APPENDIX - B
HUMAN RESOURCE MANAGEMENT IN PUBLIC SECTOR-A CASE STUDY
QUESTIONNAIRE FOR TRADE UNION LEADERS

PART - I

PERSONAL DATA :

1.1 Age----yrs.
1.2 Department--------
1.3 Section-----------
1.4 Grade-----
1.5 Educational Qualification : General :------
                          Technical:------
1.6 Experience :------yrs.
1.7 Name of your union------------------------
1.8 Post held in the union---------------------
1.9 For how many years you are in the union-----yrs.

PART - II

2.1 The HR policies have changed in recent years. Do you support such policies ?
        Fully support/Partly support/Don't support at all
2.2 Do you favour the VR scheme adopted by the management ?
        Yes/No
2.3 Do you persuade your members from not taking up VR ?
        Yes/No
2.4 Do you think selection in RSP has been fair ?
        Yes/No/Don't know
2.5 Are you satisfied with the training facilities of RSP? 
        Yes/No
2.6 Are you satisfied with the performance appraisal system for the employees ?
        Yes/No
2.7 If no, why? (please comment):-----------------------------
                          -----------------------------
2.8 Do you think that there is adequate scope for career development of employees in RSP ?
        Yes/No
2.9 Do you feel satisfied with the promotion policy in operation ?
        Yes/No
2.10 If no, why ? : ----------------------------------------
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2.11 What is the level of satisfaction of the workers with regard to wages in RSP ?
        High/Moderate/Low

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2.12 How do you rate incentive schemes in operation?
   Encouraging/Not encouraging/Poor

2.13 What, in your opinion is the best incentive to improve workers performance?
   Please rank (1 to 4)
   Rank
   a. Monetary incentive
   b. Praise and encouragement
   c. Promotion
   d. Friendly and cooperative supervisor

2.14 Do you feel satisfied with the following benefits and services?
   Fully Partially Not at all
   a. Residential accommodation
   b. Medical
   c. Education
   d. Transport
   e. Canteen
   f. Recreation
   g. Cooperative societies

2.15 Do you think that the working environment in the plant is congenial for effective performance?
   Yes/No

2.16 What do you say about the occupational diseases suffered by the employees?
   a. The management treats the employees as machines and does not bother.
   b. The management is doing whatever possible can be done in the situation.
   c. Any other (please specify):---------------------

2.17 How do you feel about the safety measures in RSP?
   Very much satisfactory/Satisfactory/Poor

2.18 In your opinion, what will motivate the employees to peak performance (please assign rank from 1 to 5)
   Rank
   a. Good work environment
   b. Quicker promotion
   c. More pay
   d. Fair treatment of the employees (good management)
   e. Any other (please specify)--------

2.19 How do you find the attitude and behaviour of supervisors and managers towards workers?
   Very cooperative/Cooperative/Indifferent

2.20 How will you grade workers job satisfaction?
   High/moderate/Low

2.21 Do workers feel themselves of RSP’s family?
   Yes/No

2.22 Are you of the opinion that the job have become strenuous with the trimming down of the
2.23 In your opinion what can be the reasons for low labour productivity in RSP in comparison to Bokaro, Bhilai and TISCO? (please rank)

a. Poor management practices
b. Low team work and motivation of workers
c. Inadequate and poor quality of different inputs
d. Poor maintenance and outdated technology
e. Excessive manpower

2.24 What do you suggest to improve labour productivity?

a. The management should change its style of managing HR
b. Proper motivation of workers with financial and non-financial incentives.
c. Supply of different inputs in right quantity, quality and at right time.
d. Modernisation of plant and machinery.
e. Reduction of workforce through attractive VR schemes.
f. Any other (please specify): ------------------

2.25 What is the general state of IR in RSP?

Very cordial/Cordial/Strained

2.26 What is the degree of your satisfaction with implementation of labour laws in the plant?

Fully/Partially

2.27 Do you feel that the management discriminates between the members of recognised and unrecognised unions?

Yes/No

2.28 Are satisfied with the amount of participation given to the workers in the management?

Yes/No

2.29 Do you feel that there is an effective operation of the workers participation in management in RSP?

Yes/No

2.30 To what extent the decisions taken at the joint councils are implemented?

Fully/Partially

2.31 States your degree of satisfaction on the working of the following committees:

Committees: Fully satisfied Partially Satisfied Not at all satisfied

Works
Production (Central & Departmental)
Grievance (Central & Zonal)
Safety (Central & Departmental)
Township Welfare & Amenities

Your valuable comments, if any:

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Signature of the Respondent

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