5004: Feedback Tools

Quality Improvement Secretariat <u>www.qis.gov.bd</u>

Team / Members feedback on 5S Questionnaire to obtain employee feedback on Five-S (5S)

Instructions for the interviewer

Introduce yourself by name This questionnaire intends to gather information on the success of Five-S (5S)

Could I take few minutes of your time?

Information given will not be revealed to any member of the stuff of the hospital. Your name is checked to confirm the list of respondents. Identification of the respondent will not be checked or revealed.

Your Name?

Mark the name in the list

There are no right or wrong answers to the questions. This only collects your views. Your corporation is very important.

Section 01: Personal Information

Unit / Place of work:

Designation:

Age:

Gender:

When did you start work in this hospital?

For long have you been working in this hospital?

Instructions for the interviewers

- Mark the answer choice by circling round the answer
- At each question, let the respondents come out with their own answers and present our answer choices only after that

Section 02: General Issues

01) Are you aware that a Five-S (5S)programmehas been functioning at the Hospital? (Key words: Quality, productivity)

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Yes

02) Are you a member of work improvement team?

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Yes
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No

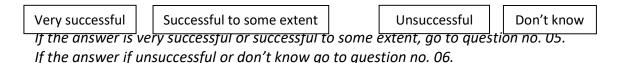
- 03) How is your knowledge of Five-S (5S)?
- If the answer is good, check if it is very familiar or familiar

Don't know

04) What is the successfulness of the Five-S (5S) programme?

Familiar to some extent

• If the answer is successful, check whether it is very successful or successful to some extent



Section 03: Contributing Factors

Very Familiar

- 05) According to your opinion what factors contributed towards the success of Five-S (5S) programme?
- Check whether the causes were very important or important to some extent

(In addition) were the following factors important for success?

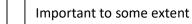
• If the answer is yes, check whether it is very important or important for success

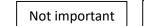
(a) Is the availability of adequate finances important for success of the programme?

Very important	Important to some extent	ſ	Not important	Don't know

(b) Is the support of senior management i.e. Director, consultant doctors, matrons, important for success of the programme?

Very important

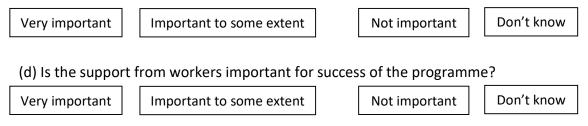




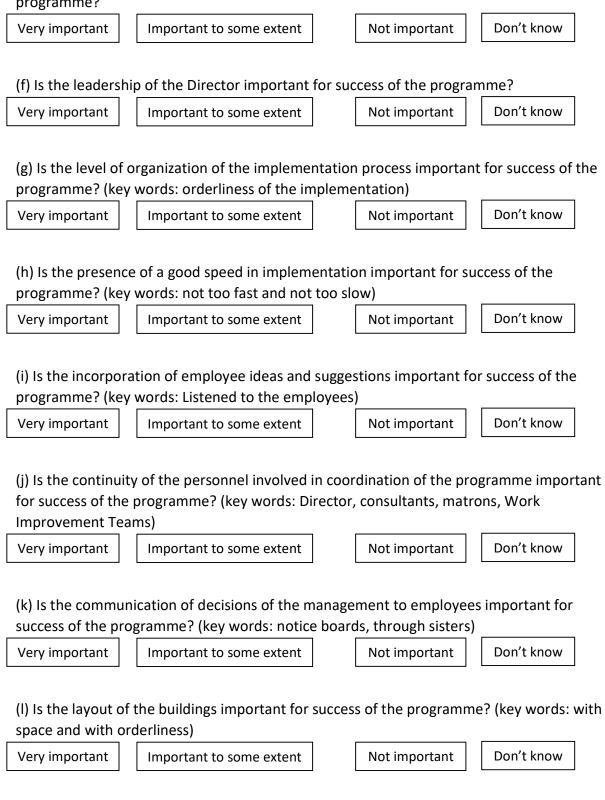
No knowledge

Don't know

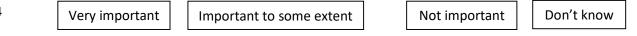
(c) Is the support of middle management i.e. sisters, overseers, important for success of the programme?



(e) Is the practice of continuous monitoring by management important for success of the programme?



(m) Is the support of maintenance and engineering staff important for successful of the programme?



(n) Is the training of Five-S (5S) important for successof the programme?

Very important

Important to some extent

Not important

Don't know

(o) Is the achievement of quick and clear improvement with the implementation of Five-S (5S) important for success of the programme? (key words: good chance)

Very important Important to some extent

Not important

Don't know

Section 04: Motives for participation

06) Do you willingly participate in the Five-S (5S)programme?



No

07) Why do you participate in the Five-S (5S) programme?

• Check the reason given affected them to a great extent or to some extent

(In addition) did the following affect your decision to participate?

- If the answer is yes, check whether it affected to a great extent or some extent
 - a) Do you participate in the programme because you thought that the hospital service to the patients would improve?

Affected to a great extent Affected to some extent		Didn't affect	Don't know

b) Do you participate in the programme because you thought that the hospital environment would improve? (key words: pleasant, clean)

Affected to a great extent Affected to set	ome extent Didn't affect Don't know
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c) Do you participate in the programme because you thought that your skills would improve? (key words: ability to perform hospital work)

Affected to a great extent A	Affected to some extent	Didn't affect	Don't know
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d) Do you participate in the programme because you thought you would be further empowered to carry out hospital work?

Affected to a great extent Affected to some extent	Didn't affect	Don't know
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e) Did you participate in the programmeas the management directed you?

Affected to a great extent	Affected to some extent	Didn't affect	Don't know
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f) Did you participate in the programme as other workers participated?

Affected to a great extent		Affected to some extent		Didn't affect		Don't know
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Section 05: Difficulties encountered

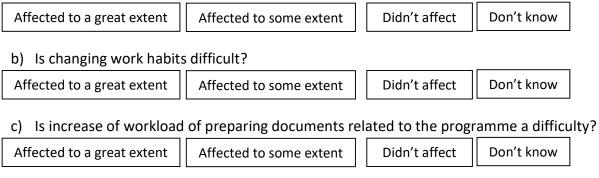
08) What are the difficulties encountered in carrying out the Five-S (5S)programme?

Check whether the difficulties affected them to a great extent or some extent

(In addition) are the following difficulties encountered in carrying out the 5S programme?

• If the answer is yes, check whether it affected to a great extent or to some extent

a) Is allocating time for the programme difficult?



d) Is the lack of adequate knowledge or training on Five-S (5S) a difficulty?

Affected to a great extent	Didn't affect	Don't know
e) Is the lack of adequate		

	/ 1	/		
Affected to a great extent Affected to some extent Didn't affect Don't know	Affected to a great extent	Affected to some extent	Didn't affect	Don't know

f) Is the deficiencies of Five-S (5S) programme management a difficulty? (key words: Director, consultant doctors, matrons)

Affected to a great extent Affected to some extent	Didn't affect	Don't know	
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Section 06: Impact of Five-S (5S) on Hospital

09) How do you rate the usefulness of Five-S (5S)?

 Very useful
 Useful to some extent
 Not useful
 Don't know

10) Is there a change in the job satisfaction due to Five-S (5S)?

11) What are the changes due to Five-S (5S) implementation? (of the hospital and of yourself)

(In addition) have changes occurred in following, due to Five-S (5S) programme?

a) Has the cleanliness of the hospital changed due to the programme?

u)		the hospital change			
	Increased	No change	Decreased	Don't know	
b)	Has the pleasantness of	of the hospital char	nged due to the prog	ramme?	
	Increased	No change	Decreased	Don't know	
c)	Has the organization o	f the hospital chan	ged due to the progr	amme? (key wo	ords: orderliness)
	Increased	No change	Decreased	Don't know	
-	Has the level of empower word: right place for the level of empower of the level of empower of the level of t	ne deserving) No change	Decreased	Don't know	
e)	Has the level of recogr	ition of good pract	tice changed due to p	programme? (ke	ey words:
	appreciation)	No change	Decreased	Don't know	
f)	Has the level of skills c	hanged due to the	programme?		
• /	(key words: better per	-		ork learning of	new techniques)
	(ice words: better per				new teeningues)

Increased

No change

Decreased

Don't know

Section 07: Change of Work Attitudes

- 12) Is there a change in the way you carry out hospital work due to Five-S with regard to following? (Note: Do not give key words for the questions under this)
- a) Is there a change in your motivation to keep the hospital clean due to the programme?

					_					-
		Increased		No change		Decrease	ed		Don't know	
b) Is there a change in your level of participation in hospital work due to the										ogramme?
		Increased		No change		Decrease			Don't know	
c)		Is there a change in your motivation in organizing your work at the hospital due to the programme?								
	ы	Increased	[No change		Decrease	d		Don't know	
		Increased		No change		Decrease	u			
d)	ls	s there a change in your motivation to achieve better results in your work at the hospital								
	work due to the programme?									
		Increased		No change		Decrease	d		Don't know	
	Ic	thara a changa in		ir motivation to	r	nnlata a giva	n ioh	~	uickly due to th	o programmo)
e)	15	there a change in	y0 					q		le programmer
		Increased		No change		Decrease	a		Don't know	
f) Is there a change in your desire to work as a team due to the programme?										
		Increased		No change		Decrease	d		Don't know	
g)	ls	there a change in	vo	ur motivation to :	sta	rt work on ti	me at	t tl	he hospital due	e to the
0,		ogramme?			_				•	
		Increased		No change		Decrease	d		Don't know	
h)	n) Is there a change in your motivation to come to work daily due to the programme?									
,		Increased	, (No change		Decrease			Don't know	
		mercasea		No change		Decrease	u		Don t know	
i)	ls	Is there a change in your motivation to help the patients due to the programme?								
		Increased		No change		Decrease	d		Don't know	
					•					2
j) Is there a change in your level of courtesy towards the patient due to the progr									gramme?	
		Increased No change				Decreased			Don't know	
	* Did you understand my questions clearly?									
		Very clear		Clear to so	Clear to some extent				Not Clear	
		·								