QUESTIONNAIRE
KARNATAK UNIVERSITY DHARWAD
DEPARTMENT OF STUDIES IN ECONOMICS

DOCTOR OF PHILOSOPHY IN ECONOMICS
1990-91

IMPACT OF SOCIAL SECURITY-CUM-LABOUR WELFARE MEASURES
ON PRODUCTION, ABSENTEEISM AND ATTITUDES OF INDUSTRIAL WORKERS
A COMPARATIVE STUDY OF K.S.R.T.C., REGIONAL WORKSHOPS OF HUBLI AND BANGALORE

QUESTIONNAIRE
(STRICTLY CONFIDENTIAL)

RESEARCH STUDENT
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**QUESTIONNAIRE**

**PERSONAL DATA**

<p>| | | |</p>
<table>
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<tbody>
<tr>
<td>1.</td>
<td>Name</td>
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<td>2.</td>
<td>Religion</td>
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<td></td>
<td>Caste</td>
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</table>
| 3. | Education | : Primary  
      |     | Secondary  
      |     | S.S.L.C.  
      |     | I.T.I.  
      |     | Diploma  
      |     | Undergraduate  
      |     | Post-graduate |
| 4. | Shop/Section | : |
| 5. | Designation | : Helper-B  
      |     | Helper-A  
      |     | Asst. Artisan  
      |     | Artisan  
      |     | Leading Hand |
| 6. | Experience | : |
| 7. | Payment drawn per month | : |
| 8. | Marital status | : Unmarried  
      |     | Married |
| 9. | Native place | : Urban  
      |     | Rural |
INSTRUCTION: Please indicate your response by putting a tick mark (✓) against each item in the response column.

SOCIAL SECURITY

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HEALTH AND SANITATION

1. Does the Corporation provide you the medical facilities?

2. Do you get this benefit for your dependants as well?

3. Are there urinals and lavatories?

4. Do you get drinking water and washing facilities?

5. Do you have retiring room facility?

6. Are there spitoons?

SAFETY

1. Does the Corporation make First Aid provisions in the Department?

2. Are there First Aid attendants in the Workshops?

3. Are there safety equipment in your Department?

4. Do you think that these equipment are adequate?

5. Does the Corporation arrange any Safety Training Programme?

6. Is there any Safety Committee in your Workshops?

7. Is there any Departmental Representative on this Committee?

8. Does the Corporation provide you uniforms periodically?
PROVIDENT FUND AND GRATUITY

1. Is Provident Fund Act, 1952, applicable to your Corporation?
2. Does the Corporation provide Gratuity to the workers?

WORKMEN'S COMPENSATION ACT

1. Is Workmen's Compensation Act applicable to Corporation?

DEATH-CUM-RETIREMENT BENEFIT FUND

1. Does the Corporation provide monetary benefit to the Dependants of the deceased employee under DCRB?
2. Does the retiring member-employee receive benefit under DCRB?
3. Is it disbursed immediately?

LABOUR WELFARE ACTIVITIES

CANTEEN

1. Is there canteen facility existing in your premises?
2. Is it run on no-profit-no-loss basis?
3. Does canteen provide you refreshment/eatables at subsidised rate?
4. Is there a tea trolley system in your premises?
5. Is there a canteen committee?

6. Do you have any representative from your Section on the Committee?

**LEAVE FACILITIES**

1. Does the Corporation provide you adequate leave facility?

2. Do you get leave with pay such as sick leave, privileged leave, etc.?

**WORKING HOURS**

1. Do you have shift system?

2. Are you willing to work for over-time?

**INCENTIVES**

1. Is there any provision for attendance-linked incentive?

2. Has the Corporation introduced productivity-linked incentive?

**FESTIVAL ADVANCE**

1. Does the Corporation provide you festival advance?

**BONUS/EX-GRATIA**

1. Do you get Bonus/Ex-gratia benefit from the Corporation?
HOUSING

1. Are you provided with housing facility by the Corporation?
2. Are you satisfied with the living facilities therein?

CONVEYANCE FACILITIES

1. Does the Corporation provide call bus facility?
2. Do you experience any problem?

TOURING FACILITIES

1. Does the Corporation provide you free-pass touring facility?
2. Is this benefit extended to your dependants?

WORKERS' EDUCATION

1. Has the Corporation launched Workers' Education Programme?
2. Has the Corporation appointed any instructor to impart education?
3. Are you paid any extra payment for attending classes?

EDUCATIONAL FACILITIES TO THE DEPENDANTS

1. Does the Corporation provide educational facilities to your dependants?
2. Is the Corporation running any educational institute for the benefit of your dependants?
3. Is there any provision for the lady-dependants for landing any craft course?

RECREATIONAL AND CULTURAL FACILITIES

1. Do the employees receive sporting facility?
2. Does Corporation provide financial assistance for sports activities?
3. Is there any provision for cultural activities like - dramas, etc.?
4. Does the Corporation provide facilities like - T.V., library, etc.

TRADE UNIONISM

1. Is there any trade union functioning in your premises?
2. Are you a member of any trade union?

CO-OPERATIVES

1. Is there any Employees Co-operative Credit Society functioning?
2. Do you have the facility of Consumers' Co-operative Society?
INSTRUCTION: Please indicate your response to the FIVE-POINT SCALE from 'Strongly Agree' to 'Strongly disagree' by putting a tick mark (✓) in the response column.

SOCIAL SECURITY MEASURES

<table>
<thead>
<tr>
<th></th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Undecided</th>
<th>Disagree</th>
<th>Strongly disagree</th>
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HEALTH AND SANITATION

1. The medical facilities provided by the Management are indeed better.

2. There is adequate accommodation available for work in your Shop/Section.

3. The cleanliness of urinals and lavatories is quite hygienic.

4. There is adequate ventilation and lighting facility in the premises.

SAFETY

1. The First Aid facilities are adequate and easily available.

2. The machines are fully guarded in your shop/section.

3. The functioning of safety committee is quite satisfactory.

4. Your shop/section is free from major accidents.
PROVIDENT FUND

1. The Management is not adhering the provisions of the Provident Fund Act of 1952 as also the Gratuity.
2. The Management administers these Social Security measures in the best interest of Corporation employees.

WORKMEN'S COMPENSATION ACT

1. There is no delay caused in the disbursement of compensation to the employees.

DEATH-CUM-RETIREMENT BENEFIT

1. The D.C.R.B. scheme is improperly organised in Workshops.

LABOUR WELFARE MEASURES

CANTEEN

1. The Canteen facility in the Workshops is indeed satisfactory.
2. The cleanliness and upkeep of the canteen is exemplary.
3. The functioning of Canteen Committee is unsatisfactory.
4. The refreshments and food served in the canteen are fresh and nutritious.

5. The refreshments and food made available to the employees are costly.

**LEAVE FACILITIES**

1. The Management condones the absence without prior permission.

2. The Management treats the chronic absentees sympathetically.

**WORKING HOURS**

1. The working hours cause more inconvenience than convenience.

**INCENTIVES**

1. The best work-performer is suitably rewarded in the Organization.

2. The productivity-linked incentive paid in the Workshops needs no modification.

3. It is the quality rather than the quantity of output that should be the criterion for adjudging the Best Section of the Workshops.
<table>
<thead>
<tr>
<th>Stron­gly agree</th>
<th>Agree</th>
<th>Unde­cided</th>
<th>Dis­agree</th>
<th>Stron­gly dis­agree</th>
</tr>
</thead>
</table>

**BONUS/EX-GRATIA**

1. The payment of Bonus/Ex-gratia is denied to the workers when the Corporation is running under losses.

**HOUSING**

1. The living facilities created in the quarters are quite satisfactory.

**CONVEYANCE**

1. The Call Bus facility is inadequate and untimely for workers coming from rural areas.

**WORKERS' EDUCATION**

1. The Workers' Education programme is beneficial for the less experienced worker than an experienced one.
2. The timings of the class are less convenient but more inconvenient.

**CO-OPERATIVE SOCIETIES**

1. The Co-operative Credit Society functions quite satisfactorily.
TRADE UNIONISM

1. The Management suppresses the Union activities.

2. The problem of multiplicity of the Unions is quite acute in the premises.

3. The Union-Management relations are cordial and harmonious.

INSTRUCTION: Please respond to FOUR/FIVE POINT SCALE ranging from "Strongly agree" to "Strongly disagree". Indicate your response by putting a tick mark [ / ] against each item in the response column.

ORGANISATIONAL IDENTIFICATION SCALE

1. Even if some other organisation offers me better salary, I would like to continue in this organization.

2. I feel this organization as my own.

3. I feel proud when I hear something good about this organization.

4. I am always ready to sacrifice my personal comforts for the sake of this organization.
<table>
<thead>
<tr>
<th></th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
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</thead>
<tbody>
<tr>
<td>5.</td>
<td>During the period of crisis I would double my efforts to serve this organization.</td>
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<td>6.</td>
<td>This organization has greater attraction for me.</td>
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<td>7.</td>
<td>The problems of this organization are my problems.</td>
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<td>8.</td>
<td>The objectives of this organization and my personal goals are in complete harmony.</td>
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<td>9.</td>
<td>I am proud of my organization.</td>
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<td>10.</td>
<td>I feel that my organization is my second home.</td>
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<tr>
<td>11.</td>
<td>I feel that I have personally achieved something when my organization gets recognition.</td>
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<tr>
<td>12.</td>
<td>Even the thought of leaving this organization disturbs me.</td>
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<td>13.</td>
<td>I wish my children join this organization.</td>
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<td>14.</td>
<td>I accept the organization's principles as my own.</td>
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<tr>
<td>15.</td>
<td>I wish to serve to the best of my ability to make my organization an ideal one.</td>
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<td>16.</td>
<td>I put off my personal engagements willingly whenever my organization needs my time.</td>
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<td>17.</td>
<td>I often think how my organization can be made better than other organizations.</td>
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<td>18.</td>
<td>Challenges to my organization are the challenges to me.</td>
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<td>19.</td>
<td>When someone talks ill of my organization, I cannot tolerate it.</td>
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</tbody>
</table>
20. I encourage my friends to join this organization.

21. If I were to restart my career, I would choose this organization.

22. I dedicate myself to the progress of my organization.

23. My organization is very dear to me.

24. I feel myself as an integral part of this organization.

25. I feel that my organization is rendering a good service to the society.

26. My organization can satisfy my important needs.

27. My organization occupies central place in my life.

28. I think my organization offers me adequate opportunities in harnessing my skills and expertise.

29. My organization is more important to me than anything else.

30. I have no special attachment for this organization.

31. I feel, I have got the suitable organization to work for.

32. My organization is a suitable example of what an organization should be.

33. My organization is held in high esteem.

34. I dedicate myself for the betterment and advancement of my organization.

<table>
<thead>
<tr>
<th></th>
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<th>Disagree</th>
<th>Strongly Disagree</th>
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31. I feel, I have got the suitable organization to work for.
32. My organization is a suitable example of what an organization should be.
33. My organization is held in high esteem.
34. I dedicate myself for the betterment and advancement of my organization.
35. The personnel policies in this organization are better than those which are followed in other organisations.

WORK IDENTIFICATION SCALE

1. I would always cherish what I am doing.

2. My work is more important for me than other things.

3. I have no special attachment with my work.

4. I derive real pleasure through my work.

5. My thinking always centres round my work.

6. Activities other than work delight me.

7. My work can get me the recognition I want.

8. Most of my important needs can be satisfied through my work.

9. Even though I am doing something else, my work is always in my mind.

10. I do not mind sacrificing my personal comforts for my work.

11. I am inseparable from my work.

12. Once I leave my work-spot, I forget my work.
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<tbody>
<tr>
<td>13.</td>
<td>I have tremendous attraction for my work.</td>
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<tr>
<td>14.</td>
<td>I think I get the work which I like the most.</td>
</tr>
<tr>
<td>15.</td>
<td>The work that I am doing can fulfill my ambition in my life.</td>
</tr>
<tr>
<td>16.</td>
<td>I attach utmost importance to my work.</td>
</tr>
<tr>
<td>17.</td>
<td>My work is the pleasant thing for me.</td>
</tr>
<tr>
<td>18.</td>
<td>I feel that my life is on the right track in this work.</td>
</tr>
<tr>
<td>19.</td>
<td>My work is very dear to me.</td>
</tr>
<tr>
<td>20.</td>
<td>Myself and my work are the right match.</td>
</tr>
<tr>
<td>21.</td>
<td>My work fascinates me the most.</td>
</tr>
<tr>
<td>22.</td>
<td>I am always willing to spare extra time for my work.</td>
</tr>
<tr>
<td>23.</td>
<td>If I am to choose between my work obligation and the social obligation, I would prefer the first.</td>
</tr>
<tr>
<td>24.</td>
<td>My work would be instrumental in achieving important things in my life.</td>
</tr>
<tr>
<td>25.</td>
<td>My life would be miserable if I were deprived of doing this work.</td>
</tr>
<tr>
<td>26.</td>
<td>My mind and body are in complete harmony when I am at work.</td>
</tr>
<tr>
<td>27.</td>
<td>I have dedicated myself wholeheartedly unto my work.</td>
</tr>
</tbody>
</table>
28. My work commands respect in the society.

29. My work has more social value.

MANAGEMENT IDENTIFICATION SCALE

1. I consider my Management as the truestee of employee's interest.

2. My Management always solicits the constructive suggestions of the workers.

3. My Management subscribes to "We-orientation" rather than "I-orientation".

4. It condones the lapses on the part of employees rather than magnifies them.

5. My Management believes in team work.

6. My Management is authoritative and dictatorial in the approach.

7. My Management is deeply interested in the development of human resources.
<table>
<thead>
<tr>
<th></th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Undecided</th>
<th>Disagree</th>
<th>Strongly disagree</th>
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</thead>
<tbody>
<tr>
<td>8.</td>
<td>Whenever I commit mistakes, it punishes me.</td>
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<tr>
<td>9.</td>
<td>Whenever there are grievances of the employees, it attends to them.</td>
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<td>10.</td>
<td>I subscribe to the ideals cherished by the Management in improving work performance.</td>
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**SUPERVISORS IDENTIFICATION SCALE**

1. My supervisors always take delight and interest in seeing the viewpoints of their subordinates.
2. They never hurt the feelings of their subordinates by unkind and thoughtless words.
3. They consider the strength and weaknesses of their subordinates.
4. They are technically competent to devise the best workable solution.
5. My supervisors are more particular about the work rather than employees' welfare.
6. They are incompetent to guide and rectify the mistakes committed by their subordinates.
7. They take utmost interest in sharing their work experience and knowledge with their subordinates.
<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Undecided</th>
<th>Disagree</th>
<th>Strongly disagree</th>
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</thead>
<tbody>
<tr>
<td>8. My supervisors are most sensitive to the feelings and emotions of the workers working under their commands.</td>
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**FELLOW-WORKERS IDENTIFICATION SCALE**

1. My fellow-workers are most co-operative.
2. My fellow-workers are most quarrelsome.
3. My fellow-workers pledge their confidence in team work.
4. Whenever I consult my fellow-workers, they never hesitate in giving proper guidance.
5. My fellow-workers never tolerate my progress.
6. My fellow-workers encourage me in learning a new work.
7. My fellow-workers always come forward in sharing the personal grievances.