

# Survey of OB of Civil Hospital, Jalna

Hello everyone,

I am Yash Paritkar, a student at the Indian Institute of Technology, Powai (IITB). I am enrolled in the course Organizational Behavior (OB), which studies how an organization functions and responds to different situations. For the project of the course, I decided to study the cultural context of Government PSU. For this, I have decided to survey the Government Civil Hospital, Jalna.

Please feel free to answer all the questions.

\* Required

1. Your name

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2. Your role in the organization \*

e.g., Nurse, Medical Officer, Ambulance Driver

This field is required because different position holder can have different view.

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Display of emotions

This section contains questions about how you can behave in work place.

Which of the following do you agree with?

3. While interacting with patients, we avoid using phrases which can trigger emotion.

*Mark only one oval.*

- ☐ Agree  
☐ Neutral  
☐ Disagree

4. We can speak freely to our colleagues and seniors in the organization.

*Mark only one oval.*

- ☐ Agree  
☐ Neutral  
☐ Disagree

5. We tolerate our colleagues for their display of anger or annoyance.

*Mark only one oval.*

- ☐ Agree  
☐ Neutral  
☐ Disagree

6. We try to hide our mood (be it happy or sad) while talking to others during working hours.

*Mark only one oval.*

- ☐ Agree  
☐ Neutral  
☐ Disagree

7. Any specific remarks with respect to questions in this section?

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### Meetings

The following section contains questions related to meetings.

Which of the following facts with respect to meetings do you agree with?

Rate on a scale of 1 to 5

8. All meetings commence on scheduled time

*Mark only one oval.*

- ☐ Agree  
☐ Neutral  
☐ Disagree

9. If a decision is taken in meeting, we don't discuss same topic again and again even if we receive new information on the topic.

*Mark only one oval.*

- ☐ Agree  
☐ Neutral  
☐ Disagree

10. During meeting, we also discuss about preparation about uncertain or unexpected situation like fire, epidemic or floods, etc.

*Mark only one oval.*

- ☐ Agree  
☐ Disagree

11. Employees are expected to follow the rules and regulations set forth by the organization without question and deviation is not tolerated

*Mark only one oval.*

- ☐ Agree  
☐ Neutral  
☐ Disagree

12. Any specific remarks about above questions?

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Pattern of context

13. Suppose you receive an order. Which of the following would affect your response significantly in its execution?

Compare this as follows, I have received this order from person 'x', hence I should do this 'y'(immediately or later etc.), and the quality of work should be 'y' (good or bad).

*Mark only one oval.*

- ☐ Position of senior from whom order is received
- ☐ Personal relationship with the senior
- ☐ Department from which order came from
- ☐ Other: \_\_\_\_\_

Achievement or ascriptions

14. Are employees who work exceptionally well rewarded?

*Mark only one oval.*

- ☐ Yes
- ☐ No

15. If you answered yes to last question, describe how are they rewarded?  
e.g. Promotion, monetary reward, social status.

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16. On which criteria are the performance of the employees is judged?

*Mark only one oval.*

- ☐ Performance
- ☐ Position
- ☐ People in association

17. Any specific remarks about above questions?

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Specific or Diffuse

18. Which of the following is more preferred in the hospital?

*Mark only one oval.*

- ☐ Innovation, change
- ☐ Stability, procedures

19. Which of the following is more preferred for the hospital according to you?

*Mark only one oval.*

- ☐ Innovation, change
- ☐ Stability, procedures

20. Suppose a new procedure for a surgery of organ 'x' is discovered which is easier, cheaper and safer. How much time would the hospital take to adapt it?

*Mark only one oval.*

- ☐ Within a year
- ☐ 2-5 years
- ☐ 5-10 years
- ☐ 10+ years

21. Any specific remarks about above questions?

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Individualism vs Collectivistic

22. Suppose, a surgery of intestine was performed at the hospital by a team of 6 members. But due to some ignorance, the patient caught infection in the stomach. Who takes responsibility of this action?

*Mark only one oval.*

- ☐ The whole team
- ☐ Lead doctor
- ☐ Assistant who had responsibility of handling instruments
- ☐ Management
- ☐ Other: \_\_\_\_\_

23. Now consider the reverse case, suppose there is cholera epidemic in the city. The hospital performed very well and provided proper response to the epidemic. Who takes the credits in this case or who is rewarded most?

*Mark only one oval.*

- ☐ CMO
- ☐ All members of the working staff
- ☐ Management
- ☐ Other: \_\_\_\_\_

24. Any specific remarks about above questions?

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Control vs Subjugation



25. All the decision making power lies with the head of the hospital and others don't have much say

*Mark only one oval.*

- ☐ Agree
- ☐ Neutral
- ☐ Disagree

26. How do you communicate with each other?

*Check all that apply.*

- ☐ Letters
- ☐ Emails
- ☐ WhatsApp
- ☐ Other: \_\_\_\_\_

27. Communication is open and transparent and we can share our ideas and feedback

*Mark only one oval.*

- ☐ Agree
- ☐ Neutral
- ☐ Disagree

28. How the conflicts between members are resolved?

*Mark only one oval.*

- ☐ We try to collaborate and solve by fixing the root cause
- ☐ The person at higher position in hierarchy decides and other person accepts
- ☐ Other: \_\_\_\_\_

29. Any specific remarks about above questions?

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Form ends here. Please submit to record your responses.

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