

APPENDIX - I
QUESTIONNAIRE

Section I
Personal Details

Name : _____
First Name Middle Name Surname

Sex : 1. Male 2. Female

☐

Age (in years) :

Educational Qualification (start from Graduation upwards):

Sr. No.	Examination Passed	Name of the University	Year of Passing	Major Subjects
1.				
2.				
3.				
4.				
5.				

Name of the Present Organization: _____

Type of Industry :

- | | | | |
|-------------------|------------------|----------------------|------------|
| 1. Chemical | 2. Petrochemical | 3. Textile | 4. Telecom |
| 5. Power | 6. Engineering | 7. Consumer Products | |
| 8. Pharmaceutical | 9. Service | 10. Others | |

Type of Organization :

1. Private Sector
2. Public Sector
3. Government
4. Semi Government Undertaking
5. Multinational

Department : _____

Designation : _____

Total Experience (in years) :

--	--

Present Income (inclusive of perks) in Rs.(p.m.):

--	--	--	--	--	--

Section II Knowledge

While responding to following statements, please indicate your choice by putting the tick mark in appropriate boxes.

(SA: Strongly Agree, A: Agree, N: Neutral, DS: Disagree, SDA: Strongly Disagree)

• The knowledge that you acquired during your M.S.W. training helped you to	SA	A	N	DA	SDA
1. Develop understanding about human development and their behaviour					
2. Develop understanding about the society in which human being live & their social problems					
3. Work with individuals					
4. Work with groups					
5. Work with community					
6. Carry out research activities					
7. Develop understanding about administration of the agency					
8. Gain understanding about social legislations					
9. Gain understanding about legislations related to Labour					

• Social work knowledge that you find most relevant* in providing human resource services is about	SA	A	N	DA	SDA
1. Human development and human behaviour					
2. Society in which human beings live and social problems					
3. Method of working with people at individual level					
4. Method of working with people at group level					
5. Method of working with people at community level					
6. Social work research					
7. Agency administration					
8. Social legislations					
9. Labour legislations					

*** which is useful and supportive**

• The Social work knowledge that you find most relevant * in providing personnel/administrative services is about	SA	A	N	DA	SDA
1. Human development and human behaviour					
2. Society in which human beings live and social problems					
3. Method of working with people at individual level					
4. Method of working with people at group level					
5. Method of working with people at community level					
6. Social work research					
7. Agency administration					
8. Social legislations					
9. Labour legislations					

• The Social work knowledge that you find most relevant * in providing industrial services is about	SA	A	N	DA	SDA
1. Human development and human behaviour					
2. Society in which human beings live and social problems					
3. Method of working with people at individual level					
4. Method of working with people at group level					
5. Method of working with people at community level					
6. Social work research					
7. Agency administration					
8. Social legislations					
9. Labour legislations					

• The Social work knowledge that you find most relevant* in providing welfare services is about	SA	A	N	DA	SDA
1. Human development and human behaviour					
2. Society in which human beings live and social problems					
3. Method of working with people at individual level					
4. Method of working with people at group level					
5. Method of working with people at community level					
6. Social work research					
7. Agency administration					
8. Social legislations					
9. Labour legislations					

*** which is useful and supportive**

• According to you the knowledge that is critical** for providing effective Human Resources services is about	SA	A	N	DA	SDA
1. Human development and human behaviour					
2. Society in which human beings live and social problems					
3. Method of working with people at individual level					
4. Method of working with people at group level					
5. Method of working with people at community level					
6. Social work research					
7. Agency administration					
8. Social legislations					
9. Labour legislations					

• According to you, the knowledge that is critical** for providing effective personnel/administrative services is about	SA	A	N	DA	SDA
1. Human development and human behaviour					
2. Society in which human beings live and social problems					
3. Method of working with people at individual level					
4. Method of working with people at group level					
5. Method of working with people at community level					
6. Social work research					
7. Agency administration					
8. Social legislations					
9. Labour legislations					

• According to you, the knowledge that is critical** for providing effective Industrial Relation services is about	SA	A	N	DA	SDA
1. Human development and human behaviour					
2. Society in which human beings live and social problems					
3. Method of working with people at individual level					
4. Method of working with people at group level					
5. Method of working with people at community level					
6. Social work research					
7. Agency administration					
8. Social legislations					
9. Labour legislations					

****essential without which functioning is not possible**

• According to you, the knowledge that is critical** for providing effective welfare services is about	SA	A	N	DA	SDA
1. Human development and human behaviour					
2. Society in which human beings live and social problems					
3. Method of working with people at individual level					
4. Method of working with people at group level					
5. Method of working with people at community level					
6. Social work research					
7. Agency administration					
8. Social legislations					
9. Labour legislations					

• The knowledge that is most relevant for providing supervisory services in the organization is about	SA	A	N	DA	SDA
1. Human development and human behaviour					
2. Society in which human beings live and social problems					
3. Method of working with people at individual level					
4. Method of working with people at group level					
5. Method of working with people at community level					
6. Social work research					
7. Agency administration					
8. Social legislations					
9. Labour legislations					

• The knowledge that is most critical for providing supervisory services in the organisation is about	SA	A	N	DA	SDA
1. Human development and human behaviour					
2. Society in which human beings live and social problems					
3. Method of working with people at individual level					
4. Method of working with people at group level					
5. Method of working with people at community level					
6. Social work research					
7. Agency administration					
8. Social legislations					
9. Labour legislations					

Section III

Skills

Some of the skills related to social work practices are as follow:

- | | | |
|---------------------------|-----------------------------|-----------------------|
| 1. Communication | 2. Organizing & cooperating | 3. Team building |
| 4. Human Relation | 5. Grievance Redressal | 6. Planning |
| 7. Leadership | 8. Cost Orientation | 9. Persuasiveness |
| 10. Decision Making | 11. Time management | 12. Conceptual skills |
| 13. Assertiveness | 14. Delegation | 15. Auditing skills |
| 16. Negotiations | 17. Public Relations | 18. Conflict handling |
| 19. Resource mobilisation | 20. Motivation | 21. Analytical skills |
| 22. Problem solving | 23. Counselling | |

While answering the following questions write the related serial number in the box provided for answers:

- Which skills you acquired during your M.S.W. training?
(mention any 10)
- What helped you to acquire these skills?
1. Theory 2. Field work 3. Research
- To what extent, do you think, social work training in M.S.W. has helped to develop these skills ?
1. To great extent 2. To some extent 3. Not at all
- In the industrial setup, to what extent, have you been able to utilize the skills developed during the M.S.W. training?
1. To great extent 2. To some extent 3. Not at all
- Which skills you find most relevant for providing direct services i.e. personnel/administrative/welfare/IR/HR?
(please mention 3 skills)
- Which skills you find most relevant for providing supervisory services?
(please mention 3 skills)
- Which skills you find most relevant for providing administrative services?
(please mention 3 skills)

Section IV

Values

Following are the values of social work profession

1. Service: Social worker's primary goal is to help people in need and to address social problems.
2. Social Justice: Social workers challenge social injustice.
3. Dignity and worth of the person: Social workers respect the inherent dignity and worth of the person.
4. Importance of relationships: Social workers recognize the central importance of human relationship.
5. Integrity: Social workers behave in a trustworthy manner.
6. Competence: Social workers practice within their area of competence and develop and enhance their professional expertise.

While responding to following questions, please refer the above serial numbers and mention in the blocks provided for the purpose.

1. Which values do you cherish most as an individual?
(mention 3 values)
2. Which values do you cherish as a social worker ?
(mention 3 values)
3. Which values have helped you most to perform your job efficiently?
4. Which social work values create conflict in your mind while providing direct services ?
5. Which social work values create conflict in your mind while providing supervisory services ?
6. Which social work values create conflict in your mind while providing administrative services?

7. What value base an industrial setup expects from a social workers?

8. Do you think a social worker is able to meet these expectations of the industry? (Enumerate)

9. Do you see any change in industry because of practice of social work values? 1. Yes 2. No

Section V

Attitude towards Social Work Profession

While responding to following statements, please indicate your choice by putting the tick mark in appropriate boxes.

(SA: Strongly Agree, A: Agree, N: Neutral, DS: Disagree, SDA: Strongly Disagree)

	SA	A	N	DA	SDA
• There should be refresher training for professional social workers working in Industry at regular interval.					
• There should be seminars and conferences for professional social workers in industry for exchange of their ideas and new development in the field.					
• Social work beneficiaries in Industry consider social workers as superior to them.					
• Inspite of development in the field of Industrial social work, there are no challenges to social workers in Industry.					
• Social worker has become a glorified clerk in industry.					
• Social worker has less recognition in industrial setup compared to technical counter part.					
• Social worker has no recognition in the society.					
• After few years there is every possibility of social worker's life becoming monotonous and routine in the present day world.					
• After working for a long time in industry the social worker does not get job satisfaction.					
• Beneficiary's gratitude compensates for the social worker's adverse working conditions in Industry.					
• Social workers are no better or no worse than any other group of comparable educated and trained professionals in industry.					
• Social workers are easily accepted due to their close interaction with people compared to other professionals in industry.					

• Social workers command more respect from people compared to other professionals in industry.					
• By sheer hard work and sincere efforts only can a social worker establish himself in Industry.					
• No matter how hard the social worker try in industry, ultimately luck leads to success.					
• Very often in industry competent social workers do not come to be regarded as successful.					
• The social work process is lengthy and time consuming and hence not useful in industry.					
• While helping a client in industry generally social worker doesn't think of the remuneration.					
• Mostly all social workers think of outcome of interventions in industry before intervening.					
• All most all social workers evaluate their intervention strategies before plugging into the next.					
• Social workers in industry do feel guilty whenever they fail to provide help to a needy.					