ANNEXURE I

QUALITY OF WORK LIFE (QWL) OF SELECT STEEL PLANT EMPLOYEES IN TAMIL NADU

QUESTIONNAIRE

Dear Sir / Madam,

I am a Ph.D., Research Scholar in Management from Vysya Institute of Management Studies, Salem – 636 103. I have undertaken a study on “Quality of Work Life (QWL) of Select Steel Plant Employees in Tamil Nadu”. For this study, I kindly request you to respond this Questionnaire according to the prevailing conditions in your steel plant by ticking your appropriate answer.

Please respond to all the questions. I wish to assure you that your details will be kept confidential and this is for academic purpose only.

Thank You,

R. Madhesh

I. Personal Information:

1. Name of the employee (Optional) : ………………………………………………………

2. Name of the steel plant :
   - a. Salem Steel Plant
   - b. JSW Steel Ltd. (Salem Works)

3. Gender :
   - a. Male [ ]
   - b. Female [ ]

4. Age :
   - a. Up to 30 [ ]
   - b. 31-40 [ ]
   - c. 41-50 [ ]
   - d. 51 and above [ ]

5. Educational qualifications :
   - a. Up to H.Sc. [ ]
   - b. ITI [ ]
   - c. Diploma [ ]
   - d. Graduate [ ]
   - e. Post-graduation and above [ ]

6. Monthly salary (in Rs.) :
   - a. Below 15000 [ ]
   - b. 15001 – 25000 [ ]
   - c. 25001 –35000 [ ]
   - d. 35001 and above [ ]

7. Cadre :
   - a. Technician/Operator [ ]
   - b. Supervisor [ ]
   - c. Managerial [ ]
8. Length of service (in years)  
   a. Up to 10  
   b. 11 - 15  
   c. 16 - 20  
   d. 21 and above

9. Marital status  
   a. Single  
   b. Married

10. No. of dependants  
   a. 1 and 2  
   b. 3 and 4  
   c. 5 and 6  
   d. 7 and above

II. Information Pertaining to Study:

1. State your reasons for joining the present organization.
   
   

2. State your overall satisfaction towards the quality of work life of employees in your organization.
   
   High satisfied  
   Satisfied  
   Neither satisfied nor dissatisfied  
   Dissatisfied  
   Highly dissatisfied

3. State your level of acceptance on the following with respect to quality of work life of employees in your organization.

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neither Agree nor Disagree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
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</thead>
<tbody>
<tr>
<td>3.1 The job is very interesting one.</td>
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<td>3.2 Employees are always involved in their job.</td>
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<td>3.3 The job gives me better status in the organization.</td>
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<td>3.4 Jobs are matched with employees’ skills.</td>
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<td>3.5 The employees are very proud of their jobs in the organization.</td>
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<td>3.6 The job of everyone in this organization is challenging in nature.</td>
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</table>
II. Compensation of Employees

3.7 The compensation policy of our company is truly fair. [ ] [ ] [ ] [ ] [ ]

3.8 The salary is appropriate as per experience and skills of the employees. [ ] [ ] [ ] [ ] [ ]

3.9 Various allowances are given to employees as per the norms. [ ] [ ] [ ] [ ] [ ]

3.10 The incentive scheme of our organization is good. [ ] [ ] [ ] [ ] [ ]

3.11 The remuneration given to employees is sufficient to meet out their basic needs. [ ] [ ] [ ] [ ] [ ]

3.12 The company provides fair and adequate wage. [ ] [ ] [ ] [ ] [ ]

3.13 The employees are provided with variety of fringe benefits. [ ] [ ] [ ] [ ] [ ]

3.14 The company provides attractive bonus to the employees. [ ] [ ] [ ] [ ] [ ]

3.15 The compensation plan is consistent with other companies. [ ] [ ] [ ] [ ] [ ]

III. Working Conditions

3.16 The safety of workers is a high priority in our organization. [ ] [ ] [ ] [ ] [ ]

3.17 The employees are free from occupational hazards and accidents in our organization. [ ] [ ] [ ] [ ] [ ]

3.18 There are no significant compromises/shortcuts taken when worker safety is at stake. [ ] [ ] [ ] [ ] [ ]

3.19 Employees are trained to do their work safely and competitively. [ ] [ ] [ ] [ ] [ ]

3.20 Importance is given to individuals in the work environment [ ] [ ] [ ] [ ] [ ]

3.21 The physical working condition is conducive. [ ] [ ] [ ] [ ] [ ]

3.22 The management is always ready to introduce novel ideas and equipments. [ ] [ ] [ ] [ ] [ ]

3.23 The fatigue in the concern is very low. [ ] [ ] [ ] [ ] [ ]

3.24 The employees are provided with adequate safety measures. [ ] [ ] [ ] [ ] [ ]

IV. Opportunity for Growth and Development

3.25 Employees are encouraged to learn and develop themselves. [ ] [ ] [ ] [ ] [ ]

3.26 Employees are rewarded for their creativity and innovation. [ ] [ ] [ ] [ ] [ ]

3.27 The employees are satisfied with the frequency and quality of training programmes. [ ] [ ] [ ] [ ] [ ]

3.28 Employees are given reasonable amount of work responsibility. [ ] [ ] [ ] [ ] [ ]

3.29 Job rotation and job enlargement are taken care by our organization. [ ] [ ] [ ] [ ] [ ]
3.30 There are numerous facilities/opportunities for individual creativity and self-improvement in our organization.

3.31 Due importance is given to individual achievement in our organization.

3.32 Employees are given opportunity to develop new skills and ideas.

3.33 Employees are given freedom to take decisions for their job.

3.34 Employees have the opportunities to use their capabilities, skills at work and grow.

3.35 Employees are satisfied with the career opportunities pointed out by the superiors.

V. Social Integration of Work

3.36 The organization is a good place to work with individuals with diverse backgrounds.

3.37 Employees’ contributions are appropriately recognized.

3.38 Various committees are performing well to integrate people and management in organization.

3.39 Human relations in this organization are highly satisfactory.

3.40 The work of everyone is recognized by team members as worthwhile.

3.41 The employees of the organization are free from prejudice.

3.42 The employees have favourable attitude towards job, superior and organization.

3.43 There is a sense of single community among the employees in our organization.

3.44 Members are interacting in terms of ideas and feelings.

3.45 The top management understands the subordinates’ problems.

3.46 There exists team spirit at different levels.

3.47 There are opportunities to accomplish work individually.

3.48 Views of employees are taken for resolving Problems.

3.49 The reciprocal help among the employees are highly appreciable.

VI. Constitutionalism in the Work Organization

3.50 Employees are treated with due respect in work place.

3.51 Employees are given chance to express their opinions at work.
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<tr>
<td>3.52</td>
<td>There is an equitable treatment for all employees in our organization. &amp; [ ] [ ] [ ] [ ] [ ] [ ]</td>
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<td>3.53</td>
<td>Work assignments are distributed equally without discrimination. &amp; [ ] [ ] [ ] [ ] [ ] [ ]</td>
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<td>3.54</td>
<td>Employees are satisfied with the norms and rules at their work place. &amp; [ ] [ ] [ ] [ ] [ ] [ ]</td>
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<td>3.55</td>
<td>The company follows all legislative/statutory norms and rules of government. &amp; [ ] [ ] [ ] [ ] [ ] [ ]</td>
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<td>3.56</td>
<td>The employees are able to voice opinions and influence changes in their area of work. &amp; [ ] [ ] [ ] [ ] [ ] [ ]</td>
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<td>3.57</td>
<td>Our management actively encourages cooperation and teamwork. &amp; [ ] [ ] [ ] [ ] [ ] [ ]</td>
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<td>3.58</td>
<td>Employees have right to join trade union/Association as they like. &amp; [ ] [ ] [ ] [ ] [ ] [ ]</td>
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**VII. Work and Total Life Space**

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<tr>
<td>3.59</td>
<td>Employees are satisfied with their work schedule and rest. &amp; [ ] [ ] [ ] [ ] [ ] [ ]</td>
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<td>3.60</td>
<td>The work schedule is very flexible to meet the personal/family responsibilities of employees. &amp; [ ] [ ] [ ] [ ] [ ] [ ]</td>
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<td>3.61</td>
<td>Employees rarely miss their important family events because of work. &amp; [ ] [ ] [ ] [ ] [ ] [ ]</td>
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<td>3.62</td>
<td>The company provides adequate counseling facilities to the employees. &amp; [ ] [ ] [ ] [ ] [ ] [ ]</td>
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<td>3.63</td>
<td>The present working hours/patterns suit employees’ personal circumstances. &amp; [ ] [ ] [ ] [ ] [ ] [ ]</td>
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<td>3.64</td>
<td>Employing are doing job because they need money. &amp; [ ] [ ] [ ] [ ] [ ] [ ]</td>
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<td>3.65</td>
<td>Employees’ needs and wants are satisfied by their job. &amp; [ ] [ ] [ ] [ ] [ ] [ ]</td>
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<td>3.66</td>
<td>Employees are able to concentrate on social and individual care. &amp; [ ] [ ] [ ] [ ] [ ] [ ]</td>
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<td>3.67</td>
<td>Energy and time spent on the job is not affecting employees’ life. &amp; [ ] [ ] [ ] [ ] [ ] [ ]</td>
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**VIII. Occupational Stress**

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<tr>
<td>3.68</td>
<td>The work stress in our organization is low. &amp; [ ] [ ] [ ] [ ] [ ] [ ]</td>
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<td>3.69</td>
<td>The management has attempted to understand stresses and its causes. &amp; [ ] [ ] [ ] [ ] [ ] [ ]</td>
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<td>3.70</td>
<td>The management adopts appropriate coping strategies for minimizing the job stress. &amp; [ ] [ ] [ ] [ ] [ ] [ ]</td>
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<td>3.71</td>
<td>The management takes efforts to reduce monotonous and disinteresting job. &amp; [ ] [ ] [ ] [ ] [ ] [ ]</td>
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<td>3.72</td>
<td>The management has arranged periodical workshops for control and reduction of stress. &amp; [ ] [ ] [ ] [ ] [ ] [ ]</td>
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<td>3.73</td>
<td>The stress does not affect productivity adversely. &amp; [ ] [ ] [ ] [ ] [ ] [ ]</td>
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IX. Workers’ Participation in Management

3.74 The employees are recognized as a human being rather than as a labourer.

3.75 Participation of employees in management is practiced in our organization.

3.76 Employees are invited and encouraged to offer suggestions while making policy decisions.

3.77 The company promotes mutual trust and community of interests thereby brings the peace.

3.78 The management provides greater autonomy to the subordinates.

3.79 Involvement of employees in the organizational matters is high.

3.80 The company conducts meetings with employees for mutual understanding.

3.81 Superiors share information with employees in our organization.

3.82 Employees are given opportunity to express their views in our organization.

3.83 There exists joint consultation of job related matters with employees in our organization.

3.84 Importance is given to employee participation to draft rules, procedures and regulations in our organization.

3.85 Employees are made to participate in management at different levels.

X. Grievance Handling

3.86 The grievances of employees in our organization are less.

3.87 The organization has good machinery for the redressal of grievance.

3.88 No employee feels that injustice has been done to them.

3.89 The company provides scope for appeal against redressal of grievance.

3.90 The employees have a sense of fair chance to ventilate their grievance.

3.91 The management is really keen to redress the grievances.

3.92 Superiors find time to solve employee grievances in our organization

XI. Social Relevance of Work

3.93 Employees are satisfied with the quality of products/services that our company provides.

3.94 We are happy about the organization’s contribution to the society.
3.95 Employees have improved the standards of living through this organization. [   ] [   ] [   ] [   ] [   ]
3.96 Satisfaction of employees’ life comes from their work from this organization. [   ] [   ] [   ] [   ] [   ]
3.97 Employees’ sense of dignity and respect has improved through this organization. [   ] [   ] [   ] [   ] [   ]
3.98 The organization is functioning as a social responsible unit [   ] [   ] [   ] [   ] [   ]
3.99 Job in this organization enhances my social prestige. [   ] [   ] [   ] [   ] [   ]
3.100 There is a match of work life with the social life. [   ] [   ] [   ] [   ] [   ]

4. Rank the following factors from most essential to the least, according to your order of preference, which are improving the quality of work life.

<table>
<thead>
<tr>
<th>S. No</th>
<th>Factor</th>
<th>Rank</th>
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<tbody>
<tr>
<td>4.1</td>
<td>Nature of Job</td>
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<tr>
<td>4.2</td>
<td>Compensation of Employees</td>
<td>[ ]</td>
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<tr>
<td>4.3</td>
<td>Working Conditions</td>
<td>[ ]</td>
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<tr>
<td>4.4</td>
<td>Opportunity for Growth and Development</td>
<td>[ ]</td>
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<tr>
<td>4.5</td>
<td>Social Integration of Work</td>
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<tr>
<td>4.6</td>
<td>Constitutionalism in the Work Organization</td>
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<tr>
<td>4.7</td>
<td>Work and Total Life Space</td>
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<td>4.8</td>
<td>Occupational Stress</td>
<td>[ ]</td>
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<td>4.9</td>
<td>Workers’ Participation in Management</td>
<td>[ ]</td>
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<tr>
<td>4.10</td>
<td>Grievance Handling</td>
<td>[ ]</td>
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<tr>
<td>4.11</td>
<td>Social Relevance of Work</td>
<td>[ ]</td>
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</tbody>
</table>

5. State your level of acceptance towards the impact of quality of work life on the following.

<table>
<thead>
<tr>
<th>S. No</th>
<th>Factor</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neither agree nor disagree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
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<tbody>
<tr>
<td>5.1</td>
<td>Improves HRD climate</td>
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<td>5.2</td>
<td>Reduces employee absenteeism turnover</td>
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<td>5.3</td>
<td>Increases job satisfaction</td>
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<tr>
<td>5.4</td>
<td>Increases productivity</td>
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<tr>
<td>5.5</td>
<td>Reduces wastages and damages</td>
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<td>5.6</td>
<td>Creates industrial relations</td>
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<td>5.7</td>
<td>Builds greater loyalty</td>
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<td>5.8</td>
<td>Enables organizational stability</td>
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<tr>
<td>5.9</td>
<td>Helps team spirit</td>
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<tr>
<td>5.10</td>
<td>Improves physical and mental health</td>
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</table>
6. Are you disappointed ever for quality of work life in your organization?

Yes [    ]
No [    ]

If yes, (kindly specify) --------------------------------- -----------------------------------
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7. What do you suggest to improve the quality of work life of employees in your organization?

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Thanks for your Cooperation