ANNEXURE – 1
QUESTIONNAIRE

TITLE: A STUDY ON HUMAN RESOURCE DEVELOPMENT PRACTICES IN PUBLIC SECTOR COAL UNDERTAKINGS—WITH SPECIAL REFERENCE TO SINGARENI COLLIERIES COMPANY LIMITED

QUESTIONNAIRE:

1. Name: _______________________________

2. Age groups in years
   □ Below 30   □ 31-40   □ 41-50   □ Above 50

3. Sex:     □ Male     □ Female

4. Marital status:     □ Married     □ Un married

5. Educational Qualification
   a) Up to SSLC □       b) Diploma □       c) ITI □
   d) Graduate □       e) Professional/ Post graduate □

6. Designation:

7. Department:

8. Nature of work:
   Administration □       Operation □
   Maintenance □       Others □

9. Experience:
   a) Up to 5        b) 6-10        c) 11-15
   d) 16-20        e) Above 20
10. Are you aware of HRD policies of your organization?
   Yes  No

11. How did you know it?
    o Through induction training
    o Through your officials
    o Through the material provided by the organization
    o Through notice board
    o Any other specify-------------------------------------

**Recruitment and Selection**

12. How have you been recruited in this organization?
    o (a) Direct recruitment by SCCL
    o (b) Through Employment exchange
    o (c) Through contract
    o (d) Others

13. How have you been selected in this organization?
    o (a) Through written test
    o (b) Through direct interview
    o (c) Group discussion
    o (d) Others

14. What do you feel about the recruitment and selection process of your organization?
    □ Very difficult  □ Difficult
    □ Moderate  □ Easy
15. State your level of satisfaction with regard to recruitment and selection policies of your company

☐ Highly satisfied ☐ Satisfied
☐ Neutral ☐ Dissatisfied
☐ Highly Dissatisfied

Training and Development

16. Have you attended any training programme?
   Yes   No

17. Who identifies the training needs?
   o Immediate superiors
   o Performance Appraiser
   o Human resource department
   o Employee himself

18. What type of training programme does your company offers?
   o (a) Internal (In house training)
   o (b) External training (outside training)
   o (c) both a & b

19. If it is In house training specify
   Safety & firefighting  First aid  Job oriented works
   Job oriented services  computer  Team building

20. If it is off the job (External) training specify methods
   Special courses  Conferences and lectures
   Case Studies  Role playing method
21. In what way the training is helped to develop your job?
   To easy to handle the work   To get more knowledge
   To increase productivity   To reduce wastages
   To know the safety measures

22. Are you satisfied with the training programme?   Yes   No

23. State your level of satisfaction towards the training facilities provided to you

<table>
<thead>
<tr>
<th>Content (Facilities)</th>
<th>Highly Satisfied</th>
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<th>Neutral</th>
<th>Dissatisfied</th>
<th>Highly Dissatisfied</th>
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<td>Coverage</td>
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<td>Discussion</td>
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<td>Clarity</td>
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<td>Relevance</td>
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24. Does the training improve your morale?   Yes   No

25. What is your overall impression about the training Programme?    
   Excellent    good    average    
   Poor         very poor
26. State your extent of improvement on your performance after attending the training programme

<table>
<thead>
<tr>
<th>Areas</th>
<th>To very Grate extent</th>
<th>To grate extent</th>
<th>To some extent</th>
<th>Not at all</th>
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<tbody>
<tr>
<td>Productivity</td>
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<td>Quality control</td>
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<td>Safety measures</td>
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<td>Record keeping</td>
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</table>

**Performance Appraisal**

27. Have you aware of performance appraisal system of your organization?

Yes  No

28. Who appraises your performance?

- Department manager
- HR Department
- Self appraisal

29. What are the bases for measuring the performance?

- ☐ Attendance
- ☐ Work Performance
- ☐ Coordination with others
- ☐ Coordination with supervisors
- ☐ Discipline

30. What purpose the performance appraisal is used in your company?

- ☐ Promotion
- ☐ Linkage with awards
- ☐ Pay increase
- ☐ Additional increments

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31. Whether the performance appraisal is helpful for self development?
   □ Yes  □ No

32. State your level of satisfaction with the performance appraisal system of your Company?
   □ Highly satisfied  □ Satisfied
   □ Neutral  □ Dissatisfied
   □ Highly Dissatisfied

Promotion
33. Are you aware of promotion policies of your organization?
   □ Yes  □ No

34. Have you got promotion during your service period?
   □ Yes  □ No

35. What are the basis for promotion
   □ Educational Qualifications  □ Examination
   □ Performance  □ Seniority
   □ After completion of certain period

36. State your level of satisfaction with the promotion?
   □ Highly satisfied  □ Satisfied
   □ Neutral  □ Dissatisfied
   □ Highly Dissatisfied
Compensation and Reward

37. What kind of compensation is given to you?
   □ Salary □ Incentive
   □ Both □ Any other specify……………………

38. What are the bases for pay of the salary
   □ Monthly □ Weekly
   □ Daily □ Hourly
   □ Any other specify…………..

39. If it is Incentive Compensation, what type of incentive plans available to you?
   □ Individual Incentive plan □ Group Incentive Plan
   □ Factory wise incentive plan □ Payment by results to indirect workers
   □ Any other specify……………………….

40. What are the individual incentives available to you?
   □ Promotion □ Reward
   □ Fringe benefits □ Certificates
   □ Medals

41. State your level of satisfaction towards compensations and incentives available to you
   □ Highly satisfied □ Satisfied
   □ Neutral □ Dissatisfied
   □ Highly Dissatisfied

Career Development

42. Whether your organization provides career development opportunities to you?
   □ Yes □ No