**QUESTIONNAIRES FOR CLINICAL STAFF**

Key

A – Strongly Agree B- Agree C- Undecided D- Disagree

E- Strongly Disagree

Table: Questionnaire for Clinical Staff

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **S/no** | **Question** | **A** | **B** | **C** | **D** | **E** |
| 1 | The quality of service to patients in National hospital Abuja is high |  |  |  |  |  |
| 2 | The present management approach to services generally is productive |  |  |  |  |  |
| 3 | As currently being experienced, level of responses to maintenance issues on the equipment within the hospital is high. |  |  |  |  |  |
| 4 | Non-availability of relevant equipment can be the reason for patients’ referrals to other hospitals |  |  |  |  |  |
| 5 | The rate of responses by the hospital management to requests from staff is good |  |  |  |  |  |
| 6 | The staff are well motivated towards delivering quality service in terms of salaries, emoluments and promotions. |  |  |  |  |  |
| 7 | The current management operational policies encourage quality service delivery. |  |  |  |  |  |
| 8 | The performance of the equipment’s affects the quality of service delivered to the patients |  |  |  |  |  |
| 9 | Regular training of staff will improve the quality of service delivery to the customers (patients)?. |  |  |  |  |  |
| 10 | Averagely, the training received from your establishment is adequate for good performance. |  |  |  |  |  |
| 11 | Your department have enough number of staff to enable adequate and quality service delivery |  |  |  |  |  |
| 12 | Outsourcing of all maintenance activities on the long run would be better than having a maintenance department. |  |  |  |  |  |
| 13 | Management’s responses to replenishment of necessary departmental consumables is quite acceptable for the delivery quality service. |  |  |  |  |  |
| 14 | Poor quality of service delivery to the patients generally can lead to request of transfer of service from your hospital |  |  |  |  |  |
| 15 | Prompt response to maintenance request will positively affect the quality service delivered to the users |  |  |  |  |  |
| 16 | Emphasis on training and retraining of its staff to meet up with the current challenges in response to technological advancement and innovations in your hospital is adequate |  |  |  |  |  |
| 17 | Adequate measure for feedback mechanism for assessing customer’s level of satisfaction can improve on the service delivery. |  |  |  |  |  |
| 18 | Introduction of advanced technology to management of the facilities will greatly improve the quality of service |  |  |  |  |  |
| 19 | Will Internet of things (IoT) package improve the quality of service delivery in the National Hospital, Abuja |  |  |  |  |  |
| 20 | Internet of Things package will save cost on the management of the installed facilities |  |  |  |  |  |

**QUESTIONNAIRE FOR MAINTENANCE STAFF**

Key

A – Strongly Agree B- Agree C- Undecided D- Disagree

E- Strongly Disagree

Table: Questionnaire for Clinical Staff

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **S/no** | **Question** | **A** | **B** | **C** | **D** | **E** |
| 1 | Role as maintenance officer affect the quality of the service to the patients |  |  |  |  |  |
| 2 | The present quality management approach within the hospital is very good and productive |  |  |  |  |  |
| 3 | Maintenance service to other members of staff in your hospital can affect their productivity/quality of service. |  |  |  |  |  |
| 4 | As currently being experienced, level of responses to maintenance issues on the equipment within the hospital is high. |  |  |  |  |  |
| 5 | Fund release by the hospital management for maintenance activities is adequate |  |  |  |  |  |
| 6 | The current maintenance/management approach for the facilities installed within the National Hospital, Abuja is adequate |  |  |  |  |  |
| 7 | Provision of necessary infrastructural services such as the air-conditioning, water, light and good furniture have direct connection with the quality of services delivered to the patients |  |  |  |  |  |
| 8 | The maintenance department have enough working tools and equipment for adequate and quality delivery of service. |  |  |  |  |  |
| 9 | Staff are well motivated in terms of salaries emoluments and promotions to facilitate quality service |  |  |  |  |  |
| 10 | The staff are well trained for good delivery of quality service towards delivering quality service in terms of salaries, emoluments and promotions |  |  |  |  |  |
| 11 | The training of the maintenance staff will improve the service delivery in terms of the equipments. |  |  |  |  |  |
| 12 | The maintenance directorate have enough staff to enable adequate and quality service delivery |  |  |  |  |  |
| 13 | There are adequate stock of consumables or repair parts in the maintenance store to help facilitate quick delivery of job |  |  |  |  |  |
| 14 | Adequate and regular stocking of repair parts will reduce the response time in terms of restoration of faulty equipment. |  |  |  |  |  |
| 15 | The maintenance department have a programme for re-ordering of spare/repair parts to reduce downtime of faulty equipments |  |  |  |  |  |
| 16 | Management’s responses to replenishment of necessary departmental consumables is quite acceptable for the delivery quality service. |  |  |  |  |  |
| 17 | There is the need for improved technology for the management /maintenance of the installed facilities |  |  |  |  |  |
| 18 | Routine monitoring of the installed equipments will enhance the availability and reduce downtime of the equipment |  |  |  |  |  |
| 19 | Installation of monitoring and detection module/system on the installed equipments is paramount and should be encouraged for quality delivery of maintenance activity |  |  |  |  |  |
| 20 | Emphasis on training and retraining of its staff to meet up with the current challenges in response to technological advancement and innovations in your department is adequate. |  |  |  |  |  |
| 21 | Management’s responses to replenishment of necessary departmental consumables is quite acceptable for the delivery quality service. |  |  |  |  |  |
| 22 | Instant responses from the maintenance to faults repairs will improve the quality of service delivery at the National Hospital, Abuja |  |  |  |  |  |
| 23 | Training on advanced technological approach to management of installed facilities within National Hospital, Abuja will improve the quality of service delivery |  |  |  |  |  |
| 24 | Maintenance Engineers are well trained on the use of internet for the management of installed facilities |  |  |  |  |  |

**QUESTIONNAIRES FOR PATIENTS**

Key

A – Strongly Agree B- Agree C- Undecided D- Disagree

E- Strongly Disagree

Table: Questionnaire for Patients

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **S/no** | **Question** | **A** | **B** | **C** | **D** | **E** |
| 1 | National hospital is well patronized by a vast majority of the patients |  |  |  |  |  |
| 2 | The hospital is better than other hospital that I know in terms of quality services to her esteemed patients |  |  |  |  |  |
| 3 | The structure and the environment of the hospital is quite friendly. |  |  |  |  |  |
| 4 | The quality of the service by the personnel to the patients is good |  |  |  |  |  |
| 5 | Quality of service in terms of the equipment installed for patient’s treatment is good. |  |  |  |  |  |
| 6 | The quality of service in terms of the basic facility requirement for patients on admission such as the air-conditioners, water, light and toilets are good |  |  |  |  |  |
| 7 | The response time for treatment of patients is very good |  |  |  |  |  |
| 8 | The equipment from my experience and knowledge works most of the time |  |  |  |  |  |
| 9 | Poor quality of service delivery to the patients generally can lead to request of transfer of service from your hospital |  |  |  |  |  |
| 10 | Provision of necessary infrastructural services such as the air-conditioning, water, light and good furniture have direct connection with the quality of services delivered to the patients. |  |  |  |  |  |
| 11 | Poor provision of necessary amenities such as air-conditioning, water supply, light, sanitary and equipment’s is strong enough a reason for patients requesting to be transferred from the hospital. |  |  |  |  |  |
| 12 | Adequate measure for feedback mechanism for assessing customer’s level of satisfaction can improve on the service delivery. |  |  |  |  |  |
| 13 | Patients follow-up by the medical personnel of this hospital is very good |  |  |  |  |  |
| 14 | Regular training of staff will improve the quality of service delivery to the customers (patients)?. |  |  |  |  |  |
| 15 | The hospital from assessment needs a lot of improvement in terms of the functioning of the equipment |  |  |  |  |  |
| 16 | The members of the staffs needs to be trained in the area of relating to patients |  |  |  |  |  |
| 17 | The relationship between patients and medical personnel in the hospital is good enough. |  |  |  |  |  |
| 18 | The hospital bill charged for treatment in the hospital is too high. |  |  |  |  |  |
| 19 | The heathcare services generally is better with other teaching hospitals than it is with National Hospital, Abuja |  |  |  |  |  |
| 20 | The hospitals in Nigeria needs government regulation and close monitoring for better performance |  |  |  |  |  |

**QUESTIONNAIRE FOR ASSESSING NEED FOR INTERNET OF THINGS (IoT)**

Table: Questionnaire for all stakeholders

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S/no** | **Question** | **Yes** | **No** | **I Don’t Know** |
| 1 | Have you heard of internet of things (IoT) before now? |  |  |  |
| 2 | Do you have any gadget at home, office or anywhere that is controlled through internet? |  |  |  |
| 3 | Do you like the operation of such an object? |  |  |  |
| 4 | Do you think we need the technology of internet of things in National Hospital? |  |  |  |
| 5 | Do you think having this technology will improve your productivity? |  |  |  |
| 6 | On a large scale, do you think introducing the internet of things (IoT) packet for the hospital services will improve the efficiency? |  |  |  |
| 7 | Will the quality of services to the patients improve if our facilities are on internet of things? |  |  |  |
| 8 | Do you think that with (IoT) the efficiency/productivity at work place will improve? |  |  |  |
| 9 | As a user of the air-conditioning unit, would you prefer that the units installed in your office be incorporated with the internet for automation? |  |  |  |
| 10 | Do you think training in the internet of things package can be improve the general quality of service |  |  |  |
| 11 | Do you think the application of (IoT) on the hospital system will improve the services to the patients? |  |  |  |
| 12 | Do you think that the hospital management should invest on installation of internet of things in the hospital system? |  |  |  |

**Note:**

Internet of things (IoT) refers to a system of interrelation internet connected objects that are able to collect and transfer data over a wireless network.

They include: items such as smart homes, smart television, smart watches, washing machines etc.