*As part of service improvement efforts, DMSU is conducting a Staff Satisfaction Survey. We need your help! Your answers to the following questions will be an important part of the Departmental management review being completed by the DMSU. The information you provide will be completely anonymous and we intend to use this information to identify areas that need improvement in order to ensure that our department delivers world class service.

Please take a few minutes to complete this survey. Your valuable opinion will be treated with the highest confidentiality. Refusal to complete this survey will not in any way affect your position or result in victimization.

For any questions, please contact the Senior Data Manager at amuyaya@mlw.mw

Thank you for your cooperation. Your opinion and participation is greatly appreciated*

1. **Communication within DMSU and stakeholders**
2. What is the department doing right on communication?
* *Encouraging employees to bring forth any ideas that might be beneficial to the department.*
* *Sending out communication within the department*
1. What is the department doing wrong on communication?
* *Lack of collaboration between employees*
1. What can the department do to improve communication within DMSU and stakeholders?
* *Asses the current internal communication strategy*
* *Having more interactions with the stakeholders and the other members of the department.*
* *Making internal documents and other knowledge easily accessible to the departmental members*
1. **Relationship with stakeholders e.g., PIs, other departments**
2. What can the department do to improve relationship with stakeholders?
* *Involving the stakeholders by engaging them in the projects*
* *Communicating* with the stakeholders
1. **Quality of work**
2. What is your opinion on the quality of work DMSU provides?
* *DMSU provides good quality work, but with further improvement and encouragement we can achieve world-class results*.
1. Which areas do you think the department needs to improve if we are to provide good quality work?
* *Time management*
* *Prioritization*
* *Delegation* of tasks
1. **Timeliness and deadlines**
2. As a department, which areas do we need to work on for us to improve on timeliness and meeting deadlines?
* *Prioritization of the tasks that would make it easier to carry out more urgent issues first.*
* *Delegation* of tasks to other employees so that the work is carried out quicker.
* *Breaking down tasks into smaller units*
1. **Data systems**
2. What problems do the data system we use have?
* *Network issues*
1. What can we do better to improve our data systems?
* *Upgrading some of the systems to the latest editions*
1. **Office space**
2. What is your opinion on DMSU office space?
* *Smoke pollution outside the office space affects the staff members’ health.*
1. **Data processes**
2. As a department, what processes do we need to improve on to maximize our performance and delivery?
* *Knowing the strengths and weaknesses of the department members*
* *Using the right technologies*
1. **Support**
2. What can the department do to improve the support we provide to stakeholders?
* *Understanding the expectations of the stakeholders*
* *Keeping the stakeholders involved and informed in tasks.*
1. **Dedication to duties/motivation**
2. Do you feel motivated enough to work for DMSU?
* *Yes*
1. List 3 things that would motivate you on your current position.
* *Finding innovative solutions*
* *Continuous improvement*
* *Opportunities* to make an impact.
1. **Skills/experience**
2. Do you think the department has the skills to help achieve our mission?
* *Yes*
1. What skills is the department lacking?
* *Data visualization*
* *Data warehousing*
1. What can we do to make sure that employees in the department develop the required skills?
* *Carrying out training*
* *Promote and engage in team building activities.*
* *Coaching the employees*
* *Delegating tasks that will allow employees to gain the confidence to carry out much larger tasks.*
1. **Leadership/management within the department**
2. How would you rate the department’s leadership/management? (poor, very poor, average, good, very good)
* *Very good*
1. What can the leadership/management do better?
* *Maintaining transparency*
1. **Planning**
2. What do you need to better plan and manage your work?
* *Time management*
1. How can the department better plan and manage work?
* *Creating more opportunities*
* *Prioritizing work*
* *Setting time limits*
* *Delegating tasks*
1. How can you as an individual better plan and manage work?
* *Carrying out a task at a time*
* *Setting time limits*
* *Planning ahead*
* *Avoiding multitasking*
1. **General staff issues**
2. What general staff issues do you have and would like the leadership/management of the department address?