



ADHOC MEDICAL SCHEME COMMITTEE KAFU EMPLOYEE SATISFACTION SURVEY TOOL

Introduction

Thank you for participating in this employee satisfaction survey. Your feedback is important to us as we aim at improving the health care services offered to Kaimosi Friends University Staff. Please take few minutes to complete the following questions honestly and thoughtfully.

Section A: Particulars

1. Category of staff Top Mgt UASU KUSU KUDHEIA
2. Gender Male Female
3. Age 25 -35 36 – 45 46- 55 56 -65 above 65

Section B. Staff Satisfaction Level

4. Which of the following in -house health medical scheme services have you and your family benefitted from in the last 1 year?
 Out –patient (physician, gynecological paedtrician, physiotherapy)
 Inpatient Dental care services
 Optical care Maternity NONE
5. How satisfied are you with the university in-house medical scheme out- patient care services being offered as per the university policy?



Kaimosi Friends University (KAFU) is ISO 9001: 2015certified

Not satisfied neutral satisfied extremely satisfied

6. How satisfied are you with the university in-house medical scheme in- patient care services being offered as per the university policy?

Not satisfied neutral satisfied extremely satisfied

7. How satisfied are you with the university in-house medical scheme Dental care services being offered as per the university policy?

Not satisfied neutral satisfied extremely satisfied

8. How satisfied are you with the university in-house medical scheme eye care services being offered as per the university policy?

Not satisfied neutral satisfied extremely satisfied

10. How satisfied are you with the university in-house medical scheme maternity care services being offered as per the university policy?

Not satisfied neutral satisfied extremely satisfied

11. How satisfied are you with the university appointed health care providers (Hospitals and medical specialists)?

Not satisfied neutral satisfied extremely satisfied

12. Have you ever been referred to the university appointed hospital/ specialist?

Yes No

If yes, were you satisfied with the referral procedure and treatment at the referral centre?

Not satisfied neutral satisfied extremely satisfied



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14. Do you have a chronic health condition?

Yes No

If yes, does your current medical plan satisfy your health needs for this condition?

Yes No

15. From your experience, what improvement should be done to the KAFU health medical cover to meet your health needs effectively and efficiently? (Provide as much information as possible).

Please explain.....

