  
undertaken? :

B. RECRUITMENT :

- 12) How do you plant for your human  
resources? :
- 13) What difficulty you face in getting  
proper personnel ? :
- 14) Which methods of recruitment you  
adopt for appointment of candidates? :
- 15) How do you classify your employees? :
- 16) Are there minimum qualifications  
prescribed for different cadres? :
- 17) Do you follow reservation  
policy strictly? :
- 18) How for your recruitment policy is  
affected by reservation system? ?

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- 19) Do you undertake job analysis and job :  
evaluation for the proper selection  
of workers?
- 20) Does it help you in selection :  
of proper candidate? ?

C. PROMOTION :

- 21) Are there any restrictions on :  
promotion of the workers in your  
establishment?
- 22) Which factors are considered for :  
giving internal promotion?
- 23) How many posts are reserved for :  
internal promotion?
- 24) Is there reservation for promotion :  
also?
- 25) Which type of difficulty you come :  
across while giving promotion  
to your workers?
- 26) Is there any test conducted for :  
such internal promotions?
- 27) How do you deal with the problem :  
of over-staffing?
- 28) How do you deal with problem :  
of stagnation?
- 29) How od you evaluate the work of :  
the employee?

D. DISCIPLINARY ACTIONS :

- 30) Which type of action is taken :  
against employee whose performance  
is not satisfactory?
- 31) Do you find difficulties in imposing :  
fines and penalties or against  
taking disciplinary action against  
your employees?
- 32) What is the procedure for taking :  
such action?
- 33) Do you think trade union will inter- :  
fere while taking such action?

- 34) Do you give scope for trade union leader to negotiate under such cases? :
- 35) Do you give scope for trade union leader to play his role while depending on behalf of the worker? :
- 36) In which activities do you consider his help beneficial? :

E. TRADE UNIONISM :

- 37) How are your relation with trade union leaders? :
- 38) How many trade unions are functioning in your undertaking? :
- 39) How many of them are recognised? :
- 40) Your's being Central Govt.Undertaking how far trade union activities are desirable in your opinion? :
- 41) Is your work being disturbed by the activities of trade unions, such as go slow tactics, protest, gheraos etc.? :

F. WAGES :

- 42) Do you think railway employees are better paid? ?
- 43) How wages are fixed in your undertaking? :
- 44) Which authority fixes the wages and salaries? :
- 45) How wages are paid which procedure is employed to make payment? :
- 46) In addition to basic wage which type of allowances are generally paid to workers? :
- 47) Do you also pay your workers on the basis of incentive bonus system? :
- 48) What different type of attitude you observe when weorkers are paid in incentive system? :

- 49) Do you think your undertaking is also benefited when workers are employed on incentive system? :
- 50) Is there any difference in the amount of bonus paid to workers and officers? :
- 51) Do you think trade union unders play a vital role while fixing standards for incentive work? :
- 52) How do you motivate your workers? :
- 53) Which are the incentive other than money are used to motivate weorkers? :
- 54) Are there any awards and rewards to encourage a good workers? :
- 55) How many workers are the recipients of such awards? :
- 56) Which other methods you use to increase the productivity of your workers? :

G. TRATINING :

- 57) Is there any training school in your undertaking? :
- 58) Which type of training is given there?:
- 59) How far such training is useful to the workers? :
- 60) Do you depute your officers for training? :
- 61) What is the duration of such training? :
- 62) How do you select candidates for such training? :

H) SOCIAL WELFARE :

- 63) Do you provide housing accommo- dation to your workers? :
- 64) How much rent is charged? :
- 65) Do you give loans and advances for the construction of houses etc.? :

- 66) Do you provide medical facilities :  
to workers and their dependents?
- 67) Do you give loans for the purchase of:  
vehicles by your workers?
- 68) Do you run any educational institution?:
- 69) Which other benefits are given :  
to the children of workers for  
education?
- 70) Do you pay gratuity of workers? :
- 71) On which occasion it is paid? :
- 72) Is there any system of ex-gratia :  
payment?
- 73) Which type of pension system is :  
adopted in your undertaking?
- 74) Which types of leave are granted :  
to workers?
- 75) Which types of entertainment :  
activities are encouraged in your  
undertaking?

I) WORKERS PARTICIPATION IN MANAGEMENT :

- 76) Do you have any system of workers :  
participation in management?
- 77) Which are the various Committees :  
functioning?
- 78) What is the response of workers :  
towards such schemes?
- 79) How many shop councils are :  
functioning?
- 80) How it is constituted? :
- 81) How trade union leaders react :  
towards such schemes?

J) WORKERS GRIEVANCES :

- 82) How do you communicate your view :  
points to the workers?
- 83) Do you allow your workers to meet :  
you personally to solve their  
personal problems?

- 84) Do you have grievance counter? :
- 85) Is it being properly used by the workers? :
- 86) What is the impact of introduction of such counter? :
- 87) How much time you take to settle grievances of the workers? :
- 88) Do you have suggestions counter also?:
- 89) What is your opinion regarding the general performance of your workers? :
- 90) Do you face any scarcity regarding power supply? :
- 91) Have you made any alternate arrangement to overcome such difficulties? :
- 92) Does the diselisation programme affect the interest of the workers? :
- 93) How do you deal with such changes in technology and production techniques? :
- 94) How many persons have been appointed on compassionate grounds? :
- 95) How many fatal accidents took place during this year? :

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WORKERS' QUESTIONNAIRE

(Strictly for Private Circulation only)  
for pursuing studies in M.Phil. in Commerce

A. GENERAL :

Name : \_\_\_\_\_ Age : \_\_\_\_\_  
Designation : \_\_\_\_\_ Qualification : \_\_\_\_\_  
Length of Service : \_\_\_\_\_ Monthly total Pay : \_\_\_\_\_  
Language : \_\_\_\_\_ Name of Shop : \_\_\_\_\_

B. EMPLOYMENT CONDITIONS :

1. Nature of work undertaken : \_\_\_\_\_
2. Whether working on time/incentive system : Time/Incentive
3. Do you think work conditions provided to you are satisfactory? : Yes/No
4. Do you get proper cooperation from your Chargemen & Supervisor at the time of working? : Yes/No
5. Are you being supplied with required material properly and regularly? : Yes/No
6. Do you work on over time? : Yes/No
7. Do you like over time work : Yes/No
8. Are you satisfied with safety measures provided to you at work? : Yes/No
9. Are you satisfied with the pay that you get at present? : Yes/No
10. Do you get your pay at Bank or at working place? : Bank/Place of work
11. Do you get proper medical facilities at Railway Hospital? : Yes/No
12. Whether Canteen facilities are provided? : Yes/No

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13. Whether it is a subsidised Canteen or 'No Profit No Loss' canteen? : Sub/No pfofit  
No loss
14. Are you satisfied with the recruitment procedure adopted in Railway Workshop? : Yes/No
15. Are you satisfied with the type of : Yes/No  
training provided in your trade?
16. Does it help you to improve your : Yes/No  
performance at work?
17. Whether there is any co-operative Stores : Yes/No  
at or nearby your working place?
18. Is it functioning satisfactorily? : Yes/No
19. Are you a member of Trade Union? : Yes/No  
Employees Sangh?
20. If yes, is your Union helps you at any time? : Yes/No
21. Is there any grievance Counter? : Yes/No
22. Have you tried through grievance Counter : Yes/No  
to solve your problem?
23. What is the result : Satis/Unsatis.
24. Have you taken the help of Trade Union : Yes/No  
leader to solve your grievance at any time?
25. Are you satisfied with the performance : Yes/No  
of Trade Union leader?
26. Who represent you at your Shop Council? : T.U.leader/other rep.
27. Do you think the suggestions which you put : Yes/No  
forwarded have been implemented properly?
28. Do you think the reservation policy : Yes/No  
should be continued?
29. Are you satisfied with the following ? : Yes/No  
a) Wage Payment                                          b) Fines & Penalties  
c) Social Securities                                         d) Negotiating machinery  
e) Working of rievance Counter                         f) Promotions
30. Do you use your Railway passes every year : Yes/No  
to travel different places in India?



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UNION QUESTIONNAIRE

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- General : 1) Name of Union  
2) Date of registration  
3) Affiliated to which National  
Political Party  
4) Membership of union

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- |     |                                                                                                                                                 |          |
|-----|-------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| 5)  | Do your members take active participation in Union activities?                                                                                  | - Yes/No |
| 6)  | Do you think the recruitment procedure adopted in Railway Workshop is satisfactory?                                                             | - Yes/No |
| 7)  | Are wages paid in Railway Workshop satisfactory?                                                                                                | - Yes/No |
| 8)  | Are the medical facilities provided in Railway Hospital satisfactory?                                                                           | - Yes/No |
| 9)  | Are you satisfied with the amount of bonus paid?                                                                                                | - Yes/No |
| 10) | Are you being consulted at the time of fixation or revision of standard output and standard time for the fixation of incentive rate of payment? | - Yes/No |
| 11) | Are incentive scheme applied satisfactory and cover all workers?                                                                                | - Yes/No |
| 12) | Do you think workers management relations are satisfactory?                                                                                     | - Yes/No |
| 13) | Do you represent works committee/shop council/ Joint Management Council?                                                                        | - Yes/No |
| 14) | Are these committees functioning satisfactorily?                                                                                                | - Yes/No |
| 15) | Do you think the procedure adopted for imposing lines penalties and disciplinary action are properly taken?                                     | - Yes/No |

- 16) Do you think the policy of reservation should be changed? - Yes/No
- 17) What is your opinion regarding the type of training given in basic training centre? Satis/Unsatis.
- 18) Are the social securities and welfare measures provided satisfactory? - Satis/Unsatis.
- 19) Are the working conditions provided to workers satisfactory? - Yes/No
- 20) Has there been strike in Railway Workshop Hubli at any time during your tenure? - Yes/No
- 21) How did you handle it? - Describe briefly
- 22) Has your union resorted to go slo tactics or organised protesting rallies to press for demands of workers? - Yes/No
- 23) Is there any demand not met by the Railway Administration? - Type & No.of Demands
- 24) Do you organise seminars, training programme to improve the performance of workers? - Yes/No
- 25) What suggestive measures you give to improve the discipline among the workers? - Describe briefly
- 26) What are your suggestion to improve the industrial relations? - Describe briefly
- 27) What is the attitude of the management towards maintaining better industrial realtions? - Describe briefly
- 28) Has your Union co-operated with the management to increase the production in Railway Workshop? - Yes/No

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