

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

I- Please indicate the extent to which you disagree/agree with each of the following statement by crossing the number using the 7 point scale below.

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

Control mutuality							
1. This hospital and I are attentive to what each other say.	1	2	3	4	5	6	7
2. This hospital believes my opinions are legitimate.	1	2	3	4	5	6	7
3. In dealing with me, this hospital has a tendency to throw its weight around.	1	2	3	4	5	6	7
4. This hospital really listens to what I have to say.	1	2	3	4	5	6	7
5. The management of this hospital gives me enough say in the decision-making process.	1	2	3	4	5	6	7
Trust							
6. Whenever this hospital makes an important decision, I know it will be concerned about me.	1	2	3	4	5	6	7
7. This hospital can be relied on to keep its promises.	1	2	3	4	5	6	7
8. I believe that this hospital takes my opinions into account when making decisions.	1	2	3	4	5	6	7
9. I feel very confident about this hospital's skills.	1	2	3	4	5	6	7
10. This hospital does not have the ability to accomplish what it says it will do.	1	2	3	4	5	6	7
Commitment							
11. I feel that this hospital is trying to maintain a long-term commitment to me.	1	2	3	4	5	6	7
12. I can see that this hospital wants to maintain a relationship with me.	1	2	3	4	5	6	7
13. There is no long-lasting bond between this hospital and me.	1	2	3	4	5	6	7
14. Compared to other organizations, I value my relationship with this hospital more.	1	2	3	4	5	6	7
15. I would rather work together with this company than not.	1	2	3	4	5	6	7
Satisfaction							
16. I am happy with this hospital.	1	2	3	4	5	6	7
17. Both the hospital and I benefit from the relationship.	1	2	3	4	5	6	7
18. I am not happy in my interactions with this hospital.	1	2	3	4	5	6	7
19. Generally speaking, I am pleased with the relationship this hospital has established with me.	1	2	3	4	5	6	7
20. I enjoy dealing with this hospital.	1	2	3	4	5	6	7

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

21. I look for ways to make the hospital more successful.	1	2	3	4	5
22. I take action to protect the hospital from potential problems.	1	2	3	4	5
23. I make suggestions to help the hospital.	1	2	3	4	5
24. I keep well-informed where my opinion might benefit the hospital.	1	2	3	4	5
25. I continue to look for new ways to improve the effectiveness of my work.	1	2	3	4	5
26. I encourage coworkers to try new and more effective ways of doing their job.	1	2	3	4	5
27. I speak favourably of the hospital to other employees .	1	2	3	4	5
28. I gain knowledge, skills, and abilities that will be of benefit to the hospital.	1	2	3	4	5

III- Please indicate the extent to which you disagree/agree with each of the following statement by crossing the number using the 7 point scale below.

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

29. Customers' overall perceptions of total experience in the hospital is rather good.	1	2	3	4	5	6	7
30. Customers' comparative perceptions of this hospital with other competitors are very good.	1	2	3	4	5	6	7
31. Customers believe in a good long-term future of this hospital.	1	2	3	4	5	6	7

Thank you for your kind cooperation.