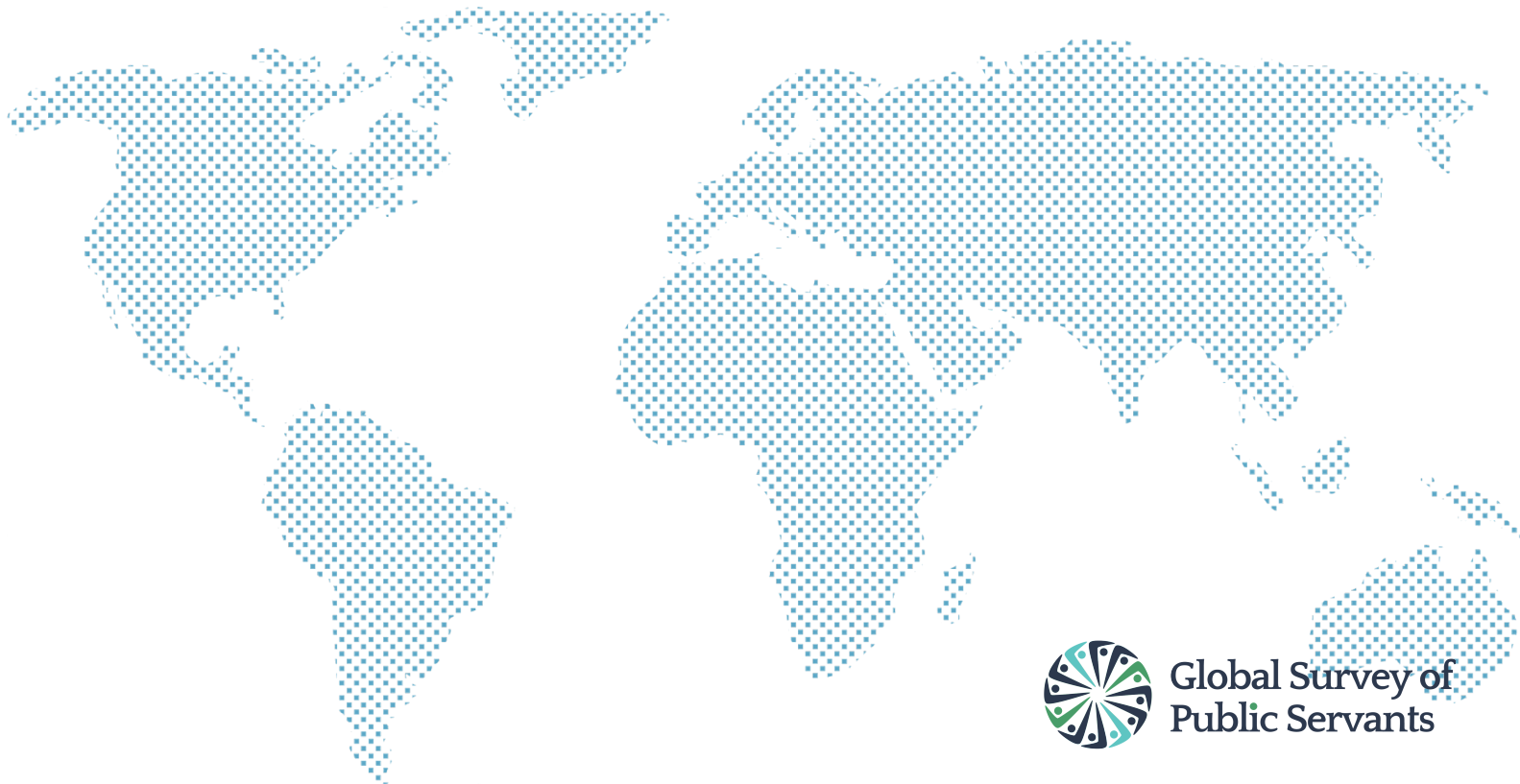


THE GLOBAL SURVEY OF PUBLIC SERVANTS

Facilities Module



Global Survey of
Public Servants

WORLD BANK BUREAUCRACY LAB

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Global Survey of Public Servants

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All queries on this document and the Global Survey of Public Servants should be addressed to info@globalsurveyofpublicservants.org

SUMMARY OF THE TRAINING MODULE

The Global Survey of Public Servants (GSPS) is an initiative to generate survey data from public servants in government institutions around the world. **The aim of the initiative is to increase the volume, quality and coherence of survey data on public administration.**

Understanding the motivations, behaviors, organizational environments and management practices of public servants through surveys is central to (1) better understand how public services and states around the world work; and, (2) help governments manage public services better. Further details, such as our approach, conceptual framework and other resources are available at www.globalsurveyofpublicservants.org.

The purpose of this document is to provide government counterparts, researchers and other stakeholders with a Facilities module that is not part of the GSPS common module to support and supplement their survey of public servants. By providing this additional module, GSPS hopes to provide both actionable evidence to governments for management improvements and scholarly evidence to further our understanding of how public services work.

The GSPS team are keen to promote the adoption of the other modules in surveys of government officials and stand ready to provide advice on implementation. We are also keen to receive anonymized versions of this module's data to share with the global community and are happy to facilitate the sharing of survey data and resources across teams. For further information, please contact the GSPS team at info@globalsurveyofpublicservants.org.

FC. Facilities

FC.1	During a typical working day (9am to 5pm), how often is there power supply from generator	01 = Full work day 02 = Most of the work day 03 = For a small part of the work day 04 = There is almost never electricity 05 = Never 900 = Don't know 998 = Refused to answer
FC.2	Considering the colleagues working in your Unit, how many do <u>NOT</u> have access to a computer?	[Numeric Answer] 900 = Don't know 998 = Refused to answer
FC.3	Does every staff in your Unit have internet connectivity?	01=Yes 02=No 900 = Don't know 998 = Refused to answer
FC.4	Does your Unit have internet connectivity?	01= Yes → Go to Q130 01= No → Go to Q131 900=Don't know 998= Refused to answer
FC.5	How often is the internet strong enough to check e-mail on average?	01 = Full work day 02 = Most of the work day 03 = A couple of Days a Week 04 = A couple of Days a Month 05 = A couple of Days every Quarter 06 = A couple of Days every 6 month 07 = A couple of Days every Year 08 = Never 900 = Don't know 998 = Refused to answer
FC.6	In your Unit, how many colleagues do you think can use a computer to <u>write a memo</u> ?	[Numeric Answer] 900 = Don't know 998 = Refused to answer
FC.7	In your Unit, how many can <u>create a PowerPoint presentation</u> ?	[Numeric Answer] 900 = Don't know 998 = Refused to answer
FC.8	In your Unit, how many can <u>create an Excel spreadsheet</u> ?	[Numeric Answer] 900 = Don't know 998 = Refused to answer
FC.9	In your Unit, how many can <u>create and work on a Word file</u> ?	[Numeric Answer] 900 = Don't know 998 = Refused to answer
FC.10	Do you think that on-the-job-training in these basic skills (Word, Excel, PowerPoint) is needed to improve the competence of staff in your Unit?	01 = Yes 02 = No 900 = Don't know.

FO. Field Office Facilities and Communication

FO.1	How important is the use of spatial information (GIS, remote sensing, maps, etc.) to your work?	<p>01 = Very important, I cannot perform my work without such information</p> <p>02 = Quite important, I need such information to perform my work effectively</p> <p>03 = Important, but I can perform all my work, even in the absence of such information</p> <p>04 = Not at all important for my work</p> <p>990 = Don't know.</p> <p>(IF RESPONDENT ANSWERS 1 OR 2, GO TO NEXT QUESTION)</p>
FO.2	Do you have access to the required spatial information?	<p>01 = Yes, fully, and the HQ is very diligent to make all necessary information available</p> <p>02 = Yes, but not to the full extent of the requirement.</p> <p>03 = No, the available information is inadequate for my needs.</p> <p>990 = Don't know.</p>
FO.3	In your Unit, how many staff have access to a vehicle (privately <i>or</i> government-owned) for work?	<p><i>[Numeric Answer]</i></p> <p>900 = Don't know</p> <p>998 = Refused to answer</p>
FO.4	Is access to vehicles (motorcycles, 4x4s, etc.) adequate to meet the needs of the field unit (such as for routine patrols, monitoring and inspection visits, etc.)?	<p>01= Yes</p> <p>02= No</p> <p>900=Don't know</p> <p>998=Refused to answer</p>
FO.5	Is the available fuel adequate for work purposes?	<p>01= Yes</p> <p>02= No</p> <p>900=Don't know</p> <p>998=Refused to answer</p>
FO.6	Are you able to communicate reliably with HQ, at the times and frequency required, to perform your work efficiently?	<p>01 = Yes, connectivity is excellent and communications are fully satisfactory</p> <p>02 = Yes, but connectivity and communication are limited and sometimes unreliable</p> <p>03 = No, connectivity and communications are poor and highly unreliable</p> <p>900 = Don't know</p> <p>998 = Refused to answer.</p>

FO.7	Do you feel safe in your working environment?	01= Yes →Go to Q144 02= No →Go to Q143 900=Don't know 998=Refused to answer
FO.8	What are the threats you face?	[OPEN ENDED]
FO.9	Are there sufficient health facilities which are easily accessible for you and your family?	01= Yes 02= No 900=Don't know 998=Refused to answer
FO.10	Are there good quality and affordable educational facilities for your children?	01= Yes 02= No 900=Don't know 998=Refused to answer
FO.11	Are you entitled to any special allowances or benefits for working in the field?	01= Yes → Go to Q147 02= No → Go to Module 7 900=Don't know 998=Refused to answer
FO.12	What type of benefits do you receive to compensate for the inconveniences experienced when working in the field?	1.Assigned vehicles 2.Housing Allowance 3.Petroleum product (Gasoline and Fuel) 4.Office entertainment (Beverages) 5.Medical Insurance 6.Pension 7.Scratch Card for communication 8.Internet facilities at home 9.13th month (Cost of living allowance- COLA) 10.Relocation allowance 11.Others (Specify)