APPENDIX 3

QUESTIONNAIRE FOR WORKERS

1. Name of the company______________________________

2. Department________________________ Experience____________________

3. Are you member of (i) One Union YES / NO
   (ii) Two Unions YES / No

4. Please mention whether you are
   (i) Ordinary member _______________________
   (ii) Active Member _________________________
   (iii) Office Bearer _________________________

5. Have you ever been a member of Bargaining Team
   YES_______ NO________

6. Do you participate in union activities?
   (I) On regular basis  (II) Off & On
   (III) Only in case of problem  (IV) Never

PART-1 JOINT NEGOTIATION/COLLECTIVE BARGAINING.

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 with in the purview of Collective Bargaining?
   a. Wage related
b. Work related

c. Diversification & technology related

d. Appointments & Promotions

e. Retrenchment & disciplinary matters

1.3 Do you agree that Management has some pre-rogative which are outside the purview of Collective Bargaining? YES / NO

1.4 How is the general state of Labour management relations in your organisation?

a. Cordial

b. Working (Business like)

c. Normal

d. Strained

e. Can't say

1.5 Please mention whether Collective Bargaining is a:

a. Continuous process.

b. Issue based.

c. Crisis solving process.

1.6 Are you satisfied with the Collective Bargaining Policies or formal set up in your organisation?

a. Satisfied.

b. Dissatisfied.

c. Can't say.

1.7 Do you know how Collective Bargaining Process take place in your organisation?

YES / No

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PART-2. COLLECTIVE BARGAINING- PREPARATION & NEGOTIATION.

2.1 While preparing the Charter of Demands, union leaders:
   a. Consult workers.
   b. Inform them about contents before submitting the charter of demands.
   c. Inform after submitting the charter of demands.
   d. No knowledge of the contents.

2.2 Are you satisfied with the criteria for the selection of bargaining team? YES / NO

2.3 Preparation for collective bargaining should begin:
   a. Immediately after signing the previous agreement.
   b. Immediately on receipt of the charter of Demands.
   c. When 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.

2.4 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.
   e. Can't say.

2.5 The union leaders in collective bargaining represent:
   a. Workers interest.
   b. Personal interest.
   c. Workers & personal interest.
   d. Can't say.
2.6 What do you think the bargaining team represent?
   a. Majority union.
   b. Committee of all unions.

2.7 Has the agreement been communicated to all the workers?
   Yes / No

2.8 If yes, then what methods of communication are used?
   a. Union office bearers.
   b. Union Bulletins.
   c. Gate Meetings.
   d. Company Magazine.
   e. Formal communication.
   f. Any other.

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

PART-3 GRIEVANCE SETTLEMENT MACHINERY.

3.1 Do you know about the grievance settlement Machinery of your organisation? YES / No

3.2 How do you find the Grievance Settlement Machinery in your organisation?
   a. Very effective.
   b. effective.
   c. Moderately effective.
   d. Ineffective.
   e. Can't say.
3.3 Whom do you approach in case of any grievance? Please indicate in order of preference.
   a. Immediate supervisor.
   b. Head of the Department.
   c. Personnel/IR Department.
   d. Union leaders.
   e. Joint committee.
   f. Top management.
   g. Third party.

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 dissatisfactions.
   e. Can't say.

3.5 What do you think the Government should intervene in the settlement of dispute? YES / NO

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

3.7 Collective bargaining is an:
   a. Effective institution for promoting industrial relations.
   b. Encroachment on management's rights.
3.8 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

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