



**APPENDIX C**

**QUESTIONNAIRE (SURVEY I)**

**(SURVEY ON JOB PERFORMANCE MANAGEMENT)**

สำนักหอสมุด

1. Age: \_\_\_\_\_
2. Gender:  Male  Female
3. Position: \_\_\_\_\_
4. Range of Salary (Baht per month):
 

<input type="checkbox"/> < 10,000	<input type="checkbox"/> 25,001 – 50,000	<input type="checkbox"/> > 80,000
<input type="checkbox"/> 10,000 - 25,000	<input type="checkbox"/> 50,001 – 80,000	
5. Type of Organization:
 

<input type="checkbox"/> < 100 workers	AND	<input type="checkbox"/> Government Agency
<input type="checkbox"/> 100 -500		<input type="checkbox"/> Private Company
<input type="checkbox"/> 501-2500		
<input type="checkbox"/> > 2500		
6. How long have you been working in this company? \_\_\_\_\_Yrs \_\_\_\_\_Months
7. How long have you been working in your current position? \_\_\_\_Yrs \_\_\_\_\_Months
8. How satisfied are you
  - 8.1. With the ability of the top management in your company? (Please rate your answer on the scale of )
 

1= Not Satisfied  2= Okay with it  3= Satisfied  4= Very Satisfied  
 5= Very Happy with it
  - 8.2. With the company's vision/mission? (Please rate your answer on the scale of )
 

1= Not Satisfied  2= Okay with it  3= Satisfied  4= Very Satisfied  
 5= Very Happy with it
9. How well/clearly do you think the top management in your company
  - 9.1. Explains/gives clear instructions about the unit and company goals to the employees? (Please rate your answer on the scale of )
 

1= Not very well  2= Okay  3= Quite well  4= Very well  
 5= Perfect
  - 9.2. Discusses ways and creates processes to accomplish those goals? (Please rate your answer on the scale of )
 

1= Not very well  2= Okay  3= Quite well  4= Very well  
 5= Perfect

- 9.3. Follows through to see that employees are working towards obtaining desired outcomes? (Please rate your answer on the scale of )
- 1= Not very well  2= Okay  3= Quite well  4= Very well  
 5= Perfect
10. How well/clearly do you think the employees understand their individual and company goals? (Please rate your answer on the scale of )
- 1= Not very clear  2= Okay  3= Quite Clear  4= Very Clear  
 5= Perfect
11. How satisfied are you with your use of skills and abilities in your job? Please rate your answer on the scale of )
- 1= Not Satisfied  2= Okay with it  3= Satisfied  4= Very Satisfied  
 5= Very Happy with it
12. How satisfied are you with your current career path? Please rate your answer on the scale of )
- 1= Not Satisfied  2= Okay with it  3= Satisfied  4= Very Satisfied  
 5= Very Happy with it
13. How often do the employees receive feedback on their performance (positive and negative feedback) from their peers/supervisors/customers?
- Annually  Semi-annually  
 Quarterly  Monthly  
 Others \_\_\_\_\_
14. How well/clearly is the pay/promotion/merit systems/reward decisions linked to the performance of the employees? (Please rate your answer on the scale of )
- 1= Not very clear  2= Okay  3= Quite Clear  4= Very Clear  
 5= Perfect
15. Does the company use performance management /appraisal system for evaluation?  
 Yes  No

**If Yes, Please answer the following questions:**

15.1. Who conducts the performance appraisal of the employees in the company?

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15.2. Does the company use any **computer system** for performance appraisal?

Yes

No

**If Yes,**

(i) What kind of model?

- Microsoft Excel Sheet  
 Computer Software e.g. \_\_\_\_\_  
 Others e.g. \_\_\_\_\_

**If No,**

- Use Paper forms  
 Others \_\_\_\_\_

(ii) The computer model used is

- Created by the company itself  
 Bought from consulting firms like \_\_\_\_\_  
 Others \_\_\_\_\_

15.3. Does the company provide any training for managers/non-managers to conduct performance appraisal?

Yes

No

**If Yes,**

- (i) How often is the training? \_\_\_\_\_ times in a year  
(ii) How long is the training? \_\_\_\_\_ days  
(iii) Who gives the training? \_\_\_\_\_  
(iv) What kind of training? Please specify: \_\_\_\_\_

15.4. How effective do you think the performance appraisal is in your company?  
(Please rate your answer on the scale of )

- 1= Not very effective       2= Okay       3= Quite Effective  
 4= Very Effective       5= Perfect

15.5. Does the company provide performance feedback to employees after the performance appraisal?

Yes

No

**If Yes,**

(i) What kind of feedback is given? \_\_\_\_\_

(ii) Who gives the feedback? \_\_\_\_\_

(iii) How satisfied are you with the given feedback? (Please rate your answer on the scale of )

- 1= Not Satisfied       2= Okay with it       3= Satisfied  
 4= Very Satisfied       5= Very Happy with it

**Thank you very much for taking time to answer this questionnaire. I am grateful for your kind co-operation.**