INTERVIEW SCHEDULE FOR REPRESENTATIVES OF TEMPORARY STAFF RECRUITING AGENCIES

Note:

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- Circle the appropriate code wherever provided
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1. Name of the Agency: ________________________

2. Name of the Agency Representative: __________________________

3. What are the different services offered by the Staffing Agency?
   a) Temporary Staffing
   b) Permanent Recruitments
   c) Payroll Process Outsourcing
   d) Regulatory Compliances Services
   e) Assessment Services
   f) Corporate Training services

4. Does the agency assume responsibility of recruitment, statutory employee benefits, training & development and replacement of the temp staff for the client company?
   Yes – 1
   No – 2
5. Does the agency charge a fee for services provided?

Yes – 1

No – 2

6. Currently how many temp staff are employed with client organizations in the retail sector in Mumbai?

a) Less than 2000

b) 2000-4000

c) 4000-6000

d) More than 6000

e) Specify

7. What is average compensation offered to temps in the retail sector?

a) Less than 5000

b) 5000-10000

c) 10000-15000

d) 15000-20000

e) More than 20000
8. Which are the key industry verticals that have active temporary staffing practice?

a) Retail

b) Automobile & Allied Industries

c) Consumer Durables

d) Power & Energy

e) FMCG

f) Manufacturing & Allied Industries

g) BFSI

h) Telecommunication

i) Hospitality

j) Healthcare & Allied Industries

k) Information Technology & ITeS

l) Agriculture & Agrochemicals

m) Any other (specify)

9. Is there a high demand for temporary staff from the retail sector?

Yes – 1

No – 2
10. Who constitute the temp staff?

a) Fresher’s  
b) Skilled people  
c) College students  
d) Housewives  
e) Retired professionals  
f) Any other (specify)

11. Why do you think retail companies hire temp staff in large numbers?

a) Unexpected Demands  
b) To concentrate only on core functions  
c) Speed of availability  
d) Reduced costs  
e) Any other (specify)

12. Is there seasonal fluctuation in demand for temp staff from the retail sector?

Yes – 1  
No – 2
13. What is the range of jobs in the retail sector?

a) Counter Sales
b) Customer Services
c) Sales and Marketing
d) Merchandising
e) Cashiering
f) Stocking
g) Pricing and tagging
h) Procurement
i) Supply chain and logistics
j) Any other (specify)

14. What is the qualification required to be employed in the retail sector?

a) Undergraduate
b) Graduate
c) Post Graduate
d) Any other (specify)

15. Do you provide social security benefits to the temp staff?

Yes – 1
No – 2
16. Which of the following do you provide to the temp staff?

a) Provident fund

b) Gratuity

c) Leaves

d) Medical insurance

e) Life Insurance

f) Accident Insurance

g) Any other

17. Are the temp staff members of any trade union or independent staff association?

Yes – 1

No – 2

18. Does your agency provide training to the temp staff?

Yes – 1

No – 2
19. What are some of the challenges faced by your agency?

a) Uncongenial regulatory environment

b) Cost of training

c) Attracting right talent

d) High staff turnover

e) Issues and claims of employee benefits

f) Any other (specify)

20. What are the initiatives taken to create a sense of engagement among temp staff?

a) Competitive Pay

b) Offering opportunities to become permanent staff

c) Executing an effective communication plan between the employer and the temp on subjects of job performance, appraisals, feedback etc.

d) Providing Training

e) Any other (specify)
INTERVIEW OF TEMP STAFF

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1.1 BACKGROUND INFORMATION OF TEMPS

1.1.1 Age: ____ years

1.1.2 Gender:____

1.1.3 Marital Status:
   a) Unmarried
   b) Married
   c) Other (Widowed/Divorced/ Separated)

1.1.4 Educational Qualifications:
   a) Under Graduate
   b) Graduate
   c) Post Graduate
   d) Any other qualification (Specify)

1.1.5 Type of assignment/s: ____

1.1.6 How many agencies are you registered with? ____

1.1.7 Total number of years of service in the
   a) Present organization: ___________ years
1.1.8 Do you have previous experience in working in a sector other than the one currently working in?

Yes – 1

No – 2

1.2 REASONS FOR TAKING UP TEMPING

1.2.1 What motivated you to take up temping?

a) Flexibility in schedules
b) Pursue education
c) Time for hobbies and leisure
d) Absence of permanent job
e) Gaining experience
f) Easy to get temp job
g) Step to permanent employment
h) Competitive salaries
i) Any other (specify)

1.2.2 Would you recommend temping to others?

Yes – 1

No – 2

If no, why?
1.2.3 Why do you think organizations hire temps?
   a) Flexibility of Employment
   b) Avoid Legal Liabilities
   c) Reduced Costs
   d) Screen for permanent jobs
   e) Any other (specify)

1.3. HEALTH STATUS AND FAMILY WELL-BEING

1.3.1 Has work life adversely affected your health?
   Yes – 1
   No – 2
   If yes, in what way?

1.3.2 Who provides for medical treatment for you and your family members?
   a) Own Funds
   b) Agency
   c) End User Organization
   d) Not Applicable
1.3.3 Does your work affect your family life?

  a) Yes
  b) No

If yes, in what way?

  a) Children/family members feel neglected
  b) Adjustment problems due to shift duties
  c) Work overload at home
  d) No time to attend family functions
  e) Any other (specify)
  f) Not Applicable

1.4 WORKING CONDITIONS

(Conditions of employment, remuneration and facilities at workplace, crisis
management/support systems, self development, grievance redressal mechanism,
union affiliation)

Conditions of Employment

1.4.1 Nature of Assignments: ________

1.4.2 Working Hours (daily): _____ hours

1.4.3 Shift duties:

  Yes – 1

  No – 2
1.4.4 Do you have to work overtime?

Yes – 1

No – 2

If yes, nature of compensation:

a) Monetary

b) No compensation

c) Not Applicable

1.4.5 Are you satisfied with the hours of work?

Yes – 1

No – 2

1.4.6 Do you have facilities for making suggestions?

a) Yes

b) No such facility available

1.4.7 Do you get preference in choosing assignments?

Yes – 1

No – 2

1.4.8 Do you feel in your institution, there is discrimination?

Yes – 1

No – 2
1.4.9 If yes, what sort of discrimination do you face?

a) Pay Discrimination

b) Discriminated for promotions

c) Not allowed to participate in decision making

d) Sudden termination

e) Any other (specify)

1.4.10 What are the minimum facilities you expect from your employers/

a) Decent Pay

b) Social Security Benefits

c) Promotion

d) Any other (specify)

1.4.11 Are you offered back-to-back contracts by the agency?

Yes – 1

No – 2

1.4.12 Have been working without any break

a) Most of the time with short breaks

b) Some of the time, with breaks in between assignments
Remuneration & Facilities at Workplace:

1.4.13 Monthly (Gross) Salary: Rs. ______________

1.4.14 Mode of Payment:
   a) Cash
   b) Cheque
   c) Direct credit to bank

1.4.15 Pay Fixation:
   a) As per Agency
   b) As per client
   c) Agency in consultation with client

1.4.16 Increment:
   a) Fixed
   b) As per Agency
   c) As per employer

1.4.17 Is the salary paid on time?
   Yes – 1
   No – 2

1.4.18 Do you feel you are paid fairly as compared to permanent employees?
   Yes – 1
   No – 2
1.4.19 Coverage by social security schemes: Are you entitled to:

a) Provident Fund
b) Pension
c) Maternity Leave with pay
d) Gratuity
e) Medical Insurance
f) Any other (Specify)
g) None of the above

1.4.20 Which of the following allowances do you get?

a) Basic and dearness allowance
b) Housing allowance
c) Travelling allowance
d) LTA allowance
e) Bonus
f) Any other (specify)

1.4.21 What leave facilities do you enjoy?

a) Weekly off
b) Casual Leave
c) Sick Leave
d) Earned Leave
e) Public Holiday
f) Maternity Leave
g) Any other (specify)
i) No leave
Crisis Management/ Support Systems

1.4.22 In case of a sudden illness of a family member/emergency at home, does your employer permit you to adjust your duties and leave the work place?

   a) Yes- in critical situations only
   b) Sometimes
   c) Only
   d) Not permitted
   e) Depends on workload
   f) Leave without pay

1.4.23 Are your colleagues willing to cooperate and adjust duty timings in case of an emergency?

   a) Always
   b) Most of the times
   c) Sometimes
   d) Never
   e) Adjustment ultimately depends on the sanction of authorities

1.4.24 In case of a financial crisis, does your employer provide monetary assistance?

   Yes – 1
   No – 2
Scope for self development

1.4.25 Nature of performance Appraisal:
   a) Annual appraisal report by seniors
   b) By the agency
   c) Informally
   d) No appraisal

1.4.26 Is there punishment / action taken against temp staff, who do not carry out their assignments satisfactorily?
   Yes – 1
   No – 2

   If yes, please give details:

1.4.27 Is there scope for promotion?
   Yes – 1
   No – 2

1.4.28 What is the criterion for promotion?
   a) Seniority
   b) Merit/performance
   c) Discretion of the client company
   d) Discretion of the agency
1.4.29 Does working and experience of different companies, industries, working cultures and management styles all in a short period of time lead to expansion of skills?

Yes – 1  
No – 2

1.4.30 Who takes up the responsibility for training?

a) Agency  
b) Company  
c) Any other (specify)

1.4.31 What sort of jobs are offered by agencies?

a) High skill jobs  
b) Low skill jobs  
c) Both

1.4.32 As a temp, do you think there are opportunities for temp-perm conversions?

Yes – 1  
No – 2

1.4.33 Do you agree that firms use contingent arrangements to screen prospective candidates for permanent jobs?

Yes – 1  
No – 2
Grievance Redressal Mechanism

1.4.34 Incase of a grievance whom do you approach first?
   
   a) Agency
   
   b) Employer
   
   c) Any other (specify)

1.4.35 Is any action taken?

   Yes – 1

   No – 2

1.4.36 Does your company (end user) have the power to :

   a) Suspend you
   
   b) Promote you
   
   c) Issue a memo
   
   d) Dismiss you

Union Affiliation

1.4.37 Are you a member of any Union?

   Yes – 1

   No – 2

1.4.38 If yes, is the union recognized by the Agency/Company?

   Yes – 1

   No – 2
1.4.39 If no, do you feel there should be a separate Union for temps?

Yes – 1

No – 2

1.4.40 Which issues would you like the Union to take up?

a) Salary
b) Social Security benefits
c) Job security
d) Any other (specify)

1.5 TEMPING EXPERIENCE

1.5.1 Do you like temping?

Yes – 1

No – 2

1.5.2 What are some of the difficulties experienced in temping?

a) Financial Uncertainty and Job Insecurity
b) Limited Progression
c) Feelings of isolation
d) No unionisation
e) Discrimination
f) Sexual harassment
g) Weak support system
h) Weak grievance redressal mechanism
i) Any other problem
j) No response
k) Not faced any problem
1.5.3 What are the main challenges in temping?
   a) Absence of union
   b) Maintaining relation with agencies
   c) Attitude of client organisations
   d) Any other (specify)

1.5.4 Do you see temping as a long-term work option?
   Yes – 1
   No – 2
INTERVIEW SCHEDULE FOR REPRESENTATIVES OF CLIENT ORGANIZATIONS

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1. Name of the Retail Company: ____________________

2. Name of the Retail Company Representative: ________________

3. Do you use services of staffing agencies for employing temp staff?

Yes – 1

No – 2

4. How many agencies are you registered with?

a) One

b) More than one
5. What are some of the reasons for using temp staff?

a) Flexibility of employment

b) Concentration on core functions

c) Speed of availability

d) Reduced Costs

e) Endorsement of recruitment, training, statutory benefits and replacement by the staffing agency

f) Screen for permanent jobs

g) Attrition

h) Any other (specify)

6. Which are the seasons when there is maximum demand for temp staff from the retail sector?

a) Diwali

b) New Year

c) Christmas

d) Religious Festivals

e) Throughout the year

f) Any other (specify)
7. Which are the areas in which temp staff is hired in the retail sector?

a) Counter Sales

b) Customer Services

c) Sales and Marketing

d) Merchandising

e) Cashiering

f) Stocking

g) Pricing and tagging

h) Supply chain and logistics

i) Any other (specify)

8. What are some of the problems involved in using services of temp staff?

a) Training needs

b) Morale issues when the temp gets less benefits than permanent employees

c) Question of reliability

d) Any other (specify)
9. Which of the following responsibilities is assumed by your staffing agency?

a) Recruitment

b) Statutory employee benefits

c) Training & development

d) Replacement of the temp staff

10. Are the temp staff on payroll of the staffing agency?

Yes – 1

No – 2

11. Do you provide training to the temp staff?

Yes – 1

No – 2

12. Does the staffing agency assume responsibility for training of temping staff?

Yes – 1

No – 2
13. Which of the following facilities do you provide to the temp staff?

a) Medical

b) Crèche

c) Recreation

d) Leave

e) Incentive

f) Any other (Specify)

14. How do you motivate temp staff?

a) Opportunity to become permanent

b) Training

c) Not looking at them as a stop gap arrangement

d) Awards & Rewards

e) Any other (specify)