

Questionnaire

for Service Unit Staff

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Please express your agreement or disagreement with the statements below:** | **smile293**  **Strongly disagree** | **smile293**  **Disagree** | **smile005**  **Agree** | **smile005smile005**  **Strongly**  **agree** | **NOT APPLICABLE** |
| **COMMUNICATION** | | | | | |
| **1.** Communication within the unit is satisfactory. |  |  |  |  |  |
| **2.** Communication with users is satisfactory. |  |  |  |  |  |
| **WORKING**  **ENVIRONMENT** | | | | | |
| **3.**There is adequate workspace. |  |  |  |  |  |
| **4.** My personal workspace is adequate. |  |  |  |  |  |
| **5.** I have adequate tools / equipment with which to carry out my work. |  |  |  |  |  |
| **6.** The working environment is satisfactory. |  |  |  |  |  |
| **DEFINITION**  **OF ROLES** | | | | | |
| **7.** The roles of the various members of departmental / faculty staff are clear. |  |  |  |  |  |
| **8.** The objectives to be achieved are clear. |  |  |  |  |  |
| **9.** Non-teaching staff are treated with respect, regardless of their roles. |  |  |  |  |  |
| **10.** I am involved in decisions that regard my work. |  |  |  |  |  |
| **11.** I am adequately qualified for the tasks I perform. |  |  |  |  |  |
| **SUPPORT** | | | | | |
| **12. I receive sufficient support from the governing bodies.** |  |  |  |  |  |
| **13.** I receive sufficient support from the teaching staff. |  |  |  |  |  |
| **14.** I receive sufficient support from my colleagues. |  |  |  |  |  |
| **15.** I am satisfied with my career prospects. |  |  |  |  |  |
| **16.** I am satisfied with the amount I earn. |  |  |  |  |  |
| **17.** The people I work with are willing to help each other even when not officially obliged to. |  |  |  |  |  |
| **EFFICIENCY AND**  **ORGANIZATION** | | | | | |
| **18.The unit functions efficiently.** |  |  |  |  |  |
| **19.** The number of staff is sufficient for the work to be done. |  |  |  |  |  |
| **20.** The quantity of work to be done negatively affects the quality. |  |  |  |  |  |
| **21.** Teamwork is encouraged. |  |  |  |  |  |
| **22.**My professional contribution is sufficiently recognized. |  |  |  |  |  |
| **23.**The unit cooperates with other service units. |  |  |  |  |  |
| **24.** The feedback I receive from the governing bodies is positive. |  |  |  |  |  |
| **25.** The feedback I receive from users is positive. |  |  |  |  |  |
| **26.** The feedback I receive from my colleagues is positive. |  |  |  |  |  |
| **PERSONAL VIEWS** | | | | | |
| **27.** I am generally satisfied with the job I do. |  |  |  |  |  |
| **28.** I am encouraged to carry out my job independently and responsibly. |  |  |  |  |  |

**30.** Is there a programme for ongoing professional training? If so, please specify/describe it\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Suggestions\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (dd/mm/yy)****

*THANK YOU FOR YOUR COOPERATION*