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 any thing 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?

- Outsider
- Insider
- Combination of both

(b) If you check (--) (a) please state the reasons.

- 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?

- Most-satisfactory
- Satisfactory
- Undecided
- Unsatisfactory
- 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></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>
</tr>
<tr>
<td>Increase in Bonus measures</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Improved welfare measures</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Better working conditions</td>
<td></td>
<td></td>
<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>
</tr>
<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</td>
</tr>
<tr>
<td>Strike</td>
<td>___________</td>
<td>___________</td>
</tr>
<tr>
<td>Gherao</td>
<td>___________</td>
<td>___________</td>
</tr>
<tr>
<td>Go-slow</td>
<td>___________</td>
<td>___________</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>
<td></td>
<td></td>
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<tr>
<td>2. Production Committee</td>
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<td></td>
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<tr>
<td>3. Safety Committee</td>
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<td></td>
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<tr>
<td>4. Grievance Committee</td>
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<tr>
<td>5. Welfare Committee</td>
<td></td>
<td></td>
</tr>
<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>Works Committee</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Production Committee</td>
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<td></td>
<td></td>
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</tr>
<tr>
<td>House allotment Committee</td>
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</tr>
<tr>
<td>Welfare Committee</td>
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</tr>
</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.

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>Management</th>
<th>Workers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Most Favourable</td>
<td></td>
</tr>
<tr>
<td>Favourable</td>
<td></td>
</tr>
<tr>
<td>Undecided</td>
<td></td>
</tr>
<tr>
<td>Unfavourable</td>
<td></td>
</tr>
<tr>
<td>Most unfavourable</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) 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 relations
(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 interference
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.