APPENDIX 2

QUESTIONNAIRE FOR UNION LEADERS

Dear Sir,

The questionnaire is intended to solicit your views on various aspects of collective Bargaining for my research project leading to the Degree of Doctor of Philosophy (Ph.D.).

I shall be grateful if you could make it convenient to fill it out and provide me the benefit of your invaluable views on the subject.

I assure you that the data will be used exclusively for my research project.

General Profile of the respondent

1. Name of the company :

2. Name of Union you belong to :

& Your Designation

3. Is your Union recognised : Yes------ No------

for collective Bargaining

4. Its year of formation in the :

present organisation

5. Is your Union affiliated : Yes------ No------

to central trade union

If yes, then please mention :

the name of the Central Union-

INTUC, AITUC, CITU, BMS, HMS

etc.

6. Are you an -

(I) Employee :

(II) Non-employee :

7. Are you office bearer of :

any other Union :

1.

2.

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1.1 Which method of dispute resolution is the best for collective disputes?
   a. Unilateral decisions by Mgt/Union
   b. Bipartite negotiation (collective bargaining)
   c. Tripartite negotiation
   d. Voluntary arbitration
   e. Tribunal adjudication
   f. Can't say.

1.2 What are the issues which are brought within the purview of collective bargaining?
   a. Wage related
   b. Work related
   c. Diversification & Technology related
   d. Appointments & Promotions
   e. Retrenchment & Disciplinary matters
   f. Social Security & Welfare

1.3 Kindly mention the issues which are kept outside the purview of collective bargaining.
   a.
   b.
   c.
   d.

1.4 Please mention whether collective bargaining is a:
   a. Continuous process
   b. Issue based
   c. Crisis solving process
1.5 Are you satisfied with the Collective Bargaining policies or formal set up in Your organisation?
   a. Satisfied
   b. Dissatisfied
   c. Can’t say

1.6 If you are dissatisfied, please specify the reasons.
   a. Policies are not communicated.
   b. Too much technicalties
   c.
   d.

1.7 What about the general state of Labour-management relations in your organisation?
   a. Cordial
   b. Strained
   c. Working (Business like)
   d. Normal
   e. Can’t say

PART-2. COLLECTIVE BARGAINING - PREPARATION & NEGOTIATION

2.1 While preparing the Charter of Demands what data do you consider?
   a. Company’s financial position.
   b. Past agreements.
   c. Price-Index
   d. Agreements in other organisations of the area.
   e. National trends
   f. Any other
2.2 Do you give ranking to the various demands like?
   a. Most important (Can't negotiate)
   b. Second most important demand
   c. Strongly bargained issue
   d. Negotiable
   e. Drops

2.3 What is the time of submitting the charter of Demands?
   a. Three months before the expiry of the existing agreement
   b. Two months before the expiry of the existing agreement
   c. One month before the expiry of the agreement
   d. At the time of expiry of the agreement
   e. Can't say.

2.4 How is the charter of Demands prepared?
   a. In consultation with workers.
   b. Informed before submitting.
   c. Informed after submitting.
   d. No knowledge of the contents.

2.5 The charter of demands prepared is usually,
   a) Populistic / unrealistic.
   b) Data based.
   c) Based on the past agreement.
   d) Based on the agreements in the area.
   e) Financial position of the company.
   f) National trends.
   g) Any other

2.6 Preparation for collective bargaining should begin:
   a) Immediately after signing the previous agreement.
b) Immediately on receipt of the charter of demands.
c) When the union starts exerting pressure after submitting the charter of demands.
d) Three months before the agreement is due to expire.
e) One month before the agreement is due to expire.
f) Can't say.

2.7 The charter of demands should be submitted.
a) Three months before the expiry of the existing agreement.
b) Two months before the expiry of the existing agreement.
c) One month before the expiry of the existing agreement.
d) At the time of expiry of the existing agreement.
e) Can't say.

2.8 Please specify the basis on which the representatives of the union are nominated/elected.
a. All office bearers.
b. All members of the executive committee.
c. Workers from different departments.
d. Academic/legal qualification
e. Top leaders choice.
f. Any other

2.9 How do you find the attitude of management during negotiation?
a. Unreasonable
b. Hard-bargainer
c. Cooperative/receptive to information.
d. Respond only under threats/pressures.
e. Can't say.
2.10 What are main contentious issue during negotiation?
   a. Wage related
   b. Work related
   c. Disciplinary matters
   d. Technological changes.
   e. Union related issues
   f. External interferences.
   g. Any other
   h. Can't say.

2.11 What steps the union contemplates in case there is a stalemate during negotiation?
   a. Drops the contentious item from the agenda.
   b. Ask for adjournment of the meeting.
   c. Informal consultation with management.
   d. Suggest recourse to the third party.
   e. Issue threats for agitation.
   f. Use outside pressure.
   g. Any other.

2.12 Do the union leaders indulge in exchange of threats/pressure before or during negotiation?
   a. Always
   b. Often
   c. Sometime
   d. Never

2.13 Has the Bargaining team of union representatives the final authority to reach agreement? YES / NO

2.14 Is the agreement approved by workers before signing. YES / NO
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3.4 What is the main object of grievance-settlement Machinery ?
   a. To strengthen line management.
   b. To improve mutual understanding between complainant and supervisor.
   c. To establish natural justice
   d. To prevent dissatisfaction.
   e. Can't say.

3.5 How is the Government policy towards collective bargaining ?
   a. Promotes
   b. Hindres
   c. No effect
   d. Can't say.

3.6 Collective bargaining is an :
   a. Effective institution for promoting industrial relations.
   b. Encroachment on management's rights.

3.7 What are your suggestions for making collective bargaining more successful ?
   a. Laying firm criteria for recognition of union
   b. Commitment and determination to reach an agreement.
   c. Unfair practices must be declared illegal.
   d. Full implementation of agreement
   e. Based on factual data
   f. Well laid down grievance settlement procedure.
g. Mutual recognition of rights & responsibilities
h. Joint Negotiation committee in case of more than one union
i. Any other.

Thanking you.

MUKHTIAR SINGH
(RESEARCHER)