

Appendices

Questionnaire 1

1) Your age group:

- 18-29
- 30-35
- 36-40
- 41-50
- 51-55
- More than 56

2) Your education status:

- Did not finish high school
- High school diploma or GED
- 2-year college degree (Associate)
- 4- year college degree (Bachelor)
- Master's degree
- Ph.D. or other advanced professional degrees
- Don't know

3) Your work experience:

- 0-5
- 5-10
- 10-15
- 20-25
- 25-30
- More than 30

4) How do you feel about the tasks assigned to you by the maintenance department?

- Totally agree
- Partly agree
- Totally disagree
- Partly disagree
- Disagree but it's better to be done

5) Which of these options is the closest to the current maintenance procedure?

- The current procedure is fine
- The current procedure looks complicated and should have been simpler
- According to the importance of the job and the preferences I recognize, I choose different perspectives
- The current procedure is fine but because of the high workload and the mutual trust, there is no need to follow the exact procedure
- I do not have enough information about the procedures and if it is necessary, I will report the failure

6) Have you ever been encouraged to correctly maintain your equipment?

- Yes, and there is a possibility for financial rewards
- Yes, orally
- Yes, by written notice in the personnel profile
- No, because the procedure is simple and there is no need for encouragement
- No, because there is not an exact procedure

7) Is there a training program for equipment users to understand how to properly maintain the equipment?

- Yes, for all the equipment
- Yes, for most of the equipment
- Yes, but only for the necessary equipment
- No there is no coherent program and sometimes they give us oral and scattered descriptions
- I have no idea and if there was one before, I could not have been there for some reasons

8) Is there a specific procedure for maintenance activities to follow?

- Yes, and we have been notified about that
- Yes, but we have not been notified precisely
- No, I think there is not a specific and fixed procedure
- I have no idea about a fixed procedure and I have to report orally and pursue it by myself
- There is one but for routine processes, it is preferred to follow the simpler way

9) How accurately and clearly were you notified about your maintenance tasks?

- Yes, and I was notified by a document
- Yes, and I was notified by a document but there are some ambiguities
- Yes, and I was notified orally
- Yes, and I was notified orally but there are some ambiguities
- I do not have clear tasks

10) What is your opinion on calibration timing and the current equipment visits?

- It is fine
- It is better to be done more than this
- It is better to be done on some other hours
- I do not think that there is a specific timing

I have no idea about that

11) Have you ever noticed that equipment breakdowns are repeated due to improper repair or wrong operating?

- Almost always
- Most of the time
- Sometimes
- Merely
- Never

12) Can you identify the possibility of any failure before it occurs?

- Almost always
- Most of the time
- Sometimes
- Merely
- Never

13) If a device's failure is minor and can be ignored, is it a waste of time if it is possible to replace this device with a similar existing device?

- Almost always
- Most of the time
- Sometimes
- Merely
- Never

14) I am proud to tell others that I work for this organization.

- Almost always
- Most of the time
- Sometimes
- Merely
- Never

15) "Sudden failures" will be always more than "gradual failures with previous signs".

- Almost always
- Most of the time
- Sometimes
- Merely
- Never

16) The repairmen have the needed skills to perform their duties.

- Almost always
- Most of the time
- Sometimes
- Merely
- Never

17) If you detect things like changes in speed, sound, etc., would you stop the equipment immediately?

- Almost always
- Most of the time
- Sometimes
- Merely
- Never

18) Is there a rapid reaction to repair a deflection in equipment?

- Almost always
- Most of the time
- Sometimes
- Merely
- Never

19) Despite its failure in one part, has a machine ever continued to work because of its functionality and the need for the device?

- Almost always
- Most of the time
- Sometimes
- Merely
- Never

20) Did you ever postpone the crash report due to your high workload?

- Almost always
- Most of the time
- Sometimes
- Merely
- Never

21) Our suggestions for improvement are encouraged and applied by the management.

- Almost always
- Most of the time
- Sometimes
- Merely
- Never

Questionnaire 2

1) Your age group:

- 18-29
- 30-35
- 36-40
- 41-50
- 51-55

- More than 56

2) Your education status:

- Did not finish high school
- High school diploma or GED
- 2-year college degree (Associate)
- 4-year college degree (Bachelor)
- Master's degree
- Ph.D. or other advanced professional degrees
- Don't know

3) Your work experience:

- 0-5
- 5-10
- 10-15
- 20-25
- 25-30
- More than 30

4) How do you feel about the tasks assigned to you by the maintenance department?

- Totally agree
- Partly agree
- Totally disagree
- Partly disagree
- Disagree but it's better to be done

5) Have you ever consulted a specialist to fix failure by yourself?

- Almost always
- Most of the times
- Sometimes
- Merely
- Never

6) Have you ever been encouraged for maintaining your equipment correctly?

- Yes, and there is a possibility for financial rewards
- Yes, orally
- No, because the procedure is simple and there is no need for encouragement
- No, because there is not an exact procedure
- No

7) Is there a training program for equipment operators to understand how to properly maintain the equipment?

- So far, there was never a chance for these kinds of stuff
- Yes, for all the equipment
- Yes, for most of the equipment
- Yes, but only for the necessary equipment
- No there is no coherent program and sometimes they give us oral and scattered descriptions.

8) Are there any standards and regulations for maintenance activities?

- Yes
- There is almost one standard or regulation
- Not exactly
- Not enough
- No

9) How accurately and clearly were you notified about your tasks?

- I was notified by a document
- I was notified by orally
- My tasks have never been clearly notified to me, by a document or orally

10) Have you ever noticed that equipment breakdowns are repeated due to improper repair or wrong operating?

- Almost always
- Most of the times
- Sometimes
- Merely
- Never

11) I am honored to tell others that I work for this organization.

- Almost always
- Most of the times
- Sometimes
- Merely
- Never

12) There is a clear path in my organization's structure for promotion.

- Almost always
- Most of the times
- Sometimes
- Merely
- Never

13) Emergency works always take more time than scheduled works.

- Almost always
 - Most of the times
 - Sometimes
 - Merely
 - Never
- 14) There is a specific schedule for the maintenance of medical equipment.
- Almost always
 - Most of the times
 - Sometimes
 - Merely
 - Never
- 15) Do you have access to the whole information about the equipment you want to repair?
- Almost always
 - Most of the times
 - Sometimes
 - Merely
 - Never
- 16) Is there a possibility of fast reaction to repair a failure in your organization?
- Almost always
 - Most of the times
 - Sometimes
 - Merely
 - Never
- 17) In the time of emergency, do you have easy access to the maps and catalogs?
- Almost always
 - Most of the times
 - Sometimes
 - Merely
 - Never
- 18) What kind of maintenance method is in use in your organization? (Select more than one answer if needed)
- Corrective maintenance
 - Preventive maintenance
 - Predictive maintenance
- 19) How is the relationship between equipment operators and the maintenance department?
- It is always formal
 - It is always oral and informal
 - Both formal and informal
 - There is no continuous relationship
- 20) Do you have a failure history record for all of the equipment? (Select more than one answer if necessary.)
- Yes
 - No
 - For crucial devices
 - For expensive devices
 - I have no idea
- 21) I always try to consult one or more employees to determine what should I do and how to do it. However, I will make the final decision.
- That is not true
 - I have rarely done it
 - That is almost true
 - That is completely true
 - There is no time to do that
- 22) I will take the employee's votes for important decisions.
- That is not true
 - I have rarely done it
 - That is almost true
 - That is completely true
 - There is no time to do that
- 23) I do not have enough time to receive suggestions from supervisors and equipment operators (in the form of meetings, conversations, etc.).
- That is not true
 - I have rarely done it
 - That is almost true
- 24) I want the organization to have a plan for taking the staff's ideas on plans and projects.
- That is not true
 - I have rarely done it
 - That is almost true
 - That is completely true
 - There is no time to do that
- 25) When someone makes a mistake, I will give them a written notice.
- That is not true
 - I have rarely done it
 - That is almost true
 - That is completely true
 - There is no time to do that
- 26) My staff knows more about their job than I do, so I let them make their own decisions.
- That is not true
 - I have rarely done it
 - That is almost true
 - That is completely true

27) How true is this statement? 'If you do not have direct supervision on the process, you will probably have trouble getting the job done.'

- That is not true
 - I have rarely done it
 - That is almost true
 - That is completely true
 - I have no idea

28) How true is this statement? 'If you do not have direct supervision on the process, the work efficiency will probably decrease'

- That is not true
 - I have rarely done it
 - That is almost true
 - That is completely true
 - I have no idea

29) Delays in the service is a consequence of (Select more than one option if necessary)

- Lack of staff
- Lack of reliability because of the uncertainty in the instructions
- Ambiguity in the policy's instructions
- Lack of incentives
- Financial problems

30) Is there a training program for you to become more professional in your career?

- So far, there was never a chance for these kinds of stuff
- Yes, but it was not enough
- No, and there is almost no need for this kind of program
- Yes, but I could not participate in it for some reasons
- I have no idea

31) I am aware of my department's policies and standards.

- Yes
- No
- Approximately

32) Are the devices clean and safe enough?

- Yes
- No
- Approximately

33) According to the existing standards, does your office has a good geographical position for having access to related departments?

- Yes, but it could have been in a better position
- Yes, it is in a good position
- No, its current position is not good

34) According to the existing standards, is the office sufficiently independent and big enough?

- Yes, but it could have been better
- Yes, it is fine
- No, it is not fine

35) What do you do to worn out machines? (Rank 1 to 4 based on "1 = most frequent action" to "4 = least frequent action")

- They are stored in the warehouse and there is no specific plans for them_____
- We are going to sell them by auctioning or some other way_____
- We will use them for training the trainees_____
- Their parts will be used for fixing other devices_____