PERSONAL DATA

Description

The data collected on this form is (*and here you want to reassure them its safe*)

EMPLOYEE INFORMATION

How long have you been working at THTI?

In what Department?

INFORMATION FLOW

Information flows well in the THTI

☐ Strongly disagree
☐ Disagree
☐ Neutral/Neither agree nor disagree

☐ Agree
☐ Strongly Agree

Departments communicate frequently with each other in the organisation.

☐ Strongly disagree
☐ Disagree
☐ Neutral/Neither agree nor disagree

☐ Agree
☐ Strongly Agree

The channels of communication utilised between Departments are adequate.

- [] Strongly disagree
- [] Disagree
- [] Neutral/Neither agree nor disagree
- [] Agree
- [] Strongly Agree

left error in checkbox here on purpose

The most effective communication channel used between Departments is . . . ..

- [] Good method 1
- [] Good method 2
- [] Good method 3

1

- [] None
- [] Coin toss

The most ineffective communication channel used between Departments is . . . . .

- [] Good method 1
- [] Good method 2
- [] Good method 3

- [] None
- [] Coin toss

Senior managers communicate well in the organisation.

- [] Yes
- [] No
- [] Sometime

Communication between senior managers and employees is effective.

- [] Yes
- [] No
- [] Sometime

The channels of communication used between senior managers and employees are effective. - [] Yes - [] No - [] Sometime

9. Which is the most effective communication channel used between senior managers and employees? . . . . .

10. Which is the most ineffective communication channel used between senior managers and employees? . . . . .

11. Your supervisor interacts with you effectively.

12. The channels of communication used between supervisors and employees are effective.

13. Which is the most effective communication channel used between supervisors and employees? . . .

14. What communication channel do you utilize the least or believe is most ineffective in the THTI? . . . .

15. Employees who work remotely receive adequate information.

16. The most effective communication channel communication channel utilised for employees who work remotely is . . .

17. The most ineffective communication channel communication channel utilised for employees who work remotely is . . .

18. Which best describes your overall impression of communications within the THTI? Employees are fully informed Employees are fairly well informed Employees are adequately informed Employees are provided only a limited amount of information Employees are not provided with much information.

TRANSPARENCY / CORPORATE COMMUNICATIONS

<! – smaller header 2 because the Header 1 is always first –>

1. The level of communication you receive about the THTI is satisfactory.

2. The THTI provides adequate information about its goals and strategies with you.

3. Important changes are communicated effectively and in a timely manner with you.

4. Which is the most effective communication avenue utilised by the THTI to disseminate important information to you. . . .

5. Which is the most ineffective communication avenue utilised by the THTI to disseminate important information to you. . . .

6. You are aware and up-to-date on the latest achievements of the institution?

7. You are aware and up-to-date on the latest goals of the institution?

8. You are aware and up-to-date on the latest challenges of the institution?

9. Stakeholders of the THTI are fully aware of the latest achievements and goals of the THTI.

10. The general public is aware of the latest achievements and goals of the THTI.

11. Which is the most effective communication avenue utilised by the THTI to disseminate important information to stakeholders.

12. Which is the most ineffective communication avenue utilised by the THTI to disseminate important information to the stakeholders.

13. How can the information flow be improved within the THTI?

14. Which best describes your overall impression of stakeholder's awareness of the THTI brand?

Stakeholders are fully informed Employees are fairly well informed
Employees are adequately informed
Employees are provided only a limited amount of information Employees are not provided with much information.

15. Would you say that THTI has good visibility with the private sector and / or business sector in particular?

16. How focussed would you say is output in targeting private – public sector relationship and partnership building?

17. Would you say THTI is competitive amongst other institutions with the same output and syllabus regionally?

18. Are you comfortable with the level of creativity seen in the output in all aspects of communications and marketing?

19. Would you be supportive of initiatives geared towards continuous training and development where communications output is concerned?

20. How often would you say is required to conduct training programmes on customer service, communications and general etiquette?

21. Should consideration be given / more emphasis placed on not only workplace / internal etiquette, but communications output etiquette?

22. Would you consider THTI to be an institution that adheres to international best practices and standards given the current methods of communications output?

23. Are you satisfied with external publication quality and quantity? (eg. Newsletters etc.)

24. Do you think capacity development for communication purposes is important?

25. Do you think expertise should be constantly sought after for training and development exercises?

26. Should THTI continuously assess the progress of each department regarding the quality of communications output (for quality control purposes)

27. Are you interested in THTI creating a proper internal department system for marketing and communications? It will include reporting

Closing note

The text file should always be an encoded text file. That is you want to set the encoding to UTF-8 all the time so that the conversion can work.