INTERVIEW SCHEDULE FOR WORKERS

Dear Respondent,

The information provided herein will be kept top confidential and used strictly only for academic propose.

Name:______________________ Caste: FC/SC/BC/OBC

Factory Name: ____________________________

Category : Unskilled / Semi-skilled / Skilled / Highly skilled

Educational Qualification : Illiterate /Literate/ Primary / Middle / High School/ 10+2/ Graduate / Any other.

Age (in years) : ________ Sex : Male / Female.


2. Length of Service: Below 5 years / 5- 10 years / 11- 15 years / 16 – 20 years / Above 20 years

3. Source of recruitment: Through employment exchange / Through advertisement / Through Friends and relatives / on Deputation / Any other ____________________________

4. Are you a member of any trade union? Yes/No

If ‘yes’, please tell the name of trade union

5. Did you undergo any training arranged by employers? Yes/No

6. Do you know about the social security? Yes/No

If ‘Yes’ give detail,__________________________________________

If ‘No’, tell reasons:________________________________________

7. Do you know that the government has passed certain Acts for workers’ social security? Yes/No if ‘Yes’, tell the name of the Acts;________________________________________

(A) Are you fully aware of all the existing provisions of the Workmen Compensation Act, 1923?

Yes / No

If ‘yes’ please tick the following:

1. Specific Provision

   (i) Compensation for Industrial Accidents

   (ii) Compensation for Diseases

   (iii) Cash Benefit

   (iv) Dependent Benefit

   (v) Death Benefit

   (vi) Disablement Benefit

2. Are you aware about the workability of the Workmen’s Compensation Commissioner? Yes/No

   If ‘yes’, Outstanding / Good / Average / Below Average / Poor

3. Do you think that implementation of Disablement Benefit is proper? Yes / No

   If ‘yes’ please tick. Fully satisfied / Satisfied / Somewhat satisfied / Indifferent / Unsatisfied

4. Do you think implementation of Dependent Benefit is up to your satisfaction? If ‘yes’, please tick.
8. Do you think Workmen’s Compensation Commissioner is working according to your satisfaction?  
   Yes / No  
   Fully satisfied / Satisfied / Somewhat satisfied / Indifferent / Unsatisfied.

   Fully satisfied / Satisfied / Some what satisfied / indifferent / Unsatisfied

10. What is your opinion about the utility of Disablement Benefit?  
    Very High / High / Low / Extremely low / No opinion

(B) Are you fully aware of all the existing provisions of the Employees’ State Insurance Act, 1948?  
    Yes / No  
    If ‘yes’, please tick.

1. **Specific Provisions**

   (i) Medical Benefit
   (ii) Sickness Benefit
   (iii) Maternity Benefit
   (iv) Disablement Benefit
   (v) Funeral Benefit
   (vi) Contribution

2. Are you fully satisfied with the implementation of various provisions of ESI?  
   Yes / No

   **Specific Provisions**

   (i) Medical Benefit
   (ii) Sickness Benefit
   (iii) Maternity Benefit
   (iv) Disablement Benefit
   (v) Dependent Benefit

3. Do you think the Enforcement Machinery of ESI is working well for the implementation of benefits?  
   Yes / No
   If ‘yes’, please tick.
   Fully satisfied / Satisfied / Somewhat satisfied / Indifferent / Unsatisfied

4. Are you satisfied with the overall implementation of ESI?  
   Yes / No
   If ‘yes’, please tick.
   Fully satisfied / Satisfied/ Somewhat satisfied / Indifferent / Unsatisfied

5. Do you get all the medicines from ESI dispensary as prescribed by the doctor for treatment?  
   Yes / No
   If ‘Yes’, please tick.
   Always / Sometimes / Rarely / Never / Any other

6. Do you get cordial treatment at the hands of ESI staff?  
   Yes / No
   If ‘Yes’
   Always / Sometimes / Rarely / Never / Any other
7. Do you lodge a complaint regarding uncordial behaviour of para-medical staff? Yes / No if ‘Yes’, please tick
   Always / Sometimes / Rarely / Never / Any other ____________________________
8. What is the frequency of actions taken on your complaints? Action is taken
   Always / sometimes / Rarely / Any other ________________________________
9. To what extent do you visit ESI dispensary in case of illness?
   Always / Sometimes / Really / Never / Any other _______________________
10. Do you think claiming benefits under ESI is easy?
    Easy / Difficult / Very difficult ________________________________________
11. Do you get all the benefits of ESI? Yes / No if ‘yes’ please tell the name of benefits:__________
12. Do give enough time the doctors? Yes / No
    If ‘yes’, How much:
    Less than 15 minute / 15-30 minute / 30-45 minute/ 45-60 minute / 60 and above / No opinion
13. Do you think the behaviour of para-medical staff is satisfactory? Yes / No
    if ‘yes’, to what extent?
    Very satisfactory/ Satisfactory / Unsatisfactory / No Answer________________
14. How do you rate the utility of various benefits of ESI?

1. Special Benefits
   (i) Medical
   (ii) Sickness
   (iii) Maternity
   (iv) Disablement
   (v) Funeral
15. How far has this Act succeeded in achieving its objectives? Yes/No
    Fully / to some extent / Not at all / No response _______________________
(C) Are you fully aware of all the existing provisions of Employees’ Provident Fund Act, 1952? Yes/No
    If ‘yes’,

1. Special Benefits
   (i) Death Benefit
   (ii) Superannuation
   (iii) Permanent Invalidation
   (iv) Resignation and Termination
   (v) Retrenchment
   (vi) Dismissal
   (vii) Migration
   (viii) Withdrawal
   (ix) Non-Refundable Advances
   (x) Retirement Benefit
   (xi) Rate of Contribution
2. Do you think getting advance out of Provident Fund is easy?  
   Yes/No  
   If ‘yes’, please tick  
   Very Easy/ Easy/ Very difficult / Difficult / No Response

3. Do you think claims made by you are at time?  
   Yes/No  
   if ‘yes’ How much time it takes  
   10 days/ 10 -30 days/ After 30 days / No Response.

4. What is your opinion about the implementation of advance settlement under the Provident Fund Act?  
   Fully / to some extent/ Not at all / No Response

5. Does the implementation machinery settle the claims effectively under EPF?  
   Yes / No / No opinion  
   If ‘not’, please tell the reason

6. Do you think that present rate of interest paid on the Provident Fund is sufficient?  
   Yes/ No  
   If ‘yes’, please tick  
   Sufficient / Not sufficient / No opinion.

7. How do you rate the overall implementation of EPF Act?  
   Fully satisfactory / Satisfactory / Somewhat satisfactory/ Indifferent / Unsatisfactory

8. Do you think widrawal benefit have some utility?  
   Yes/No  
   If ‘yes’, how much  
   Very high/ High/Low/Extremely low/No opinion

9. How for has this Act succeeded in achieving its objectives?  
   Yes/No  
   If ‘Yes’, please tick  
   Fully / to some extent / Not at all / No Response

(D) Are you fully aware of all the existing provisions of Maternity Benefit Act, 1961?  
   Yes/No  
   if ‘yes’

1. **Provisions**  
   Very High  High  Low  Extremely Low  No Awareness

   (i) Pregnancy Leave
   (ii) Illness Leave during pregnancy
   (iii) Miscarriage
   (iv) Benefit after her or child death
   (v) Nursing break during pregnancy
   (vi) Medical Benefit

2. Are you the maternity benefit?  
   Yes/ No  
   If yes/please tick.  
   Satisfactory / Unsatisfactory / No opinion

3. Does the implementation Machinery of the maternity Act work according to satisfaction?  
   Yes / No / No opinion

4. According to you how much is the utility of maternity benefit?  
   Very High/ High / Low/ Extremely Low/ No opinion.

5. How for has this Act succeeded in achieving its objectives?  
   Yes/No
Are you fully aware of all the existing provisions of the payment of Gratuity Act, 1972?

1. Provisions

   (i) Retirement Benefit besides pension or P.F.
   (ii) Voluntary Retirement Benefit
   (iii) Termination of service Benefit
   (iv) After Death

2. Do you think that implementation of this act is satisfactory?

   If ‘Yes’, please tick
   - Fully satisfactory
   - Satisfactory
   - Some what satisfactory
   - Indifferent
   - Unsatisfied

3. How far has this act succeeded in achieving its objectives?

   - Fully
   - To some extent
   - Not at all
   - No Response

4. Do you agree that these social security legislations have any impact on your life?

   If ‘yes’ give detail

5. Is social security administration working in factory efficient and effective?

   - Yes
   - No
   - Fully
   - To some extent
   - Not at all
   - No Response

6. Has any official of labour's Department contacted you to know the provisions being implemented related to different Acts?

   If ‘yes’ the attitude of officials is:
   - Positive
   - Good
   - Co-operative
   - Indifferent

7. How is the attitude of the welfare officer?

   - Very Good
   - Good
   - Co-operative
   - Indifferent

8. Do you participate in management?

   If ‘yes’ please give detail
   - Relations with management
   - Very Good
   - Good
   - Bad
   - Worst
   - Any other

Please give you suggestions

If not good, please tell the reasons

(Puneet)
Research Scholar
Department of Public Administration
Kurukshetra University
Kurukshetra
Dear Respondent,

The information provided herein will be kept top confidential and used strictly only for academic purposes.

(A) GENERAL INFORMATION
1. Name and Address of unit/Industry:______________________________________________
2. Year of Establishment of Unit/Industry:__________________________________________
3. Principal Product(s):___________________________________________________________
4. Form of Ownership:
   i. Proprietary ( ), ii. Partnership ( )
   iii. Joint Stock ( ), iv. Any other ( )

(B) PERSONNEL
1. Total number of employees:_______________________________________________________
2. Classification of employees on the basic of employment status:

<table>
<thead>
<tr>
<th>Employment Status</th>
<th>Year</th>
<th>2003</th>
<th>2004</th>
<th>2005</th>
<th>2006</th>
<th>2007</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Fill</td>
<td>Vac.</td>
<td>Fill</td>
<td>Vac.</td>
<td>Fill</td>
</tr>
<tr>
<td>(i) Managers</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(ii) Supervisors</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>(iii) Administrative Staff</td>
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<td></td>
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<tr>
<td>(iv) Workers</td>
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<tr>
<td>(v) Total</td>
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<td></td>
</tr>
</tbody>
</table>

3. Classification of employees according to nature of employment:

<table>
<thead>
<tr>
<th>Nature of Employment</th>
<th>Year</th>
<th>2003</th>
<th>2004</th>
<th>2005</th>
<th>2006</th>
<th>2007</th>
</tr>
</thead>
<tbody>
<tr>
<td>(i) Permanent</td>
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<tr>
<td>(ii) Temporary</td>
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<tr>
<td>(iii) Casual</td>
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<tr>
<td>(iv) Adhoc</td>
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<tr>
<td>(v) Daily Wages</td>
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<tr>
<td>(vi) Part time</td>
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<td></td>
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<tr>
<td>(vii) Total</td>
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</tr>
</tbody>
</table>

4. Classification of employees on the basis of sex:

<table>
<thead>
<tr>
<th>Sex</th>
<th>Year</th>
<th>2003</th>
<th>2004</th>
<th>2005</th>
<th>2006</th>
<th>2007</th>
</tr>
</thead>
<tbody>
<tr>
<td>(i) Males</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(ii) Female</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>
(C) **RECRUITMENT:**
1. Source of recruitment:
   i) Internal,  
   ii) External  
   iii) Both
2. Methods of recruitment

<table>
<thead>
<tr>
<th>Method</th>
<th>Status of Employees</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Managers</td>
</tr>
<tr>
<td>(i) Direct from Educational Institutions</td>
<td></td>
</tr>
<tr>
<td>(ii) Through Employment Exchange</td>
<td></td>
</tr>
<tr>
<td>(iii) Through Advertisement</td>
<td></td>
</tr>
<tr>
<td>(iv) Through Labour Contractors</td>
<td></td>
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<tr>
<td>(v) Through Trade Unions</td>
<td></td>
</tr>
<tr>
<td>(vi) Through Employees</td>
<td></td>
</tr>
<tr>
<td>(vii) At the Gate</td>
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</tr>
<tr>
<td>(viii) Any Others</td>
<td></td>
</tr>
</tbody>
</table>

(D) **SELECTIONS**

Which is/are the commonly used method of selection:

<table>
<thead>
<tr>
<th>Method</th>
<th>Status of Employees</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Managers</td>
</tr>
<tr>
<td>(i) Application</td>
<td></td>
</tr>
<tr>
<td>(ii) Written Test</td>
<td></td>
</tr>
<tr>
<td>(iii) Group Discussion</td>
<td></td>
</tr>
<tr>
<td>(iv) Interview</td>
<td></td>
</tr>
<tr>
<td>(v) Trade Test</td>
<td></td>
</tr>
<tr>
<td>(vi) Psychological Test</td>
<td></td>
</tr>
<tr>
<td>(vii) Background Investigation</td>
<td></td>
</tr>
<tr>
<td>(viii) Physical Examination</td>
<td></td>
</tr>
<tr>
<td>(ix) Any other</td>
<td></td>
</tr>
</tbody>
</table>

(E) **INTEGRATION**

1.(a) Do you have a formal induction/ orientation programme for new entrants?  
     Yes/No

(b) If ‘yes’, what is the duration?  
   One day/ One week/ One month/ Any other: __________________________

2. Who normally handles the orientation programme?  
   Personnel Department/ Immediate Supervisor/ Both/ Any other: __________________________

(F) **TRAINING**

1.(a) Do you have a regular training programme?  
     Yes/No

(b) If ‘yes’  
    In-house Training Programme/ External Programme/ Both

(c) If ‘in-house training’, which of the following methods are used?  
    On Job Training/Apprenticeship/ Job Rotation/ Under Study/ Any other: __________________________

(d) If ‘External Training’; which of the following:
2. How many employees were trained or sent for training in the following years?

<table>
<thead>
<tr>
<th>Year</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>(i) 2003</td>
<td></td>
</tr>
<tr>
<td>(ii) 2004</td>
<td></td>
</tr>
<tr>
<td>(iii) 2005</td>
<td></td>
</tr>
<tr>
<td>(iv) 2006</td>
<td></td>
</tr>
<tr>
<td>(v) 2007</td>
<td></td>
</tr>
</tbody>
</table>

3. When are the employees generally sent for training?
   After Selection/ At the time of Promotion/ With the change in Technology/ at Regular Intervals/ Any other:

(G) COMPENSATIONS

1. On which of following is the wage level dependent?
   Wage rates in the region/ industry/ wage board/ influence of unions/ management philosophy/ any other

2. What is the management policy regarding wage level?
   Pay more than prevailing rates/ Pay equal to prevailing rates/ Pay less than prevailing rates

3. What kind of wage plan in generally followed:
   Time wage/ Piece wage

4. Do you have any incentive plan for workers? Yes/No
   If ‘yes’, which of the following:
      Individual incentive plan/ Group incentive plan

5. The date on which salaries/ wages are generally paid

6. Mention the minimum wage in unit/industry

(H) SOCIAL SECURITY

1. To ensure and implement the social security measures how many posts are there in your organization?
   1, 2, 3, 4, 5, Any other:

2. Have you filled all the posts? Yes/No
   If ‘no’, how many posts are lying vacant? Pl. tell:

3. Since how long the posts are lying vacant? Pl. tell:

4. Why didn’t you try to fill the posts? Pl. tell the reasons:

5. How many welfare officers do you have in your factory?
   1, 2, 3, 4, 5, Any other:

6. Hoe does the labour welfare officer ensure the implementation of various Act? Pl. tell:

7. What role does he play in ensuring the social security measures? Pl. tell:
8. If some provisions of the acts have been violated what action do you take? Pl. tell: ____________

9. Did any inspection authority take action against the management relation to implementation of social security measures? Yes/No
   If ‘yes’ what were those actions, pl. tell: ____________________________

10. Did your organization strictly adhere to those directions? Yes/No
    If ‘no’, pl. tell the reasons: ____________________________

11. Is the implementation machinery working effectively and efficiently? Yes/No
    If efficiently, how? pl. tell__________________________
    If inefficiently, why? pl. tell__________________________

12. Is the compensation paid properly and timely to the workers under Workmen’s Compensation Act, 1923? Yes/No
    If ‘no’, what are the reasons? pl. tell__________________________

13. Do you pay compensation under industrial accidents and industrial diseases to workers? Yes/No
    If ‘yes’, now much? Pl. tell__________________________
    If ‘no’, pl. tell the reasons____________________________________

14. Do you pay Disablement, Dependent and Death Benefits in your industry? Yes/No
    If ‘no’, pl. tell the reasons____________________________________

15. Do you pay the compensation in lump-sum or in installments? Pl. tell__________________________

16. Do you have any provision of first-aid? Yes/No
    If ‘yes’, what type of facilities are provided? pl. tell__________________________

17. Where from the workers get medical and health facilities under ESI Act? Pl. tell__________________________

18. Does your or outsides dispensary/hospitals provide all the needed facilities to workers? Yes/No
    If ‘no’, pl. tell the reasons____________________________________

19. Is there any indoor facilities in your dispensary? Yes/No

20. Do you have ambulance service for the employees/workers? Yes/No

21. Do you charge for the same? Yes/No
    If ‘yes’, how much? pl. tell__________________________

22. How many officials are working in your dispensary to handle the different cases under ESI? Pl. tell
23. Do the workers ever lodge any complaint against the uncordial behaviour of doctor?  
   Yes/No

24. In case of behaviour is indifferent what is the frequency of action taken on workers complaints?  
   Always/ Sometimes / Rarely/ Never/ Any other__________________________

25. What is the rate of contribution under Employees’ Provident Fund Act, 1952? Pl. tell__________

26. Do you get all the amount realised deposited emerging?  
   Yes/No
   If ‘no’, why not? Pl. tell reasons____________________________________

27. Do you maintain proper record of PF?  
   Yes/No
   If ‘yes’, do you give information to the workers? Pl. tell____________________

28. Do you contribute regularly in PF?  
   Yes/No
   If ‘no’, why not? Pl. tell________________________________________________

29. Do you provide advance to the workers from PF at the time of necessity?  
   Yes/No/No opinion

30. How much time does it take to settle a claim under provident fund?  
   10 days / 10-30 days/ After 30 days / No response

31. Do you provide all the maternity benefits to the women workers?  
   Yes/No
   If ‘yes’, pl. tell about the benefits_______________________________________
   If ‘no’, pl. tell the reasons for this_______________________________________

32. Is there any provision of maternity in your organisation?  
   Yes/No
   If ‘yes’, how many weeks maternity leave is sanctioned to women before and after delivery?  
   Before__________________________  
   After__________________________

33. Do you provide them nursing breaks during pregnancy?  
   Yes/No
   If ‘no’, pl. tell the reasons______________________________________________

34. Do you provide women worker any benefit after miscarriage?  
   Yes/No
   If ‘no’, pl. tell reasons for it____________________________________________

35. Do you provide them any benefit after child’s death?  
   Yes/No
   If ‘yes’, pl. tell about the benefits_______________________________________

36. Do you give any benefit to her family after her death?  
   Yes/No
   If ‘yes’, how much? pl. tell______________________________________________

37. Does any inspector visit you factory to check implementation of the Maternity Benefit Act?  
   Yes/No
If ‘yes’, did he issue your organisation any notice? Yes/No
If ‘yes’, what action/reply did you take? Pl. tell

38. In there any provision in your factor for the payment of medical bonus?

39. Do you think there is any flaw in the Maternity Benefit Act? Yes/No
   If ‘yes’, pl. tell

40. Do you provide gratuity benefit besides Provident Fund or pension to your workers in your factory? Yes/No

41. Do you know as to what for the gratuity stands? Pl. tell

42. Is Gratuity paid in cash? Yes/No
   If ‘no’, how do you make the payment? Pl. tell

43. On what ground Gratuity is given? Pl. tell

44. What is the required for becoming eligible for Gratuity? Pl. tell

45. What is the rate of Gratuity and how is it calculated? Pl. tell

46. In cases daily wages how do you compute it? Pl. tell

47. What is the limit of amount and period of gratuity payable? Pl. tell

48. What is other term and conditions? Pl. tell if any

49. How many claims were there under Social Security Acts during last two years? Pl. tell

50. Were all the claims under Social Security provisions cleared? Yes/No
   If ‘no’, pl. tell the reasons:

51. Do you have any future plans to resolve these pending cases or claims? Yes/No
   If ‘yes’ pl. tell the reasons

(I) TRADE UNIONS
1. Number of trade unions in the organisation:
   1. ___________________  2. ___________________
   3. ___________________  4. ___________________

2. Name and date of recognition:

<table>
<thead>
<tr>
<th>Name of the Union</th>
<th>Date of Recognition</th>
<th>Number of members</th>
</tr>
</thead>
<tbody>
<tr>
<td>(i)</td>
<td></td>
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<tr>
<td>(ii)</td>
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<td>(iii)</td>
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<tr>
<td>(iv)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
3. Do you feel the unions give inflated figures of membership? Yes/No

4. In your opinion how many unions should be there in an organisation?
   No Union/ One Union/ Two Union/ A Few Unions/ Many Unions

5. Is Inter-union rivalry a problem in your organization?
   A serious problem/ Not too serious/ Not a problem

6. Are trade Union leaders co-operative or hostile in general?
   Cooperative/ hostile

7. Do you think that the trade union leaders are genuine in their approach towards settlement of labour problems?
   If ‘no’, mention some of the reasons:

(J) WORKERS PARTICIPATION IN MANAGEMENT

1. (a) Do you feel, it is desirable to give participation to workers in the management?
   Very desirable/ Desirable/ Not desirable

   (b) If ‘not desirable’, what are the reasons?
   Not practical/ Not useful/ Workers incapable/ Any other:

   (c) If ‘desirable’, what type of participation according to you would be most suitable?
   Information sharing/ Consultative/ Decision-making

2. Do you have any scheme of workers participation in management in your organization?
   Yes/No

   If ‘yes’, pl. give details:

3. (a) Are you satisfied with the working of the above?
   Very satisfied/ Satisfied/ Not satisfied

   (b) If ‘not satisfied’, what is/ are the reasons?
   Indifference of trade unions/ Indifference of management/ Lack of accommodating attitude/
   Workers are incapable of participating/ Any other

   Your opinion about the working of Labour Department of Haryana

   Suggestions if any, for better implementation of social security legislations in your organisation:

   (Thanks for your kind cooperation)

(Puneet)
Research Scholar
Department of Public Administration
Kurukshetra University
Kurukshetra
INTERVIEW SCHEDULE FOR TRADE-UNIONS

The information provided herein will be kept top confidential and used strictly only for academic propose.

I. GENERAL QUESTION.

1. Name of the union: ____________________________

2. Type of union: General Union / Craft Union / White collar / Blue Collar / Mixed Union.

3. Year of registration: ____________________________

4. Is your union recognised by management? Yes/ No
   If ‘yes’, pl. tell the year of recognition: ____________________________

5. (a) Is your union affiliated to any body? Yes/ No
   All India / Central State Level / Regional Trade union organisation?
   (b) If ‘yes’, pl. tell the name of the Organization: ____________________________

6. At Present, total membership of the Union: ____________________________

7. Membership Subscription:@ ____________________________

8. Methods of collecting subscription: Deduction from salary / Directly from members.

9. Main areas of expenditure: Trade disputes / legal expenses / Publication / Social Security and Welfare Activities / Any other: ____________________________

10. (a) Do you receive aid from any political party? Yes/ No
    (b) If ‘yes’, what type of aid? Technical / Financial / Legal / Any other _____________

11. How many general body meetings are held on an average in a year? _____________

12. Number of the strikes, the union has initiate / supported in the last five years:
    Years       2003       2004       2005       2006       2007
    No. of strikes


14. Did you face any difficulty in getting the:
    a. Union recognized? Yes/No
    b. If ‘yes’, of what type? Pl. give detail: ____________________________

15. Are you satisfied with the policy of management with regard to the following:
    (i) Recruitment / Selection
    (ii) Training
    (iii) Wages
    (iv) Bonus
    (v) Promotion
    (vi) Welfare activities
    (vii) Social security (P.F., Gratuity etc.)
    (viii) Grievance redressal procedure
    (ix) Retirement benefits

16. (a) Do you approve of workers’ participation in management? Yes/No
17. (a) Has it been implemented in any form in your organization?  
(b) If ‘yes’, do you think it has been benefited to employees?  
(c) If ‘yes’, what ways: increased involvement in the organization / Psychological satisfaction / Increased trust and understanding / Increased efficiency:  
(d) If ‘no’, give reasons: indifference of management / indifference of employees / indifference of T.U. / Inability of workers / Any other:  
18. At what level is it participated? Information sharing level / Consultation level / Decision-making level:  
19. (a) Are the T.U. consulted for the better Implementation of Social Security Acts?  
   (b) If ‘yes’, have any of your suggestions been incorporated?  
   (c) If ‘no’, pl. tell the reasons:  
20. Does the management consult you on matters affecting employees welfare activities?  
   If ‘yes’, to what extent?  
   Always / Occasionally / Never  
21. Do you educate the members on the need for contributing their beats for Organization?  
22. What is the level of trust between the union and management?  
   Very Good / Good / Satisfactory / Not good.  
23. Which in your opinion, is the best method to verify the membership claim of T.U.? Secret ballet / Verification of Subscription / Any other:  
24. Major decisions of your union is taken by: Union leaders / Union Executives/ General body/ Any other:  
25. Which in your opinion, is the following had/have weakened the T.U. movement? Multiplicity of Trade union/ Political interference / Illiteracy among workers / Poverty and implement / Poor financial condition of T.U. / Victimization by employers:  
26. What according to you, is the management attitude towards social security measures for employees? Encouraging / Suppressive / Natural.  
27. Does the management encourage T.U. activities?  
28. Do you feel is it possible to maintain a harmonious relationship with the management?  
   If ‘yes’, how? Pl. tell:  
29. Do you feel strikes are necessary as a show of strength?  
30. Do you feel that the management consider your demand only under the pressure or strike?  
   Yes/No  
31. Are you satisfied with implementation machinery of social security legislations?  
   Yes / No / No opinion
32. Do you feel unionised employees have a better voice in the organisation? Yes/ No
33. Do you feel unionised workers have a higher morale and better motivated? Yes/ No
34. Do you think existing labour laws are adequate for securing fair treatment to labour? Yes/No

If ‘yes’, pl. tick:
Very adequate/Adequate/Not adequate

35. Your opinion about the working of Labour Department of Haryana regarding Social Security Act and implementation of thereof:

36. Please suggest suitable measures for implementing Social Security Acts?

Thanks for your kind co-operation.

(Puneet)
Research Scholar
Department of Public Administration
Kurukshetra University
Kurukshetra
INTERVIEW SCHEDULE FOR OFFICIALS

Dear Respondent,

The information provided herein will be kept top confidential and used strictly only for academic purposes.

1. **General Information**
   (i) Name____________________  (ii) Designation____________________
   (iii) Educational qualification________________________________________
   (iv) Age (in years)____________________ (v) Sex: Male/Female____________________
   (vi) Caste____________________ (vii) Service Experience____________________
   (viii) Nature of Job____________________

2. Do you have adequate enforcement machinery at state level?  Yes/No
   If ‘yes’, pl. tell the details________________________________________
   If ‘no’, pl. state the extent of inadequacy:____________________________________

3. Do you visit the factory/industry?  Yes/No
   If ‘yes’, how frequently do you visit? Pl. tell.
   Weekly / Half monthly / Monthly / Bi monthly / Quarterly / Half yearly / Yearly

4. How many times do you visit the field in the month?____________________

5. Do you meet the workers to know their problems?  Yes/No

6. What do you do there?____________________

7. Are you satisfied with the working of labour welfare officers?  Yes/No
   If ‘no’, pl. tell the reasons____________________

8. How do you co-ordinate the activities of labour officers?____________________

9. Is the co-ordination in your department effective?  Yes/No
   If ‘no’, pl. tell the reasons____________________

10. How do you communicate within the directorate and the field staff?____________________

11. How do you perceive the methods of communication?____________________

12. Do you think that labour administrative officials observe scientific and realistic procedure to administrative labour laws?  Yes/No
   If ‘no’, pl. tell the flaws:____________________________________

13. How do you control the staff under you?____________________

14. How do you exercise control over the staff under you?
    Adequate/ Inadequate
    If inadequate, state the position pl.:____________________________________
15. How do you do the supervision?
   Pl. tell

16. If fault is found during supervision what action do you take? Pl. tell

17. How do you plan the labour welfare schemes of your department?

18. Do you get the help of trade union leaders in formulation and implementation of labour policies and welfare activities? Yes/No
   If ‘yes’., when and how?

19. Whom do you involve in planning?

20. How do you monitor and evaluate the labour welfare schemes?

21. What is your opinion about proper monitoring and evaluation of labour welfare schemes?

22. What is your opinion about the adequacy of social security measures?
   Adequate / Inadequate / Any other

23. What is your opinion of ensuring social security by owners of industry/factory?
   Very good / Good / Worst / Bad

24. What are hurdles or obstructions in administration of programme and schemes?

25. Pl. give your suggestions for ensuring social security to the workers?

(Puneet)
Research Scholar
Department of Public Administration
Kurukshetra University
Kurukshetra
INTERVIEW SCHEDULE FOR OFFICIALS

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2. Do you have adequate enforcement machinery at state level? Yes/No
   If ‘yes’, pl. tell the details________________________________________
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3. Do you visit the factory/industry? Yes/No
   If ‘yes’, how frequently do you visit? Pl. tick
   Weekly / Half monthly / Monthly / Bi monthly / Quarterly / Half yearly / Yearly

26. How many times do you visit the field in a month?________________________________________

27. Do you meet the workers to know their problems? Yes/No

28. What do you do there?________________________________________

29. Are you satisfied with the working of labour welfare officers? Yes/No
   If ‘no’, pl. tell the reasons________________________________________

30. How do you co-ordinate the activities of labour officers?________________________________________

31. Is the co-ordination in your department effective? Yes/No
   If ‘no’, pl. tell the reasons________________________________________

32. How do you communicate within the directorate and the field staff?________________________________________

33. How do you perceive the methods of communication?________________________________________

34. Do you think the administrative machinery at a factory/ Plant level is competent to implement social security provisions? Yes/No
   If ‘no’, pl. tell the flaws:________________________________________

35. How do you exercise control over the staff under you?________________________________________

36. Whether the control is adequate or inadequate?
   Adequate/ Inadequate
   If inadequate, state the position pl.:________________________________________

37. How do you conduct the supervision?
38. If some fault is found during supervision, what action do you take? Pl. tell

39. How do you plan the labour welfare schemes of your department?

40. Do you get the help of trade union leaders in formulation and implementation of labour policies and welfare activities? Yes/No
   If ‘yes’, when and how?

41. Whom do you involve in planning?

42. How do you monitor and evaluate the labour welfare schemes?

43. What is your opinion about proper monitoring and evaluation of labour welfare schemes?

44. What is your opinion about the adequacy of social security measures?
   Adequate / Inadequate / Any other

45. What is your opinion of ensuring social security by owners of industry/factory? Very good / Good / Worst / Bad

46. What are hurdles or obstacles in implementation of programmes and schemes?

47. Pl. give your suggestions for ensuring social security to the workers:

(Thanks for your kind cooperation)

(Puneet)
Research Scholar
Department of Public Administration
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Kurukshetra