Appendix-A

"INDUSTRIAL RELATIONS IN STATE UNDERTAKINGS OF ORISSA-
A CASE STUDY OF IDOCL"

QUESTIONNAIRE (FOR WORKERS ONLY)
(Please Tick (/) in the appropriate Box)

PART-I (Personal Data)

1. Name of the respondent:
2. Name of the undertaking:
3. Department: Division: Section:
4. Sex: Male: Female:
5. Education: Upto HSC: Upto degree: Technical Qualification:
6. Nature of Employment (Please )
   (a) Skilled: ___ (b) Semi skilled: ___
   (c) Unskilled: ___
7. Length of Service: (Please )
   (a) Upto 5 years
   (b) 5 to 10 years
   (c) 11 to 15 years
   (d) 15 years and above
8. Income per month:
   (a) upto Rs.1,000/-
   (b) Rs.1,000/- to Rs.2,000/-
   (c) Rs.2,000/- and above

PART -II (Trade Union)

9. (a) Are you a member of the Trade Union: Yes___ No___
   (b) Name your Trade Union:
10. Reasons for your joining the Trade Union.
    (Please rank upto fourth factors in order of importance
to you by putting 1, 2, 3, 4 in the space provided)

    To get rise in wage
    To get higher bonus
    To safeguard against victimisation
    To have job security
    For improving and developing personality
    For getting help during strike and lockout
    For better welfare facilities
    To solve individual grievances
    To strengthen the bargaining power
11. Who influenced you to join the union?
   (a) None __________
   (b) Co-worker __________
   (c) Trade union leader __________

12. (a) Do you participate in Union activities
     Yes ________ No ________
   (b) If 'No' Please state the reasons (Rank)
       ______ Inadequate leisure
       ______ Indifferent attitude towards union
       ______ Unnecessary political interference
       ______ Fear of victimisation
       ______ Lack of commitment
       ______ Union doesn't do anything substantial

13. What in your opinion, are the causes of multiplicity of Unions? (Please rank in Order of importance)
       ______ Political interference
       ______ Personal differences
       ______ Attitude of Management
       ______ Struggle or leadership
       ______ Selfish motives of union leaders
       ______ Any other (Please specify)

14. Do you agree that multiplicity of unions has deteriorated the industrial relations situation in the organisation?
   (a) Fully ______ (b) Partly ______ (c) Not at all ______

15. What are the causes of inter union rivalry? (Please rank)
       ______ Struggle for leadership
       ______ Political Interferences
       ______ Personal rivalries
       ______ Selfish motive
       ______ Ineffective leadership
       ______ Interference of management
       ______ Occupations differences
       ______ Any other (Please specify)

16. (a) In your view, what is the impact of inter-union rivalries on industrial relations of your unit? (Please rank)
       ______ Disruption of normal production
       ______ Increased industrial unrest
       ______ Strained relations among workers
       ______ Less of income to the workers
       ______ Any other
(b) What is your suggestions for reducing Inter-Union rivalries in your organisation? (Please Rank)

- Adoption of one union for one Industry principle.
- Recognition of union on secret ballot method.
- Increasing Statutory limit of minimum members to form union
- Non association of unions with political parties.
- Developing common understanding among rival unions
- Rights of recognised unions to be followed strictly
- Management should influence trade union activities.
- Discourage craft unions.

17. Do the leaders of your union have any difference of opinion among themselves?
   ______ Yes ______ No.

18. (a) Which type of leadership you would prefer in your trade union?
   (a) Outsider ______
   (b) Insider ______
   (c) Combination of both ______

   (b) If you check (--/) (a) please state the reasons. (Rank them in order of importance)
   ____ They are more capable of fighting
   ____ They can promote the cause of worker
   ____ They are more committed to union activities
   ____ They have no self interest
   ____ They have more political influence.

19. What is your opinion regarding role played by the trade unions in maintaining harmonious industrial relations in the organisation?
   (a) Most-satisfactory ______
   (b) Satisfactory ______
   (c) Undecided ______
   (d) Unsatisfactory ______
   (e) Most-unsatisfactory ______

20. What is the attitude of trade union and Management towards the workers in the organisation?
    Problem Solving Cooperative Indifferent
    Trade Union: ______  ______  ______
    Management: ______  ______  ______
PART-III (Industrial Unrest)

21. Do you think that strikes, Gheraos and go-slow are justified to solve the problems of the workers?
   To a great extent  To some extent  Not at all
   Strikes ___ ___ ___
   Gheraos ___ ___ ___
   Go-slow ___ ___ ___

22. (a) When did the last strike/gherao/go-slow take place in your organisation?
   Strikes :  Gherao :  Go-slow :
   (b) Do you participated in the same?
       Yes  No
       Strike ___ ___
       Gherao ___ ___
       Go-slow ___ ___
   (c) If 'No' what are the reasons which refrained your from such participation? (Please rank)
       No faith in union leaders
       Risk of financial loss
       Risk of disciplinary action
       Strained relations with management
       Any other
   (d) What are the causes of such strike/gherao/go-slow? (Please rank)

   Economic factors    Strike  Gherao  Go-slow
   Political sympathy  ___     ___     ___
   Working conditions  ___     ___     ___
   Welfare measures   ___     ___     ___
   Disciplinary action ___     ___     ___
   Personnel Policies ___     ___     ___
   Multiplicity of union rivalry ___     ___     ___
   Recognition of Union ___     ___     ___
(e) What are the outcome of such strike/gherao/go-slow?
(Please rank)

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Strike</th>
<th>Gherao</th>
<th>Go-slow</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increased in wage</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Increase in Bonus</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Improved welfare measures</td>
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<td></td>
<td></td>
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<tr>
<td>Better working conditions</td>
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<td></td>
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<tr>
<td>Strained relationship with management.</td>
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<tr>
<td>Reft among workers</td>
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<td></td>
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<tr>
<td>Loss of job</td>
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<td></td>
<td></td>
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<tr>
<td>Loss of Income</td>
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</tbody>
</table>

23 In your opinion what is the attitude of trade unions and management towards strikes/gherao/go-slow.

<table>
<thead>
<tr>
<th>Problem Solving</th>
<th>Sympathetic</th>
<th>Indifferent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trade Union</td>
<td>Manage-</td>
<td>Trade Union</td>
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<tr>
<td></td>
<td>ment</td>
<td></td>
</tr>
<tr>
<td>Strike</td>
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<tr>
<td>Gherao</td>
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<tr>
<td>Go-slow</td>
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</tbody>
</table>

PART - IV (Joint Committees)

24. Please state whether the following Joint Committees exist in your organisation?

<table>
<thead>
<tr>
<th>Name of the Committees</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Works Committee</td>
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<tr>
<td>2. Production Committee</td>
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<tr>
<td>3. Safety Committee</td>
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<td>4. Grievance Committee</td>
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<tr>
<td>5. Welfare Committee</td>
<td></td>
<td></td>
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<tr>
<td>6. Canteen Committee</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Housing allotment Committee</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
25. State the level of satisfaction in the working of various committees.

<table>
<thead>
<tr>
<th>Name of the Committees</th>
<th>Greatly satisfied</th>
<th>Some what satisfied</th>
<th>Not at all satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Works Committee</td>
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</tr>
<tr>
<td>2. Production Committee</td>
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<td>7. Welfare Committee</td>
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</tbody>
</table>

26. Rank the following factors contributing to your dissatisfaction in the working of joint Committees.

- Non-cooperation from workers
- Indifferent attitude of management
- Indifferent attitude of trade union leaders
- Time consuming process
- Non implementation of the suggestions
- Any others.

PART - V (Collective bargaining)

27. Are you aware of the system of collective bargaining?

- Yes
- No

28. (a) Is the collective bargaining process in the organisation successful?

- Yes
- No

(b) If your answer is 'No' please rank the following factors responsible for the same.

- Indifferent attitude of Management
- Indifferent attitude of Union
- Multiple bargaining agents
- Easy to resort to other methods

29. What is the attitude of Management and workers towards collective Bargaining?

<table>
<thead>
<tr>
<th></th>
<th>Management</th>
<th>Workers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Most Favourable</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Favourable</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Undecided</td>
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<td></td>
</tr>
<tr>
<td>Unfavourable</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Most unfavourable</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
31. Do you believe that collective bargaining if encouraged would lead to better industrial relations in the organisation?

(a) To a great extent 
(b) To some extent 
(c) Not at all 

32. (a) Are you aware of the worker's participation in management Scheme?

___ Yes  ___ No

(b) What is your opinion on the working of worker's participation in management scheme in your unit?

Greatly Satisfied 
Some what Satisfied 
Not at all Satisfied 

(c) What is your opinion on worker's participation, if introduced effectively, will result in -

(a) Improved Industrial relations 
(b) Good relation 
(c) No change in relation. 

PART VI (Settlement of Disputes)

33. Are you aware of the existence of settlement machinery in your organisation?

To a great extent 
To some Extent 
Not at all 

34. (a) Are you satisfied with the existing procedure for the redressal of grievances in your organisation?

Greatly satisfied 
Some what Satisfied 
Not at all Satisfied 

(b) If your answer is 'No' please state the reasons by ranking the following:

___ Non-cooperation from workers 
___ Non-cooperation from union leaders 
___ Indifferent attitude of Management 
___ Political Interfearance 
___ Lengthy and time consuming procedure
35. In case of Grievance, to whom do you approach first in the organisation?
(a) Supervisor ____
(b) Department Head ____
(c) Plant Manager ____
(d) Labour Welfare/Personnel Officer ____
(e) Union leaders ____

36. What is the attitude of your superior towards you?
(a) Most favourable ____
(b) Favourable ____
(c) Indifferent ____

37. Is the management concerned with your wellbeing?
Very much ____
Casually ____
Not at all ____

38. Rank your preference for settlement of disputes in your organisation.
Collective Bargaining ____
Conciliation ____
Arbitration ____
Adjudication ____
Direct Action ____

39. Please give your overall view on the industrial relations situation prevailing in your organisation.
(a) Most Satisfactory ____
(b) Satisfactory ____
(c) Undecided ____
(d) Unsatisfactory ____
(e) Most unsatisfactory ____

40. Please suggest measures if any, to improve upon the industrial relation situation in your organisation.