

SECTION A

Background Information

INSTRUCTION: Please provide information of your good self by filling in the blank spaces or placing a tick [✓] in the boxes provided.

BIODATA

1. Age : _____ years

2. Sex : Male [] Female []

3. Race: Malay []
 Chinese []
 Indian []
 Others []

4. Length of service period in Public Health Institute: Years: _____ Month: _____

5. Mention the Division in which you are currently working

Training

Health System Research

Epid. and Disease Control

Family Health & Nutrition

Management Training

Occupational Health

SECTION B

INSTRUCTION : Please read the statements given below and circle **ONE** of the numbers at the end of the statement which best describes your opinion regarding the communication styles of your Division Head.

For example: If your opinion with regard to an item is seldom, circle 2.

Never [N]	Seldom [S]	Once in awhile [OW]	Sometimes [ST]	Always [A]
1	2	3	4	5

State your opinion about the Communication Styles of your Division Head.

	N	S	OW	ST	A
1. He easily acknowledges every one.	1	2	3	4	5
2. His opinion/advise always leaves a lasting effect on the members in the division.	1	2	3	4	5
3. He handles meetings in a very cordial manner and they leave lasting effects on the members.	1	2	3	4	5
4. In order to ensure participation of all members, he listens to feed backs from them.	1	2	3	4	5
5. He does not show nervousness during conversation.	1	2	3	4	5
6. His relationship with the staff is flexible.	1	2	3	4	5
7. When he does not agree with the staff, he does not raise his voice or lose his cool.	1	2	3	4	5
8. He always repeats his questions when someone fails to understand.	1	2	3	4	5
9. He is very meticulous in stating his opinion.	1	2	3	4	5

	N	S	OW	ST
10. His actions leave lasting impression on the staff.	1	2	3	4
11. His nervousness does not affect the flow of his speech.	1	2	3	4
12. He is always calm and cool even though his under pressure.	1	2	3	4
13. His eyes express his emotion during his communication with the staff.	1	2	3	4
14. He does not like to pretend.	1	2	3	4
15. His immediate reaction indicates that he has listened to what has been conveyed to him.	1	2	3	4
16. He normally informs the staff about his scheduled work.	1	2	3	4
17. He exhibits a good sense of humour while conversing with the staff.	1	2	3	4
18. He uses a lot of hand gestures while talking.	1	2	3	4
19. He converses openly.	1	2	3	4
20. During discussions, he prefers staff to make themselves heard and understood well.	1	2	3	4
21. He likes to talk in both informal and formal functions.	1	2	3	4
22. He is accurate and direct to the point while conversing with someone.	1	2	3	4
23. He always articulates clearly while conversing.	1	2	3	4
24. He easily accepts opinions from the staff.	1	2	3	4
25. He is very influential in the Institute's social activities.	1	2	3	4

	N	S	OW	ST
26. He likes to discuss before making decisions.	1	2	3	4
27. When involved in intense arguments, he always manages to keep calm.	1	2	3	4
28. He is a friendly communicator.	1	2	3	4
29. He is a good listener of the staff's grievances.	1	2	3	4
30. He always discusses in detail with the staff during discussions of important matters.	1	2	3	4
31. He takes control of the situation while he is with the staff.	1	2	3	4
32. He feels irritated when the discussions are not conclusive.	1	2	3	4
33. In most social situations he likes to be flexible.	1	2	3	4
34. He often expresses his ill feelings through facial expressions and body gestures.	1	2	3	4
35. His style of delivering the message always leaves a lasting effect on the staff.	1	2	3	4
36. He always motivates his staffs to work hard.	1	2	3	4
37. He uses a lot of facial expressions during his conversation	1	2	3	4
38. He likes to "beat around the bush" while explaining something.	1	2	3	4
39. He is an attentive listener during conversation.	1	2	3	4
40. He always openly expresses his feelings and emotions.	1	2	3	4

SECTION C

INSTRUCTION : Please read the statements given below. Circle **one** of the numbers at the end of the statement which best describes your opinion regarding your work in the institution.

For example: If your opinion with regard to an item is Disagree, circle 2.

Totally Disagree (TD)	Disagree (D)	Slightly Agree (SA)	Agree (A)	Totally Agree (TA)
1	2	3	4	5

State your opinion about "Your Commitment to the Organisation" _.

1. I am proud to mention say where I work now.
2. I shall work in this institute until I retire.
3. I am willing to take personal risks for the sake of the institute.
4. I would feel bad to leave this institution even though the financial situation is not good.
5. I feel I am part of the organisation.
6. My work is intended to benefit me as well as the institution.
7. A higher salary offer from another organisation will not persuade me to leave this institute.
8. I will recommend my friends to work in this institute.
9. If my contributions to the institute are given due recognition, I am determined to do even more.

TD	D	SA	A	TA
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5

Thank you for your Co-operation