

DOH Frontline Staff Survey

Health facility name	
Monitor	
Date	

1. Facilities, equipment, resources and materials.

Please answer **yes or no** to the following questions, by indication of an 'x'

	Yes	No	Not Sure
Are the staff at this clinic well trained to provide quality service?			
Do staff have enough equipment in good working order to provide quality service?			
Does this clinic have enough working vehicles to provide quality service?			
Does the physical condition of the building make a good working environment?			
Do you have enough information material, written in their own language, to give to people who use your services?			

2. Would you like to mention any personal experience related to any of these questions?

3. Leadership and supportive relationships

To what extent do you agree or disagree with the following statements, by indication of an 'x'

	Strong disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
Our managers ensure that Batho Pele principles are practised in this office					
My manager is helpful when I find the work difficult					

My manager encourages team work					
My manager ensures that we work in a safe and healthy environment					
District and provincial offices provide the support and resources that we need to perform well					

4. Motivating and enabling factors (including incentives)

To what extent do you agree or disagree with the following statements, by indication of an 'x'

	Strong disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
Most days I go to work feeling positive about the work that I must do					
My work offers good opportunities to advance in my career					
The work load I am required to do is fair and realistic					
In this work I can use my skills and talents to the full					

5. Would you like to mention any personal experience related to any of these questions?

6. Opinion questions

Please answer **yes or no** to the following questions, by indication of an 'x'

In your opinion,	Yes	No
Do the staff treat the patients fairly and equally?		
Do all staff wear their name tags?		
Do the staff give accurate and correct information to patients at all times?		
Do the staff try their best to serve patients in their own language?		
Are staff friendly and polite to patients?		
Are patient complaints addressed promptly and feedback given?		
My colleagues and I do the best work we possibly can		
I would recommend this clinic to a friend, as a place to work		
Do you think that managers at this clinic will learn from this survey and improve their management practice?		
Does this clinic have a Clinic Committee?		
Do you know what the clinic committee should do?		

7. What improvements would you most like to see at this clinic?

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8. Select your gender

Circle a **single** answer

Male	Female
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9. How old are you?

Circle a **single** answer

Under 25 years old	26 - 40 years old	41 - 60 years old	Older than 60 years
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10. How long have you worked at this clinic?

Circle a **single** answer

Under 6 months	6 months - 2 years	More than 2 years
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11. What is your current job category?

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