ANNEXURE-1

Questionnaire
A STUDY ON HUMAN RESOURCE MANAGEMENT PRACTICES IN PUBLIC SECTOR UNDERTAKINGS WITH SPECIAL REFERENCE TO SALEM STEEL PLANT, SALEM

QUESTIONNAIRE

1. Name: ______________________

2. Age groups in years
   - □ Below 30  □ 31-40  □ 41-50  □ Above 51

3. Sex: □ Male  □ Female

4. Marital status: □ Married  □ Unmarried

5. Educational Qualification
   - a) Upto SSLC  □
   - b) Diploma  □
   - c) ITI  □
   - d) Graduate & Post graduate  □
   - e) Professional  □

6. Designation:

7. Department:

8. Nature of work:
   - Administration  □
   - Operation  □
   - Maintenance  □
   - Others  □

9. Experience:
   - a) Up to 5  □
   - b) 6-10  □
   - c) 11-15  □
   - d) 16-20  □
   - e) Above 21  □
10. Are you aware of HRM policies of your organization?

Yes ☐ No ☐

11. How did you know it?

☐ Through induction training

☐ Through your officials

☐ Through the material provided by the organization

☐ Through notice board

☐ Any other specify-------------------

**Recruitment and Selection**

12. How have you been recruited in this organization?

☐ (a) Direct recruitment by SAIL

☐ (b) Through Employment exchange

☐ (c) Through contract

☐ (d) Others

13. How have you been selected in this organization?

☐ (a) Through written test

☐ (b) Through direct interview

☐ (c) Group discussion

☐ (d) Others
14. What do you feel about the recruitment and selection process of your organization?

- Very difficult
- Difficult
- Moderate
- Easy

15. State your level of satisfaction with regard to recruitment and selection policies of your company

- Highly Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Highly Dissatisfied

**Training and Development**

16. Have you attended any training programme?

- Yes
- No

17. Who identifies the training needs?

- Immediate superiors
- Performance Appraiser
- Human resource department
- Employee himself

- What type of training programme your company offers?

  - (a) Internal (In house training)
  - (b) External training (outside training)
  - (c) both a & b
19. If it is In house training specify

- Safety & firefighting
- First aid
- Job oriented works
- Job oriented services
- Computer
- Team building

20. If it is off the job (External) training specify methods

- Special courses
- Conferences and lectures
- Case Studies
- Role playing method

21. In what way the training is helped to develop your job?

- To easy to handle the work
- To get more knowledge
- To increase productivity
- To reduce wastages
- To know the safety measures

22. Are you satisfied with the training programme?  Yes  No

23. State your level of satisfaction towards the training facilities provided to you

<table>
<thead>
<tr>
<th>Content (Facilities)</th>
<th>Highly satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Highly Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course material</td>
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<tr>
<td>Coverage</td>
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<tr>
<td>Discussion</td>
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<tr>
<td>Clarity</td>
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<tr>
<td>Relevance</td>
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</tbody>
</table>
24. Does the training improve your morale?

Yes □  No □

25. What is your overall impression about the training Programme?

Excellent □  good □  average □

poor □  Very poor □

26. State your extent of improvement on your performance after attending the training Programme

<table>
<thead>
<tr>
<th>Areas</th>
<th>To very grate extent</th>
<th>To grate extent</th>
<th>To some extent</th>
<th>Not at all</th>
</tr>
</thead>
<tbody>
<tr>
<td>Productivity</td>
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<tr>
<td>Quality control</td>
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<tr>
<td>Safety measures</td>
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<tr>
<td>Machine management</td>
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<tr>
<td>Record keeping</td>
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</tr>
</tbody>
</table>

Performance Appraisal

27. Have you aware of performance appraisal system of your organization?

Yes □  No □

28. Who appraises your performance?

□Department manager

□HR Department

□Self appraisal
29. What are the bases for measuring the performance?

☐ Attendance  ☐ Work performance

☐ Coordination with others  ☐ Coordination with superiors’

☐ Discipline

30. What purpose the performance appraisal is used in your company?

☐ Promotion  ☐ Linkage with awards

☐ Pay increase  ☐ Additional increments

31. Whether the performance appraisal is helpful for self development?

Yes ☐ No ☐

32. State your level of satisfaction with the performance appraisal system of your Company

☐ Highly Satisfied  ☐ Satisfied  ☐ Neutral

☐ Dissatisfied  ☐ Highly Dissatisfied

Promotion

33. Are you aware of promotion policies of your organization?

Yes ☐ No ☐

34. Have you got promotion during your service period?

Yes ☐ No ☐
35. What are the bases for promotion?

- Educational qualification
- Examination
- Performance
- Seniority
- After completion of certain period

36. State your level of satisfaction with the promotion?

- Highly Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Highly Dissatisfied

**Compensation and Reward**

37. What kind of compensation is given to you?

- Salary
- Incentive
- Both
- Any other specify

38. What are the bases for pay the salary?

- Monthly
- Weekly
- Daily
- Hourly
- Any other specify

39. If it is Incentive compensation, what type of incentive plans available to you?

- Individual incentive plans
- Group incentive plan
- Factory wide incentive plans
- Payment by results to indirect workers
- Any other specify
40. What are the individual incentives available to you?

- Promotion
- Reward
- Fringe benefits
- Certificates
- Medals

41. State your level of satisfaction towards compensations and incentives available to you

- Highly Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Highly Dissatisfied

Communication

42. Have you been communicated properly by your superiors?

- Yes
- No

43. What kind of communication system is in your organization?

- Formal
- Informal
- Both

44. What do you feel about the existing communication system of your organization?

- Highly Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Highly Dissatisfied

Career Development

45. Whether your organization provides career development opportunities to you?

- Yes
- No
46. If, yes what are the career development opportunities available to you?

- Promotion
- Increments
- Appreciations by superiors
- Awards
- Rewards

47. State your level satisfaction towards career opportunities available to you?

- Highly Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Highly Dissatisfied

**Welfare Facilities**

48. What are the welfare facilities provided to you?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
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</thead>
<tbody>
<tr>
<td>Medical facilities</td>
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<td>Housing facilities</td>
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<td>Educational facilities</td>
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<td>Transport facilities</td>
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<td>Canteen facilities</td>
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<tr>
<td>Recreations facilities</td>
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</tbody>
</table>

49. State your level of satisfaction with the welfare facilities provided by your company?

- Highly Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Highly Dissatisfied
Better working condition

50. State your level of satisfaction with the working conditions provided by your company?

- □ Highly Satisfied
- □ Satisfied
- □ Neutral
- □ Dissatisfied
- □ Highly Dissatisfied

Industrial Relations

51. Do you have smooth relationship with your peers?

- Yes □ No □

52. Do you have smooth relationship with your superiors?

- Yes □ No □

53. State your satisfaction level of cooperation extended by your co-workers?

- Highly satisfied □ satisfied □ Neutral □
- Dissatisfied □ Highly Dissatisfied □

54. How do you feel about the present relationship between management and employees in your organization?

- □ Highly Satisfied
- □ Satisfied
- □ Neutral
- □ Dissatisfied
- □ Highly Dissatisfied
ANNEXURE-2

Area Map
Salem District
Revenue Divisions