

RESEARCH QUESTIONNAIRE

**A study on Staff job-related ethics of four-star hotel employees
in Kuala Lumpur**

Section1

Respondents Profile

a) Sex:

- 1) Male 2) Female

b) Age Group:

- 1) 18-20; 2) 21-25; 3) 26-30; 4) 31- 35;
5) 36-40; 6) 41-45; 7) 46-50; 8) Over 50

c) Your education level :

- 1) Primary or below;2) Secondary;
3)Diploma 4) University Degree 5) Post-graduate;

d) Your working department in hotel:

- 1)Housekeeping;2) Front office;3)Human Resource;
4)Food & Beverage 5) Kitchen 6) Finance/ Accounting;
7) Security; 8) Engineering;9) Sales and marketing;
10)Others, please specify: _____

e) Your Position level in Hotel:

- 1) Top executive e.g Financial Controller
- 2) Managerial Grade e.g. Departmental Head
- 3)Supervisory Grade e.g. Housekeeping Supervisor
- 4) General Worker e.g F&B Assistant

Section 2

The following set of statements relate to your work ethics. Please indicate whether you perceive these actions as being "Wrong" or "Not wrong" based on the following 5-points scale :-

1. Strongly Wrong
2. Wrong
3. Neutral
4. Not Wrong
5. Strongly not Wrong

- 1.Not changing the bed sheets in the guest room due to busy work 12345
- 2.Upgrading a "familiar" guest to a higher grade room type 12345
- 3.Releasing guest information to friends 12345
- 4.Accessing information about a guest through computer out of curiosity 12345
- 5.Accepting tips to arrange room change for a guest 12345
- 6.Releasing the room number to a stranger 12345
- 7.Picking up magazines left behind by a guest without reporting to lost and found 12345
- 8.Making telephone call in a guest room 12345
- 9.Using the toilet in a guest room 12345
- 10.Listening to the radio in a guest room 12345
- 11.Watching TV or a hotel movie in a guest room 12345

12. Drinking or eating company food at the back of the house 12345
13. Eating left-over food from the buffet at the back of the house 12345
14. Consuming soft drink in the bar before the bar is in operation 12345
15. Not issuing a captain's order to the cashier while still getting food from kitchen to serve friends in the restaurant 12345
16. Offering free coffee or tea to friends in the restaurant without issuing a captain's order 12345
17. Breaking a glass or plate but blaming it on a guest's carelessness 12345
18. Not dropping cash tips to the central pool and keeping them personally 12345
19. Eating an extra meal in the staff canteen without a valid coupon 12345
20. Collecting left-over fruits from guest rooms for self-consumption 12345
21. Consuming mini bar beverages and charging them to a guest's account 12345

Section 3

The following set of statements relate to guest service and human –kind in general . Please indicate your degree of agreements to the following six statements based on the following 5-points scale :-

1. Strongly disagree
2. Disagree
3. Neutral
4. Agree
5. Strongly Agree

22. Satisfying a guest's needs is necessary even if it is contradictory to hotel policy 12345
23. If a guest treats me well, I should serve him/her better 12345
24. Honesty is more important than guest satisfaction 12345

25.Man is basically good 12345

26.If something is illegal, then it must be ethically wrong to do it 12345

27.Flexibility is more important than honesty. 12345

Thank you for your co-operation. Your feedback is extremely valuable !