ANNEXURE – I

Questionnaire for Management Members

Dear Sir/Madam,

I, Prof. Aarti Kulkarni, am working as Asst. Professor at IBMR, Wakad, Pune. I am pursuing Ph.D. from Shri. Jagdish Prasad Jhambarmal Tiberewala University, Rajasthan. The title of my study is “A Study of Hr - Training Activities and Perception of Shopfloor Workers in Large Scale Industries With Special Reference to Pune and Pimpri Chinchwad Industrial Area”. This questionnaire is intended to collect data about the HR training activities and perception of shopfloor workers. This is purely for academic purpose and will be used for analysis. The information will be strictly kept confidential and will not be shared or transferred to anybody.

I will be thankful for your kind cooperation.

1) Do you think Training Programmes really change mindset and personality of the worker?

2) As per your opinion, what are cost benefits of Training Programmes?

3) As per your opinion, what should be the objectives of Training Programmes?
4) In your opinion, what is Kaizen terminology?

5) In your opinion, what is Quality Circle activity?

6) In your opinion, are Indian workers really able to cope up with changing industrial scenario?

7) “People are organization’s most valuable asset” say experts. What is your opinion?

8) What role does HRD play in formation of organizational culture?

9) Do you have performance enhancement programme to help workers to reach their true potential?

10) What do you mean by Total Quality Management concept?
11) Do you inform the workers about the policies of the HRD and its implementations at various levels?

12) Do you think these Training Programmes help in causing behavioural changes in the workers?

13) Do you think that there are other factors than Training Programmes which play an equally important role in improving job performance?
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I will be thankful for your kind cooperation.

Tick (✔) wherever applicable

A] Personal Information -

1) Name : 

2) Section / Department : 

3) Age :
   a) 20 to 30 years
   b) 31 to 40 years
   c) 41 to 50 years
   d) Above 50 years

4) Formal Education :
   a) 1 Std to 10 Std
   b) 11 Std to 12 Std
5) Technical Education :
   a) ITI
   b) NCTVT
   c) Trained at current organization

6) Duration of service (in years) :
   a) Less than 10 year
   b) 11 to 20 years
   c) 21 to 30 years
   d) More than 30 years

7) Monthly Income:
   a) Rs. 5000 to Rs.10000
   b) Rs. 10001 to Rs.15000
   c) Rs. 15001 to Rs.20000
   d) Above Rs. 20000

8) Number of family members:
   a) 1 to 3
   b) 4 to 6
   c) Above 6

B] Workers perceptions regarding Training Programme -

9) Did you agree that, training programmes are necessary?
   a) Yes
   b) No

10) What is the frequency of imparting training for workers in your organization?
    a) Constantly imparting
    b) Not constantly imparting
11) Do you know the objective of these training programmes?
   a) Yes  b) No

12) If you know, what are the objectives of training programmes?
   a) Knowledge update
   b) Improve the quality of work
   c) Change of mindset
   d) All the above objectives

13) What is your opinion about the fulfillment of these objectives?
   a) Fulfillment to a great extent
   b) Fulfillment to a some extent
   c) Not fulfilled

14) To what extent your quality of work has improved due to training programmes?
   a) To a great extent
   b) To the some extent
   c) There is no any influence

15) If there is any improvement in your quality of work, what is the nature of improvement?
   a) Increased confidence
   b) Errors or mistakes has reduced
   c) Increased productivity
   d) All the above improvements

16) Has management of your organization given you awareness of HRD policies time to time?
   a) Yes
   b) No

17) What is your opinion about the perfectness of training programmes?
   a) Training programmes are perfect to a great extent
   b) Training programmes are perfect to a some extent
c) Training programmes are not perfect for Indian workers

18) What you have achieved by the training programme?
   a) Technical knowledge and skill improved
   b) Positive attitude towards work
   c) Sense of responsibility
   d) Job satisfaction
   e) Team spirit
   f) All the above

C] Workers’ Perception Regarding HRD Concept-

19) What do you know about HRD concept?
   a) It is an activity to encourage inner potential
   b) It is an activity of improvement in technical knowledge
   c) It is a part of welfare programme
   d) All the above

20) As per your opinion, who are the real beneficiaries of HRD programmes?
   a) Only officers
   b) Only workers
   c) Only organization
   d) All the above

21) What do you understand by Total Quality Management activity?
   a) It is an activity for total customer satisfaction
   b) It is an activity to improve productivity, production and quality
   c) It is an activity to increase the level of worker consciousness towards improvement and quality
   d) It is an activity to develop the management capability to the foremen
   e) All the above
22) As per your opinion what is the Quality Circles?
   a) It is a group activity for quality improvement
   b) It is a activity which brought a feeling of participation
   c) It is a personality development activity
   d) All the above

23) Do you think, the training of the Quality Circle limited to the subject of quality control?
   a) Yes
   b) No

24) If no, what is the scope of Quality Circles programmes?
   a) It includes safety control
   b) It includes human relations
   c) It includes analysis of work
   d) It includes time and motion study
   e) All the above

25) In your organization, what are the forms of training of Quality Circles?
   a) Regular course based on text book on QC methods
   b) Study of project work in other organization
   c) Seminars and lectures by engineers

26) How often do the members of Quality Circles meet in your organization?
   a) Once in a week
   b) Once in a month
   c) This is flexible

27) What subjects are covered during these Circle meetings?
   a) Training in group approach to problem solving
   b) Selection of projects for study
   c) Follow up of progress
d) Study of projects for improvement of operation  
e) Preparation of the plan of problem solution  
f) All the above  

28) What you have achieved by Quality Circle programme?  
a) It has enabled to improve job process  
b) It has recognized and tapped the intellectual potentials  
c) It has provided an opportunity for interpersonal growth  
d) It has provided an opportunity for staff for self respect  
e) All the above  

29) What do understand by Kaizen concept?  
a) Kaizen means step by step improvement in the production process  
b) Kaizen is a tool for stimulating team spirit among the workers  
c) Kaizen is a tool for solving complex problems in production process  
d) Kaizen is channel of good positive communication in the organization  
e) Kaizen is a process for stimulating creating and aids in self development  
f) All the above  

30) What is your opinion about Counseling System of your organization?  
a) Counseling system is perfect and useful  
b) Counseling system is perfect to some extent  
c) Counseling system is not perfect  

31) What do you understand by ‘Best House Keeping’ concept?  
a) Best house keeping means keeping work place and machinery clean  
b) Best house keeping means arrangement of tools in proper way and proper place  
c) Best house keeping means saving time and energy
d) All the above

D) Workers Perception Regarding other HRD aided Activities-

32) What you have achieved by ‘Self Inspection’ activity
   a) It has created quality consciousness
   b) It is helping to understand responsibility towards organization
   c) It has created awareness regarding inner potentials
   d) All the above

33) What you have achieved by ‘Effective Living and Leadership’ training programme?
   a) It has created positive attitude change
   b) It has sharpened behavioural skills
   c) It has created concentration power
   d) All the above

34) What you have achieved by High Potential Awareness training programme?
   a) It has enhanced personal effectiveness of high potential
   b) It has created efficient work environment
   c) It has installed ownership and accountability
   d) It has created innovative sight
   e) All the above factors

35) As per your opinion what factors are influenced due to ‘Personal Excellence’ concept?
   a) Assertiveness
   b) Conflict management
   c) Time and stress management
   d) Relationship with management
   e) All the above factors