

A FIELD STUDY IN THE HEALTHCARE SECTOR OF LEBANON

Dear Respondent:

This research is aimed to better understand your daily experiences at work. Therefore, we kindly request that you self-administer this questionnaire.

Any sort of information collected during our research will be kept in confidential. We appreciate your time and participation in our research very much.

If you have any questions about our research, please do not hesitate to contact the researcher,

Souad El Hassanie through her e-mail address: shtajeddine@hotmail.com

Thank you for your kind cooperation.

Research Team:

Souad El Hassanie

Assist. Prof. Dr. Georgiana Karadas

SECTION I.

Please rate your perceptions regarding the hospital's social responsible activities.

- (1) Strongly disagree
- (2) Disagree
- (3) Neither agree nor disagree
- (4) Agree
- (5) Strongly agree

01. Our hospital participates in activities which aim to protect and improve the quality of the natural environment.	1	2	3	4	5
02. Our hospital makes investment to create a better life for future generations.	1	2	3	4	5
03. Our hospital implements special programs to minimize its negative impact on the natural environment.	1	2	3	4	5
04. Our hospital targets sustainable growth which considers future generations.	1	2	3	4	5
05. Our hospital supports nongovernmental organizations working in problematic areas.	1	2	3	4	5
06. Our hospital contributes to campaigns and projects that promote the well-being of the society.	1	2	3	4	5
07. Our hospital encourages its employees to participate involuntarily activities.	1	2	3	4	5
08. Our hospital policies encourage the employees to develop their skills and careers.	1	2	3	4	5
09. The management of our hospital is primarily concerned with employees' needs and wants.	1	2	3	4	5
10. Our hospital implements flexible policies to provide a good work & life balance for its employees.	1	2	3	4	5
11. The managerial decisions related with the employees are usually fair.	1	2	3	4	5
12. Our hospital supports employees who want to acquire additional education.	1	2	3	4	5
13. Our hospital protects consumer rights beyond the legal requirements.	1	2	3	4	5
14. Our hospital provides full and accurate information about its products to its customers.	1	2	3	4	5
15. Customer satisfaction is highly important for our hospital.	1	2	3	4	5
16. Our hospital always pays its taxes on a regular and continuing basis.	1	2	3	4	5
17. Our hospital complies with legal regulations completely and promptly.	1	2	3	4	5

Section II

Please indicate the extent to which you disagree/agree with each of the following statement by crossing the number using the 5 point scale below.

- (1) Strongly disagree
- (2) Disagree
- (3) Neither agree nor disagree
- (4) Agree
- (5) Strongly agree

18. When someone criticizes my hospital, it feels like a personal insult.	1	2	3	4	5
19. I am very interested in what others think about my hospital.	1	2	3	4	5
20. When I talk about my hospital, I usually say “we” rather than “they.”	1	2	3	4	5
21. My hospital’s successes are my successes.	1	2	3	4	5
22. When someone praises my hospital, it feels like a personal compliment.	1	2	3	4	5
23. If a story in the media criticized my hospital, I would feel embarrassed.	1	2	3	4	5
24. I am attached to my hospital.	1	2	3	4	5
25. It would be very difficult for me to forever quit this hospital.	1	2	3	4	5
26. There are certain places in the hospital to which I am particularly attached	1	2	3	4	5
27. If the hospital had to move, I would regret my current workplace.	1	2	3	4	5
28. This hospital is part of my inner-self.	1	2	3	4	5
29. There are places in this hospital which bring back memories.	1	2	3	4	5
30. After a holiday, I am happy to go back to my hospital.	1	2	3	4	5

SECTION III.

Please indicate your answer by placing a (✓) in the appropriate alternative.

1. How old are you?

18-27 ()
28-37 ()
38-47 ()
48-57 ()
58 and over ()

2. What is your gender?

Male ()
Female ()

3. What is the highest level of education you completed?

Secondary school ()
Vocational school ()
University first degree ()
Master degree ()
PhD or MD Degree ()

4. How long have you been working in this hospital?

Under 1 year ()
1-5 years ()
6-10 years ()
11-15 years ()
16-20 years ()
More than 20 years ()

5. What is your marital status?

Single or divorced ()
Married ()

6. How many children do you have living at home?

0 (None) ()
1-2 ()
3-4 ()
5-6 ()
7 and above ()

Thank you for your kind cooperation.