

Survey questionnaire for the Bachelor of Science in Paediatric and Child Health Clinical Officers



Study title: Graduates of the Bachelor of Science in Paediatric and Child Health at their workplaces: evaluation of a national training program for non-physician clinicians in Malawi.

Hello. My name is _____. I am working as an investigator to evaluate the BSc PCH CO training program implemented by the Kamuzu University of Health Sciences, Malawi. We are evaluating to see the impact of the training program at the health facility level.

We like to invite you to take part in the survey. It includes two sections: 1) Socio-demographic and 2) Workplace satisfaction. The survey will take around 15-20 minutes to complete.

Thank you for your participation.

Survey questionnaire

1. Socio-demographic section

Instruction: We will ask you a list of questions about your socio-demographic status. The questions include different choices for the answer. Please answer as appropriate for you.	
Date: / / / / / / / / /	
Name of the investigator: _____	
Respondent ID: / / / / / / / /	
Intake year of BSc PCH CO: / / / / /	
Sex: 1 Male 2 Female	/ /
Currently posted: 1 Central hospital (Govt.) 2 District hospital (Govt.) 99 Others (specify):	/ /
How long are you working in this hospital? 1 < 1 year 1 1-3 years 2 3-5 years 3 > 5 years	/ /
Marital status: 1 Married 2 Single (Never married) 3 Widow(er) 4 Divorced	/ /
How many people do you support on your salary (including yourself, wife/husband, children, parents, other family members)?	/ /
Are you from this community/city/district? 1 Yes 2 No	/ /

Do you live far from your family? 1 Yes 2 No	/ _ _ /
Travel time to and from work: Go: _____ hour _____ minutes	/ _ _ / _ _ / _ _ / _ _ /
Return: _____ hour _____ minutes	/ _ _ / _ _ / _ _ / _ _ /
Primary means of transportation: 1 Personal car 2 Motorcycle 3 Public transport 4 Cart 5 Bicycle 6 On foot 99 Others (specify): _____	/ _ _ /

2. Workplace satisfaction section

<p>Instructions: We will ask you a list of questions about your work and workplace satisfaction. The questions cover different aspects of satisfaction: 1) workload; 2) tasks; 3) work environment, 4) referral system; 5) workplace harmony; 6) performance evaluation, 7) continuous education; 8) career advancement, 9) management style; 10) moral satisfaction; 11) job stability; 12) salary and benefits and 13) BSC PCH training program. For each question, there are 5 choices for answer: 5 extremely, 4 Very, 3 Moderately, 2 A little bit, and 1 Not at all. There is no true or false answer: what matters is that you express your opinion openly and freely.</p>						
Choice answers		5 Extremely	4 Very	3 Moderately	2 A little bit	1 Not at all
1. Questions about workload						
1	Are you happy with your working hours/schedule?	5	4	3	2	1
2	Are you happy with the workload (amount of work, burned out or not)?	5	4	3	2	1
3	Are you happy with the distribution of workload among your team members?	5	4	3	2	1
4	Are you happy with the way your work time is divided between care/treating the patients and your other duties?	5	4	3	2	1
5	Are you happy with the support you receive from team members for performing your job?	5	4	3	2	1
1. Questions about tasks						
6	Are you happy with the variety of your task (different kinds of the job)?	5	4	3	2	1
7	Are you happy with the match between your tasks and skills (do your tasks match your skills)?	5	4	3	2	1
8	Are you happy with your job description and what you do (job description clarity)?	5	4	3	2	1

9	Are you happy that the formal health system recognizes you (BSc PCH CO) and has policies in place that define your role, task, and relationship to the health system (integration into health system)?	5	4	3	2	1
2. Questions about the work environment (tools and framework)						
10	Are you satisfied with the medical and technical equipment you have available to do your job?	5	4	3	2	1
11	Are you satisfied with the medicines (no substantial stock-outs) you have available to do your job?	5	4	3	2	1
12	Are you happy with consumables (e.g. cotton, alcohol, etc.) you have to do your job?	5	4	3	2	1
13	Are you satisfied with the physical condition of your workplace (e.g. cleanliness, running water) to do your job?	5	4	3	2	1
14	Are you satisfied with the protection against occupational hazards (e.g. HIV, COVID 19, and others)?	5	4	3	2	1
15	Are you happy with stationaries (e.g. register book, leaflets, etc.) you have to do your job?	5	4	3	2	1
3. Questions about the referral system						
16	Are you happy that a referral system is in place - when and where to refer patients is based on established guidelines?	5	4	3	2	1
17	Are you happy that you have access to all referral health facilities?	5	4	3	2	1
18	Are you happy that the referral system includes a tracking system with standardized forms, recording, and reporting?	5	4	3	2	1
19	Are you happy that the referral system includes a logistics plan for emergencies that accounts for transport and funds and has demonstrated effectiveness?	5	4	3	2	1
4. Questions about workplace harmony						
20	Are you happy with the understanding that exists among the members of your team?	5	4	3	2	1
21	Are you happy with the effective teamwork within your team/department?	5	4	3	2	1
22	Are you happy with the fair treatment by your colleagues?	5	4	3	2	1
23	Are you satisfied with the quality of interaction you have with your supervisor or the support you get from your supervisor?	5	4	3	2	1
24	Are you satisfied with the respect with which your superior/s treat you?	5	4	3	2	1
25	Are you happy with the fact that you can express your opinion freely at the workplace?	5	4	3	2	1
5. Questions about performance evaluation (Instruction: continue if there is a provision of performance evaluation)						
26	Are you happy that a structured individual performance evaluation exists?	5	4	3	2	1
27	Are you happy that it is conducted once a year and is documented?	5	4	3	2	1
28	Are you happy that it summarizes and provides feedback on your performance?	5	4	3	2	1
6. Questions about the continuous professional development/in-service training? (Instruction: Continue this part if there is a provision for it. If NO, please skip)						

29	Are you satisfied with the in-service training offer to help you learn new skills and advance your role at the workplace?	5	4	3	2	1
30	Are you satisfied with the match between the training offered and your needs at the workplace?	5	4	3	2	1
31	Are you satisfied with the match between the knowledge and skills gained in the training and the needs of your workplace?	5	4	3	2	1
32	Are you satisfied with the selection process to participate in the training?	5	4	3	2	1
7. Questions about career advancement						
33	Are you satisfied with the opportunities you have to advance your career?	5	4	3	2	1
34	Are you satisfied with the criteria in place for career advancement (e.g. perform well, express an interest in career advancement)?	5	4	3	2	1
35	Are you happy about the clear, transparent, and fair system to assess your performance and achievement for career advancement purposes?	5	4	3	2	1
8. Questions about management style						
36	Are you satisfied with the opportunities to participate in decision-making to resolve work-related problems?	5	4	3	2	1
37	Are you satisfied with the information you are given about the life of your work/job?	5	4	3	2	1
38	Are you satisfied with the information you are given about the life of your health facility/department (e.g. problems, activities, decisions, financial management)?	5	4	3	2	1
9. Questions about moral satisfaction						
39	Are you satisfied with your health facility outcomes (patient outcomes, quality of care)?	5	4	3	2	1
40	Are you satisfied with the quality of your work (e.g. effective, efficient)?	5	4	3	2	1
41	Are you satisfied with your timeliness (on time) at your work?	5	4	3	2	1
42	Are you satisfied with your attendance (no absenteeism) at your work?	5	4	3	2	1
43	Are you satisfied with the recognition of your work by patients/caregivers?	5	4	3	2	1
44	Are you satisfied with the recognition of your work by colleagues/superiors?	5	4	3	2	1
45	Are you happy with your professional image or the respect you get for this profession/position?	5	4	3	2	1
46	Are you happy with your motivation level to continue your job in this hospital?	5	4	3	2	1
10. Questions about job stability						
47	Are you satisfied with your job stability (certainty or uncertainty about keeping/losing job)?	5	4	3	2	1
48	Are you happy with your job status (civil servant or contractual or private job)?	5	4	3	2	1
11. Questions about salary and benefits						
49	Are you happy with the amount of your salary?	5	4	3	2	1
50	Are you satisfied with the regularity of your salary payment (e.g. paid on time, late)?	5	4	3	2	1

51	Are you happy with the amount of money you make for your skills?	5	4	3	2	1
52	Are you happy with the amount of money you get for the amount of work you do?	5	4	3	2	1
53	Are you happy with other benefits (e.g. retirement/pension, bonus, allowances)?	5	4	3	2	1
54	Are you satisfied with the leaves you have (e.g. annual, sick leave)?	5	4	3	2	1

3. BSc PCH training program evaluation and its practicality

1	Are you happy with the child health care topics that were covered during the training and meet your need at your daily work?	5 Extremely	4 Very	3 Moderately	2 A little bit	1 Not at all
<p>Instruction: Check if the following topics (questions 2-9) were covered during your training. If NO, please skip that specific question and move to the next. It also has 5 choices for answer: 5 extremely, 4 Very, 3 Moderately, 2 A little bit, and 1 Not at all. There is no true or false answer for that: what matters is that you express your opinion openly and freely.</p>						
Choice answers		5 Extremely	4 Very	3 Moderately	2 A little bit	1 Not at all
2	Quality of care: 1 Yes 2 No					/____/
	Are you happy that it was included in the training and is necessary for your daily work?	5	4	3	2	1
	Are you happy with your contribution to the quality of care?	5	4	3	2	1
3	Health seeking behavior and social determinants of health: 1 Yes 2 No					/____/
	Are you happy that it was included in the training and is necessary for your daily work?	5	4	3	2	1
	Are you happy that you can understand the topics and can apply them to your daily work?	5	4	3	2	1
4	Holistic approach of disease management: 1 Yes 2 No					/____/
	Are you happy that it was part of your training and is necessary for your daily work?	5	4	3	2	1
	Are you happy that you can practice this in your daily work?	5	4	3	2	1
5	Clinical reasoning: 1 Yes 2 No					/____/
	Are you happy that it was included in the training and is necessary for your daily work?	5	4	3	2	1
	Are you happy that you can apply clinical reasoning in your daily work?	5	4	3	2	1
6	Leadership: 1 Yes 2 No					/____/
	Are you happy that it was included in the training and is necessary for your daily work?	5	4	3	2	1
	Are you happy that you develop some leadership skills?	5	4	3	2	1
7	Communication, network and referral: 1 Yes 2 No					/____/
	Are you happy that it was included in the training and is necessary for your daily work?	5	4	3	2	1

	Are you happy that it improved your communication and networking capacity and helps inpatient referral?	5	4	3	2	1
8	Professional ethics: 1 Yes 2 No	/____/				
	Are you happy that it was included in the training and is necessary for your daily work?	5	4	3	2	1
	Are you happy that you can apply it to your daily work?	5	4	3	2	1
9	Research module: 1 Yes 2 No	/____/				
	Are you happy that it was included in the training and is necessary for your daily work?	5	4	3	2	1
	Are happy that you can apply the theoretical research knowledge?	5	4	3	2	1
10	Research project: 1 Yes 2 No	/____/				
	Are you happy that you worked on a research project and the practical research or audit experience is helpful for your daily work?	5	4	3	2	1
	Are you happy that you can apply your practical research or audit experience to your daily work?	5	4	3	2	1

4. Overall job satisfaction and intention to leave the job

Instruction: please fill out the following three questions. Please feel free to give your honest answer.						
1	Are you satisfied with your job (overall)?	5 Extremely satisfied	4 Very satisfied	3 Moderately satisfied	2 Dissatisfied	1 Very dissatisfied
2	Do you have any intention to leave your current position/health facility/Govt. job in near future? 1 Yes 2 No				/____/	
3	If NO, please skip this question. If YES, where do you want to join? 1 Private hospital 2 Faith-based organization 3 Foreign hospital (outside Malawi, but within Africa) 4 Foreign hospital (outside Africa) 99 Others (specify): _____				/____/	

Thank you for your participation.