APPENDIX
QUESTIONNAIRE

Age                     : Below 25          25-35          35-45          45 & above

Sex                     : Male            Female          

Designation       : 

1. How long have you been working in this industry
   Below 5 years        5-10 years       more than 10 years

2. Are you satisfied with the working conditions?
   Yes                No                No comments

   If no which is the most important factor affecting your opinion?

   Relationship with Co-workers  Employer-employee relationship  Work environmental factors

3. Are you satisfied with your salary/Wages?
   Very much          satisfied to some extent       Neutral
   Not satisfied to some extent       Dissatisfied

4. Rate your salary in relation to similar jobs in any other organization?
   High            Average           low

5. Your relationship with the superiors
   Effective        friendly          Not good

6. Do you have the freedom to share your compliments and suggestions to your superiors?
   Always            sometimes         rarely           never

7. Weather regular appraisal by a superior affects a performance?
   Of course        not at all        rarely

8. Are you getting any formal feedback from your superior after the appraisal?
   Frequently        occasionally       rarely       never

   In case of never, would you like to get a feedback?
   Yes                No
9. Should the feedback to be confidential or transparent?
   - Confidential
   - Transparent
   - no comments

10. How do you feel your work load?
    - Heavy Work Load
    - Moderate
    - Low

11. Your opinion about the current supervisory style
    - Participative
    - Democratic
    - Autocratic

12. Are there any drawbacks for the existing supervisory style?
    - Yes
    - No

    If Yes in your opinion which is the most effective supervisory style?
    - Participative
    - Democratic
    - Autocratic

13. Do you think that there is a healthy relationship existing between various departments in your Organization?
    - Strongly agree
    - agree
    - disagree
    - strongly disagree

14. Is there any groupism among the employees?
    - Yes
    - No

15. Do you think that the communication with in the department is good?
    - Yes
    - No
    - No comments

16. Your opinion about the communication with top management
    - Effective
    - friendly
    - not effective

17. Do you feel that the management is taking actions on your grievances? Always
    - Often
    - Rarely
    - Never

18. Did you ever motivated by any actions taken by the management on your grievances?
    - Always
    - Very often
    - never

19. Rate the training that you get in your organization
    - Highly effective
    - moderate effective
    - not effective

20. Your opinion about the disciplinary procedure of the company
    - Effective
    - Not effective

21. Participation in labour union activities
    - Yes
    - No
    - No comments
QUALITY CONTROL ANALYSIS

Designation:

1. Do your organization has any Total Quality Control (TQC) process?
   - Yes [ ]  No [ ]

2. Do you support quality improvement program in your company?
   - Always [ ]  Sometimes [ ]  Rarely [ ]

3. Is the management in your factory gives any quality motivating benefits to lower level Worker/workers?
   - Yes [ ]  No [ ]
   - If yes please specify.
     - Incentive system [ ]  job enrichment [ ]  job enlargement [ ]
     - Zero defect [ ]  Quality grade [ ]  any other [ ]

4. What is the type of quality control system followed in your factory?
   - Finished product inspection [ ]  Iso9000 [ ]  any other [ ]

5. How does quality affects the company’s sales and profitability?
   - High effect [ ]  Moderate effect [ ]  No effect [ ]

6. Are you regularly carrying out on line inspection and strict documentation?
   - Always [ ]  Sometimes [ ]  Never [ ]
MATERIAL MANAGEMENT

Designation :

1. What are the sources of raw materials purchased?
   Direct from manufactures ☐ suppliers ☐ both ☐

2. Do you experience any delay in the material availability?
   Always ☐ sometimes ☐ never ☐

3. Rate the quality of materials available
   Good ☐ satisfactory ☐ not satisfactory ☐ often not good ☐

4. Are your suppliers willing to supply adequate quantity of raw material at right time?
   Always ☐ sometimes ☐ never ☐

5. Does the company maintain adequate reserve stock to insulate itself against
   interruption in Supply of raw materials
   Frequently ☐ occasionally ☐ rarely ☐ never ☐

6. Cost of material is?
   Very high ☐ high ☐ moderate ☐ less ☐

7. Do you experience any loss due to excess storage of materials?
   Always ☐ sometimes ☐ never ☐

8. Do you evaluate the suppliers according to the raw material quality, availability, rate etc?
   Frequently ☐ occasionally ☐ rarely ☐ never ☐

9. Do you select most suitable supplier from this evaluation
   Often ☐ never ☐

10. Are you satisfied with the raw material handling in the store?
    Yes ☐ No ☐
PRODUCTION MANAGEMENT

Designation : 

1. Do you have regular production in your factory?
   
   Yes □ no □

2. Do you schedule your raw material for processing?
   
   Always □ sometimes □ never □

3. What is the total production capacity of your factory?
   
   -------------(MT)

4. Rate the present rate of production of your company.
   
   More than installed capacity □ average of installed capacity □
   
   Less than average of installed capacity □

5. Do you experience any interruption in the production process?
   
   Always □ sometimes □ never □

6. Please list the reasons for interpretation
   
   A) Power supply
   
   b) Lag in getting raw materials
   
   c) Labour problems
   
   D) Complaints of machinery
   
   E) Any other-----------------------------

7. Do you agree with product diversification?
   
   Strongly agree □ agree □ disagree □ strongly disagree □
MARKET ANALYSIS

Designation : 

1. Have you got separate marketing wing/section?
   Yes  No

2. Have you conducted any market survey or analysis at any time?
   Frequently  occasionally  rarely  never

3. Do you try to collect the feedback from the customers to assure the quality of the Product supplied?
   Always  rarely  never

4. Rate the existing marketing system of the company.
   Excellent  average  bad

5. Rate the intensity of competition in the industry.
   High  moderate  low