SURVEY QUESTIONNAIRE

I am Sanjiv Kumar BABOOA, a postgraduate student of the University of South Africa. It would be highly appreciable if you could answer the following questions related to S.S.R.N.H. in connection with analysis of public health service delivery. Please be assured that the information you provide will be kept confidential. Thank you very much indeed for your time and trouble.

**Questionnaire for data collection at S.S.R.N.H.**

Study start date: …………………………………………………………………

Study stop date: …………………………………………………………………

1. (a) Do you believe that absenteeism has an impact on public health service delivery?  
   Yes  No

   (b) If yes, what are the major causes of absenteeism?

   (i) The ability to attend to hospital work due to:

       • family responsibilities  
         Yes  No

       • illness  
         Yes  No

       • transportation problems  
         Yes  No
(ii) The motivation to attend to hospital work because of:

- quality of supervision
- adequate number of staff
- decentralisation of power and decision
- boredom
- poor intra-group and inter-group work relations

(iii) Health personnel policies regarding:

- liberal sick-leaves
- low pay
- lack of effective health personnel selection, placement, orientation and training
2. (a) Do you believe that personnel turnover has an impact on public health service delivery?  

(b) If yes, what are the major causes of personnel turnover?

(i) Unavoidable personnel turnover such as, pregnancy, illness and retirement with pension

(ii) Avoidable personnel turnover such as failure of job to keep health personnel in the institution’s service.

(iii) Low level of Job satisfaction

(iii) Unfriendly work environment

3. (a) Do you experience stress at the hospital?

(b) If yes, what major factors do you think influence stress?

(i) Intra-institutional stressors such as hospital decision making, inter personnel relationship, nature of a task, lack of autonomy, hospital staff shortage and supervisors.

(ii) Extra-institutional stressors such as family commitment.
(iii) Health personnel stressors such as mid-career crisis, start of a career and retirement. Yes No

4. (a) Do you think there is burnout of health personnel at the S.S.R.N.H.? Yes No

(b) If yes, what do you think are the factors contributing to burnout?
   (i) Low pay Yes No
   (ii) Long working hours Yes No
   (iii) Lack of appreciation and understanding Yes No
   (iv) Unresponsiveness to patient needs Yes No

(c) What do you think are the physical symptoms of burnout?
   (i) Headache Yes No
   (ii) Backache Yes No
   (iii) Indigestion Yes No
5. (a) Do you think that there is low morale at S.S.R.N.H.? 

- Yes  
- No

(b) If yes, what are the major causes of low morale at the hospital?

(i) Incompetence and low level of integrity of health personnel  

- Yes  
- No

(ii) Lack of favourable environmental conditions  

- Yes  
- No

(iii) Lack of opportunities for promotion  

- Yes  
- No

(iv) Lack of recognition of good performance  

- Yes  
- No

(v) Lack of supervision  

- Yes  
- No

6. (a) Do you believe that there is sexual harassment at S.S.R.N.H.? 

- Yes  
- No

(b) If yes, which types of behaviour do you think are considered as sexual harassment?

(i) Body language  

- Yes  
- No

(ii) Surreptitious touching and groping  

- Yes  
- No
(iii) Use of power to deny or undermine the status

(iv) Verbal comments

(c) What do you think are the effects of sexual harassment at the hospital?

(i) Depression

(ii) Anxiety

(iii) Helplessness

(iv) Serious physical illness

(v) Insomnia

7. (a) What types of abnormal behaviour and actions do you think have a bearing on effective public health service delivery?

- Lethargy and disobedience

- Nepotism

- Shirking responsibility
• Alcohol and drug abuse
  Yes  No

• Active political interference
  Yes  No

• Bribery and corruption
  Yes  No

• Dishonesty and retaliation
  Yes  No

• Neglect of duty
  Yes  No

Thank you,

(S.K. BABOOA)