ANNEXURE
Annexure I

QUALITY OF WORK LIFE IN THE INDUSTRIAL
ESTATES OF KERALA

INTERVIEW SCHEDULE

Profile

1) Location of Estate
   a) District: .........................
   b) Thaluk: .........................

2) Name of the Unit
   ..................................

3) Nature of ownership of the unit: a) Proprietary b) Partnership c) Company (3)
   d) ..................................

4) Nature of the product
   ..................................

5) Nature of sales 1) Local 2) National 3) Feeder for export 4) Export (5)

6) Terms of employment: 1) Permanent staff 2) Temporary with chance of
   daily work (6)

7) Nature of Job: 1) Managerial 2) Office supervisor 3) Factory supervisor
   4) Office employee 5) Factory worker (7)

8) Age
   ..................................

9) Sex: 1) Male 2) Female (9)

10) Place of residence: 1) Rural area 2) Semi Urban area 3) Urban area (10)

11) Number of dependence in the family: 1)2 or less than 2: 2) 3: 3) 4 ;4) 5;
   5) 6 and above (11)

12) Religion: 1) Hindu 2) Christian 3) Muslim (12)

13) Computer knowledge: 1) Nil 2) Little 3) Average 4) Advanced (13)

14) Education: 1) Below SSLC 2) SSLC 3) Degree 4) Professional
   ......................... 5) Technical; 6) Postgraduate 7) PDC /+2 (14)
15) Membership in Trade Union: 1) No 2) Passive 3) Active 4) Office bearer

16) Years of experience in the present organisation: ..........

17) Previous experience in other organisation: 1) No 2) Less than 5 Years
    3) 5-10 Years 4) more than 10 years


19) Average Monthly salary/wage ........................................

20) Other source of income: 1) Nil 2) Agriculture 3) House property
    4) Business 5) Investment 6) Others ................................

21) Marital Status .........................................................

22) Employment status of spouse 1) Employed 2) Not employed 3) N/A

23) Your political involvement; 1) Active 2) Passive 3) No involvement

24) Do you have savings habit: 1) Yes 2) No
    If ‘Yes’ state the Media:

25) Bank account holder: 1) Yes 2) No

26) Post office savings 1) Yes 2) no

27) Capital market investment 1) Yes 2) No

28) Life insurance 1) Yes 2) No

29) Medical insurance 1) Yes 2) No

30) Condition of house
    a) 1. Electrified 2) Not electrified
    b) 1. Owned 2. Rented
    c) 1. Tached 2. Tiled 3. Asbestos sheet 4. Concrete
       5. A combination of above.
    d) 1) With safety tank latrine 2) With ordinary latrine 3) With no
       latrine
31) Ownership of household and personal assets

a) Four wheeler
b) Two wheeler
c) By-cycle
d) Land phone
e) Mobile phone
f) LPG gas connection
g) Fridge
h) Washing machine
i) Mixer / Grinder
j) Land: 1) Nil 2) Up to 5 cents 3) 5-10 cents 4) 10-25 cents 5) 25 cents to 1 acre 6) More than 1 acre.

32) Infotainment (Subscriber/ Owner)

a) Malayalam daily
b) English daily
c) Magazines/ weekly
d) Trade and professional journal
e) TV
f) Radio
g) Personal Computer

33) Drinking water source: 1) Own well 2) Neighbours well 3) Pipe connection 4) Public tap 5) Bore well

34) Hobbies

a) Music   b) Sports/games
   c) Reading  d) Painting
   e) Stamp collection  f) Collection of coin
   g) Collection of antiques  h) Others
### Measurement of the Level of Quality of Work Life

Indicate the degree of agreement towards the statement given below using the figures in the blocks given on the right hand side ranging from 1 to 5.

<table>
<thead>
<tr>
<th>Strongly disagree (1)</th>
<th>Disagree (2)</th>
<th>No agreement or disagreement (3)</th>
<th>Agree (4)</th>
<th>Strongly agree (5)</th>
</tr>
</thead>
</table>

1. **I Adequate and Fair Compensation**
   1) The organisation is giving fair salary/wages in comparison with cost of living. (1)
   2) Compensation provided in your organisation is better than other organisations. (2)
   3) Monetary benefits in comparison with your ability is fair. (3)
   4) Your organisation has a fair overtime wage/salary policy. (4)
   5) You are getting fair incentives (bonus, festival allowance etc.) from the organisation. (5)
   6) Your employer is paying good contribution to your PF. (6)
   7) You are satisfied with gratuity and group insurance scheme. (7)
   8) Your employer may pay advance salaries/wages as you required. (8)
   9) Your employer makes prompt payment of salary and wages. (9)
   10) You will continue in the present job regardless of pay received from the present organisation. (10)

2. **II Working Conditions**
   11) You are getting adequate rest period. (11)
   12) Good Canteen facilities are available in the organisation. (12)
   13) You had proper drinking water facilities. (13)
   14) There is good fist aid/medical facilities. (14)
   15) You are satisfied with sports arena game facilities. (15)
   16) You are satisfied with library and reading room facilities. (16)
   17) There is a good lunch room. (17)
18) You are satisfied with sanitary facilities

19) Ventilation and air circulation facilities are fine

20) There are good facilities for disposal of waste and dust.

21) The organisation is taking good measures for controlling pollution.

22) Machines and equipments are in good working condition.

23) The organisation has a good safety plan

24) You are satisfied with the health care measures of the organisation

25) You feel normal health after day’s work.

III Opportunities to Develop Human Capacities

26) Almost every one knows who is working under whom.

27) Your ideas to bring new changes in the organisation are appreciated.

28) You are getting opportunities to participate in technical planning of your work

29) You are getting adequate information about what is going on in your unit

30) You are getting enough freedom of taking decision for your job and implement them.

31) Your job provides you with meaningful information about work process & results.

32) The organisation facilitates the self improvement for members.

33) The supervisor does not exercise unreasonable pressure on employees.

34) Equitable treatment is given to all workers in the organisation.

35) Your work in organisation is well appreciated.

IV Opportunity for Continued Growth and Security

36) Work is assigned to employees on the basis of their abilities

37) Your work involves organisational planning, research and development
38) Your work is not too much challenging but with in the limits of your ability.

39) There are facilities and opportunities for individual creative work in the organisation.

40) You expect that you could use newly acquired knowledge for further work assignment.

41) You are getting opportunities for improvement of your job.

42) You are getting proper training before assigning a new job.

43) You are enjoying job rotation for avoiding monotony.

44) You are getting proper training before assigning a new job.

45) Performance appraisal in the organisation are based on objective assessment and not based on favoritism.

46) The idea of employees to bring new changes in the organisation is appreciated.

47) You believe that you will have job in the present organisation till the retirement age.

V Social Integration in the Work Organisation

48) All the members of the work organisation have the sense of one community.

49) You identify yourself as member of the organisation on the basis of skill and potentialities without regard of race, sex, age etc.

50) Members of the work organisation interact in terms of ideas and feelings.

51) “Working in a group” is no problem here.

52) You prefer to accomplish the work collectively than individually.

53) You think that members of senior staff pay attention to grievances of the junior staff.

54) Your views are taken into account in resolving working problems.

55) Your organisation encourages reciprocal help.

56) The workers does not oppose adoption of rapid changes in technology in the organisation.
57) Workers always welcome expansion and diversification in operation

58) You are getting opportunities to participate in decisions making that affect the workers.

59) The superiors consult you before making any major decision in the organisation.

60) The relation between co-workers in your organisation is good

61) The relation between superiors and subordinates is fine

62) There is good relation between management and workers

VI Constitutionalism in the Work Organisation

63) Your organisation takes care for the welfare of workers of all ages.

64) You receive equal treatment in all matters like employees compensation, job security etc.

65) Your organisation does no believe that “there is only one best way for everyone.

66) You can maintain your privacy regarding personal matters in the organisation.

67) A well functioning conflict resolution mechanism is there in the Organisation

VII Work and Total Life Space

68) Your job satisfying your needs in general on the job.

69) You are always aware of your health in spite of the nature of your job.

70) Your social and individual requirements are not neglected in the organisation

71) The energy and time spent on the job does not effect your life adversely

VIII The Social Relevance of Working Life.

72) Your organisation functions as a socially responsible unit.

73) Your job does not lower your social prestige
74) Your job have improved social security scheme

75) Your organisation is not too much production oriented.

76) Your work life matches the social life you lead.

77) Your organisation is aware of the method of industrial pollution.

78) The prices charged for the goods and services by your organisation are reasonable from social point of view.

79) Your organisation give due importance to quality of goods and services.

80) Your organisation is contributing towards the improvement of the culture of the society

Employees Suggestions - Measures of Improving Quality of Work life

I. Responsibilities of Employers
   1. …………………………………………………………………………………
   2. …………………………………………………………………………………
   3. …………………………………………………………………………………
   4. …………………………………………………………………………………

II. Responsibilities of Unions and Workers
   1. …………………………………………………………………………………
   2. …………………………………………………………………………………
   3. …………………………………………………………………………………
   4. …………………………………………………………………………………

III. Responsibilities of Professional Organisations
   1. …………………………………………………………………………………
   2. …………………………………………………………………………………
   3. …………………………………………………………………………………
   4. …………………………………………………………………………………

IV. Responsibilities of the Government
   1. …………………………………………………………………………………
   2. …………………………………………………………………………………
   3. …………………………………………………………………………………
   4. …………………………………………………………………………………
ANNEXURE II

Figure A.1
Spider Graph: Factors affecting QWL on the Basis of Sex

Figure A.2
Spider Graph: Factors affecting QWL on the Basis of Age
Figure A.3
Spider Graph: Factors affecting QWL on the Basis of Education

Figure A.4
Spider Graph- Factors affecting QWL- on the Basis of Nature of Job
**Figure A.5**
Spider graph- Factors Affecting QWL- on the Basis of Nature of Job

- Adequate and Fair Compensation
- Working Conditions
- Opportunities to develop human capacities
- Opportunity for continued growth and security
- Social integration in the work organisation

**Figure A.6**
Spider Graph- Factors affecting QWL- on the Basis of Experience

- Adequate and Fair Compensation
- Working Conditions
- Opportunities to develop human capacities
- Opportunity for continued growth and security
- Social integration in the work organisation
Figure A.7
Spider graph – Factors affecting QWL – on the basis of income

Figure A.8
Spider graph – Factors affecting QWL – on the basis of Trade Union Involvement
Figure A.9
Spider graph- Factors Affecting QWL - on the Basis of Nature of Organisation
Figure A.10
Spider Graph: Factors Affecting QWL- on the Basis of Product
Adequate and Fair Compensation
Working Conditions
opportunities to develop human capacities
Opportunity for continued growth and security
Social integration in the work organisation
Constitutionalism in the work organisation
Work and total life space
The Social relevance of working life
Adequate and Fair Compensation

Figure A.11
Spider Graph: Factors Affecting QWL- on the Basis of Sales

- Local
- National
- Feeder
- Exporter
Figure A. 12
Spider Graph- Factors affecting QWL- on the Basis of Location of Units

Adequate and Fair Compensation

The Social relevance of working life

Working Conditions

opportunities to develop human capacities

Work and total life space

Opportunity for continued growth and security

Social integration in the work organisation

Constitutionalism in the work organisation

North
South
Central

North
South
Central