

## QUESTIONNAIRE

**Title: Quality Of Work life In Indian Railways: A Study With Special Reference to South Central Railway.**

Dear participants,

I request you to express your opinions relating to your work experiences/work environment at SCR.

Quality of Work life refers to the favorableness or un-favorableness of a job environment for people. It refers to the quality of relationship between employees and the total working environment which involves compensation, safe and healthy work environment, opportunities for growth and security, constitutionalism, work and total life space, social relevance of work life.

The purpose of this survey is to

- To know the measures taken by South Central Railway to improve the Quality of Work Life of employees.
- Find out the level of satisfaction, expectations and perception of employees regarding Quality of Work Life in SCR.

The survey has two parts.

**Part I** contains general information of an employee such as name, age, designation, qualification, experience, marital status etc.

**Part II** contains list of questions against which there are **Yes** or **No** options please tick the most suitable one. It also contains statements / questions relating to QWL variable to seek opinions on five points scale. You are requested to read each question / statement carefully, and tick the right one among five options, Write your own opinions and suggestions for questions. Your responses will be considered, kept confidentially and used for academic purpose only.

Thank you for your participation and co-operation.

## Part I Employee Profile

1. Name: ..... Designation: .....
2. Gender: Male ..... Female: ..... Age: .....
3. Education: Secondary and below.....PUC .....Graduate...PG.....
4. Job Experience in years:..... Experience in SCR.....
5. Group.....
6. Salary .....
7. Marital Status: Married .....Unmarried .....

## Part II

### Please tick the appropriate one

- 1) Does SCR have a satisfactory Human Resource Planning? **a) Yes b) No**
- 2) Is recruitment and selection of candidate is transparent? **a) Yes b) No**
- 3) Does organisation's Training programme serve the purpose? **a) Yes b) No**
- 4) Does SCR make justice in the compensation? **a) Yes b)No**
- 5) Is safety measures taken by the organization is satisfactory? **a) Yes b) No**
- 6) Is organization taking care of employees working at the shop floor? **a) Yes b) No**
- 7) Are you provided with all the basic amenities in the organization? **a) Yes b) No**
- 8) Does the organization function as a social responsible unit? **a) Yes b) No**
- 9) Does the conflicts among the workers are solved successfully? **a) Yes b) No**
- 10) Does organization helps employees to balance work and family? **a) Yes b) No**

The Likert scale is being used to elicit response from the respondents. There are five options in each question / statement and options are stated as under.

1. **Strongly agree or Highly Satisfactory**
2. **Agree or Satisfactory**
3. **Neutral**
4. **Disagree or Dissatisfy**
5. **Strongly disagree or Highly dissatisfactory**

Note: Please tick appropriate option which indicates your level of agreement.

Sl no	FACTORS AFFECTING QWL	1	2	3	4	5
<b>I</b>	<b>ADEQUATE AND FAIR COMPENSATION</b>					
1	Compensation fulfill basic and social needs					
2	Compensation is equal with other similar organisation					
3	Extra allowance is paid for over time (OT)					
4	Pay scale revise periodically					
<b>II</b>	<b>SAFE AND HEALTHY WORKING CONDITIONS</b>					
5	SCR provides safe and healthy working environment					
6	Welfare measures and basic amenities are satisfactory					
7	Safety training at SCR is compulsory and reduces the risk of accidents					
8	SCR ensures that machineries and equipments causes no harm					
9	Employees get time for relaxation					
10	SCR minimizes the risk of hazards and illness					
11	Health care facilities provided are satisfactory					
12	SCR provides protection for women and children					
13	Accommodation\ housing benefits provided are healthy and					

	hygienic					
14	Transport facilities provided are satisfactory					
15	Canteen facilities are at subsidized rates					
<b>III</b>	<b>OPPORTUNITIES TO USE AND DEVELOP HUMAN CAPACITIES</b>					
16	SCR ensures scope of skill utilization					
17	SCR ensures scope for further learning at all departments					
18	SCR ensures career growth of employees					
19	Autonomy is given at the work place					
20	Employees take role in total work process					
<b>1V</b>	<b>OPPORTUNITIES FOR GROWTH AND SECURITY</b>					
21	SCR provides security of employment					
22	SCR motivates employees to achieve higher targets and challenging jobs					
23	SCR develops socio- technical system to ensure growth					
24	SCR provides feedback and take corrective actions thus ensures self- improvement					
25	Organisation retains its productive workforce					
26	Job rotation helps to reduce stress					
27	SCR encourages career development or succession possibilities					
<b>V</b>	<b>SOCIAL INTEGRATION IN THE WORK ORGANISATION</b>					
28	Employees are rewarded and identified for their work					
29	SCR encourages upward mobility of employees					
30	Organisational members work in a collaborative and supportive manner					

31	SCR encourages openness and participative management					
32	SCR supports egalitarianism (Equal rights and opportunities to all)					
<b>VI</b>	<b>CONSTITUTIONALISM</b>					
33	SCR is governed by the rule of law					
34	All employees are treated in the same way as others, irrespective of the sex, race, religion or social class.					
35	Employees have equitable treatment in all matters of the importance on the job					
36	Organisational has its own ethos and values					
<b>VII</b>	<b>WORK AND TOTAL LIFE SPACE</b>					
37	Flexi work schedules helps employees to manage work effectively					
38	SCR ensures no frequent travels to employee					
39	Employees have proper work life balance					
40	Organisation encourages recreational activities					
<b>VIII</b>	<b>THE SOCIAL RELEVANCE OF WORK LIFE</b>					
41	Organisation has great concern for the society					
42	Organisation enhance the self-esteem and well-being of its employees					
43	SCR communicates every new change that takes place					