



**ROYAL GOVERNMENT OF BHUTAN  
NAME OF HCC  
DZONGKHAG**

**Job Satisfaction Survey for the Healthcare Provider**

This is a self-administered questionnaire and we will not be collecting any personal identifiers. The findings will be reported at aggregated level. Therefore, the fact that you have filled this questionnaire will be considered that you have given consent to participate in this survey. Nonetheless, we request everyone to participate as well as provide the honest responses as the findings of this survey are expected to aid in improving the job satisfaction level of the employees of Ministry of Health through appropriate interventions based on the findings of the survey.

Thanking you in anticipation

**Section 1: Demographic Information**

It will approximately take 5-10 minutes to complete the survey.

Q.No	Survey Question	Categories	Code	Variable Name	Remarks
1	Grade (Position Level)	_____ (e.g., Ex III, P5A, SA V, SSA I, ...)		q1grade	As per RCSC
2	Age	_____ years		q2age	(in completed years)
3	Sex	Male	1	q3sex	
		Female	2		
4	Marital Status	Single	1	q4marita	If 1, 3 or 4, <b>SKIP</b> q5stayto and <b>GOTO</b> q6edu
		Married/Living Together	2		
		Divorced/separated	3		
		Widowed	4		
5	If you are married/living together, do you and your partner currently reside/stay together?	Yes	1	q5stayto	
		No	2		
6	Level of Education	Certificate	1	q6edu	(completed level of education)
		Diploma	2		
		Bachelors	3		
		Masters/PhD	4		
7	Type of service	Regular	1	q7typeser	
		Contract	2		
8	Name of Unit/Section		1	q8dept	
			2		



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			3		
			4		
			5		
			6		
9	When did you join the service?	Month _____ Year _____		q9joinser	
10	When did you join the Ministry of Health?	Month _____ Year _____		q10joinhf	
11	Have you been transferred to different offices	Yes	1	q11trans	If No, <b>GOTO</b> q13quart
		No	2		
12	If yes, how many times (number of times transferred)	_____		q12trtime	
13	Are you allocated with a govt.? Quarter?	Yes	1	q13quart	
		No	2		
14	How many hours do you work in a week on average?	_____ hours(in a week)		q14hrswk	
15	Rank from 1 to 6 which aspects of your work environment most affect your job satisfaction? <b>(Please kindly rank all the options)</b>	Salary and incentive		q15affect	Rank 1 to 6, with <b>1 being the most important</b> to you to <b>6 being least important</b> for you
		Supervision			
		Workload			
		Facility management and infrastructure			
		Trainings & Opportunities			
		Stress management			



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**Section 2: Job Satisfaction Level**

Please, indicate your response as per the following: 1=Strongly Disagree, 2=Disagree 3=Agree, or 4=Strongly Agree). For each statement, please circle the number to indicate your degree of agreement.

Sl.No.	Survey Question	Strongly Disagree	Disagree	Agree	Strongly Agree
16	I am satisfied with my job in general (overall job satisfaction)	1	2	3	4
<b>Salary and incentives</b>					
17	I feel I am being paid a fair amount for the current position I hold.	1	2	3	4
18.	I feel I am being fairly compensated with regard to the current housing allowance	1	2	3	4
19.	I feel I am being fairly compensated as per my entitlement with regard to duty travels (TA/DA)	1	2	3	4
20.	I am happy with the current performance appraisal system (MaX System)	1	2	3	4
21.	I am satisfied with the entry level position (grade) assigned to me by RCSC	1	2	3	4
22.	I am satisfied with the current promotion system	1	2	3	4
<b>Supervision</b>					
23.	I feel my supervisor is competent in doing his/her job	1	2	3	4
24.	I feel that my supervisor treats me fairly	1	2	3	4
25.	I feel that my supervisor treats me with respect	1	2	3	4
26.	My supervisor compliments my work	1	2	3	4



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27.	My supervisor tell me when my work needs to be improved	1	2	3	4
28.	My supervisor give adequate support	1	2	3	4
29.	My supervisor ask me for input to help make decisions	1	2	3	4
30.	I am given the freedom to voice my opinion	1	2	3	4
<b>Workload</b>					
31.	I like the type of work I do	1	2	3	4
32.	My workload is manageable	1	2	3	4
33.	My work gives me a sense of accomplishment	1	2	3	4
34.	I am satisfied with my work responsibilities	1	2	3	4
35.	I am assigned for the right job as per my qualification	1	2	3	4
36.	I feel I work more than my co- workers	1	2	3	4
<b>Facility Management and Infrastructure</b>					
37.	My work responsibilities are clear to me	1	2	3	4
38.	The guidelines and SOPs are accessible to help my work	1	2	3	4
39.	The goals of my organization are clear to me	1	2	3	4
40.	I am satisfied with the level of transparency in my workplace	1	2	3	4
41.	I feel a sense of belongingness to my office	1	2	3	4



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42.	I am satisfied with work relationships with the people around me	1	2	3	4
43.	I am satisfied with the current transfer system	1	2	3	4
44.	The present infrastructure is user- friendly/well designed to meet current needs	1	2	3	4
<b>Trainings and Opportunities</b>					
45.	I am satisfied with the In-Country Training and workshop opportunities available to me	1	2	3	4
46.	I am satisfied with the Ex-Country training and workshop opportunities available to me	1	2	3	4
47.	I am satisfied with the duty travel opportunities available to me	1	2	3	4
48.	I feel satisfied with the opportunities provided for career Advancement	1	2	3	4
<b>Stress management</b>					
48.	My work problems affect my personal life	1	2	3	4
50.	I have enough time for my hobbies and activities	1	2	3	4
51.	I feel my work is stressful	1	2	3	4
52.	During my work, I often feel emotionally drained (burnt out)	1	2	3	4