

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

2. (a) Do you believe that personnel turnover has an impact on public health service delivery? Yes No
- (b) If yes, what are the major causes of personnel turnover?
- (i) Unavoidable personnel turnover such as, pregnancy, illness and retirement with pension Yes No
- (ii) Avoidable personnel turnover such as failure of job to keep health personnel in the institution's service. Yes No
- (iii) Low level of Job satisfaction Yes No
- (iii) Unfriendly work environment Yes No
3. (a) Do you experience stress at the hospital? Yes No
- (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. Yes No
- (ii) Extra-institutional stressors such as family commitment. Yes No

- (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

- 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)