APPENDIX I

WORKERS’ QUESTIONNAIRE

TRADE UNIONS IN GOA: A COMPARATIVE STUDY

PURPOSE OF THE STUDY : Ph. D THESIS

<table>
<thead>
<tr>
<th>Serial Number</th>
<th>Date of Issue</th>
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</thead>
<tbody>
<tr>
<td>Sample Number</td>
<td>Date of Investigation</td>
</tr>
<tr>
<td>Name of Investigator</td>
<td>Date of Return</td>
</tr>
</tbody>
</table>

PART I

GENERAL

1.1 Male / Female: 

1.2 Age: 

1.3 Marital Status: 

1.4 Employment Status: 

1.5 Service Condition: Permanent/ Temporary/ Probationary/ Contract/Casual

1.6 Education: 

1.7 Skilled/Semi-skilled/Un-skilled: 

PART II

WORKING CONDITIONS

2.1 Present employment: 

<table>
<thead>
<tr>
<th>Date of first Employment</th>
<th>Type of work engaged in &amp; Designation</th>
<th>Wages drawn</th>
<th>Method of Payment</th>
<th>Promotions Date Wages</th>
</tr>
</thead>
</table>


2.2 Do you think that your job is secure? If not, what is the reason of insecurity?

2.3 If you are a casual worker for how many days do you secure employment in a month?

2.4 Are you satisfied with the Standing Orders of the establishment? Mention the drawbacks, if any.

2.5 If you are 'Contract Worker' for how many days in a month do you secure employment?

2.6 What is the length of the working day for workers in your industry?

2.7 Are there any breaks in work periods? If so, specify the numbers and duration?

2.8 Rest intervals:
   (a) Time.
   (b) Duration.
   (c) How do you utilize it?

2.9 (a) How many times are you required to work overtime during a month
   (b) Do you like overtime or not?
   (d) What is the amount you get for such work?

2.10 (a) Are you given additional work load? Frequently/Occasionally/Never.
   (b) What is the intensity of work and additional work load?
   (c) Is any extra payment made for the additional work load?

2.11 What is your attitude regarding the provision of the following in your work place? Satisfactory / unsatisfactory
(i) Illumination
(ii) Ventilation
(iii) Temperature
(iv) Humidity
(v) Dust
(vi) Smoke and fumes.
(vii) Noise
(viii) Cleanliness
(ix) Over-crowding
(x) Machinery
(xi) Others

2.12 Are you satisfied with safety devices i.e. special clothing, coat, goggles etc? Yes / No

2.13 Relationship with others:
   (a) Is your immediate supervisor
       (i) sympathetic
       (ii) indifferent
       (iii) harsh
   (b) Give a general impression about the Labour /Personal Officer
   (c) What is your relationship with co-workers?
       (i) Co-operative
       (ii) Indifferent
       (iii) Quarrelsome

PART III
HOLIDAYS LEAVE AND ABSENTEEISM

3.1 Leave:
   Leave Total allowed Availed during Reasons
   (a) Casual Leave
   (b) Earned Leave
   (c) Sick Leave
   (d) Leave without pay
   (e) Accident Leave
   (f) Priviledge Leave
3.2 Which of the following reasons are responsible for your absenting from work?
Answer according to priority:
(a) Nature of job as heavy/hard/monotonous/dirty etc. 
(b) Sickness own/family 
(c) Distant place of residence and lack of transportation facilities. 
(d) Family troubles. 
(e) Engaged in part time or side business. 
(f) After sufficient earning. 
(g) Social or Religious causes. 
(h) Indebtedness. 
(i) Personal habits (drinking, gambling etc). 
(j) Engaged in agricultural work. 
(k) Fear of money lenders. 
(l) Any other reason.

PART IV
FACILITIES AND WELFARE MEASURES

4.1 Are you a member of any Workers' Club?
   (a) in your locality 
   (b) connected with welfare centre.

4.2 (A) Did you visit any welfare centre?
   (a) Govt 
   (b) Management 
   (c) Trade Union 
   (B) If not, why not?

4.3 Recreation:
   How do you spend 
   No. of visits per 
   Your leisure time? 
   month 
   If not attending, 
   give reasons

Games:
   (i) Indoor 
   (ii) Outdoor 
   Reading Room and library 
   Cinema 
   Others (i)
   (ii)
   (iii)
4.4 Please give your impression about the welfare activities in your welfare centre.

4.5 (a) Do you attend any Adult Education Centre?  Yes /No
   (i) Time
   (ii) Duration

(b) Do you attend any training programme of the Employer?

4.6 Are you satisfied with facilities for the education of your children?

4.7 Are you given facilities for sitting, drinking, washing facilities during working hours?  Yes /No

4.8 (a) Do you take advantage of the canteen facilities?
   (i) frequently
   (ii) sometimes
   (iii) never

   If not, please give reasons.

(b) Do you have any suggestion to improve it?

4.9 (a) Do you make use of grain shop, if any?  Yes /No
   (b) If not, why?

4.10 Are you a member of co-operative society, if any?  Yes/No

4.11 Is there any Welfare Fund in your establishment?  Yes /No

4.12 Do you subscribe to the Provident Fund Scheme for workers, if any?  Yes / No

4.13 Were you involved in any accident during your service here?  Yes/No?

4.14(a) Your opinion about the benefits under the Employees State Insurance Scheme in your establishment.
(b) Were you satisfied with the benefits and facilities provided to you? Yes/No

4.15 Housing: Own house/Company owned/On rent

4.16 How would you rate the following Provisions by management:

(against each alternative, write the number 2 if you strongly agree
1 if you agree to some extent
and 0 if you strongly disagree)

1. (a) Always attractive salaries, allowances & perquisites are paid considering qualification & skills.  ( )
(b) Salaries, allowances and perquisites are sometimes attractive & in accordance to qualifications & skills.  ( )
(c) Salaries, allowances & perquisites are neither attractive nor according to qualifications & skills.  ( )

2. (a) Safe & healthy working conditions, adequate job security & attractive retirement benefits are provided ( )
(b) Some of the working conditions are safe and healthy & some job security and retirement benefits are provided. ( )
(c) Neither safe & healthy working conditions, nor job security nor attractive retirement benefits are provided ( )

1. (a) The workers and their families are highly satisfied with the welfare facilities  ( )
(b) The workers and their families are to some extent satisfied with the welfare facilities ( )
(c) The workers and their families are not satisfied with the welfare facilities ( )

4. (a) Workers contribution is always recognised and appreciated ( )
(b) Workers contribution is sometimes recognised and appreciated ( )
(c) Workers contribution is never recognised and appreciated ( )

5. (a) Many opportunities for advancement ( )
(b) Few opportunities for advancement ( )
(c) No opportunities for advancement ( )

6. (a) Employee grievances are always handled sympathetically ( )
(b) Employee grievances are sometimes handled sympathetically ( )
Employee grievances are never handled sympathetically ( )
PART V
WAGES

5.1 What is the mode of payment according to which you are paid?
   (i) Piece rated
   (ii) Time rated.

5.2 If time rated:
   (i) Daily
   (ii) Weekly
   (iii) Monthly.

5.3 What is your present monthly wage? ________________________________

5.4 Rate of annual increment, if any? ________________________________

5.5 (a) Do you get any allowances? If so, please specify the rate
   (i) D.A. ______________________________________________________
   (iii) Any other ______________________________________________

   (b) Are you satisfied with this rate? Yes / No

5.6 Do you get any bonus? If so, what is its

   Year
   (i) Basis
   (ii) Rate
   (iii) Amount obtained

5.7 Do you get any special bonus? Please give details together with rate and amount
   received during the periods. ______________________________________

5.8 Are any deductions made from your wage? Give details. ________________

__________________________________________________________________
5.9 Are you satisfied with your present emoluments? Yes / No

5.10 (a) Is there any wage differential? Yes / No
   (b) If Yes, give reasons:
   1. skill
   2. productivity
   3. nature of work
   4. sex

5.11 (a) Do you have any other source of income: Yes / No
   (b) If yes, how much per month ____________________________

5.12 Gross income (including wage, bonus other benefits)
   Rs. ____________________________ per month

PART VI
WORKERS AND TRADE UNIONS

6.1 Do you prefer management collecting your subscription and paying it to the Union? Yes / No

6.2 Is your trade union recognised by the management? Yes / No

6.3 If you feel injustice has been done to you, whom do you approach for redress:
   (i) Supervisors
   (ii) Union leaders
   (iii) Outsiders

6.4 (a) Who negotiates with the management?

   ______________________________________________________

   (b) Who interprets the contract? __________________________

   (c) Who handles the grievances in your Union?
   ______________________________________________________

   ______________________________________________________

6.5 Did he or they listen to you sympathetically? Yes / No

6.6 Are all labour leaders in your Union workers in the plant? Yes / No

6.7 Are you contended with the steps taken by your Union for ensuring your wages and job security? Yes / No
6.8 In the preceding year, to what extent has the Union been successful in negotiating with the management?
   (i) Mainly successful
   (ii) Mainly unsuccessful
   (iii) Partly successful

6.9 In successful cases, what were the main factors responsible for success?
   (i) Solidarity of workers
   (ii) Justified demands
   (iii) Capable Union leadership
   (iv) Co-operative management

6.10 In unsuccessful cases, what were the main factors?
   (i) Disunity of workers
   (ii) Unjustified demands
   (iii) Incompetent Union Leaders
   (iv) Strong case of the management

6.11 Do you feel confidence in our Union leaders?  
       Yes / No

6.12 Does your Union provide welfare measures? Please mention them

6.13 Are you satisfied with your Union’s welfare activities?  
       Yes / No

6.14 Can you suggest any improvement in your Union’s activities?

6.15 Workers’ Relationship With Union:
   Are you connected with any of the following?
   Name
   If member
   Subscript- Rs. Office
   Amount rity of held
   payment
   Actual- Mon-
   ly Wee-
   ly kly
   since when
   payment
   held
   if any.
6.16 (A) Role of Trade Unions

Agree Partly Disagree

(i). Protection of unions has made the workers adopt
a casual approach to their work
(ii). Unions have succeeded in securing better wages
and benefits through their efforts
(iii). Unions play an active role in helping the workers
in redressal of grievances
(iv). Unions are sincere in furthering the interests
of workers
(v). Unions have cooperated in improving efficiency

(B) Effects of multiple-union structure

1. undermines the bargaining power
2. more advantageous to the management
3. makes collective bargaining difficult
4. adverse effect on the organisational
   and productivity.

(C) Union Leadership

1. committed to the cause of workers
2. neglect their job opportunities
3. rigid and not open minded
4. promote interests of a few members
5. seek personal favours from the management

PART VII
LABOUR-MANAGEMENT CO-ORDINATION

7.1 Are you a member of:

Works Committee Yes / No
(i) Production Committee Yes / No
(ii) Safety Committee Yes / No

7.2 Are you a member of the Joint Management Council? Yes / No

7.3 Do the workers' representatives and management representatives co-operate in the
Council? Yes / No
7.4 If you are not represented in any of the above committees, are you satisfied with the work done by the workers' representatives? Yes / No

7.5 Do you think such committees can perform a useful function in promoting industrial relations? Yes / No

PART VIII
DISPUTES

8.1 (a) Have you taken part in any strike during the period of your service? Mention each strike separately.

________________________________________________________________________

(b) What were the reasons and duration for the strikes?

________________________________________________________________________

(c) Do you think that the strike was justified? Yes / No

8.2 Was the strike
(i) successful
(ii) partly successful
(iii) unsuccessful

Give reasons __________________________________________________________________

8.3 (a) Have you been affected by the lock out? Yes / No

(b) What were the reasons for the lock out?

________________________________________________________________________

8.4 (a) Have you ever been involved in any other dispute besides strikes and lockouts? Yes / No

(b) What was the result of such disputes?

________________________________________________________________________

8.5 (a) Have you ever appeared before the following?

(i) Conciliator Yes / No
(ii) Arbitrator Yes / No
(iii) Adjudicator Yes / No

(b) If any outsider or leader did so, did he represent your case effectively? Yes / No
PART IX
MISCELLANEOUS

9.1 What is your attitude towards the following?

(i) Recruitment policy
(ii) Transfer and promotional policy
(iii) Wages
(iv) Dismissals and discharges
(v) Facilities and welfare measures
(vi) Social security measures
(vii) Working of the E.S.I. Scheme
(viii) Worker's participation in management
(ix) Grievance procedure.

Satisfied / Unsatisfied

9.2 Is there any suggestion box scheme?

Yes / No

9.3 Does management give credit for the work done?

Yes / No

9.4 Do you think that the management make any difference between Union and non-Union workers?

Yes / No

9.5 Do you think that if the workers are given authority with responsibilities in the management, it would reduce number of disputes in the establishment?

Yes / No

9.6 Do you think that if the workers represent their cases directly and not through the Union, it would improve relations with the management?

Yes / No

9.7 Do you think that the employers and workers are two essential wheels of the productive system and they must always co-operate?

Yes / No

OR

Do you feel that the interests of employers and workers are so widely divergent that cooperation between the two is not possible?

Yes / No

Investigator's observations:

Date

Signature

Checked by

Date

Tabulated by

Date
APPENDIX II

TRADE UNION QUESTIONNAIRE

TRADE UNIONISM IN GOA: A COMPARATIVE STUDY

PURPOSE OF THE STUDY: Ph. D THESIS

All information will be treated as confidential.

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<td>Name of Investigator</td>
<td>Date of Return</td>
</tr>
</tbody>
</table>

PART I
HISTORY AND STRUCTURE OF THE UNION

1.1 Name of the Union: ________________________________

1.2 Date of establishment: ________________________________

1.3 Registered or not: ________________________________

1.4 Date of Registration: ________________________________

1.5 Affiliation:

Industrial Union or Federation: ________________________________

Regional Federation: ________________________________
1.6 What is the method of electing office bearers

1.7 Regularity of Union Elections
   ( ) Regular
   ( ) Somewhat regular
   ( ) Irregular

1.8 Contest for Union elections
   ( ) Strong
   ( ) Moderate
   ( ) Weak

1.9 Election procedures
   ( ) Elaborate & well-defined
   ( ) Not so elaborate & well-defined
   ( ) Not at all elaborate & well-defined

1.10 Structure of electioneering
   ( ) Contest between structured groups
   ( ) Contest between individuals

1.11 Union Leadership

   (a) Turnover of union leadership (for the last ten years)
      ( ) High
      ( ) Moderate
      ( ) Low

   (b) Tenure of office of union leadership
      ( ) Short
      ( ) Moderate
      ( ) Long

   (c) Accessibility of top leadership (to the members)
      ( ) Easy
      ( ) Somewhat easy
      ( ) Difficult

1.12 Inter-union rivalry
   ( ) Intense
   ( ) Moderate
1.13 Nature of inter-union rivalry
( ) Violent
( ) Peaceful
( ) Non-existent

1.14 Competition among unions for majority status
( ) Intense
( ) Moderate
( ) Negligible
( ) Non-existent

1.15 Union solidarity
( ) High
( ) Moderate
( ) Low

1.16 (a) Union management (industrial) relations
( ) Cordial
( ) Normal
( ) Hostile

(b) Strikeproneness
( ) High
( ) Moderate
( ) Low

(c) Management disposition toward union
( ) Favourable
( ) Indifferent
( ) Hostile

(d) Union's disposition toward management
( ) Favourable
( ) Indifferent
( ) Hostile

(e) Working of joint management councils
( ) Active
( ) Not-so-active
( ) Inactive
( ) No participation
(f) Influence of union on the affairs of industry

( ) Considerable
( ) Somewhat
( ) Negligible

(g) Grievance handling

( ) Democratic
( ) Not-so-democratic
( ) Arbitrary

1.17 (a) Participation of Trade union office bearers in various bodies/committees

<table>
<thead>
<tr>
<th>Type of Committee</th>
<th>No. of Representatives</th>
<th>No. of Meetings held During the years</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Union</td>
<td>Management</td>
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<tr>
<td>Works Committee</td>
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<td>Joint Management</td>
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<td>Discipline Council</td>
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<td>Production Committee</td>
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<td>Discipline Committee</td>
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<td>Welfare Committee</td>
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<td>Efficiency Committee</td>
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<td>Grievance Committee</td>
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<tr>
<td>Safety Committee</td>
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</tbody>
</table>

Committee
(b) Functions of Bodies/committees

<table>
<thead>
<tr>
<th>Type of Committees</th>
<th>Duties and Responsibilities</th>
<th>Suggestion for Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Works Committee</td>
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<td>Joint Management Council</td>
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<td>Security Committee</td>
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<tr>
<td>Others</td>
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</tbody>
</table>

Others
(d) Intra union party system (Tick the right alternative)
   ( ) Multiparty
   ( ) Two party
   ( ) Uniparty (no party)

1.18 Union Governance

(a) Administrative bodies (union executive)

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Age</th>
<th>Job in establishment</th>
<th>Education</th>
<th>Period of holding position</th>
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<tbody>
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<td>President</td>
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<td>Committee Members</td>
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1.19 Size of Union Executive

( ) Large
( ) Medium
( ) Small
1.20 Frequency of Executive meetings
( ) High
( ) Medium
( ) Low

1.21 Attendance of Executive Meetings
( ) Good
( ) Moderate
( ) Poor

1.22 Participation of Executive Body
( ) Active
( ) Somewhat active
( ) Poor

1.23 Functioning of Union Executive
( ) Democratic
( ) Oligarchic
( ) Monocratic

1.24 Role of Executive Body in decision making
( ) Important
( ) Somewhat important
( ) Unimportant

1.25 Union Constitution

(a) Nature of Union Constitution
( ) Flexible
( ) Somewhat flexible
( ) Rigid
( ) Non-existent

(b) Structure
( ) Democratic
( ) Not so Democratic
( ) Undemocratic
1.26 What is the strength of the Union?

<table>
<thead>
<tr>
<th></th>
<th>Workers</th>
<th>Non-Workers</th>
</tr>
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<tbody>
<tr>
<td>Total Number</td>
<td></td>
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1.27 What is the percentage of workers in the union to the total strength of the workers?

1.28 Rate of Subscription

|     | Workers | Non-workers |

1.29 Is there any other Union in this establishment? Yes / No

1.30 Is there Company Union in this establishment? Yes / No

1.31 What is your relationship with other unions:

(i) conflict
(ii) cooperative
(iii) neutral

1.32 (i) Has there been any attempts to merge the different Unions? Yes/No

(ii) What were the causes of success or failure of such attempts?

1.33 What is the difference in programme of your Union from that of other Union / Unions?

1.34 (a) Are the officials of the Union mainly workers in the establishment? Yes / No

(b) Do you think that the officials who are also workers in the Union face any difficulty? Yes / No
## PART II
### MEMBERSHIP

#### 2.1 Membership of the union:

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<th>No. of Members</th>
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</table>

#### 2.2 Do the members of your Union show personal interest in the affairs of the Union

(i) much
(ii) a little
(iii) none

#### 2.3 Do the members devote adequate time for the activities of the Union

(i) most
(ii) some very little

#### 2.4 (a) Does your Union encourage self expression and freedom of action among members?  
Yes / No

(b) Does your Union take any step to ensure discipline among members?  
Yes / No
(c) What steps does the Union take against members who do not follow its directions?

(d) What steps does your Union take to bring about social solidarity among members?

PART III
INCOME & EXPENDITURE

3.1 (a) Is your financial condition sound?  Yes / No
(b) If not, what steps in your view are necessary to improve the finances of your Union?

PART IV
RELATIONSHIP WITH THE APEX

4.1 Does the Apex Union take any interest in your problems?  Yes / No
4.2 To what extent are you able to influence the policies of the Apex Union?

PART V
RELATIONSHIP WITH THE POLITICAL PARTIES

5.1 Name of the political party:

5.2 Do you get any aid from the party:
(a) Technical
(b) Financial
(c) Legal
(d) Any other type
5.3 Political affiliation
( ) Multiparty affiliation
( ) Single party affiliation
( ) No political affiliation (non-partisan)

5.4 Extent of political involvement
( ) High
( ) Moderate
( ) Low
( ) No- involvement (non-partisan)

PART VI
FUNCTIONS OF THE UNION

6.1 What has been the main functions of your Union during the following years

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</tbody>
</table>

6.2 Has your Union taken any steps to enlighten members on the various legislative measures of the State relating to the labour matters and implementation by the management?  Yes / No

6.3 Have you taken any interest in the Civic administration of your locality?  Yes / No

6.4 Decision Making
(a) Membership participation
( ) Active
( ) Moderately active
( ) Inactive
(b) Influence of Union membership on decision making
( ) Considerable
( ) Somewhat
( ) Negligible

(c) Decision by majority
( ) Always
( ) Sometimes
( ) Never

(d) Necessity of approval of those affected
( ) Always
( ) Sometimes
( ) Never

(e) Mode of membership participation
( ) Individual representative
( ) Through representative
( ) Through Committee

(f) Extent of democratic decision making
( ) High
( ) Medium
( ) Low

(g) Freedom to express opposing views
( ) Considerable
( ) Somewhat
( ) Negligible

6.5 Please explain the role of the Union for the following:
(i) Wages

a. Any Wage Reduction: supported / objected
b. Any action taken due to wage cut:

(ii) Security of the job of workers.
(iii) Fixing the length of the work day and breaks

(iv) Intensity of work and additional work load

(v) Labour saving technical change: approved / opposed

(vi) Do you approve technical change that leads to progress? Yes / No

(vii) Training Programmes (Technical and Vocational)

(viii) Facilities for work

(ix) Physical work-environment

(x) Are you organizing any constructive activities?
   If Yes, Specify

6.6 (A) Role of Trade Unions

   (i). Protection of unions has made the workers adopt a casual approach to their work
   (ii). Unions have succeeded in securing better wages and benefits through their efforts
   (iii). Unions play an active role in helping the workers in redressal of grievances
   (iv). Unions are sincere in furthering the interests of workers
   (v). Unions have cooperated in improving efficiency

(B) Effects of multiple-union structure
   1. undermines the bargaining power
   2. more advantageous to the management
   3. makes collective bargaining difficult
   4. adverse effect on the organisational and productivity.
(C) Union Leadership
1. committed to the cause of workers
2. neglect their job opportunities
3. rigid and not open minded
4. promote interests of a few members
5. seek personal favours from the management

6.7 Have you prepared any scheme of wage incentive to workers? Give details. Has it been implemented by the management?

6.8 (a) What measures have been adopted by the Union for checking absenteeism? If not, why not?

6.9 (a) Has the Union taken steps to co-operate with the management in raising productivity?
   Yes / No
   (a) If so, give details.
   (b) If not, why not?
   (c) Do you think that this is a function of the Union?
       Yes / No

6.10 Are you in favour of standardisation of work and wages? Yes / No

6.11 (a) What have been the main cause of retrenchment in your establishment?

   (b) Has retrenchment compensation been paid in your establishment?
       Yes / No
7.1 Welfare activities conducted by the Union

<table>
<thead>
<tr>
<th>Type of Activities</th>
<th>Date of starting</th>
<th>Expenditure 1990-1995</th>
<th>1995-2000</th>
<th>2000-05</th>
<th>Aid by the Manage-</th>
<th>Aid by Others</th>
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<tr>
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<td>Co-op Credit Society</td>
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<td>Grain shop</td>
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<td>Medical aid</td>
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<td>Adult education</td>
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<td>Housing Scheme</td>
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<tr>
<td>Vocational &amp; Technical training</td>
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<td>Others</td>
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</table>
7.2 Social Security Benefits provided by the Union

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<tr>
<td>Others</td>
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</tbody>
</table>

7.3 (a) What has been the role of the management in the provision of welfare services?

(b) Are you satisfied with this? Yes / No

(c) If not, give suggestions

______________________________________________________________
PART VIII
NEGOTIATION

8.1 Type of Negotiations

<table>
<thead>
<tr>
<th>Type of Negotiations</th>
<th>Results</th>
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<tbody>
<tr>
<td></td>
<td>Successful</td>
</tr>
</tbody>
</table>

1. Discipline

2. Transfers / Promotions

3. Working Conditions

4. Dismissal and discharges

5. Welfare activities

6. Social Securities

7. Recruitment and Selection

8. Others

8.2(a) Are you satisfied with the grievance procedure?  Yes / No

(b) If not, what change would you like?  

8.3 (a) What has been the attitude of the management to the Union:
   (i) co-operative
   (ii) indifferent
   (iii) un-co-operative

(b) Has the management victimised the workers for union activities?  Yes / No

(c) What has been the form of victimisation  

(d) Has there been any attempt to put down the Union activities?  Yes / No
(e) Has there been any attempt at dividing workers and thus foil efforts to develop strong Union? Yes / No

(f) Has there been any instance when the management refused to negotiate with the Union and preferred to deal with individual employees? Yes / No

(g) Does the management follow the policy of favouritism? Yes / No

8.4 Who negotiates with the management on behalf of the Union?
(a) For setting contract clauses?
(b) During disputes, strikes and lock-outs?

8.5 (a) Do you have any contract with the Management on behalf of the Union? Yes / No
(b) If Yes, please mention the advantages and disadvantages of relevant clauses from the view point of the Union.

8.6 Who interprets the contract?

8.7 Who handles the grievances?

8.8 Who represents to the management on behalf of the Union / Worker?

8.9 Has there been any attempts at implementing any profit sharing schemes? Yes / No

8.10 Has the Management been reasonable in its provision for accidents and prevention of occupational diseases? Yes / No
8.11 Has the Management catered for satisfactorily to the legitimate physical, medical and psychological needs of the workers? Yes / No

8.12 Are you satisfied with the steps taken by the Management for maintaining cordial relationship with the workers? Yes / No

8.13a) Have you ever been consulted in framing standing orders of the Company? Yes / No

(b) If Yes, have your suggestions been adopted by the Management?

8.14 Has the Management consulted you on the matters affecting mutual interest, such as financial implications in declaring bonus, lock-outs and retrenchment? Yes / No

8.15 Are the non-Union workers benefited by the awards and settlements arrived at between Union and the Management? Yes / No

8.16 Do you think that the non-Union workers should be entitled to the same benefits as the Union workers? Yes / No

PART IX
DISPUTES

9.1 Disputes

| Type of disputes | No. of disputes | No. of work- | Total No. | No. of settled Disputes | No. of proceedings of years involved | Lost time | Arbi- | Med- | Oth | Adju- | Nego- | Con- | With- | Conti-
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4.
9.2 Strikes

<table>
<thead>
<tr>
<th>Identification of strike</th>
<th>Date of strike</th>
<th>Duration</th>
<th>Cause</th>
<th>Machinery</th>
<th>Result of union settlement</th>
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</table>

9.3 What part has your Union played in organising strikes during the period?

(a) What were the causes of the strike?

(b) What was the response of the workers at the call of the Union?

(c) What was the attitude of the employer?

(d) What was the ultimate result?

(e) What was the attitude of other Unions?

9.4 If the number of strikes were nil or small, what were the main factors responsible for that?
9.5 Lock-outs

<table>
<thead>
<tr>
<th>Identification of lock-outs</th>
<th>Date</th>
<th>Duration</th>
<th>Causes</th>
<th>Machinery or Workmen</th>
<th>Results</th>
<th>Indefinite</th>
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</table>

9.6 In case of lock-outs during the period:
(a) What action did your Union take? ________________________________

(b) What was the response of the workers? ____________________________

(c) What was the attitude of the employers __________________________

(d) What was the ultimate result? _________________________________

(e) What was the attitude of other Unions? _________________________

9.7 In case of disputes other than Strikes and Lock-outs 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 employers?

(c) What action did the Union take?

(d) What was the ultimate result?

9.8 Methods preferred and adopted for resolving industrial disputes
   ( ) Collective bargaining
   ( ) Conciliation
   ( ) Arbitration
   ( ) Adjudication
   ( ) Direct action (strike)

9.9 Methods proved most effective in resolving industrial disputes
   ( ) Collective bargaining
   ( ) Conciliation
   ( ) Arbitration
   ( ) Adjudication
   ( ) Direct action (strike)

9.10 Have your Union ever resorted to ‘go slow’ tactics in dealing with any dispute?
    Yes / No

9.11 Has there been any case of delaying tactics adopted by the management?
    Yes / No

9.12 What has been the nature of grievances from the workers:
    (a) wage hike
    (b) job security
    (c) working conditions
    (d) welfare facilities

9.13 What has been the role of Labour Officers towards:
    (a) Management

    (b) Union

    (c) Workers
9.14 Do you have any specific complaints against the management? Yes/No

9.15 What is your impression about the attitude of the management in maintaining good industrial relations?

9.16 (a) Are the Labour Laws implemented
   (i) fully
   (ii) partly
   (iii) to small extent

   (b) If not, what steps have you taken to get them implemented?

   (c) Was your Union represented in the Wage Board? Yes/No

   (d) Has its award been implemented? Yes/No

   (e) If not, what are the reasons

9.17 What are your suggestions for improving the industrial relations in your establishment? Please give in order or priority.

9.18 What is the role of political parties in your activities?

9.19 (a) Does the management give any facility in organising the meetings?

   (b) How are the meetings of the Unions conducted?

   (c) Do you keep any Minutes of the meeting in proper order?

9.20 Have there been cases when the workers have not agreed to the decisions and suggestions of the leaders. Reasons for the same and the outcome of such differences?
PART X
WORKERS’ PARTICIPATION IN MANAGEMENT

10.1 Worker’s participation in management
( ) Active
( ) Not-so-active
( ) Inactive
( ) No participation

10.2 Is there any scheme of Workers’ participation in Management in your concern?
Yes / No

10.3 The method of selection of representatives in Joint Management Council:
(a) Election of the workers
(b) Nomination by the Union
(c) Any other

10.4 How far does the Management Council satisfy the following:
1. Promoting increased productivity for general welfare of
   (a) Enterprise Yes / No
   (b) Employers Yes / No
   (c) Community Yes / No

2. Giving employees a better understanding of industry and process of production.
   Yes / No

   Yes / No

4. Any Other

10.5 Do you consult the Council regarding:
1. Administration and alteration in the Standing Orders. Yes / No
2. Retrenchment. Yes / No
3. Rationalisation. Yes / No
4. Introducing new methods. Yes / No
5. Procedure for engagement and punishment.
6. Any order.

10.6 What is the total strength of the Council
1. Employees?
2. Employers?
3. Outsiders, if any?
Total

10.7 Is there any Departmental Productive Committee also in your concern?
Yes / N

10.8 Does the Joint Management Council provide you with positive suggestions:
(i) Generally
(ii) Sometimes
(iii) Never

10.9 Is there any educational programme also to make workers conscious about the scheme?
Yes / No
If so, please state _______________________________________________________

10.10 Have the Unions in your concern taken responsive view of such a scheme?
Yes / No

10.11 Do you repose full faith in the workers?
Yes / No
If not, what are the reasons______________________________________________

10.12 Do you take workers in confidence regarding the secret of trade or showing them confidential documents?
Yes / No

10.13 What has been the attitude of the workers’ representatives in the Joint Management Council:
(i) Co-operative
(ii) Obstructive

10.14 (a) What attitude the Workers’ representative adopt:
(i) Active
(ii) Passive
10.15(a) Do you think that the workers representative in Joint Management Council enjoy the confidence of their fellow workers in the establishment? Yes / No

Investigator's observations:

<table>
<thead>
<tr>
<th>Date</th>
<th>Signature</th>
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<tbody>
<tr>
<td>Checked by</td>
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<tr>
<td>Date</td>
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<td>Tabulated by</td>
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</table>
APPENDIX III

EMPLOYERS’ QUESTIONNAIRE

TRADE UNIONS IN GOA: A COMPARATIVE STUDY

PURPOSE OF THE STUDY: Ph D THESIS.

All information will be treated as confidential.

<table>
<thead>
<tr>
<th>Serial No. of Schedule</th>
<th>Date of Issue</th>
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<tbody>
<tr>
<td>Sample No.</td>
<td>Date of Investigation</td>
</tr>
<tr>
<td>Name of Investigator</td>
<td>Date of Return</td>
</tr>
</tbody>
</table>

Part I

GENERAL INFORMATION:

1.1 Name and Address of the Unit: ____________________________________________________________

_____________________________________________________________________________________

1.2 Name of the Industry to which the unit belongs: ___________________________________________

1.3 Location of the Unit: _________________________________________________________________

1.4 Year of Commencement: ______________________________________________________________

1.5 Principal Product: _________________________________________________________________

1.6 Secondary Product: _________________________________________________________________

1.7 Form of ownership: Proprietary / Partnership / Joint Stock / any other:________________________

1.8 If Proprietary, Name of the Proprietors: ________________________________________________
1.9 If Partnership, Name of the Partners: _________________________________

1.10 If Joint Stock Company, Public / Private: ______________________________

1.11 If Joint Stock Company
(a) Name of Managing Director ________________________________

(b) Name of General Manager ________________________________

1.12. Name of the Managing Agents: ________________________________

____________________________________________________________________

PART II
PERSONNEL AND EMPLOYMENT

2.1 Total strength of the staff: ________________________________

<table>
<thead>
<tr>
<th>Year</th>
<th>Total no. of Workers Employed</th>
<th>Skilled Labour</th>
<th>Contract Labour</th>
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<td>2005</td>
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2.2 Classification of employees according to the employment status

AVERAGE NUMBERS

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<tr>
<td>Total</td>
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</table>

2.3 Percentage of Labour Turn-Over:


A. Accession Rate
B. Separation Rate
C. Replacements

Causes

2.4 Absenteeism according to causes:

<table>
<thead>
<tr>
<th>Year</th>
<th>Causes</th>
<th>C</th>
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<td>1995-2000</td>
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</tr>
<tr>
<td>2000-2005</td>
<td>(Jan-Dec)</td>
<td>Total:</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>
2.5 Frequency of Absenteeism:
   (i) upto 10%
   (ii) upto 20%
   (iii) upto 30%
   (iv) above 30%

2.6 Please supply a copy of standing orders.

PART III
Wages and Salaries

3.1 Salary and wage bills

<table>
<thead>
<tr>
<th>Year</th>
<th>Total wages paid</th>
<th>Total Manhours worked</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Permanent Workers</td>
<td>Contract workers</td>
</tr>
<tr>
<td>1986</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1987</td>
<td></td>
<td></td>
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<tr>
<td>1988</td>
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<td>2004</td>
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<tr>
<td>2005</td>
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</tr>
</tbody>
</table>

3.2 Max. wage rate:

Skilled workers  Rs. __________  Unskilled workers  Rs. __________
3.3 Min. wage rate:
Skilled workers: Rs. ___________  Unskilled workers: Rs. ___________

3.4 Lowest paid workman min: Rs. ______________
3.5 Lowest paid workman max: Rs. ______________
3.6 Highest paid workman min: Rs. ______________
3.7 Highest paid workman max: Rs. ______________
3.8 Lowest paid management cadre min: Rs. ______________
3.9 Lowest paid management cadre max: Rs. ______________
3.10 Highest paid management cadre min: Rs. ______________
3.11 Highest paid management cadre max: Rs. ______________

3.12 Please supply a schedule of salary and wage rate according to the classification of jobs prevailing in your establishment

PART IV
WORKING CONDITIONS

4.1 Details of the length of the workday with breaks, period of change over of the shifts:

4.2 No. of mandays lost:

<table>
<thead>
<tr>
<th>Year</th>
<th>No. of mandays lost</th>
<th>No. of days for which Workers are responsible workers are not responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>1986</td>
<td></td>
<td></td>
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<tr>
<td>1987</td>
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<tr>
<td>1988</td>
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<tr>
<td>2002</td>
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</tbody>
</table>
4.3 Accidents during the following periods:

<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>Permanent Total Disablement (i)</td>
<td></td>
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<tr>
<td>Partial (i)</td>
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<tr>
<td>Temporary (i)</td>
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<td>(iii)</td>
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<tr>
<td>Fatal (i)</td>
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<td></td>
</tr>
</tbody>
</table>

PART V
FACILITIES AND WELFARE

5.1 Leave with wages (yearly basis):

<table>
<thead>
<tr>
<th>Category of Workers</th>
<th>Casual leave</th>
<th>Sick leave</th>
<th>Earned leave or Privilege leave</th>
<th>Number of holidays with wages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Officers/ Executives</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Clerical
Supervisory
Workers: Daily rated.

Monthly rated.

Contract labour.

Others.

5.2 Spells of total leave days:
(i) upto 5 days
(ii) 6 – 10 days
(iii) 11 – 30 days
(iv) above 30 days

5.3 Provident Fund, Pensions and Gratuities:

<table>
<thead>
<tr>
<th>Type of payment</th>
<th>Date of starting</th>
<th>Number of beneficiaries</th>
<th>Contribution of management</th>
<th>Contribution of workers if any</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provident Fund</td>
<td>90-95</td>
<td>95-00</td>
<td>00-05</td>
<td>90-95 95-00 00-05</td>
</tr>
<tr>
<td>Pension</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gratuity</td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

5.4 Provision of:
(i) Education:

(ii) Housing:

(iii) Recreation:

(iv) Canteen:

(v) Creche:
5.5 E.S.I. Scheme in the unit
(a) Number of workers covered by the act:

(b) Contribution by the employer

|----------|-----------|-----------|-----------|

(c) Contribution of workers

|----------|-----------|-----------|-----------|

(d) Benefits provided during the following years

<table>
<thead>
<tr>
<th>Benefits</th>
<th>Number of beneficiaries</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sickness</td>
<td>1990-95 1995-00 2000-05</td>
<td>1990-95 1995-00 2000-05</td>
</tr>
<tr>
<td>Maternity</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Disablement</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dependents</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medical</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

PART VI
TRADE UNION IN THE UNIT

<table>
<thead>
<tr>
<th>6.1 Name of the Unions</th>
<th>Date of Registration</th>
<th>Date of Recognition</th>
<th>Facilities by the Management</th>
<th>Membership</th>
<th>Percentage of the total strength</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td></td>
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<tr>
<td>2.</td>
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<tr>
<td>3.</td>
<td></td>
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</tr>
</tbody>
</table>
4.

5.

6.

7.

8.

9.

6.2 Do you find the trade unions cooperative in carrying out the production programmes in your unit?

6.3 What in your opinion is the influence of trade union leaders on the workers?

6.4 What is your opinion about the trade union leaders?
(a) Sincere/insincere
(b) Popular/unpopular
(c) Capable/incapable
(d) Selfish/unselfish

6.5 Do you feel that the role of central trade union organisation or regional organisation have influenced the activities of the union/s in your establishment? If so in what manner?

6.6(A) Role of Trade Unions: 

Agree  Partly agree  Disagree
(i) Protection of unions has made the workers adopt a casual approach to their work.
(ii) Unions have succeeded in securing better wages and better benefits through their efforts.
(iii) Unions play an active role in helping the workers in redressal of grievances.
(iv) Unions are sincere in furthering the interests of workers.
(v) Unions have cooperated in improving efficiency.

(B) Effects of multiple-union structure:
1. undermines the bargaining power.
2. more advantageous to the management.
3. makes collective bargaining difficult.
4. adverse effects on organizational climate. And productivity

(C) Union Leadership:
1. committed to the cause of workers
2. neglect their job responsibilities
3. rigid & not open minded
4. promote interest of a few
5. seek personal favours from the management

PART VII
LABOUR MANAGEMENT CO-ORDINATION

7.1 Works Committees
<table>
<thead>
<tr>
<th>Date of Establishment</th>
<th>Strength</th>
<th>Representation</th>
<th>Frequency of Union Management meetings</th>
<th>Remarks</th>
</tr>
</thead>
</table>

7.2 Basis of selection of representatives:

7.3 Year | No. of Cases referred | Result | Remarks
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Successfully Resolved</td>
<td>Partially Resolved</td>
<td>Not Resolved</td>
</tr>
</tbody>
</table>
7.4 Types of cases referred:
1. 
2. 
3. 
4. 

7.5 Was there any objection from the trade union about the functions of the Works Committee?
(a) Nature of objection 
(b) Form of objection 
(c) Result 

7.6 Joint Management Councils

<table>
<thead>
<tr>
<th>Date of Establish</th>
<th>Strength</th>
<th>Representation</th>
<th>Frequency of Meetings</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Union</td>
<td>Management</td>
<td></td>
</tr>
</tbody>
</table>

7.7 Year No. of Cases referred Result

<table>
<thead>
<tr>
<th>Result</th>
<th>Successfully Resolved</th>
<th>Partially Resolved</th>
<th>Not Resolved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remarks</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

7.8 Types of cases referred to J.M.Cs
1. 
2. 
3. 

4. 

5. 

7.9 Basis of selection of representatives

7.10 Was there any objection from the trade union about the functioning of the Joint Management Council?

7.11 Labour Officers/ L W Officers

<table>
<thead>
<tr>
<th>Labour Officer</th>
<th>Work actually performed</th>
<th>Age</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>2.</td>
<td></td>
<td></td>
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<tr>
<td>3.</td>
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<td></td>
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<tr>
<td>4.</td>
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</tr>
</tbody>
</table>

Labour Welfare Officer

| 1.         |                         | | |
| 2.         |                         | | |
| 3.         |                         | | |
| 4.         |                         | | |

7.12 Please note the grievances procedure in your institution

7.13 Number of Complaints and Grievances in the establishment during the following years
<table>
<thead>
<tr>
<th>Types of Complaints During the following years</th>
<th>Years</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a)</td>
<td></td>
</tr>
<tr>
<td>(b)</td>
<td></td>
</tr>
<tr>
<td>(c)</td>
<td></td>
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<td>(d)</td>
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<td>(e)</td>
<td></td>
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<tr>
<td>(f)</td>
<td></td>
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<tr>
<td>(g)</td>
<td></td>
</tr>
</tbody>
</table>

**7.15 Results of Complaints**

<table>
<thead>
<tr>
<th>Results of Complaints</th>
<th>Years</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) Disposed off to the satisfaction of Workers</td>
<td></td>
</tr>
<tr>
<td>(b) Cases in which workers are not satisfied</td>
<td></td>
</tr>
<tr>
<td>(c) Cases in which complaints led to dispute</td>
<td></td>
</tr>
</tbody>
</table>
8.1 Number of Disputes

<table>
<thead>
<tr>
<th>Year</th>
<th>No. of disputes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1986</td>
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<tr>
<td>1987</td>
<td></td>
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<td>1988</td>
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<tr>
<td>2004</td>
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<tr>
<td>2005</td>
<td></td>
</tr>
</tbody>
</table>

8.2 Disputes classified by causes

<table>
<thead>
<tr>
<th>Causes</th>
<th>Years</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1990-1995</td>
</tr>
<tr>
<td></td>
<td>1995-2000</td>
</tr>
<tr>
<td></td>
<td>2000-2005</td>
</tr>
</tbody>
</table>

(a) Personal

(b) Service conditions

(c) Working conditions

(c) Wages, Bonus, D.A.

(d) External Factors

(e) Others

8.3 (A) No. of Strikes during the following years

<table>
<thead>
<tr>
<th>Year</th>
<th>No. of strikes with complete stoppage of work</th>
<th>No. of cases of go-slow tactics</th>
<th>Stay in</th>
<th>Stay out strikes</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>


1990-1995
1995-2000
2000-2005

(B) Strikes classified according to causes

<table>
<thead>
<tr>
<th></th>
<th></th>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Causes</td>
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</tr>
<tr>
<td>(a) Personal</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>(b) Service conditions</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(c) Working conditions</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(d) Wages, Bonus, D.A.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(e) External factors</td>
<td></td>
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</tr>
<tr>
<td>(f) Others</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(C) Number of workers involved

<table>
<thead>
<tr>
<th>Year</th>
<th>No. of stoppages</th>
<th>Average No. of workers</th>
<th>No. of man-day</th>
<th>Estimated no. of actual man-days</th>
</tr>
</thead>
<tbody>
<tr>
<td>1990-1995</td>
<td></td>
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<tr>
<td>1995-2000</td>
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<tr>
<td>2000-2005</td>
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</tbody>
</table>

(D) Average duration of strikes

<table>
<thead>
<tr>
<th>Year</th>
<th>Average duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>1990-1995</td>
<td></td>
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<td>1995-2000</td>
<td></td>
</tr>
<tr>
<td>2000-2005</td>
<td></td>
</tr>
</tbody>
</table>

8.4 No. of Stoppages according to results

<table>
<thead>
<tr>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year</td>
</tr>
<tr>
<td>-----------</td>
</tr>
<tr>
<td>1990-1995</td>
</tr>
<tr>
<td>1995-2000</td>
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<tr>
<td>2000-2005</td>
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</tbody>
</table>

8.5 No. of lockouts classified according to causes

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>(a) Personnel</td>
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<td>(b) Service conditions</td>
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<td>(c) Working conditions</td>
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<tr>
<td>(d) Wages, Bonus, D.A.</td>
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</tr>
<tr>
<td>(e) External Factors</td>
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<td>(f) Others</td>
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8.6 No. of lay-offs with their causes

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<th>Cause</th>
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<tr>
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<td>Total</td>
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### PART IX

**MACHINERY FOR SETTLEMENT**

#### 9.1 Works Committees and Joint Management Councils

<table>
<thead>
<tr>
<th>Year</th>
<th>No. of Cases Referred</th>
<th>Result</th>
<th>Remarks</th>
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<tr>
<td>2000-2005</td>
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#### 9.2 (A) Cases referred to the Conciliation Officer

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<tr>
<th>Year</th>
<th>No. of cases referred</th>
<th>Duration of Conciliation Proceeding</th>
<th>No. of cases Aver-</th>
<th>No. of cases Maxi-</th>
<th>No. of cases Least settled</th>
<th>No. of cases not settled</th>
<th>No. of cases referred to the Govt.</th>
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</thead>
<tbody>
<tr>
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<td>2000-2005</td>
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#### (B) Period for which settlement arrived at conciliation proceedings were binding on the parties.

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<th>Average</th>
<th>Minimum</th>
<th>Maximum</th>
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<td>2000-2005</td>
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</table>

#### (C) Cases in which decisions of conciliation proceedings were not honoured.

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<th>Number of cases</th>
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</thead>
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### 9.3 (a) Cases referred to Conciliation Board

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<th>No. of cases referred</th>
<th>Duration of Conciliation proceedings</th>
<th>No. of cases settled</th>
<th>No. of cases not referred to the Govt.</th>
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<td>Maxi- mum</td>
<td>Least</td>
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<td>Total</td>
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(b) Periods for which decision arrived at Conciliation Board were binding on the parties.

<table>
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<th>Average</th>
<th>Minimum</th>
<th>Maximum</th>
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<td>2000-2005</td>
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(c) Cases in which decisions of Conciliation Board were not honoured.

|---------------|-----------|-----------|-----------|

### 9.4 Cases referred for Arbitration

(A) Labour Court

(i) 

<table>
<thead>
<tr>
<th>Year</th>
<th>No. of cases referred</th>
<th>Duration of proceedings in the court</th>
<th>No. of awards given</th>
<th>No. of cases withdrawn</th>
<th>Result</th>
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<td>Max- mum</td>
<td>Least</td>
<td>Manage- ment</td>
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(ii) Period for which awards given by the Labour Court were binding on the parties

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<td>2000-2005</td>
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(iii) Cases in which award the Labour Court were not honoured.

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<td>1995-2000</td>
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<td>2000-2005</td>
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</table>

(B) Cases referred for Arbitration to Industrial Tribunal.

(i) Year No. of cases referred | Duration of proceeding in the Industrial Tribunal | No. of awards given | No. of cases withdrawn | Result

<table>
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<tr>
<th>Year</th>
<th>No. of cases</th>
<th>Proceeding in the Industrial Tribunal</th>
<th>No. of cases</th>
<th>Result</th>
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<td>1995-2000</td>
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<tr>
<td>2000-2005</td>
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</table>
(ii) Periods for which awards given by the Industrial Tribunals were binding on the parties.

<table>
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<th>Year</th>
<th>Average</th>
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(iii) Cases in which awards of the Industrial Tribunals were not honoured.

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9.5 Number of cases referred by the Government to the Court of Inquiry

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9.6 Number of cases referred to High Court on points of Law

<table>
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<tr>
<th>Year</th>
<th>By Employer</th>
<th>By Union</th>
<th>Total</th>
<th>Results</th>
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<td>1995-2000</td>
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<td>2000-2005</td>
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9.7 Number of cases filed by Government.

<table>
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<td>2000-2005</td>
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**PART X**

**PRODUCTIVITY**

10.1 Extent of Annual Production:

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2003-2004

2004-2005

**Investigator's observations:**

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<th>Signature</th>
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<th>Date</th>
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APPENDIX IV

INTERVIEW SCHEDULE FOR INTERVIEWING LABOUR COMMISSIONER

1. Number of trade unions in Goa:

2. Average number of trade unions per industry in Goa:

3. Number of strikes, lockouts

4. Total mandays lost:

5. Industrial absenteeism in Goa:

   Causes:

   Measures to reduce it:

6. Number of Government Officials in Goa:
   a. Labour Commissioners: ________________________
   b. Assistant Labour Commissioners: ______________
   c. District Labour Officers: _____________________

7. Number of:
     Skilled
Semi-skilled
Un-skilled

b. Employers Associations
c. Trade union leaders

8. Nature of trade unionism in Goa:

9. Nature of Industrial relations in Goa:

10. Common modes of demonstrations:

11. Role of trade unions:
    Economic

    Social

12. Productivity promotion Campaigns in Goa:
### APPENDIX V

**CENTRAL TRADE UNION LEADER QUESTIONNAIRE**

**TRADE UNIONS IN GOA: A COMPARATIVE STUDY**

**PURPOSE OF THE STUDY: Ph.D THESIS**

<table>
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<tr>
<td>Sample Number</td>
<td>Date of Investigation</td>
</tr>
<tr>
<td>Name of Investigator</td>
<td>Date of Return</td>
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</table>

1. Name of the Union Leader: ____________________________________________

2. Name of the Union associated with: ____________________________________________

3. Address of the office: ____________________________________________
   ____________________________________________
   ____________________________________________

4. Address of the Head Office: ____________________________________________
   ____________________________________________
   ____________________________________________

5. Date of establishment: ____________________________________________

6. Date of Registration: ____________________________________________

7. Position in the union: ____________________________________________

8. Type of union: Local/ National/ International

9. Number of years occupying the position: ____________________________________________

10. Type of workers as members: ____________________________________________

11. Establishment of the union in Goa: ____________________________________________
12. Number of Industries to which this union is related to:

<table>
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<th>SSIs</th>
<th>Medium Is</th>
<th>Large Is</th>
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<td></td>
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<tr>
<td>2000-2005</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

13. Unions to which it is affiliated to:
1. 
2. 

14. Unions affiliated to this union:
1. 
2. 
3. 
4. 
5. 
6. 
7. 
8. 
9. 
10. 

15. Number of strikes called by the union:

<table>
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<tr>
<td>2000-2005</td>
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</table>

16. Causes of strikes:

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<tr>
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<tr>
<td></td>
<td>3.</td>
<td></td>
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</tbody>
</table>

| 1995-2000  |      |           |      |
| CAUSES     | 1.   |           |      |
|           | 2.   |           |      |
3.

2000-2005
CAUSES
1.
2.
3.

17. Result of Strikes:

<table>
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18. Number of lockouts:

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<td>2000-2005</td>
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19. Causes of lockouts:

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</tbody>
</table>
1995-2000
CAUSES

2000-2005
CAUSES

20. Role of union:
(a) During lock-outs

(b) Wages and job security

(c) Fixing of length of the work day and breaks

(d) Intensity of work and additional load

(e) Training programmes (Technical / Vocational)
(f) Facilities at place of work

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

(g) Physical work environment

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

(h) Fringe benefits

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

(i) Measures to reduce Absenteeism

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

(j) Measures to increase productivity

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

(k) Welfare facilities

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

(l) Social Security measures

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

(m) Health facilities

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
21. Machinery for settling Disputes:

22. Total Number of Unions prevailing in Goa during:

<table>
<thead>
<tr>
<th>No. of Unions</th>
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<th>Medium Is</th>
<th>LSIs</th>
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<td>2000-2005</td>
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</table>

23. Causes of rise / decline in unions in Goa:

1990-1995
CAUSES

1995-2000
CAUSES

2000-2005
CAUSES

24. Suggestions for improvement in union functioning in Goa:
25. Future of unions in Goa:

<table>
<thead>
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<th>A</th>
<th>B</th>
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<td>2000-2005</td>
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</table>

26. Unions and NGOs in Goa:

27. Name of the Unions affiliated at:

<table>
<thead>
<tr>
<th>Period</th>
<th>(A) MPT</th>
<th>(B) GSL</th>
<th>(C) Colfax</th>
<th>(D) CIBA</th>
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</table>
APPENDIX VI
LIST OF TRADE UNIONS REGISTERED WITH THE REGISTRAR OF TRADE UNIONS IN GOA.

1. A.C.G.L. Workers’ Union.
2. A.C.G.L. Employees Union.
3. A.C.G.L. Employee Canteen Union.
5. Adelphi Kamgar Union.
8. All Goa Co-operative Workers’ Union.
9. All Goa General Employers Union.
10. All Goa Independent Security Union.
11. All Goa Janapriya Finance and Industrial Investment Allied Employees Association.
12. All Goa Naval Civilians Employees Union.
13. All India Theatre Employees’ Association.
14. All India Hamali Worker’s Union.
15. Ancestral Goa / Big Foot Employees Association.
16. Arlem Breweries Employees Union.
17. Association of Employers.
19. Automobile Corporation of Goa Ltd.
20. Averina Beach Resort Employees Union.
22. Bagmalo Beach Park Plaza Resort Employees Union.
25. Bibani Glass Fibre Employees union.
27. C.M.M. Employees’ Union.
29. Central Bank Employees Congress, Goa.
30. Central Bank Employees Union.
31. Central Bank Officers Union
33. CG-PPI Kundaim Employees Union.
34. Chowgule Employees Union.
35. Christine Hoden Employees Union.
36. Ciba Santa Monica Employees Union.
37. Cidade de Goa Hotel Employees Union.
38. Cosme Remedies Workers Union.
39. Crompton Greaves Ltd. Employees Union.
41. Dabolim Airport, Porters Cum Trolley Keepers Union.
42. Damodar Mangalji Mine Workers Union.
43. Damodar Mangalji Workers Union.
44. Dena Bank Staff Union.
45. Dental Care Employees Union.
46. Dupont Sportswear Ltd, Employees Union.
47. Dura-line Workers Union.
48. E.D.C. Employees Union.
49. E'merck Employees union.
50. EDA’s Postal Employee’s Union.
51. E.D.C. Officers Association (EDGOA).
52. Electricity Department Junior Engineers Association, Goa.
53. Electricity Employees Union.
54. Employees Provident Fund Staff Union.
55. Employees State Insurance Corporation Employees Union, (Goa Region).
56. Employees Union of Royal Goan Beach.
57. Financial Institutions Employees Union.
58. Finolex Employees’ Union.
59. Fomenta Employees Union.
60. Fort Aguada Beach Resort Employees Union
61. GAAL Ltd. Employees Consumer Co-op. Society Ltd. Workers Union.
62. GEL Employees Union.
63. GEL Officers Association.
64. General Labour Union.
65. Geno Pharmaceuticals Worker’s Union.
66. Glenmark Laboratories Employees Union.
67. Goa Auto Accessories Ltd. Workers’ Union.
68. Goa Bagayatdar Karmachari Kalyan Sanghatana.
69. Goa Bank Employees Association.
70. Goa Bank Workers Organisation.
71. Goa Bus & Taximen’s Federation.
72. Goa Cancer Society Hospital Employees’ Union.
73. Goa Carbon Workers Union.
74. Goa Co-operative Marketing Federation Employees Union.
75. Goa Daman & Diu Rural Workers Union.
76. Goa Defence Civilian Employees’ Union.
77. Goa Dock Labour Union.
78. Goa Electronic Employees Union.
79. Goa Employees Congress.
81. Goa Engineering Workers’ Union.
82. Goa Flour Mills Employees Union.
83. Goa Glass Fibre Employees Union.
84. Goa Hotel Workers Independent Federation(GHWIF).
85. Goa Housing Board Employees Union.
86. Goa Jagrut Kamgar Sanghatana, GAPL.
87. Goa Justice And Labour Foundation.
<table>
<thead>
<tr>
<th>No.</th>
<th>Union Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>88</td>
<td>Goa Kamgar Sena.</td>
</tr>
<tr>
<td>89</td>
<td>Goa Kesarval and Modowell Workmen’s Union.</td>
</tr>
<tr>
<td>90</td>
<td>Goa Labour Union.</td>
</tr>
<tr>
<td>91</td>
<td>Goa LIC Employees’ Union.</td>
</tr>
<tr>
<td>92</td>
<td>Goa Mazdoor Union.</td>
</tr>
<tr>
<td>93</td>
<td>Goa Meat Complex Employees Welfare Union.</td>
</tr>
<tr>
<td>94</td>
<td>Goa Meat Complex Employees Union.</td>
</tr>
<tr>
<td>95</td>
<td>Goa Medical Representative Association.</td>
</tr>
<tr>
<td>96</td>
<td>Goa Milk Union Employees’ Association.</td>
</tr>
<tr>
<td>97</td>
<td>Goa Mine Workers Union.</td>
</tr>
<tr>
<td>98</td>
<td>Goa Mining Labour Welfare Union.</td>
</tr>
<tr>
<td>99</td>
<td>Goa Municipal Employees Association.</td>
</tr>
<tr>
<td>100</td>
<td>Goa Municipal Workers Union.</td>
</tr>
<tr>
<td>101</td>
<td>Goa Naval Employees’ Union.</td>
</tr>
<tr>
<td>102</td>
<td>Goa Penta Hotel Employees Union.</td>
</tr>
<tr>
<td>103</td>
<td>Goa Port &amp; Dock Employees Union.</td>
</tr>
<tr>
<td>104</td>
<td>Goa Renaissance Tourist Taxi Association.</td>
</tr>
<tr>
<td>105</td>
<td>Goa Road and General Transport Worker’s Union.</td>
</tr>
<tr>
<td>106</td>
<td>Goa Sampling Employees Association.</td>
</tr>
<tr>
<td>107</td>
<td>Goa Seamen’s Federation.</td>
</tr>
<tr>
<td>108</td>
<td>Goa Shipyard Administrative Staff Association.</td>
</tr>
<tr>
<td>109</td>
<td>Goa Shipyard Kamgar Ekvott.</td>
</tr>
<tr>
<td>110</td>
<td>Goa Shipyard Kamgar Sangh.</td>
</tr>
<tr>
<td>111</td>
<td>Goa Shipyard Supervisory Staff Association.</td>
</tr>
<tr>
<td>112</td>
<td>Goa Shipyard Workers’ Union.</td>
</tr>
<tr>
<td>113</td>
<td>Goa Shops and Industrial Workers’ Union.</td>
</tr>
<tr>
<td>114</td>
<td>Goa Shramik Sangh.</td>
</tr>
<tr>
<td>116</td>
<td>Goa Tourism Dev. Corpn. Ltd. Employees Union.</td>
</tr>
<tr>
<td>117</td>
<td>Goa Trade and Commercial Workers Union.</td>
</tr>
<tr>
<td>118</td>
<td>Goa Union of Journalists.</td>
</tr>
<tr>
<td>119</td>
<td>Goa University Non-Teaching Employees Association.</td>
</tr>
<tr>
<td>120</td>
<td>Goa Urban Co-operative Bank Employees’ Union.</td>
</tr>
<tr>
<td>121</td>
<td>Goa Daman &amp; Diu Industrial Development Corporation Employees Union.</td>
</tr>
<tr>
<td>122</td>
<td>Gomantak Employee’s Union.</td>
</tr>
<tr>
<td>123</td>
<td>Gomantak Mazdoor Sangh.</td>
</tr>
<tr>
<td>124</td>
<td>Government Printing &amp; Offset Press Employees Union.</td>
</tr>
<tr>
<td>125</td>
<td>Gualaindia (P) Ltd. Employees Union.</td>
</tr>
<tr>
<td>126</td>
<td>Haathi Mahal Employees Union.</td>
</tr>
<tr>
<td>127</td>
<td>Herald Employees Union.</td>
</tr>
<tr>
<td>128</td>
<td>Heritage Village Club Employees Union.</td>
</tr>
<tr>
<td>129</td>
<td>Hindustan Ciba- Geigy Ltd. Staff Union.</td>
</tr>
<tr>
<td>130</td>
<td>Hocheast Marion roussel, Goa Plant Employees Union.</td>
</tr>
<tr>
<td>131</td>
<td>Hotel Fidalgo Employees’ Union.</td>
</tr>
<tr>
<td>132</td>
<td>Hotel Goan Heritage Staff Union.</td>
</tr>
<tr>
<td>133</td>
<td>Hotel La Paz Gardens Employees Union.</td>
</tr>
</tbody>
</table>
134. Hotel Maharaja Employees Union.
135. ICAR Research Complex Employees Association.
136. Icarus Foods and Farms Worker’s Union.
137. Insurance Corporation Employees’ Union Goa.
139. Kadamba Drivers & Allied Worker’s Union.
140. Kadamba Kamgar Union.
141. Kadamba Officers Association (KOAT).
143. Kadamba Transport Corporation Workers’ Union.
145. Kamgar Sena.
146. Kamgarancho Ekvott.
147. Karthik Alloys Employees Union.
148. Kodak Goa Employees Union.
149. Konkan Railway Employees Sangh.
151. Kranti Auto Rickshaw Association, South Goa.
152. Krantikari Shramik Sanghatana.
153. KTC Drivers & Allied Employees Association.
154. Leela Beach Employees Union.
155. M.S.B. Caculo Employees Union.
156. M/s Elar Fashions Employees Union.
157. Mabai Hotels Employees Union.
158. Majorda Beach Resort Employees Union.
159. Mandovi Pellets Ltd., Workers’ Union.
162. Marmagoa Steel Employees Union.
163. Marmugao Port & Railway Worker’s Union.
164. Marmugao Port Trust Marine Officers’ Association.
165. Marmugao Port trust Supervisory Staff Association Goa.
166. Marmugao Stevedores’ Staff Association.
167. Menezes Air Travel Employees Union.
169. M.E S Employees Union.
170. Mill Mazdoor Union.
171. Minerals and Metals Trading Corporation (Goa regional) Employees’ Union.
173. MOHP (MPT) Workers Union.
174. MOHP Technicians Association.
175. Mormugao Port Trust Officers Association.
176. Mormugao Stevedore Foreman and Supervisory Staff Association.
177. Municipal Employees Association.
180. National Textile Employees Union.
181. Nurses and Hospital Employees Union.
182. Nusi Maritime Academy Employees Union.
184. Packaging & Printing Employees Union.
186. Pentair Water India worker’s Union.
187. Petels Engineers P. Ltd, Employees Union.
188. Petroleum Employees union Goa.
189. PHIL Corporation Staff Union.
190. Photophone Ltd & its Asso. Companies Employees Union.
191. Prashant Polyconcrete General Staff Union.
192. Public Works Department Employees Union-Goa.
193. Putz Pumps (India) Pvt. Ltd. Workers Union.
194. Rajasthan Kerosene Workers Union.
195. Ramada Renaissance Resort Employees Union, Goa.
197. Rawafond Workers’ Union.
198. Resort de Goa Employees Union.
199. Resort Dona Sylvia Employees’ Union.
201. Royal Goan Beach Club, Monterio Employees Union.
202. Royal Goan Haathi Mahal Workers Union.
203. Sanjivani Sakhar Karkhana Workers Union.
204. Sattari Engineering Employees Union.
205. Sattari Engineering Workers Union.
206. Sesa Goa Workers’ Union.
207. Shetkari Kamgar Sangh.
208. Shipyard Employees’ Union Goa. Silver Sands Beach Resort Employees Union.
209. Taj Holidays Village Employees Union.
211. The “Oxygen and Aerated waters” Workers’ Union.
212. The Bank of India Staff Union.
214. The Bicholim Urban Co-op. Bank Employees Federation.
217. The Citizen Co-operative Bank Employees Union.
218. The Dena Bank Employees Union.
219. The Federation of Goa Trade Unions.
220. The Fort Aguada Beach Resort Workers Association.
221. The Goa Agricultural Produce Market Committee Employees Association.
222. The Goa General Employees Union.
223. The Goa Handicrafts, Rural and Small Industries Corporation Employees Union.
224. The Goa Irrigation Department Junior Engineers Association.
The Goa MRF Employees Union.

The Goa MRF Union.

The Goa Rajya Workcharged & Nominal Muster Roll Employees Union.

The Goa State Co-op. Bank Employees’ Union.

The Goa State Co-operative Bank Officer’s Association.

The Goa Urban Co-operative Bank Officer’s Association.

The Government of India, Navigation Employees Union (Goa).

The Hindustan Ciba-Geigy Ltd., Employees’ Union.

The Hotel Royal Goaan Beach Club Employees Union.


The Madgaum Urban Co-operative Bank Employees’ Union

The Madgaum Urban Co-operative Bank Workers Organisation.

The Mapusa K.T.C. Rickshaw Owners Union.

The Mapusa Urban Co-op. Bank Employee’s Union.


The Marmugao Water-front Workers’ Union.

The Minerals & Metal TRADING Corpn. Officer’s Association.

The National Commercial & General Employees’ Sang.

The National Mine Workers Union.

The Navhind Publications Employees Union.

The New Bank of India Employees Union.

The Newspaper and Press Employees Union.

The Old Anchor Dalmia Resort Employees Union.

The Surla Beneficiation Plant Workers Union.

Tool Room and Training Centre-Goa Employees Association.

Tourist Taxi Union.

Transport and Dock Workers’ Union.

Union Bank Employees’ Union, Goa.

United Bargemen’s Association.

United Commercial Bank Employees’ Association, Goa.

United Mine Workers Union.

United Taxi man’s Union.

Usgao MRF Employees Union.

Vicco Laboratories Workers Union.

Vishal Yellow Black Taxi Motorcycle Pilot Association.

Vishwas Steels Employees’ Union.

Western India Shipyard Engineers Union.

Whispering Palms Beach Resort Employees Union.

Zuari Agro Chemicals Ltd. Officer’s Association.

Zuari Agro-Chemicals Ltd. Workers’ Union.

Zuari Agro-Chemicals Ltd. Employees’ Union (Goa).

Clean Cat Employees Union.

HFCL Employees Union.

The Goa Leela Union.

Betul Bus Owners Association.

Goa Tourist Taxi Association (GOTTA).