APPENDIX: - 2

Questionnaire for Ph.D. Research Work Dedicated To Handicraft Entrepreneurs

Self introduction: I am Waqar Ahmad Khan, research scholar in the faculty of management and research, Integral University, Kursi Road, Lucknow- 226026, India. Pursuing my Ph.D. in Management,

Entitled topic “Impact of Global Recession on Major Handicraft Industries of Uttar Pradesh”

Purpose of my research: The impact of recession on handicraft industry is posing challenges, my research work would equip me to develop my analytical ability and personality to perceive and meet the challenges ahead and this would satiate my scholarly urges. This offer blends off Indian ethos and western philosophy of management in an aesthetic and cultured atmosphere matching global standards.

You are humbly requested to give fair opinion to fulfill the requirement of research work. The information’s provided by you, being kept fully confidential and it will be used for academic purpose only.

Respondent Details:

Name : 

Designation : 

Name of Institute : 

College University : 

E-Mail ID’s : 

Telephone/ Mobile No : 

Note: Please tick (√) on appropriate option; the instructions are given in front of questions as applicable, if any.

(1) Company’s Name: 

(2) Education:

(A) Conventional

(1) Pre graduation ( )

(2) Graduate ( )
Impact of Global Recession on Major Handicraft Industries of Uttar Pradesh

(3) Post Graduation  

(B) Technical:  

(1) Specify:  

(4) Age:  

(5) Sex: M/ F

**ENTERPRISE DETAILS**

1. Name: .................................................................................................................

2. Address of the enterprise: .....................................................................................

   Tel: ................................ Fax: ................................ Email: ...........................................

   Website: .................................................................................................................

2. Year of Establishment:

3. Form of the Business Organization:

   (A) Sole proprietor Registered / Unregistered

   (B) Partnership Registered / Unregistered

   (C) Pvt. Ltd. Company ( )

   (D) Public Ltd. Company ( )

4. Nature of Ownership acquisition

   1. Establishment of New Unit ( )

   2. Purchase an old unit ( )

   3. Taken over due to division ( )

   4. Other (Please Specify) ( )

5. What is annual turnover?

   1. Less than 10 Lakhs ( )

   2. 10 lakhs to 50 lakhs ( )

   3. 50 Lakhs 100 Lakhs ( )

   4. 100 Lakhs to 150 Lakhs ( )
5. 150 Lakhs to 200 Lakhs

6. More than 200 Lakhs

6. What is the % of your profit margins?

1. Less than 15 %

2. 15 % to 30 %

3. 30 % to 45 %

4. More than 45 %

ENTREPRENEUR’S PROFILE

1. Name of the chief promoter

2. Situation before starting the unit:

   (a) Unemployed

   (b) Family business

   (c) Agriculture

   (d) Service

   (e) Study

   (f) Any other (Please specify)

3. Who inspired you to start the unit?

   (a) Family

   (b) Friends & relatives

   (c) Have complete technical course

   (d) Because of insistence of other partner

   (e) Governmental incentives

   (f) Any other

4. Where did you reside before start the unit?

   (a) Local

   (b) District……………………..Name……………………..
5. Did you face any difficulty while starting the unit?

(a) Yes ( )

(b) No ( )

If yes:

1. Land related ( )

2. Financial ( )

3. Marketing ( )

4. Machinery/Technical ( )

5. Labour ( )

6. Others (Specify) ( )

LABOURS / EMPLOYMENT STRUCTURE

1. What type of workers is working in your unit?

(A) On the basis of locality

   (1) Local _____ %  
   
   (2) Migrants _____ %  

(B) On the basis of gender?

   (1) Male _____ % 
   
   (2) Female _____ % 

(C) On the basis of skill

   (1) Skilled _____ %  
   
   (2) Semi-skilled _____ %  
   
   (3) Unskilled _____ %  

(D) On the basis of agreement

   (1) Employed by the unit _____ %  
   
   (2) Employed by the contractor_____ %  

(E) On the nature of employment

(1) Permanent _____ %

(2) Temporary_____ %

(3) Casual _____ %

(F) Number of staff: Total

<table>
<thead>
<tr>
<th></th>
<th>Non-family</th>
<th>Family</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1) Worker</td>
<td></td>
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<tr>
<td>(2) Managerial</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(3) Technical</td>
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</table>

2. Rate of Labour turnover in the last 5 years including recession period.

(a) Increased (   )

(b) Remained the same (   )

(c) Decreased (   )

3. What is the source of skill formation for your workers?

(a) Training institution (   )

(b) On the job in this firm (   )

(c) On the job in previous employment (   )

(d) Father to son

(e) Any other please specify

4. Do you have any difficulty to find out skilled staff in recession time?

(a) Yes

(b) No

If yes than what type ...........................................................................................................

5. Availability of right type of labour.

(a) More than sufficient (   )

(b) Sufficient (   )
6. Do you find any difficulty in following labour legislation?
   (a) Yes  
   (b) No  

7. Do you think labour laws are hindrance to the progress of the industry?
   (a) Strongly Agree  
   (b) Agree  
   (c) Neither agree nor disagree  
   (d) Disagree  
   (e) Strongly disagree  

8. Mark any three major problems faced by your unit evolved due to recession?
   (a) Migration  
   (b) Job Shifting  
   (c) MNAREGA  
   (d) Lack of Orders  
   (e) Low productivity  
   (f) Unemployment  
   (g) Shortage of skilled labors  
   (h) Less capital flow  

9. Is there any labour union in the industry?
   (a) Yes  
   (b) No  

10. Do other sectors attract your Labours by offering high wages?
    (a) Yes  
    (b) No
RAW MATERIALS

1. Availability of raw materials in recession.
   (a) Very conveniently (  )
   (b) Conveniently (  )
   (c) Manageable (  )
   (d) Interrupted (  )
   (e) Worst (  )

2. Quality of raw materials due to slow market.
   (a) Fine (  )
   (b) Average (  )
   (c) Poor (  )

3. Prices paid for the raw materials during recession.
   (a) Very high (  )
   (b) Moderately high (  )
   (c) Competitive (  )
   (d) Moderately less (  )
   (e) Very less (  )

4. Do you have an inventory control system?
   (a) Yes (  )
   (b) No (  )

5. Do you have wastage (of any kind) problem in term of raw materials?
   (a) Yes (  )
   (b) No (  )

If yes, what % of raw material counts for wastage_____ %? Wastage reasons:
   (1) Lack of workers knowledge (  )
   (2) Change in standard of quality (  )
(3) Often break-down of tools/machinery

(4) Any other (please specify) ________________

7. From where do you get raw material? (Answer could be more than one)

(1) Local market

(2) Regional Market

(3) National Market

(4) International market

8. In case you procure from international market. What are the reason ?

(a) Unavailability in the local market

(b) Superior quality

(c) Cheaper price

(d) Any other (specify)

9. How do you get raw materials?

(a) By cash ______ %

(b) By credit ______ %

10. What is time limit given for credit in recession period?

(a) One week

(b) Two week

(c) Month

(d) Two Month & over

11. Does any Governmental Agency help in supplying raw material during slow market?

(a) Yes

(b) No

(c) Can’t Say

If yes, Name of Agency:

1. Central government

__________________
2. State government

3. Voluntary institution

15. Cost of raw material to total cost

TECHNOLOGICAL/QUALITY

1. Which tools do you use for speeding up the production cycle?

(You have to select only those tools which could replace the manual work)

i. For Carpet
   (a) Tufting Machine (   )
   (b) Clipping Machine (   )
   (c) Stretching Machine (   )
   (d) Any other (   )

ii. For Brass
   (a) Roller support (   )
   (b) Brass reamers (   )
   (c) Lathe (   )
   (d) Cutting Knives (   )
   (e) Horizontal Plane grinding (   )
   (f) Fire Fly (   )
   (g) Mini Hand touch (   )
   (h) Floor model (   )
   (i) Diamond Saw (   )
   (j) Any other (please specify) (   )

iii. For Wood
   (1) Narex Chisels (   )
   (2) Knew Concepts (   )
   (3) Narex Premium Bench (   )
Impact of Global Recession on Major Handicraft Industries of Uttar Pradesh

(4) Quick Action Bar Clamps

(5) Sentora Carpenter's Saw

2. From where do you procure the tools?

(a) Locally

(b) From other place (please specify)

PRODUCTION

1. What quality of base material you are using for manufacturing of your products?

<table>
<thead>
<tr>
<th>Sr.No.</th>
<th>Carpet</th>
<th>Brass</th>
<th>Wood</th>
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</thead>
<tbody>
<tr>
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</tbody>
</table>

2. Do you have any production planning?

(a) Yes

(b) No

(c) Can’t Say

If yes, what kind of production planning do you have?

(a) Weekly

(b) Fortnightly

(c) Monthly

(d) Quarterly

(e) Any other (specify)

(f) None

3. Quality control methods?

(a) Final inspection

(b) Process supervision / Inspection

(c) Separate quality control section

(d) None
4. Do you become lenient in the quality control system during recession?
   (a) Yes
   (b) No

5. How much time is taken between order and supply? ________:

6. Do you face the following problems in production process?

   (Give rank) Yes/No

   (1) Labour Problems
   (2) Irregular Power supply
   (3) Non-availability of raw materials
   (4) Machine Failure
   (5) Financial Problems
   (6) Non-availability of order
   (7) Communal and political Unrest
   (8) Any other reasons (Please specify)

7. What is the average rejection of (during) production?

   (a) 1-2 %
   (b) 2-5 %
   (c) 5-10 %
   (d) 10-20 %
   (e) Above 20 %

8. Are you usually in a position to fulfill your orders in time?

   (a) Always
   (b) Sometimes
   (c) Never

9. In the last five years, have there been any changes in your product (line)

   If ‘yes’, please indicate the nature of change.
(a) Change in quality of products
(b) Diversification
(c) Added new product in the existing product line
(d) Change in product design
(e) Notional change in terms of packaging, appearance, etc.
(f) Any other (please specify)

If no……………………………………………………………………………………………………

10. Has this change resulted in?

(a) Higher market price
(b) Increased sales
(c) Less customer complaint
(d) Decrease in rejection rate
(e) Higher profit margin
(f) Better competitive edge
(g) Any other (please specify)

11. Where from did you get the ‘incentive’ to change?

(a) Demand from buyers/ customers
(b) Demand from retailers/ wholesalers
(c) Required to sustain competition
(d) Needed to enter export market
(e) Learnt from other firms locally
(f) Learnt from other firms nationally/ cluster
(g) Technical expert / consultant
(h) Exhibition / Fair
(i) Specialized publication
(j) Any other (please specify)
12. Do you believe that the followings will improve the efficiency level of your unit in recession?

(Give your ratings)

(a) Liberalizing labour laws 
(b) Reducing electricity rates 
(c) Rationalizing Import procedures 
(d) Subsidy forms the Govt. 
(e) Reducing excise Duty 
(f) Sufficient supply of electricity 
(g) Any other (specify) ………………………………………………………………………

13. What is the trend of your production level in the last five years?

(a) Highly increasing 
(b) Moderate Increasing 
(c) Stagnant 
(d) Moderate decreasing 
(e) Highly Decreasing 

INTER-FIRM COMPETITION:

1. In the last five years has the competition in your business:

(a) Increased 
(b) Remained same 
(c) Decreased 

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>LOCATION</th>
<th>SIZE OF FIRMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>(i)</td>
<td>Local</td>
<td>SMALL</td>
</tr>
<tr>
<td>(ii)</td>
<td>Within the state</td>
<td></td>
</tr>
<tr>
<td>(iii)</td>
<td>National /out the state</td>
<td></td>
</tr>
<tr>
<td>(iv)</td>
<td>Abroad</td>
<td></td>
</tr>
</tbody>
</table>
2. Where are your main competitors located and who are they?

3. What steps have you taken to face the increasing competition? (Option could be more than one)

<table>
<thead>
<tr>
<th>Step</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) Diversification / new designs</td>
<td>( )</td>
</tr>
<tr>
<td>(b) Improvement in quality</td>
<td>( )</td>
</tr>
<tr>
<td>(c) Discount to international buyers</td>
<td>( )</td>
</tr>
<tr>
<td>(d) Cost reduced price</td>
<td>( )</td>
</tr>
<tr>
<td>(e) Sale on credit</td>
<td>( )</td>
</tr>
<tr>
<td>(f) Advertisement / publicity</td>
<td>( )</td>
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<tr>
<td>(g) Better customer services and punctual deliver</td>
<td>( )</td>
</tr>
<tr>
<td>(h) Increased in the number of agents</td>
<td>( )</td>
</tr>
<tr>
<td>(i) Higher commission to agents/dealers</td>
<td>( )</td>
</tr>
<tr>
<td>(j) Product differentiation</td>
<td>( )</td>
</tr>
<tr>
<td>(k) Niche marketing</td>
<td>( )</td>
</tr>
<tr>
<td>(l) Increased Wages</td>
<td>( )</td>
</tr>
<tr>
<td>(m) Anti rank waged</td>
<td>( )</td>
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</tbody>
</table>

Any other (please specify) ..............................................................................................................................................

4. Do you face some or any of the following problems from your competitors? (Option could be more than one)

<table>
<thead>
<tr>
<th>Problem</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) Copying of your designs</td>
<td>( )</td>
</tr>
<tr>
<td>(b) Imitating of your trade mark</td>
<td>( )</td>
</tr>
<tr>
<td>(c) Misinformation about your products</td>
<td>( )</td>
</tr>
<tr>
<td>(d) Seeking information through your workers</td>
<td>( )</td>
</tr>
<tr>
<td>(e) Creating hindrance in services</td>
<td>( )</td>
</tr>
<tr>
<td>(f) Stealing of orders</td>
<td>( )</td>
</tr>
<tr>
<td>(g) Using unethical practices</td>
<td>( )</td>
</tr>
<tr>
<td>(h) Others (please specify)</td>
<td></td>
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</tbody>
</table>
**GENERAL FACTORS / BUSINESS ENVIRONMENT:**

1. During the last five years what changes have taken place in your business operations?

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Parameters</th>
<th>Eased</th>
<th>Direction of change</th>
<th>Worsened</th>
</tr>
</thead>
<tbody>
<tr>
<td>(i)</td>
<td>Raw material supply</td>
<td></td>
<td>Same</td>
<td></td>
</tr>
<tr>
<td>(ii)</td>
<td>Competition</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(iii)</td>
<td>Market demand</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>(iv)</td>
<td>Quantity of orders</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(v)</td>
<td>Number of customers</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(vi)</td>
<td>Number of suppliers</td>
<td></td>
<td></td>
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<tr>
<td>(vii)</td>
<td>Duties / tariffs</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>(viii)</td>
<td>Labour supply</td>
<td></td>
<td></td>
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<tr>
<td>(ix)</td>
<td>Labour skills</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(x)</td>
<td>Sales</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(xi)</td>
<td>Product range</td>
<td></td>
<td></td>
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<tr>
<td>(xii)</td>
<td>Product quality</td>
<td></td>
<td></td>
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<tr>
<td>(xiii)</td>
<td>Profitability</td>
<td></td>
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</tr>
<tr>
<td>(xiv)</td>
<td>Govt. support</td>
<td></td>
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<tr>
<td>(xv)</td>
<td>Any other (please specify)</td>
<td></td>
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</tbody>
</table>

2. What are the major factors influencing your business prospects due to recession?

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Factors</th>
<th>Encouraging</th>
<th>Discouraging</th>
</tr>
</thead>
<tbody>
<tr>
<td>(i)</td>
<td>Demand/ order</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(ii)</td>
<td>Location</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(iii)</td>
<td>Availability of finance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(iv)</td>
<td>Competition</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(v)</td>
<td>Availability of raw materials other Inputs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(vi)</td>
<td>Govt. policy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(vii)</td>
<td>Your own experience</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(viii)</td>
<td>Skilled labour</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(ix)</td>
<td>Any other (please specify)</td>
<td></td>
<td></td>
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</tbody>
</table>
CONTRACTING

1. Do you put out part of the job to any other enterprise/individual person?
   
   (a) YES
   
   (b) NO

   If ‘yes’: What proportion of your output constitutes contracted quantity?

<table>
<thead>
<tr>
<th>Initially</th>
<th>Five year back</th>
<th>At present</th>
</tr>
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</table>

2. Why do you put-out some of the production to other enterprises?
   
   (a) Irregular demand
   
   (b) Savings on premises and machinery
   
   (c) Better efficiency of sub-contractor
   
   (d) Lower wages of sub-contractor
   
   (e) To avoid social security payment
   
   (f) To avoid labour problems
   
   (g) For meeting the order in time
   
   (h) To avoid labour laws
   
   (i) Others (please specify) .................................................................

MARKETING PROBLEMS & INFORMATION

1. Marketing of the product is done by …. 
   
   (a) Unit itself ( )
   
   (b) Other agency ( )
   
   (c) Both ( )

2. Where do you sell your products other than international market?
   
   (1) Local market ( )
   
   (2) Regional Market ( )
   
   (3) National Market ( )
(4) No where

3. Have you shifted to other countries due to recession in the previous exporting countries?

(a) Yes

(b) No

If yes……Which country………………………………………………………..

4. Specify to which country do you sell your products as a % of total sales?

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Carpet</th>
<th>Brass</th>
<th>Wood</th>
</tr>
</thead>
<tbody>
<tr>
<td>I</td>
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<td>II</td>
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<td>V</td>
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<tr>
<td>VI</td>
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</tbody>
</table>

5. What is the mix of yours exports as % of total sales?

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Selling Mode</th>
<th>% of Sales</th>
</tr>
</thead>
<tbody>
<tr>
<td>I</td>
<td>Direct to the consumers</td>
<td></td>
</tr>
<tr>
<td>II</td>
<td>Direct to the retailer</td>
<td></td>
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<tr>
<td>III</td>
<td>Direct to the wholesaler</td>
<td></td>
</tr>
<tr>
<td>IV</td>
<td>Through sales representative</td>
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<tr>
<td>V</td>
<td>To an export agent</td>
<td></td>
</tr>
<tr>
<td>VI</td>
<td>Direct export</td>
<td></td>
</tr>
<tr>
<td>VII</td>
<td>Through consortium with other manufacturers</td>
<td></td>
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<tr>
<td>VIII</td>
<td>Others (please specify)</td>
<td></td>
</tr>
</tbody>
</table>
5. What marketing efforts you are making to sell your goods in international market during recession?

(a) Sales Agents

(b) Sales Promotion

(c) Quality Improvement of the product

(d) Price Consideration

(f) Logistic Arrangement

(g) Any other (specify) .................................................................

Does the Government provide any support in marketing of your Products at present?

(a) Yes

(b) No

If yes, what kind of support is available? .................................................................

If no, what kind of support from the Govt. you would appreciate? ........................................

7. Do you feel that middlemen are taking away most of the profits and manufacturing units (like you) are not able to have minimum due profits?

(a) Strongly agree

(b) Agree

(c) Nor agree neither disagree

(d) Disagree

(e) Strongly disagree

8. How do you find pricing of your product in international market?

(a) Above the market

(b) As per the market

(c) Below the market

9. Do you feel that cut-throat competition is prevailing in the market and as a result you are forced to reduce the prices of your products quite often?

(a) Yes
10. What percent of the income are spent on promotional activities_____%?

11. How do you carry out promotional activities?
   (a) Through websites
   (b) Hired professional
   (c) Agencies
   (d) Public relations
   (e) Mass Media
   (f) Direct Sales Letters
   (e) Any others (specify)

12. What is your sales graph during the last five years_____?
   (a) Increasing
   (b) Decreasing
   (c) Fluctuating
   (d) Stagnant

13. Do you think that due to middleman, the labour is not getting their share due consequently shifting to other job?
   (a) Strongly agree
   (b) Agree
   (c) Nor agree neither disagree
   (d) Disagree
   (e) Strongly disagree

14. What are the payments terms being used during recession?
   (a) L.C (letter of credit)
   (b) D/A (Documents against Acceptance)
Impact of Global Recession on Major Handicraft Industries of Uttar Pradesh

15. Recent problems due to recession.
(a) Slow payment in the global market ( )
(b) Buyer not picking up order ( )
(c) Bank interest ( )
(d) Inconsistent labour supply ( )
(e) Delayed production cycle ( )
(f) Procurement of order ( )
(g) Any other (Please specify) .................................................................

(a) Government Rules and Regulations ( )
(b) Competition ( )
(c) Social Activists and protests ( )
(d) Technological Change ( )
(e) Lack of Finance ( )
(f) Lack of Orders ( )
(g) Labour Problems ( )
(h) Any other (Please specify) .................................................................

17. Have you changed your business policy for payment in recession?
If yes name the mode
(a) Cash ( )
(b) Credit ( )

18. What are your future plans?
(a) Expand the same ( )
(b) Diversify the same industry ( )
(c) Shifting to other industry ( )
FINANCE RELATED

1. Capital used in the business.
   (a) Owned ( )
   (b) Borrowed ( )

2. What are the sources from which you borrow capital? (Chose could be more than one)
   1). Friends & Relatives --------- ( )
   2). Banks. --------- ( )
   3). Private lenders --------- ( )
   4). Government addition --------- ( )
   5). Financial Institutions --------- ( )
   6). others (specify) --------- ( )

3. Have you availed of any Government concession or subsidy?
   (a)Yes
   (b)No

   If ‘Yes’, How? ..............................................................................................................................................

4. Is there any change in your working capital requirement during the last five year?

   (Please indicate the nature of change)
   (a) Increased ( )
   (b) Decreased ( )
   (c) No change ( )
5. What have been your areas of investment during the last five years?

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Area</th>
<th>Amount in % of Investment</th>
</tr>
</thead>
<tbody>
<tr>
<td>(i)</td>
<td>Capacity expansion</td>
<td></td>
</tr>
<tr>
<td>(ii)</td>
<td>Machines &amp; equipment/ Technology</td>
<td></td>
</tr>
<tr>
<td>(iii)</td>
<td>Product development</td>
<td></td>
</tr>
<tr>
<td>(iv)</td>
<td>Diversification</td>
<td></td>
</tr>
<tr>
<td>(v)</td>
<td>Sales promotion</td>
<td></td>
</tr>
<tr>
<td>(vi)</td>
<td>Showroom</td>
<td></td>
</tr>
<tr>
<td>(vii)</td>
<td>Skill formation</td>
<td></td>
</tr>
<tr>
<td>(ix)</td>
<td>Labour welfare</td>
<td></td>
</tr>
<tr>
<td>(x)</td>
<td>Others (please specify)</td>
<td></td>
</tr>
</tbody>
</table>

**GOVERNMENT POLICY**

1. What is the overall impact of liberalization policy of the government on your performance? (Please tick)

   (i) Positive (   )
   (ii) Negative (   )
   (iii) No impact (   )

2. How are you managing the cost during recession?

   (a) Reducing overhead expenses
   (b) Lay off
   (c) Reduce production volume
   (d) Compromising the quality of goods
   (e) Reducing labour wages
   (f) Any other

3. Which of the government policies adversely affect your performance?

   (i) Custom Policy (   )
   (ii) Inspector Raj (   )
   (iii) Excise Policy (   )
Impact of Global Recession on Major Handicraft Industries of Uttar Pradesh

(iv) Sales Tax policy ( )
(v) Labour law ( )
(vi) Export related ( )

4. Which specific facilities/services you think need to be provided here for better efficiency of your firm to control the effect of recession?

(a) More and better technical training ( )
(b) Improvement in basic education ( )
(c) Consultancy and support services ( )
(d) Credit line for small enterprises ( )
(e) Greater macro-economic stability ( )
(f) Improved electric supply ( )
(g) Better telecom services ( )
(h) Better road and transportation ( )
(i) Technology Development centers ( )
(j) International marketing information ( )
(k) Information on foreign collaboration ( )
(l) Information on technology collaboration ( )
(m) Trade-fairs ( )
(n) Business tour support ( )
(o) Others (please specify) ( )

5. What rules and regulation do you suggest for the growth of the industry?

**INDUSTRY ASSOCIATION & BUSINESS DEVELOPMENT SERVICES:**

1. Are you a member of any industrial association?

(a) Yes ( )
(b) No ( )

If ‘yes’, please mention the names
2. What benefits do you get by being a member of the industry association(s)?
   
i) Make a group for fighting out any business problems ( )
   
ii) Procurement raw material ( )
   
iii) Government related work ( )
   
iv) Any other (specify) ( )
   
3. Do you think that the role of industry association needs to be changed in view of the changing business environment around the world?
   
(a) Yes ( )
   
(b) No ( )
   
If yes, what kind of changes do you perceive?
   
i) Help in requirement of skilled staff ( )
   
ii) Technical support ( )
   
iii) Advisers in different policies of government ( )
   
iv) Other (Specify) ( )
   
4. Do you use the association for?
   
(a) Advice in legal matters ALWAYS/SOMETIMES/NEVER
   
(b) Information on product(s) ALWAYS/SOMETIMES/NEVER
   
(c) Technology development ALWAYS/SOMETIMES/NEVER
   
(d) Training programmes ALWAYS/SOMETIMES/NEVER
   
(e) Sort out business disputes ALWAYS/SOMETIMES/NEVER
   
(f) Creating common facilities ALWAYS/SOMETIMES/NEVER
   
(g) Tackling bureaucracy ALWAYS/SOMETIMES/NEVER
   
(h) Others (please specify)
5. Evaluate the role of the following association?

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Agency</th>
<th>Excellent</th>
<th>Good</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>I</td>
<td>District industrial centre</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ii</td>
<td>SISI/PTDC</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>iii</td>
<td>Tech. Consultancy Org</td>
<td></td>
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<tr>
<td>iv</td>
<td>Export promotion council</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>V</td>
<td>NSIC</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Vi</td>
<td>Exim Bank</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>vii</td>
<td>Industrial development corpn.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>viii</td>
<td>Training Centers</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ix</td>
<td>Any other (please specify)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

6. What kind of problems do you face from the support organizations? (Please be specific)

<table>
<thead>
<tr>
<th>Sr.No.</th>
<th>Organisation</th>
<th>Problems</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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</tbody>
</table>

**INFRASTRUCTURAL**

1. Are you satisfied with electrical power supply?
   - (a) Yes  
   - (b) No  
   - (c) Can’t Say

2. Do you get sufficient water?
   - (a) Yes  
   - (b) No
3. Do you get help from Gujarat Industrial Development Corporation for getting for shed?

(a) Yes
(b) No
(c) Can’t Say

4. Are you satisfied with available transport services/logistics?

(a) Yes
(b) No
(c) Can’t Say

Your Suggestion to improve the market:-

1:- Can India be taken as market for high priced exportable handicraft items?

___________________________________________________________________________________

2:- Can the cost of production be reduced to short India consumers?

___________________________________________________________________________________

3:- How do you see the middle class as potential market for handicraft items??

___________________________________________________________________________________

4:- How do you see the spending pattern of Indian consumers towards high status and comfortable life style?

___________________________________________________________________________________

Name :-

Place :-

Signature of Respondent

Thank you for your valuable contribution