



PUBLIC SERVICE OFFICES' INSPECTION OF MINISTRIES

Questionnaires for staff

The following questionnaire is a monitoring and evaluation tool used by Public Sector Inspectors (PSI's) to collect data from staff on all aspects and areas of their position. 50% of a division is targeted in each Ministry and honesty, sincerity and cooperation will be greatly appreciated. All completed forms are to be emailed to psinspectors@gmail.com no later than the closing of business hours on (TBC). If a participant wishes to speak with the inspectors face to face they may do so.

Employee's name (please print): Date: / / 2019

Level:

Employee's Department/Division:

Knowledge

What is your understanding on your Divisional Work-plan? [*Tera am atatai iaon ana kainibaire ma ana takete am Division?*]

Rate the factors below: M-Minimal MD-Medium H-High	Factors that contribute to the occurrence of errors [<i>Bwaai ake a kona n karika te kairua n te tabo n mwakuri</i>]
	Distraction [<i>Katabetabea n te iango ae e kona n urua karaoan te mwakuri</i>]
	Time Pressure [<i>Aki taun te tai</i>]
	Workload [<i>Mwaitin te mwakuri/tabe</i>]
	Competence [<i>Te konabwai</i>]
	Morale [<i>Memeren te kaunga nano</i>]
	Communication System [<i>Aron te reitaki</i>]
	Work Environment
	Long hours of work [<i>Rakan te aoa n mwakuri</i>]
	Insufficient Supervision [<i>Aki taun te kairiiri</i>]
	Lack of proper tools [<i>Aki taun te bwai ni mwakuri</i>]
	Other [<i>Irarikin ake a oti i eta</i>]

As an employee we have times when we will be overloaded, how will you handle the workload? <i>[Ngkana e a rangi n ibetaotao ke ni mwaiti te tabe/mwakuri ae ena riai n katiaki, tera am anga ngkoe n kaitara aio?]</i>	
	Prioritize <i>[Karaoii moa ake a kakawaki ke ake a kataweaki]</i>
	Share the workload with colleagues <i>[Tibwa te tabe/mwakuri ma raou n mwakuri]</i>
	Use leisure hours to finish work <i>[Kabongana au tai itinanikun te tai n mwakuri]</i>
	Other: Specify <i>[Irarikin ake a oti: Kamataata]</i> -

How are you able to serve a difficult customer? *[Tera ngke arom n butimwaea man buoka am katitamwa ae e roko n un ke n kakanneti?]*

If you have a problem with a colleague/internal customer (it is not encouraged but can happen), how are you going to deal with him/her? *[Ngkana arona bwa iai am kanganga ma raom n mwakuri, tera am anga ngkoe n kaitara aio?]*

Do nothing *[Akea te bwai ae l karaoia]*

Seek advice from Senior/Supervisor *[Karekeii taeka n reirei mai iroun are ietau ke au tia kairiiri]*

Private talk with the colleague involved *[Marooro ma te aomata are iai au kanganga ma ngaia]*

Other. Specify *[Irarikin ake a oti ieta, kabwarabwara]*

Leadership

As a staff how are you updated by your Supervisor/HOD? *[Tera ae e kakabonganaaki bukim ngkoe te tia mwakuri iaon kabutan rongorongo ke katanoata ae ko na riai n ataia mai iroun am tia kairiiri?]*

Email *[Te meeri]*

Meeting *[Te bowii]*

Other: (Specify) *[Irarikin ake a kaotaki ieta: (Kamataata)]*

How would you describe the clarity of your supervisor when delegating tasks? *[E uara ana kamataata am tia kairiiri iaon te tabe are e anganiko?]*

Vague *[Aki bati n mataata]*

Understandable *[mataata]*

Very clear *[Rangin mataata]*

Circle the level of interaction between you and your HOD *[Kamronronna aron reitakim ma am tia kairiiri]*

1 -----2-----3-----4-----5

Poor
[Aki bati n raoiroi]

Interactive
[Raoiroi]

Very interactive
[Rangin tamaroa]

How well does your Supervisor handle employee's problems? <i>[E uara aron am tia kairiiri n taobarai aia kanganga taan mwakuri?]</i>	
<input type="checkbox"/>	Very well <i>[E rangi n rabakau]</i>
<input type="checkbox"/>	Somewhat well <i>[E tau rabakauna]</i>
<input type="checkbox"/>	Not too well <i>[E aki rangi n rabakau]</i>

Tick your opinion on the tasks delegated by your Supervisor <i>[Kaota am nonori iaon taabe ake e anganiko am tia kairiiri]</i>	
<input type="checkbox"/>	Beyond my capacity <i>[Riaon au kona]</i>
<input type="checkbox"/>	Relevant to Job description <i>[Irekereke ma oin tabeu]</i>
<input type="checkbox"/>	Not relevant to job description <i>[Aki irekereke ma oin tabeu]</i>
<input type="checkbox"/>	Other: Specify <i>[Irarikin ake a oti ieta: Kamataata]</i>

When delegating a task does your supervisor <i>[Ngkana e anga te tabe ke te mwakuri ami tia kairiiri]</i>	
<input type="checkbox"/>	Always pick one member of your Ministry/Division <i>[Ririnea naba temanna n ami Ministry/Division]</i>
<input type="checkbox"/>	Share the workload equally <i>[Tibwa raoi te mwakuri iaomi]</i>
<input type="checkbox"/>	Picks the employee best suited for the task <i>[Angan are bon oin tabena]</i>
<input type="checkbox"/>	Other : Specify <i>[Irarikin ake a kaotaki ieta: Kamataata]</i>

What is your observation on the selection of staff by your HOD to official trips or overseas, in house and in country training? Explain <i>[Tera am nonori n aron rineakiia taan mwakuri iroun am tia kairiiri are ieta ibukin te mwamwananga n te mwakuri ke te reirei/kataneiai ikai ke tinanikun Kiribati? Kabwarabwara bukina]</i>	
<input type="checkbox"/>	Fair <i>[Raoiroi]</i>
<input type="checkbox"/>	Unfair <i>[Tabeitera]</i>
<input type="checkbox"/>	Average <i>[Tamaroa tau]</i>

Explain: <i>[Kabwarabwara bukin am reke:]</i>

What does your supervisor need to do to improve his/her performance? <i>[Tera ae ena riai n karaoia am tia kairiiri n katamaroa ana kairi?]</i>

To improve and maximize performance and productivity for the betterment of Kiribati