ANNEXURES
ANNEXTURE - I

QUESTIONNAIRE - I

INDIAN RAILWAY PERSONNEL SERVICE (IRPS) (DIRECT RECRUITS) was launched more than a decade ago. Kindly tick mark your perceptions against various aspects of the Service listed below:

Please tick mark whether you belong to:

i) Unions
ii) Peers/Officers at various levels (Say JS to JA) (SG grade and above)
iii) Staff at various levels
iv) Members of IRPS (Direct Recruits)

1. It is felt that IRPS (direct recruits), a service that was launched around 15 years back, has not been able to make a dent into the system. True/False

2. i) They lack and grip of the complicated subjects of personnel branch in spite of new working for many years in the dept. True/False

   a) because the job content is not challenging. True/False

   b) There is no scope for creativity. True/False

   c) It is monotonous in nature resulting in boredom. True/False

   d) Nobody takes them seriously. True/False

   ii) They have no aptitude for the personnel work. True/False

   iii) They lack the grip of the personnel matters for the initial few years (say only 3-4 years) but become effective/contributing effectively gradually latter on.
iv) They are afraid of Unions to take decisions in the matter. True/False
v) Confidence level in deciding issues is very low and they rarely overrule lower staff recommendations. True/False
vi) The educational back up is not up to the mark. True/False
vii) They do not put up hard work and have no wills to put up the same. True/False
viii) Their training in personnel matters is not adequate. True/False
   a) before actual placement. True/False
   b) Training contents itself is far away from what they are supposed to tackle after they get posted. True/False
ix) They are not able to give their best because working environment (viz. space to work, furniture, lighting, rest room), superiors treatment is not O.K True/False
x) They spend very little time at the first level of posting to lean the intricacies of the subject matter. True/False
xi) The workload is very heavy for them to learn issues/contribute. True/False
xii) They shirk responsibility and pass on the matters up/down/sideways. True/False
xiii) The other depts. overshadow them and they feel helpless to make any mark. True/False
xiv) The superiors do not guide them because they themselves are overburdened with work or they are incapable of guiding them. True/False
xv) They do not pick up a grip of the subject because most of them avoid working against strenuous/taxing jobs viz. working in Divisions etc. True/False
xvi) Personnel issues are becoming/have become too complicated over years and require a few years exposure before one can really start contributing effectively. True/False
xvii) They lack the requisite resilience to do justice to the personal functions.
True/False

xviii) Their intellect is O.K., but they lack the adjustment with people, teamwork, and coordination with other departments.

xix) It is felt that other depts. commit mistakes/contribute to industrial relations problems and the blame gets shifted to the personnel dept. for the various failure/problems generated in the system.

xx) It will never be possible for them to make a dent in the system because of the intrinsic demands of the personnel department. While the other depts. may be able to project a better image after accomplishment of some percentage of customers satisfaction level, customer's satisfaction level expected in personnel deptt. matters is 100% which is just not possible to achieve.

True/False

3. Out of the various points in para 2 above, please tick mark on the left hand margin giving ranking I and ranking (II) any two most important attributes, which according to you are responsible for IRPS (direct recruits) not making the required dent into the system and working of personnel department.

True/False

4. It is felt that the earlier system of manning posts in personnel dept. at various executive levels though officers from other services/depts. was better, instead of the present system of having personnel service exclusive carved out to devote to personnel functions.

True/False

5. Please enlist below any other point which may not have been covered above, but you may like to mention in the direction of improvement of service effectiveness.