

## Possible Survey Questions – Employees

(SA-Strongly Agree; A- Agree; D- Disagree; SD- Strongly Disagree; NS- Not Sure)

	<b>SECTION 1: MUNICIPAL CULTURE</b>	<b>SA</b>	<b>A</b>	<b>D</b>	<b>SD</b>	<b>NS</b>
1.	The Council and senior management sets a clear tone of zero tolerance toward unethical behaviour, including fraud and corruption.					
2.	Senior management of my department/section demonstrates high ethical standards.					
3.	Ethics is an important part of the culture at the municipality.					
4.	I am aware of the Municipal Code of Conduct for municipal staff members.					
5.	I am aware of the Financial Misconduct Procedures and Criminal Proceedings.					
6.	Senior management of my department/section complies with the relevant legislation, regulations and standards that affects the municipality.					
7.	My supervisor complies with the relevant legislations, regulations and standards that affects the municipality.					
8.	My department/section learns from its mistakes.					
9.	I am treated fairly and reasonably in my department/section.					
10.	I don't have to take unnecessary safety risks to perform my job in my department/section.					
11.	Redeployment, resignations and/or dismissal of employees has not impacted my department/section ability to perform its function effectively.					
12.	Reliable and accurate financial and operational results are more important in my department/section than acceptable performance targets.					
13.	If you disagree or strongly disagree with any of the above questions on " <b>Municipality Culture</b> ", why do you feel this way?					
<b>Section 2: GOALS &amp; OBSTACLES</b>						
14.	I am accountable for defined, measurable objectives.					
15.	Clear guidance/direction is given to me in order to achieve my day-to-day job objectives.					
16.	I know the objectives of my department/section.					
17.	I know the strategic objectives of the municipality.					
18.	My department/section objectives are linked to the strategic objectives of the municipality.					
19.	I have sufficient resources, tools and time to accomplish my day-to-day job objectives.					
20.	My performance targets have been communicated and discussed with me.					
21.	My performance targets (i.e. expected success level) in department/section are realistic and achievable.					

22.	I have the necessary knowledge and skills to perform my day-to-day job adequately (sufficient to satisfy a requirement or meet a need).					
23.	I received training to perform my day-to-day job adequately.					
24.	Problems that could impact the achievement of my department/section objectives are identified and resolved.					
25.	When new products, services or technology are implemented in my department/section, processes are developed to managed it.					
26.	The impact of service delivery to the public is considered when decisions are made in my department/section.					
27.	If you disagree or strongly disagree with any of the above questions on " <b>GOALS AND OBSTACLES</b> ", why do you feel this way?					
<b>SECTION 3: POLICIES AND PROCEDURES</b>						
28.	I know which policies and procedures effect my operations and area of responsibility					
29.	I know why I do what I do.					
30.	I know what the impact is if I don't achieve my job objectives.					
31.	I am informed of any changes in policies and procedures.					
32.	I know policies and procedures that may impact me.					
33.	I know legislation that impacts on my day-to-day objectives and work function.					
34.	I have been informed of the safety procedures.					
35.	We do have standard operating procedures (SOP) in my department/section, which explains how I'm supposed to do my day-to-day job.					
36.	The standard operating procedures (SOP) in my department/section was communicated and explained to me.					
37.	My departmental policies and procedures helps me to achieve my job objectives effectively.					
38.	I know my legal rights and obligations (i.e. what I may and may not do).					
39.	I know my reporting line up to the Director.					
40.	If you disagree or strongly disagree with any of the above questions on " <b>POLICIES AND PROCEDURES</b> ", why do you feel this way?					
<b>SECTION 4: INFORMATION &amp; COMMUNICATION</b>						
41.	I am aware of the Internet and email policy.					
42.	I know what I may and may not do in terms of the internet and email policy.					
43.	The information system (ICT) is aligned to the strategic objectives of the municipality.					
44.	Reports of my department/section performance against our established objectives are timely provided to management.					
45.	Senior management knows and is aware of my department/section actual performance.					
46.	Discussions between senior management and my department/section helps me to do my job properly.					

47.	I am allowed to make suggestions to improve processes within my department/section.					
48.	Communication/discussions within my department/section assist me to do my job correctly.					
49.	Communication/discussions with other departments within my directorate assist me to do my job properly.					
50.	Communication/discussions with other departments within other directorates assist me to do my job correctly.					
51.	I have sufficient information to do my job properly.					
52.	We have monthly/weekly departmental meetings.					
53.	Feedback of management meetings are provided to me.					
54.	We have monthly/weekly safety meetings.					
55.	I have noticed an unethical activity at work.					
56.	I have reported the unethical activity.					
57.	A communication channel exists for reporting suspected unethical activities (whistle blow).					
58.	If I report unethical activities my identity will be kept confidential.					
59.	I am confident that the unethical activities will stop if I report it to my supervisor.					
60.	If you disagree or strongly disagree with any of the above questions on " <b>INFORMATION AND COMMUNICATION</b> ", why do you feel this way?					
<b>SECTION 5: EVALUATION &amp; FEEDBACK</b>						
61.	The actual results of operations in my department/section is reported to senior management.					
62.	I have enough information to monitor supplier performance.					
63.	I have enough information to monitor customers' satisfaction or dissatisfaction (either internal or external).					
64.	External and/or internal customer feedback and complaints are followed up timely and effectively.					
65.	The quality of output in my department/section is measurable.					
66.	Employees in my department/section knows what to do when they find mistakes or gaps in performance.					
67.	I know what action to take if I become aware of unethical or fraudulent activity.					
68.	If you disagree or strongly disagree with any of the above questions on " <b>EVALUATION AND FEEDBACK</b> ", why do you feel this way?					
70.	I suspect/know that fraudulent activity is occurring in my work place. If question is answered YES, please complete the following.	YES/NO				
71.	What is the activity referred to in question?					
72.	Did you report it?	YES/NO				
73.	If no, why not?					