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.

<table>
<thead>
<tr>
<th>Never</th>
<th>Seldom</th>
<th>Once in awhile</th>
<th>Sometimes</th>
<th>Always</th>
</tr>
</thead>
<tbody>
<tr>
<td>[N]</td>
<td>[S]</td>
<td>[OW]</td>
<td>[ST]</td>
<td>[A]</td>
</tr>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

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

1. He easily acknowledges every one.

2. His opinion/advise always leaves a lasting effect on the members in the division.

3. He handles meetings in a very cordial manner and they leave lasting effects on the members.

4. In order to ensure participation of all members, he listens to feed backs from them.

5. He does not show nervousness during conversation.

6. His relationship with the staff is flexible.

7. When he does not agree with the staff, he does not raise his voice or lose his cool.

8. He always repeats his questions when someone fails to understand.

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

<table>
<thead>
<tr>
<th>Totally Disagree (TD)</th>
<th>Disagree (D)</th>
<th>Slightly Agree (SA)</th>
<th>Agree (A)</th>
<th>Totally Agree (TA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

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

1. I am proud to mention say where I work now.
   - TD  D  SA  A  TA
     - 1  2  3  4  5
2. I shall work in this institute until I retire.
   - TD  D  SA  A  TA
     - 1  2  3  4  5
3. I am willing to take personal risks for the sake of the institute.
   - TD  D  SA  A  TA
     - 1  2  3  4  5
4. I would feel bad to leave this institution even though the financial situation is not good.
   - TD  D  SA  A  TA
     - 1  2  3  4  5
5. I feel I am part of the organisation.
   - TD  D  SA  A  TA
     - 1  2  3  4  5
6. My work is intended to benefit me as well as the institution.
   - TD  D  SA  A  TA
     - 1  2  3  4  5
7. A higher salary offer from another organisation will not persuade me to leave this institute.
   - TD  D  SA  A  TA
     - 1  2  3  4  5
8. I will recommend my friends to work in this institute.
   - TD  D  SA  A  TA
     - 1  2  3  4  5
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

Thank you for your Co-operation