



# HAAD - Healthcare Professionals Satisfaction Survey - 2015

## Greetings!

Your opinion counts! And your views will help explore ways to improve the professional performance and shape future policy in the healthcare sector in Abu Dhabi.

We would like to ask you few questions related to your work as a healthcare professional. This survey should take approximately 15-20 minutes to complete. There is no right or wrong answer, so please respond candidly and openly to the questions. Your answers will be pooled with others and processed in anonymity and confidentiality by an Independent research organization.

This is an **example** to illustrate the mode of filling the questionnaire :

Please choose the circle that represents your level of satisfaction or dissatisfaction or "Not Applicable" on this particular aspect of your job as shown here. :	Satisfied		Neutral	Dissatisfied		Not Applicable
	Extremely	Somewhat		Somewhat	Extremely	
	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Continue



# HAAD - Healthcare Professionals Satisfaction Survey - 2015

## Getting acquainted

A1. The healthcare professional category that you belong to is:

- ☐ Physician
- ☐ Dentist
- ☐ Nurse / Midwife
- ☐ Pharmacist
- ☒ Allied Health professional

A2. And your position is:

Dietician ▼

A3. Do you Hold an administrative position?

Yes:



No:



⇒ Indicate your administrative position:

Program Director ▼

A4. Is the healthcare facility in:

SEHA ▼

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⇒ Specify the facility in SEHA:

Tawam ▼

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A5. Besides your main job do you also practice any other job on shared time/part time basis at any other healthcare facility?

Yes:



No:



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<< Previous

Resume Later

Continue >>



# HAAD - Healthcare Professionals Satisfaction Survey - 2015

## Work Environment

**Q1. Over the past 12 months did you get the opportunity to attend a formal session with your direct supervisor to discuss any of the following matters related to the work environment?** *[Multiple Choice]*

a. Team composition and structure	<input type="checkbox"/>
b. Distribution of responsibilities amongst team members	<input type="checkbox"/>
c. Difficulties and obstacles with systems and equipment	<input type="checkbox"/>
d. Difficulties and obstacles with administrative procedures	<input type="checkbox"/>
e. Suggestions and recommendations for patient care quality improvement	<input type="checkbox"/>
f. None	<input type="checkbox"/>

[<< Previous](#)
[Resume Later](#)
[Next >>](#)



# HAAD - Healthcare Professionals Satisfaction Survey - 2015

## Work Environment

Q2. To what extent do you agree or disagree with the following statements:	Agree		Neutral	Disagree		Not Applicable
	Strongly	Somewhat		Somewhat	Strongly	
a. This organization promotes team spirit and encourages cooperation in collective work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. This organization is responsive to the needs and provides for the requirements of its healthcare professionals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. This organization encourages adoption of open, clear and transparent communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Team efforts are focused towards offering the best patient care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. The tasks assigned to each member are in line with job description and related responsibilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. This organization is willing to implement changes across all aspects of work based on suggestions and recommendations from experts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. This organization is the place where new things can be quickly implemented	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



# HAAD - Healthcare Professionals Satisfaction Survey - 2015

## Activities

Q3. During an average week, how many hours do you devote to the following activities at work or elsewhere?	Average Working Hours per Week
a. Patient care	<input type="text"/>
b. Teaching	<input type="text"/>
c. Research	<input type="text"/>
d. Management and follow-up on administrative affairs	<input type="text"/>
e. Time on call	<input type="text"/>

**Your total hours:**

Q3a. How many hours in an average week do you spend on the below activities?	Average Hours per Week
f. Practicing Sports activities and hobbies	<input type="text"/>
g. Taking part in Social activities	<input type="text"/>

<< Previous

Resume Later

Next >>



# HAAD - Healthcare Professionals Satisfaction Survey - 2015

## Evaluation of Professional Performance

Q4. over the past 6 months did you attend or receive any of the following Concerning your performance on the job? **[Multiple Choice]**

a. Received formal remarks and recommendations from your direct superior	<input type="checkbox"/>
b. Attended a formal review session with your direct superior	<input type="checkbox"/>
c. Got the opportunity to discuss your career and explore future prospects of your job with your superior	<input type="checkbox"/>
d. None of the above	<input type="checkbox"/>

[<< Previous](#)
[Resume Later](#)
[Next >>](#)



# HAAD - Healthcare Professionals Satisfaction Survey - 2015

## Evaluation of Professional Performance

Q5. To what extent are you satisfied or dissatisfied with these factors in the performance evaluation process	Satisfied		Neutral	Dissatisfied		Not Applicable
	Extremely	Somewhat	Somewhat	Extremely		
a. Objectivity of evaluation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Timeliness of evaluation sessions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Relevance of remarks and recommendations given	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Overall the whole professional performance evaluation process as it is being conducted	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[<< Previous](#)
[Resume Later](#)
[Next >>](#)





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## Experience & Achievements

Q6. Concerning professional experience and achievements, to what extent do you agree or disagree with the following statements:	Agree		Neutral	Disagree		Not Applicable
	Strongly	Somewhat		Somewhat	Strongly	
a. This organization is the suitable place for me to acquire knowledge & experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. This organization appreciates my contributions and acknowledges my achievements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. This organization dedicates the needed human resources and necessary requirements to provide professional training to me and colleagues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[<< Previous](#)
[Resume Later](#)
[Next >>](#)



# HAAD - Healthcare Professionals Satisfaction Survey - 2015

## Your Career

Q7. How much do you agree or disagree with the following thoughts?	Agree		Neutral	Disagree		Not Applicable
	Strongly	Somewhat		Somewhat	Strongly	
a. I have a clear future path and promising opportunities for advancement in my work domain	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. If I were to start my career over again, I would choose a different specialty in the healthcare domain.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. If I were to choose over again, I would choose the same profession	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q8. What is the likelihood that you would be still working at the current facility after 2 years?	Working at this facility		Uncertain	Not working at this facility	
	Definitely	Probably		Probably	Definitely
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[<< Previous](#)
[Resume Later](#)
[Next >>](#)



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## Innovation and Research Support

Q9.To what extent do you agree or disagree with the following statements in your work environment?	Agree		Neutral	Disagree		Not Applicable
	Strongly	Somewhat		Somewhat	Strongly	
a. The management encourages us to conduct research on subjects of interest	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. The management provides us with needed resources to conduct research on subjects of interest	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. The management appreciates and rewards scientific innovation and innovators	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[<< Previous](#)
[Resume Later](#)
[Next >>](#)



# HAAD - Healthcare Professionals Satisfaction Survey - 2015

## Work schedule

Q10. What is your opinion with respect to these aspects of the work schedule?	Agree		Neutral	Disagree		Not Applicable
	Strongly	Somewhat		Somewhat	Strongly	
a. Work shifts are assigned in a fair rotation over all staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Work schedule is very demanding and impacts the normal family life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. A day-care service for young children of healthcare professional mothers is very much needed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[<< Previous](#)
[Resume Later](#)
[Next >>](#)



# HAAD - Healthcare Professionals Satisfaction Survey - 2015

## Patient Care

Q11. How about these patient care considerations?	Agree		Neutral	Disagree		Not Applicable
	Strongly	Somewhat		Somewhat	Strongly	
a. I am given adequate time to spend with patients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Our direct superiors regularly update us on newest ways to improve the efficiency of patient care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. We quickly apply changes when new studies tell us how we can improve quality of patient care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[<< Previous](#)
[Resume Later](#)
[Next >>](#)



# HAAD - Healthcare Professionals Satisfaction Survey - 2015

## Compensation & Benefits

Q12. To what extent are you satisfied or dissatisfied with your remuneration package and its principal components?	Satisfied		Neutral	Dissatisfied		Not Applicable
	Extremely	Somewhat	Somewhat	Extremely		
a. Basic salary	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Other allowances	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Overtime/ night shift applied rates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Retirement and end-of-service benefits calculation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Increments and Promotion schedule	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Overall Salary package, upon taking into account all components	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[<< Previous](#)
[Resume Later](#)
[Next >>](#)



# HAAD - Healthcare Professionals Satisfaction Survey - 2015

## Remuneration Package

Q13. Are you aware how remuneration packages compare for professionals like you working in other domains in UAE or in healthcare in other regions of the world ?	Much higher	Little higher	Equal	Little lower	Much lower	Don't Know
a. Compared to professionals in other different domains in UAE my remuneration package is	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Compared to healthcare professionals in Western countries my remuneration package is	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[<< Previous](#)
[Resume Later](#)
[Next >>](#)



# HAAD - Healthcare Professionals Satisfaction Survey - 2015

## Handling Challenges

Q14. Your experience and views about the way challenges are handled in your work environment:	Agree		Neutral	Disagree		Not Applicable
	Strongly	Somewhat		Somewhat	Strongly	
a. Difficult situations are always discussed face-to-face to provide solutions promptly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. I get enough time to study each patient's case and find a successful treatment solution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. The organization's internal clinical complaint system is secure and trustworthy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. The process for internal conflict resolution is fast and effective	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. The patient information system often hangs/interrupts momentarily which halts our work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. In review meetings we discuss the recently encountered problems and the needed measures to prevent recurrence in future	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[<< Previous](#)
[Resume Later](#)
[Next >>](#)





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## Complaints System

Q15. Over the past 12 months, did you encounter any problems or difficult situations in the following areas? <i>[Multiple Choice]</i>	Problems encountered in past 12 months
a. Clinical operations	<input type="checkbox"/>
b. Near-miss incidents	<input type="checkbox"/>
c. Administrative operations	<input type="checkbox"/>
d. Performance evaluation	<input type="checkbox"/>
e. Career orientation	<input type="checkbox"/>
f. Remuneration(salary & rewards)	<input type="checkbox"/>
g. CME/CPD continuing medical education program	<input type="checkbox"/>

h. PQR related challenges

i. None

<< Previous

Resume Later

Next >>



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## Complaints System

Q16. Which of the encountered problems (listed below) did you report or complain about? <i>[Multiple Choice]</i>	Problem(s) reported in past 12 months
a. Clinical operations	<input type="checkbox"/>
i. None	<input type="checkbox"/>

[<< Previous](#)[Resume Later](#)[Next >>](#)



# HAAD - Healthcare Professionals Satisfaction Survey - 2015

## Complaints System

Q17. To what extent are you satisfied or dissatisfied with the complaints system in the following areas?	Satisfied		Neutral	Dissatisfied		Not Applicable
	Extremely	Somewhat	Somewhat	Extremely		
a. Clinical operations, Near-miss incidents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>































[<< Previous](#)
[Resume Later](#)
[Next >>](#)



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## Abu Dhabi regulatory authority's role and duties (HAAD)

Q18. The following statements give descriptions of the mission, role and duties that Health Authority of Abu Dhabi has been entrusted with, Based on what you know please indicate how much do you agree or disagree with the contents of each statement	Agree		Neutral	Disagree		Not Applicable
Strongly	Somewhat	Somewhat		Strongly		
a. The regulatory authority's duty is to maintain the PQR for healthcare professionals through the adoption and edorsment of universal healthcare standards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. The heathcare regulatory body is approachable and easy to communicate with	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Assures rights for every individual to medical treatment with respect and dignity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Encourages enrolment of young nationals into medical and healthcare sciences education(schools of medicine,dentistry, pharmacy, nursing and health sciences)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Supports efforts on retention of nationals working in the healthcare sector	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Inspects against compliance with regulations and systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

g. Enforces professional standards on service providers and professionals in healthcare domain						
h. Regularly monitors and analyses health status data of the population and performance of public health system						
i. Assures the rights of professionals working in the healthcare sector						
j. Ensures objectivity and accuracy of Clinical review & investigation process						
k. Ensures all health professionals meet and continuously maintain professional qualifications and experience standards for quality healthcare						

&lt;&lt; Previous

Resume Later

Next &gt;&gt;



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## CME/CPD Program

Q19. In considering the continuing medical education, how do you currently do or intend to go about fulfilling the CME/CPD program requirements? <i>[Multiple Choice]</i>	Currently pursuing	intend to pursue
a. Enrolment in structured professional studies in same line or sub-specialty	<input type="checkbox"/>	<input type="checkbox"/>
b. Enrolment in structured professional studies in a different or new specialty	<input type="checkbox"/>	<input type="checkbox"/>
c. Pursuing a masters or equivalent degree in a relevant subject of interest	<input type="checkbox"/>	<input type="checkbox"/>
d. Attendance of conferences and seminars organized or endorsed by an official UAE or Global organization (MOH, HAAD, DHA, WHO, UN)	<input type="checkbox"/>	<input type="checkbox"/>
e. None / not interested	<input type="checkbox"/>	

[<< Previous](#)
[Resume Later](#)
[Next >>](#)



# HAAD - Healthcare Professionals Satisfaction Survey - 2015

## CME/CPD Program

Q20. Over the past 12 months did you attend or participate to any of the following professional activities? *[Multiple Choice]*

a. Formal training on new clinical methods and techniques	<input type="checkbox"/>
b. Attend papers presentation by colleagues or guests	<input type="checkbox"/>
c. Attend external seminars and conferences	<input type="checkbox"/>
d. None of the above	<input type="checkbox"/>

[<< Previous](#)
[Resume Later](#)
[Next >>](#)





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## Areas of Improvement

Q21. Which of the following options do you think HAAD needs to focus on improving in the next 18 months?	1st Priority	2nd Priority	3rd Priority
a. Offer more residency specialties	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Raise level of general public awareness on roles, rights and duties of different health professionals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Introduce/make Enhancements to the Retirement law	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Offer more support to entice the National males to join the healthcare professional workforce	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Enhance the work environment for working mothers and females	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Raise awareness of HAAD's PQR and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Review the working hours of National females in healthcare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

h. Support the establishment of more/new schools of medicine & dentistry/health education institutes to provide for shortage in different specialties



i. Don't Know



j. Other - write in:

<< Previous

Resume Later

Next >>



# HAAD - Healthcare Professionals Satisfaction Survey - 2015

## Collaboration and Support

Q22. To what extent are you satisfied or dissatisfied with the following interactions within the context of your workplace?	Satisfied		Neutral	Dissatisfied		Not Applicable
	Extremely	Somewhat		Somewhat	Extremely	
a. The quality of collaboration you obtain from professional colleagues of other different ethnic groups in similar or higher grade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. The strength of support you receive from professional colleagues of other different ethnic groups in conducting your work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. The level of appreciation for your professional services from emarati patients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. The level of appreciation for your professional services from patients of other different ethnic groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[<< Previous](#)
[Resume Later](#)
[Next >>](#)



# HAAD - Healthcare Professionals Satisfaction Survey - 2015

## Education and Job Training

Q23. To what extent were you satisfied or dissatisfied with the following factors in the context of the health education you received and the training you have undergone at work?	Satisfied		Neutral	Dissatisfied		Not Applicable
	Extremely	Somewhat		Somewhat	Extremely	
a. The quality of medical/health education that you had initially received	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. The quality of the "on the job training" that you have been imparted on the job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Your own self-confidence upon taking-up your first job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Your self-confidence in the context of your current job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. The opportunities currently available to you to expand your professional knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[<< Previous](#)
[Resume Later](#)
[Next >>](#)



# HAAD - Healthcare Professionals Satisfaction Survey - 2015

## Emiratis in healthcare careers

**Q24. Taking a broader view of your professional life and career in healthcare domain:**

Satisfied		Neutral	Dissatisfied		Not Applicable
Extremely	Somewhat		Somewhat	Extremely	
a. Overall at the present time, how do you personally feel about having chosen a career in healthcare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**b. Would you have any suggestions towards encouraging emirati youth of both genders to chose careers in healthcare domains, in:**

i. Nursing:

ii. General Medicine, Dentistry & Pharmacy:

iii. Allied healthcare services:

**c. Would you have any suggestions that might contribute towards improving policies to encourage and retain emiratis healthcare professionals to stay in practice for the longest possible period:**



# HAAD - Healthcare Professionals Satisfaction Survey - 2015

## General Information

To better understand the satisfaction measures of professionals at work, we need some additional profile information to classify respondents into different segments. Your individual responses will be kept strictly confidential..

In what year\* did you begin medical practice (after completing your training)?

- D1. *\* If you have completed the residency or the fellowship program then please mention the first year when you started medical practice.*

- Year - ▼

- D2. In which country did you graduate from medical/health sciences school?

- Select - ▼

- D3. What is your job title?

- D4. What is your primary specialty?

- Select - ▼

- D5. How long have you been working at this practice/healthcare facility?

- Select - ▼

D6. Gender



Male

Female

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D7. Age group



D8. Level of education?



**Please provide any additional comments/feedback you may have regarding your Job or on subjects covered in this survey**

[<< Previous](#)[Resume Later](#)[Submit](#)