ANNEXURE 4

Potential of Quality Circle in Employee Involvement: A Study of Officers’ Perceptions in the State Universities in Kolkata

Questionnaire

Part A

1. Name:
2. Designation:
3. University:
4. Level:  
   a. Senior
   b. Middle
   c. Junior
5. Gender:
   a. Male
   b. Female
6. Age (years):
   a. Below 30
   b. 30-39
   c. 40-49
   d. 50-60
7. Qualification(s):
   a. Graduate
   b. Post-graduate
   c. Above Post Graduate
   d. Any other (specify):
8. What is the nature of your work?
   
   Part B

9. How often do you seek co-operation from your boss?
   a. Very often
   b. Often
   c. Sometimes
   d. Rarely
10. Quality is everyone’s job:
    a. Strongly agree
    b. Agree
    c. Disagree
    d. Strongly Disagree
11. Top management should interfere in solving work-related problems if it cannot be solved by the grass-root employees.
    a. Agree
    b. Undecided
    c. Disagree
12. How often do you get the opportunity to do new duties?
   a. Very often
   b. Often
   c. Sometimes
   d. Rarely

13. Do you agree that problem-solving is the work of grass-root employees?
   a. Strongly agree
   b. Agree
   c. Disagree
   d. Strongly disagree

14. Have you heard about Quality Circles (QCs)?
   a. Yes
   b. No

15. Quality is a myth.
   a. Agree
   b. Cannot say
   c. Disagree

16. If you are asked to rate (in a scale of 1-5, the highest being 5) your ability to bring about the change(s) you desire, what would be your rating?
   a. 1
   b. 2
   c. 3
   d. 4
   e. 5

17. Quality is essentially the work of top management.
   a. Yes
   b. Cannot say
   c. No

18. To what extent is your function independent?
   a. Fully
   b. Moderately
   c. Partially
   d. Not independent

19. The purpose of QCs is to improve the financial performance of the organisation.
   a. Yes
   b. Cannot say
   c. No
20. Which one you consider the most important?
   a. Solving the problem
   b. Identifying the problem

21. To whom do you usually refer your grievances?
   a. Superior
   b. Departmental head
   c. Union
   d. Legal machinery
   e. Other than a-d (please specify)

22. QCs do not necessarily lead to improvement in work.
   a. Yes
   b. Cannot say
   c. No

23. Rank the following statements in order of importance in a scale of 1-8 (1 stands for the most important and 8 stands for the least important).
   a. a job that brings recognition
   b. there is scope to earn more
   c. more power to exercise
   d. many sub-ordinates can be supervised
   e. scope for independent functioning
   f. a job which is challenging enough
   g. a job that matches your level of educational attainments and level of skills
   h. a job that elevates the social and organisational status

24. Quality enhancement improves the image of an organisation which in turn leads to competitive advantage.
   a. Yes
   b. Cannot say
   c. No

25. People doing a work are the best to understand the problems involved therein and should try to solve it.
   a. Strongly agree
   b. Agree
   c. Undecided
   d. Disagree
   e. Strongly Disagree
26. Quality is a continuous process and not periodic.
   a. Yes
   b. Cannot say
   c. No

27. How often do you have job-related interactions with your colleagues in your work-place?
   a. Very often
   b. Often
   c. Sometimes
   d. Rarely

28. Do you think your job matches with your skills?
   a. Yes
   b. No

29. Employees themselves are capable of solving problems arising at their work-place.
   a. Strongly agree
   b. Agree
   c. Disagree
   d. Strongly disagree

30. Do you think your present job matches with your level of educational attainments?
   a. Yes
   b. No

31. Quality should be ensured at all levels.
   a. Agree
   b. Undecided
   c. Disagree

32. Given a chance you can bring about qualitative improvement in your work-place.
   a. Yes
   b. Cannot say
   c. No