APPENDIX-C

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

QUESTIONNAIRE (FOR TRADE UNIONISTS)

(Please check (/) the appropriate box)

PART-I (Personal data)

1. Name of the Unit and Location:
2. Name of the respondent:
3. Designation:
4. Age in Years:
5. Educational Qualification:
6. Present Job/Position:
7. Is yours a recognised union? Yes ___ No ___
8. To which central organisation are you affiliated?
9. What are the factors that have motivated you to take up the trade union leadership?

PART-II (Industrial Relations)

10. In your opinion what is the present state of industrial relations in your organisations?
   (a) Most satisfactory ___
   (b) Satisfactory ___
   (c) Undecided ___
   (d) Unsatisfactory ___
   (e) Most unsatisfactory ___

11. What problems you include when you talk of industrial relations in your organisation?

PART-III (Industrial Unrest)

12. Please mention the important causes that have resulted in strikes, gheraos and go-slow (Please rank)

<table>
<thead>
<tr>
<th>1. Economic Factors</th>
<th>Strikes (___)</th>
<th>Gherao (___)</th>
<th>Go-slow (___)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Political sympathy</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Working conditions</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Welfare measures</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Disciplinary action</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
6. Personnel policies
7. Union rivalry
8. Recognition of Union
9. Unsympathetic attitude of management
10. Multiplicity of Union

13. What is the effect of strikes, gheraos and go-slow? (Please rank)

<table>
<thead>
<tr>
<th>Effect</th>
<th>Strikes</th>
<th>Gheraos</th>
<th>Go-slow</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increase in wages/bonus</td>
<td>_______</td>
<td>_______</td>
<td>_______</td>
</tr>
<tr>
<td>Improved welfare measures</td>
<td>_______</td>
<td>_______</td>
<td>_______</td>
</tr>
<tr>
<td>Better working condition</td>
<td>_______</td>
<td>_______</td>
<td>_______</td>
</tr>
<tr>
<td>Loss of income</td>
<td>_______</td>
<td>_______</td>
<td>_______</td>
</tr>
<tr>
<td>Loss of Job</td>
<td>_______</td>
<td>_______</td>
<td>_______</td>
</tr>
<tr>
<td>Strained relationship with management</td>
<td>_______</td>
<td>_______</td>
<td>_______</td>
</tr>
<tr>
<td>Rift among workers</td>
<td>_______</td>
<td>_______</td>
<td>_______</td>
</tr>
<tr>
<td>Loss of leaves</td>
<td>_______</td>
<td>_______</td>
<td>_______</td>
</tr>
<tr>
<td>Disruption of domestic life</td>
<td>_______</td>
<td>_______</td>
<td>_______</td>
</tr>
</tbody>
</table>

14. (a) Do you think that strikes, gheraos and go-slow are the effective weapons to solve the problems of the workers?

<table>
<thead>
<tr>
<th>Weapon</th>
<th>To a great extent</th>
<th>To some extent</th>
<th>Not at all</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strike</td>
<td>_______</td>
<td>_______</td>
<td>_______</td>
</tr>
<tr>
<td>Gherao</td>
<td>_______</td>
<td>_______</td>
<td>_______</td>
</tr>
<tr>
<td>Go-slow</td>
<td>_______</td>
<td>_______</td>
<td>_______</td>
</tr>
</tbody>
</table>

(b) What is the attitude of workers mgf towards strikes, gherao and go-slow?

<table>
<thead>
<tr>
<th>Attitude</th>
<th>Problem solving</th>
<th>Sympathetic</th>
<th>Indifferent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strike</td>
<td>_______</td>
<td>_______</td>
<td>_______</td>
</tr>
<tr>
<td>Gherao</td>
<td>_______</td>
<td>_______</td>
<td>_______</td>
</tr>
<tr>
<td>Go-slow</td>
<td>_______</td>
<td>_______</td>
<td>_______</td>
</tr>
</tbody>
</table>

15. (a) Is there any instance of lock-out in your organisation?

<table>
<thead>
<tr>
<th></th>
<th>_______</th>
<th>Yes</th>
<th>_______</th>
<th>No</th>
</tr>
</thead>
</table>
(b) What is the effect of such lock-out (Please rank)

- Loss of production
- Loss of mandays
- Economic loss to the organisation and workers
- Strained relationship with workers
- Any other (please specify)

(c) What factors do you attribute for such lock-out? (Please rank)

- To curb the militant spirit of workers
- To resist collective demands of workers
- To take security measures
- To pressurise workers/unions to accept management's terms.
- Any other (Please specify)

PART-IV (Settlement of Dispute)

16. What are the grievances that are generally brought to you by the workers?

17. (a) Are you satisfied with the existing procedure of redressal of grievances?
1. Greatly satisfied
2. Some what satisfied
3. Not at all satisfied

(b) If 'not' what are the reasons for your dissatisfaction? (Please rank)

- Non cooperation of workers
- Indifferent attitude of management
- Indifferent attitude of Union leaders
- Time consuming process
- Political intertance
- Any other (Please specify)

18. Please mention through which method you prefer to settle industrial disputes? (Please rank)

Collective bargaining
Conciliation
Arbitration
Adjudication
19. What is your opinion regarding the functioning of conciliation machinery in the organisation?
(a) Most satisfactory
(b) Satisfactory
(c) Undecided
(d) Unsatisfactory
(e) Most unsatisfactory

20. What has been the response of the management towards settlement procedure?
(a) Most favourable
(b) Favourable
(c) Undecided
(d) Unfavourable
(e) Most unfavourable

21. What measures do you like to suggest to improve upon the existing grievance handling mechanism?

PART - V (Joint Committee)

22. Which of the following Joint Committee works satisfactorily in your organisation?
(a) Workers Committee
(b) Production Committee
(c) Grievance Committee
(d) Welfare Committee
(e) Safety Committee
(f) Canteen Committee
(g) Housing Committee

23. Please state the level of satisfaction in the working of such Committees?

<table>
<thead>
<tr>
<th>Committees</th>
<th>Greatly satisfied</th>
<th>Somewhat satisfied</th>
<th>Not at all satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) Works Committee</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(b) Production Committee</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(c) Grievance Committee</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(d) Welfare Committee</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(e) Safety Committee</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(f) Canteen Committee</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(g) Housing Committee</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
24. What is your opinion the interest and initiative of the management in the working of joint committees?

<table>
<thead>
<tr>
<th>Strongly Satisfactory</th>
<th>Undecided</th>
<th>Unsatisfactory</th>
<th>Strongly</th>
</tr>
</thead>
</table>

(a) Interest _____ _____ _____ _____
(b) Initiative _____ _____ _____ _____

PART-VI (Collective Bargaining)

25. (a) Do you follow collective bargaining for settlement of various issues of mutual interest?

____ Yes _____ No

(b) What is the periodicity of such agreement?

____ 2 years ____ 3 years ____ 4 years ____ 5 years

26. (a) What is your opinion on the working of the collective bargaining system in your unit?

1. Much successful _____
2. Some what successful _____
3. Very little successful _____

(b) Please rank the following factors if your answer is 'No'

1. Indifferent attitude of management _____
2. Indifferent attitude of the Union _____
3. Multiple bargaining agent _____
4. Easy to resent to other methods _____
5. Any other _____

27. Whether collective bargaining system if encouraged, would lead to cordial industrial relations in your organisation

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

28. What is the attitude of management and workers towards the collective bargaining system?

<table>
<thead>
<tr>
<th>Management</th>
<th>Workers</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) Most favourable</td>
<td>_____</td>
</tr>
<tr>
<td>(b) Favourable</td>
<td>_____</td>
</tr>
<tr>
<td>(c) Undecided</td>
<td>_____</td>
</tr>
<tr>
<td>(d) Unfavourable</td>
<td>_____</td>
</tr>
<tr>
<td>(e) Most unfavourable</td>
<td>_____</td>
</tr>
</tbody>
</table>
PART - VII (Workers Participation in management)

29. (a) Do you have any scheme of workers participation in your organisation? ___ Yes ___ No
(b) Please state the schemes if your answer is 'Yes'
(c) Are you satisfied with their workings?
   Greatly satisfied ___
   Some what satisfied ___
   Not at all satisfied ___

30. What is your opinion on WPM if introduction will effectively result in-
   Improper IR ___
   Good Relat ___
   No change in Rel ___

PART-VIII (Trade Union)

31. (a) Are you satisfied with the existing system of recognition of unions? ___ Yes ___ No
(b) If your answer is no please mention the short comings of the existing method.

32. In your opinion that are the factors which contributed to multiplicity of unions in your organisation? (Please rank)
   ___ Political reasons
   ___ Personal rivalries
   ___ Attitude of the management
   ___ Struggle for leadership
   ___ Selfish motives of Union leaders
   ___ Any other

33. (a) Do you have inter-union rivalry in your unit? ___ Yes ___ No
(b) Please state the reasons if your answer is 'Yes'
   (Please rank)
   ___ Struggle for leadership
   ___ Political out-look/ideology
   ___ Personal differences
   ___ Ineffective leadership
   ___ Any other (Please specify)
(c) What is its impact on industrial relations? (Please rank)

- No impact
- Disruption of harmonious industrial relations
- Disruption of normal production
- Strained relations among workers
- Loss of income to workers
- Any other

34. (a) Do the leaders of your union have any difference of opinion among themselves?

- Yes
- No

(b) If your response is 'Yes', please rank the reasons

- Struggle for leadership
- Personal rivalries
- Political Influence
- Selfish motive
- Ineffective leadership
- Interference of management
- Occupational differences

(c) What is the impact of intra-union rivalry on industrial relations of your organisation? (Please rank)

- No impact
- Disturbance of harmonious relations
- Strained relations among workers
- Strained relations among union leaders
- Disruption of normal production
- Any other

(d) 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 in secret ballot method
- Increasing statutory limit of maximum members to form union.
- Non association of unions within political Parties
- Developing common understanding among rival unions
- Rights of recognised unions to be followed strictly
- Management should influence trade union activities
- Discourage in after unions.
35. (a) Which type of leadership you would prefer in your trade union?
   (1) Outsider __
   (2) Insider ___
   (3) Combination of both ___
   (b) If you chick (/) (a) Please state the reasons (Rank them in order of importance)
      They are more capable of bargaining ___
      They can promote the cause of worker ___
      They are more committed to union activities ___
      They have no self interest ___
      They have more political influence ___

36. What has been the attitude of management and workers towards the functioning of trade union in your organisation?
   Problem solving Cooperative Indifferent
   Management _______ _______ _______
   Workers _______ _______ _______

37. (a) Do you think that workers take active interest in union activities? ________ Yes ________ No
   (b) Please state reasons if your answer in 'No'. (Rank)
      Inadequate leisure ________
      Indifferent attitude towards union ________
      Unnecessary political interference ________
      Fear of victimisation ________
      Lack of commitment ________
      Union does not do anything substantial ________

38. Are you satisfied with the role played by your union in maintaining harmonious industrial relation and in the unit?
   Most satisfied ________
   Satisfied ________
   Undecided ________
   Dissatisfied ________
   Most dissatisfied ________

39. What is your suggestion for better industrial relations in your organisation?