

Satisfaction surveys

SURVEY I/III - 3 months before the mobile application

1) What is your name?

2) What is your gender?

Male

Female

3) How old are you? (years)

4) How long ago did you graduate medical school? (years)

5) How long have you been practicing in the intensive care field?

6) Do you own a smartphone?

Yes

No

7) What method(s) are you currently using to carry out your shift exchange attempt(s) ?

* You may choose more than 1 option

Whatsapp

Phone call

SMS

Email

8) How often do you use the current method(s) for shift exchange?

Daily

Weekly

Fortnightly

Monthly

9) How do you record your successful shift exchanges?

* You may choose more than 1 option

- Personal note
- Whatsapp
- Official department sheet
- Email

10) Do you need to report all successful shift exchange to the administrative staff?

- Yes
- No

11) How much time do you usually spend to perform a successful shift exchange?

- Minutes
- Hours
- Days
- Weeks

12) What is the degree of difficulty to perform a successful shift exchange ?

- Very easy
- Easy
- Difficult
- Very difficult

13) What is your degree of satisfaction with the current shift exchange model?

- Very satisfied
- Satisfied
- Unsatisfied
- Very unsatisfied

14) Do you trust in the current shift exchange model?

- Yes
- No

15) Are you interested in a mobile app to manage your shift exchanges?

- Yes
- No

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SURVEY II/III - 3 months after the mobile application

1) What is your name?

2) How was the experience installing the mobile application on your smartphone?

- Very easy
- Moderately easy
- It was not easy at all

3) What is your opinion about the mobile application interface?

- Extremely friendly
- Very friendly
- Friendly
- Very unfriendly
- Extremely unfriendly

4) How often have you experienced technical issues with the mobile application?

- Constantly
- Frequently
- Occasionally
- Never

Which one? _____

5) How would you rate the technical support?

- Very useful
- Sometimes useful
- Not very useful
- I did not use it

6) What is your degree of satisfaction with the current shift exchange model?

- Very satisfied
- Satisfied
- Unsatisfied
- Very unsatisfied

7) Would you recommend this mobile application to your colleagues?

- Very probably - 100%
- Most probably - 75%
- Maybe yes, maybe no - 50%
- Probably not - 25%

I would not recommend it to anyone 0%

8) Would you like to return to the previous shift exchange method?

Yes

No

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SURVEY III/III - 6 months after the mobile application

1) What is your name?

2) How much time do you usually spend to perform a successful shift exchange using the mobile application model?

Minutes

Hours

Days

Weeks

3) What is the degree of difficulty to perform a successful shift exchange using the mobile application model?

Very easy

Easy

Difficult

Very difficult

4) What is your degree of satisfaction with the current shift exchange model?

Very satisfied

Satisfied

Unsatisfied

Very unsatisfied

5) Do you trust in the current shift exchange model?

Yes

No

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