

APPENDIX - A

INTERVIEW SCHEDULE FOR TNSTC (MADURAI) LTD.WORKERS

WORKER'S PROFILE

1. Name of the worker (Optional) :
2. Sex : Male / Female
3. Age :
 - a) Upto 20 years
 - b) 21 to 30 years
 - c) 31 to 40 years
 - d) 41to 58 years
4. Marital Status : Married / Unmarried
5. Native District :
6. Post Held : -----
 - a) Administrative
 - b) Traffic
 - c) Technical

PERSONNEL ADMINISTRATION PRACTICES

1. Do you feel that the TNSTC strictly follows the prescribed staff bus ratio
 - a) Yes
 - b) No
2. Do you feel that the selection practice in TNSTC is fair?
 - a) Yes
 - b) No
3. Have you undergone any training after your appointment?
 - a) Yes
 - b) No
4. If yes, what do you feel about the training provided by TNSTC?
 - a) Adequate
 - b) Inadequate
 - c) No opinion
5. Do you feel that the Management is impartial in giving promotion to the workers?
 - a) Yes
 - b) No

6. Do you think that the transfer practice in TNSTC is fair?
a) Yes b) No
7. What is your opinion about the different kinds of allowance given to the workers in TNSTC?
a) Adequate b) Inadequate c) No opinion
8. Do you feel that the incentive scheme is beneficial to the workers?
a) Yes b) No
9. Do your supervisors evaluate your performance properly?
a) Yes b) No
10. Are you fully aware of the standing orders of TNSTC?
a) Yes b) No
11. Do you feel that the management punishes a worker on valid grounds only?
a) Yes b) No
12. Do you feel that your grievances are redressed in time in the existing system?
a) Yes b) No
13. Do you feel that your supervisors are helpful to you in discharging your duties?
a) Yes b) No
14. Do you feel that the TNSTC management fully implements the provisions as per the latest tripartite settlement?
a) Yes b) No
15. Do you feel that the TNSTC management fully implements the various provisions of the labour laws?
a) Yes b) No
16. Do you think that the management encourages the workers' participation in management?
a) Yes b) No
17. Are you a member of any trade union?
a) Yes b) No

18. Do you feel that the TNSTC management recognizes the trade unions to make the negotiations on labour issues?
a) Yes b) No
19. What do you feel about the quality of food in TNSTC canteen?
a) Good b) Bad c) Moderate
20. Do you go to the TNSTC'S hospital for treatment?
a) Yes b) No
21. If yes, what do you feel about the medical facilities provided in the hospital?
a) Adequate b) Inadequate c) Moderate
22. What is your opinion about the supply of uniforms to the workers in TNSTC?
a) Adequate b) Inadequate c) Moderate
23. What do you feel about the family bus passes provided to the employees every year in TNSTC?
a) Adequate b) Inadequate c) Moderate

B. JOB SATISFACTION

1. Work allotted to me is according to my qualification and experience
a) Strongly agree b) Agree c) Neutral d) disagree e) strongly disagree
2. No equal chance for human resource development and training
a) Strongly agree b) Agree c) Neutral d) disagree e) strongly disagree
3. Salary in TNSTC is better when compared to private transport undertakings
a) Strongly agree b) Agree c) Neutral d) disagree e) strongly disagree
4. I am not allowed to do my job independently
a) Strongly agree b) Agree c) Neutral d) disagree e) strongly disagree
5. There is job security in TNSTC
a) Strongly agree b) Agree c) Neutral d) disagree e) strongly disagree
6. There is no scope for promotion in TNSTC
a) Strongly agree b) Agree c) Neutral d) disagree e) strongly disagree

7. I am satisfied with transfer policy of TNSTC
a) Strongly agree b) Agree c) Neutral d) disagree e) strongly disagree
8. The work load in TNSTC is heavy
a) Strongly agree b) Agree c) Neutral d) disagree e) strongly disagree
9. There is cordial relationship between labour and management
a) Strongly agree b) Agree c) Neutral d) disagree e) strongly disagree
10. The nature of job is tiresome and monotonous
a) Strongly agree b) Agree c) Neutral d) disagree e) strongly disagree
11. I am satisfied with leave rules followed in TNSTC
a) Strongly agree b) Agree c) Neutral d) disagree e) strongly disagree
12. I am not satisfied with over-time wage policy of TNSTC
a) Strongly agree b) Agree c) Neutral d) disagree e) strongly disagree
13. I am satisfied with bonus and exgratia payment
a) Strongly agree b) Agree c) Neutral d) disagree e) strongly disagree
14. Retirement benefits are not attractive
a) Strongly agree b) Agree c) Neutral d) disagree e) strongly disagree
15. I am promptly relieved as per my time schedule every day
a) Strongly agree b) Agree c) Neutral d) disagree e) strongly disagree
16. Management is reluctant to implement the concept of worker's participation in management
a) Strongly agree b) Agree c) Neutral d) disagree e) strongly disagree

APPENDIX - B

COMMUTER'S SATISFACTION IN TNSTC Questionnaire

1. Name of the respondent :
2. Age :

0-35	36-60	>60
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3. Sex : M / F
4. Monthly income :
5. Occupation of the respondent
 - a) Agriculture
 - b) Labour
 - c) Office –goers
 - d) Students
 - e) Other public
6. Frequency of travel by bus
 - a) Daily
 - b) weekly
 - c) Fort nightly
 - d) monthly
 - e) yearly
7. TNSTC buses used to departure always as per the time schedule
 - a) Strongly agree
 - b) Agree
 - c) Neutral
 - d) Disagree
 - e) Strongly disagree
8. The TNSTC buses arriving always as per the time schedule
 - a) Strongly agree
 - b) Agree
 - c) Neutral
 - d) Disagree
 - e) Strongly disagree
9. TNSTC buses are operated regularly without canceling the scheduled trips.
 - a) Strongly agree
 - b) Agree
 - c) Neutral
 - d) Disagree
 - e) Strongly disagree
10. The breakdown in TNSTC buses very rare
 - a) Strongly agree
 - b) Agree
 - c) Neutral
 - d) Disagree
 - e) Strongly disagree
11. In extra ordinary circumstances such as political bundh, group violence, strikes etc. the scheduled trips are cancelled.
 - a) Strongly agree
 - b) Agree
 - c) Neutral
 - d) Disagree
 - e) Strongly disagree
12. The regular maintenance of TNSTC buses in the workshop helps in the avoidance of breakdowns.
 - a) Strongly agree
 - b) Agree
 - c) Neutral
 - d) Disagree
 - e) Strongly disagree
13. The feadel accidents in TNSTC buses are rare
 - a) Strongly agree
 - b) Agree
 - c) Neutral
 - d) Disagree
 - e) Strongly disagree
14. The drivers in TNSTC buses are running the buses carefully with a normal speed.
 - a) Strongly agree
 - b) Agree
 - c) Neutral
 - d) Disagree
 - e) Strongly disagree
15. The cleanliness and neatness in TNSTC buses are good.
 - a) Strongly agree
 - b) Agree
 - c) Neutral
 - d) Disagree
 - e) Strongly disagree

16. The seating facility in TNSTC buses are comfortable.
a) Strongly agree b) Agree c) Neutral d) Disagree
e) Strongly disagree
17. In TNSTC buses the passenger amenities such as video and audio systems are excellent.
a) Strongly agree b) Agree c) Neutral d) Disagree
e) Strongly disagree
18. E. Ticket booking facility is adequately available in TNSTC.
a) Strongly agree b) Agree c) Neutral d) Disagree
e) Strongly disagree
19. The drivers and conductors in TNSTC buses are passengers' friendly
a) Strongly agree b) Agree c) Neutral d) Disagree
e) Strongly disagree
20. The conductors in TNSTC buses are very prompt in collecting the ticket fare and repaying the balance money to the passengers.
a) Strongly agree b) Agree c) Neutral d) Disagree
e) Strongly disagree
21. The ticket fare in TNSTC buses is very cheap and moderate.
a) Strongly agree b) Agree c) Neutral d) Disagree
e) Strongly disagree
22. .Passengers can get necessary information about the operation of TNSTC buses in the information centers located in all bus stands.
a) Strongly agree b) Agree c) Neutral d) Disagree
e) Strongly disagree
23. In TNSTC buses season ticket facility is available to the passengers traveling daily.
a) Strongly agree b) Agree c) Neutral d) Disagree
e) Strongly disagree
24. The drivers and conductors of TNSTC buses oblige the request of the passenger to stop the buses in the specified bus stops.
a) Strongly agree b) Agree c) Neutral d) Disagree
e) Strongly disagree
25. The extra fares charged in LSS, Express and PP services are reasonable in TNSTC.
a) Strongly agree b) Agree c) Neutral d) Disagree
e) Strongly disagree
26. The electronic-ticket vending machine given to the conductors should be extended to all TNSTC buses.
a) Strongly agree b) Agree c) Neutral d) Disagree
e) Strongly disagree