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Title	Survey on Civil Servants' opinion of Public Administration, 2004

1. Which of the following were the most important reasons for you to choose a public servant as your occupation? (Please select two.)

- 1) It seemed to be a job that ensures good job security
- 2) It seemed to ensure economic stability of life
- 3) Its roles and duties of performing public administration were appealing
- 4) It seemed to give me authority and influential power
- 5) It seemed to provide good work conditions such as work on regular schedule, and leisure time
- 6) My parents and relatives recommended it to me
- 7) Selection process is fair and objective
- 8) It has good social recognition
- 9) It often serves as a standard of achieving success in life
- 10) Other (Please specify: \_\_\_\_\_ )

2. If your child wanted to become a public servant, what would you do?

- 1) Strongly support
- 2) Support
- 3) Neutral
- 4) Oppose
- 5) Strongly oppose

3. Please indicate how satisfied you are with the following aspects of workplace environment for public servants.

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
3-1. Wage and compensation	1	2	3	4	5
3-2. Work environment	1	2	3	4	5
3-3. Job security	1	2	3	4	5
3-4. Relationship with coworkers	1	2	3	4	5
3-5. Internal promotion or advancement	1	2	3	4	5
3-6. Education and training	1	2	3	4	5
3-7. Social recognitions for public service jobs	1	2	3	4	5
3-8. Workers' compensation and welfare	1	2	3	4	5

3-9. Job duties and responsibilities	1	2	3	4	5
3-10. Relationship with supervisors	1	2	3	4	5
3-11. Relationship with subordinates	1	2	3	4	5
3-12. Performance evaluation and assessment	1	2	3	4	5
3-13. Multi-source assessment	1	2	3	4	5

4. What do you think are the most important things in order to enhance public servants' job satisfaction and morale? Please select two from the above listed "13 aspects" under <Q3.>

\_\_\_\_\_ , \_\_\_\_\_

5. Overall, how satisfied are you with the life as a public servant?

Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
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1	2	3	4	5

6. What are the issues that bother you most at this moment? (Please select two.)

- 1) Financial shortage
- 2) Health issue
- 3) Family/children related issues
- 4) Preparedness for life after retirement
- 5) Enhancing work competencies
- 6) Heavy workload
- 7) Promotion/advancement related issues
- 8) Discontent with the position and related duties at work
- 9) Concerns about layoffs
- 10) Issues related to adjusting to life as a public servant
- 11) Conflicts with co-workers/supervisors
- 12) Solicitations of onerous favors
- 13) Other (Please specify: \_\_\_\_\_ )

7. On average, how much overtime do you work per day?

- 1) I leave the office at a regular time
- 2) Less than one hour
- 3) 1-2 hours
- 4) 2-3 hours
- 5) 3 hours or more

8. How do you feel about current administration of the following systems of personnel management in the public employment?

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
8-1. Fairness in hiring process	1	2	3	4	5
8-2. Fairness in personnel management (personnel move, position allocation)	1	2	3	4	5
8-3. Fairness in promotion and advancement	1	2	3	4	5
8-4. Fairness in Performance Evaluation System (performance ratings)	1	2	3	4	5
8-5. Equality of education and training opportunities	1	2	3	4	5
8-6. Fairness in reward system	1	2	3	4	5
8-7. Consistency in personnel policies	1	2	3	4	5
8-8. Adequacy of personnel policies related to women	1	2	3	4	5
8-9. Adequacy of personnel policies related to persons with disabilities	1	2	3	4	5

9. Which of the following do you think has the most influence on promotion or advancement of public servants in our country? (Please select two.)

- 1) Job tenure
- 2) Job performance
- 3) Job competencies
- 4) Interpersonal skills
- 5) Fortune of having successful career as a public official
- 6) Level of education
- 7) Hometown connections
- 8) Alumni connections
- 9) Other (Please specify: \_\_\_\_\_ )

10. Which of the following do you think should be considered most importantly in order to determine fair wage and compensation for public servants? (Please select two.)

- 1) Job tenure
- 2) Educational attainment
- 3) Position rank (grade)
- 4) Job duties and responsibilities
- 5) Job performance
- 6) Work attitude
- 7) Other (Please specify: \_\_\_\_\_ )

11. How do you feel about wage and compensation for public servants?

Very insufficient	Somewhat insufficient	About right	Somewhat sufficient	Very sufficient
1	2	3	4	5

12. If you think wage and compensation for public servants should be raised, which of the following would be the reason for that? (Please answer this question only if you chose 1) or 2) as your answer for Question 11. above.)

- 1) To guarantee basic cost of living
- 2) To eradicate corruption
- 3) To make it balance the pay in the private sector
- 4) To enhance morale of public servants
- 5) Other (Please specify: \_\_\_\_\_ )

13. Which of the following groups do you think has the most influence on government's policy making process? (Please select two.)

- 1) Political parties and politicians
- 2) Big corporations and business people
- 3) The press
- 4) Civic associations and organizations
- 5) Student associations
- 6) Labor associations and organizations
- 7) Public servants
- 8) Legal professionals
- 9) Other (Please specify: \_\_\_\_\_ )

14. Among the following, which policy areas do you think are expected to grow and which are expected to decline? Please select two after excluding policies directly related to your department or agency.

14-1. Areas expected to grow      First \_\_\_\_\_      Second \_\_\_\_\_

14-2. Areas expected to decline      First \_\_\_\_\_      Second \_\_\_\_\_

※ Response Options:

- 1) Economic policies
- 2) Education policies
- 3) Reunification policies
- 4) Foreign affairs and trade policies
- 5) Defense policies
- 6) Public security policies
- 7) Science and technology policies
- 8) Culture and tourism policies
- 9) Agriculture and fisheries policies

- 10) Welfare policies
- 11) Information and communication policies
- 12) Environment policies
- 13) Labor policies
- 14) Women's policies
- 15) Construction and transportation policies

15. How do you feel about the current government policies on each of the following areas?

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
15-1. Economic policies	1	2	3	4	5
15-2. Education policies	1	2	3	4	5
15-3. Reunification policies	1	2	3	4	5
15-4. Foreign affairs and trade policies	1	2	3	4	5
15-5. Defense policies	1	2	3	4	5
15-6. Public security policies	1	2	3	4	5
15-7. Science and technology policies	1	2	3	4	5
15-8. Culture and tourism policies	1	2	3	4	5
15-9. Agriculture and fisheries policies	1	2	3	4	5
15-10. Welfare policies	1	2	3	4	5
15-11. Information and communication policies	1	2	3	4	5
15-12. Environment policies	1	2	3	4	5
15-13. Labor policies	1	2	3	4	5
15-14. Women's policies	1	2	3	4	5
15-15. Construction and transportation policies	1	2	3	4	5

16. Based on the following criteria, how would you evaluate the quality of public administrative services of our country?

	Very satisfactory	Somewhat satisfactory	Neither satisfactory nor dissatisfactory	Somewhat dissatisfactory	Very dissatisfactory
16-1. Expertise	1	2	3	4	5
16-2. Efficiency	1	2	3	4	5
16-3. Fairness	1	2	3	4	5
16-4. Providing information	1	2	3	4	5
16-5. Fairness	1	2	3	4	5
16-6. Responding to citizens' opinions	1	2	3	4	5
16-7. Consistency	1	2	3	4	5
16-8. Accuracy	1	2	3	4	5
16-9. Kindness	1	2	3	4	5
16-10. Overall quality	1	2	3	4	5

17. Which of the following areas do you think is the most in need of administrative reforms?  
(Please select two.)

- 1) Reorganization of the national government offices
- 2) Downsizing and rationalization of government affiliated public agencies
- 3) Reorganization of personnel management system for public employees
- 4) Promoting deregulation
- 5) Promoting decentralization of power to the provinces
- 6) Improving the relationship between public administration and citizens (civil participation, making information open to public, etc.)
- 7) Overcoming civil administration based on administrative opportunism
- 8) Informatization of public administration
- 9) Reform of budget and financial system
- 10) Reform of final accounts and audit system
- 11) Rearrangement of government functions (Reorganizing which areas to expand and which to contract)
- 12) Increasing opportunities for citizens' participation
- 13) Other (Please specify: \_\_\_\_\_ )

18. How do you feel about the following statements about government's policy making process?

	Strongly approve	Somewhat approve	Neither approve nor disapprove	Somewhat disapprove	Strongly disapprove
18-1. Government's public service area and related expenses should be expanded	1	2	3	4	5
18-2. It is socially desirable to solve economic problems through government intervention, rather than through private self-regulation	1	2	3	4	5
18-3. Government overly regulates daily lives of citizens	1	2	3	4	5
18-4. National government overly intervenes in local governments	1	2	3	4	5

19. How do you feel about the progress of the current administration in achieving Twelve National Agendas?

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
19-1. Establishing a peace regime on the Korean Peninsula	1	2	3	4	5
19-2. Society without corruption/Public administration that serves the people	1	2	3	4	5
19-3. Political reform for participation and integration	1	2	3	4	5
19-4. Decentralization of power to the provinces and balanced national development	1	2	3	4	5
19-5. Building an economic hub country of Northeast Asia	1	2	3	4	5
19-6. Establishing a free and fair market order	1	2	3	4	5
19-7. Establishing a science and technology-centered society	1	2	3	4	5
19-8. Rural areas opening up the future	1	2	3	4	5
19-9. Enhancing participatory welfare and quality of life	1	2	3	4	5
19-10. Establishing national integration and gender-equality	1	2	3	4	5

19-11. Actualization of education reform and world class culture-knowledge country	1	2	3	4	5
19-12. Building socially integrative labor-management relations	1	2	3	4	5

20. In order to solve the national issues we are currently facing, what do you think the most important roles are that the public administration should take on? (Please select two.)

- 1) Relief for the unemployed/Job creation
- 2) Providing vision/Leadership
- 3) Economic stimulus and regulation
- 4) Strengthening international negotiations
- 5) Maintaining stability of the country and the society
- 6) Economic restructuring
- 7) Education reform
- 8) Other (Please specify: \_\_\_\_\_ )

21. What do you think are the most important criteria (qualities) for public servants? Please select two from the below listed “10 aspects” under Question 22.

\_\_\_\_\_, \_\_\_\_\_

22. How do you evaluate yourself as a public servant in each of the following aspects?

	Very high	Somewhat high	About the middle	Somewhat low	Very low
22-1. Expertise	1	2	3	4	5
22-2. Work motivation	1	2	3	4	5
22-3. Creativity	1	2	3	4	5
22-4. Service-mindedness	1	2	3	4	5
22-5. Responsibility	1	2	3	4	5
22-6. Sincerity	1	2	3	4	5
22-7. Being ethical and non-corruptive	1	2	3	4	5
22-8. Political neutrality	1	2	3	4	5
22-9. Loyalty to the country	1	2	3	4	5
22-10. Loyalty to the supervisor	1	2	3	4	5

23. Do you think that public servants are complacent?
- 1) Very much so ⇒ Go to question 24
  - 2) Somewhat moderately so ⇒ Go to question 24
  - 3) Neutral
  - 4) Not so much so ⇒ Go to question 25
  - 5) Not at all ⇒ Go to question 25
24. What do you think is the primary cause of public servants becoming complacent?
- 1) No improvement on working conditions and treatment
  - 2) There is no adequate compensation even for hard work
  - 3) Conservativeness that does not like anything new
  - 4) Autonomy is not granted
  - 5) Lack of commitment as a public official
  - 6) If the work that I initiated goes wrong, I would have to take all the responsibility
  - 7) Legality-focused audit procedure
  - 8) Other (Please specify: \_\_\_\_\_ )
25. How do you think about the actual operation of your agency's delegations of authority policies?
- 1) Supervisors involved in most of the work
  - 2) Supervisors involved in some of the work
  - 3) Properly operated under authority and responsibility of the one who has the right to approve
  - 4) Arbitrarily determined depending on the nature of work, regardless of policies
26. How much are you involved in the decision making process (policy making and decision making, etc.) in your department or unit?
- 1) Not involved at all
  - 2) Not very involved
  - 3) Moderately involved
  - 4) Involved
  - 5) Very much involved
27. Do you think you are performing your work effectively and efficiently?
- 1) Not at all ⇒ Go to question 28
  - 2) Not very much so ⇒ Go to question 28
  - 3) About the middle
  - 4) Somewhat moderately so ⇒ Go to question 29
  - 5) Very much so ⇒ Go to question 29

28. Which of the following are the biggest obstacles that keep you from performing your work effectively and efficiently? (Please select two.)
- 1) Not having enough specialized ability required to perform the work
  - 2) Not having enough computer operation skills
  - 3) Poor office environment
  - 4) Lack of inter-departmental/inter-unit cooperation
  - 5) Low morale
  - 6) Unreasonable audit practices
  - 7) Complicated procedures
  - 8) Office chores of all sorts
  - 9) Manager's inability
  - 10) Employees' passive work attitudes
  - 11) Not enough information or data when needed
  - 12) Excessive regulations due to mutual consultation between government agencies, etc.
  - 13) Approval and decision making process takes too long
  - 14) Other (Please specify: \_\_\_\_\_ )

29. With the similar level of ability and experience, which of the private sector employees and public servants do you think are more advantaged for the following aspects in the job world?

	Public servants are much more advantaged	Public servants are somewhat advantaged	Both are equally advantaged	Private employees are somewhat advantaged	Private employees are much more advantaged
29-1. Job security	1	2	3	4	5
29-2. Wages and compensation	1	2	3	4	5
29-3. Work environment	1	2	3	4	5
29-4. Possibility of advancement or internal promotion	1	2	3	4	5
29-5. Workers compensation and welfare	1	2	3	4	5
29-6. Security of living after retirement	1	2	3	4	5
29-7. Social status	1	2	3	4	5
29-8. Work load per employee	1	2	3	4	5
29-9. Contribution to the country's prosperity	1	2	3	4	5
29-10. Adaptability to changes in environment	1	2	3	4	5
29-11. Authority to implement autonomously	1	2	3	4	5

30. How trustworthy do you think each of the following agencies or social organizations is?

	Very trustworthy	Somewhat trustworthy	Neither trustworthy nor untrustworthy	Somewhat untrustworthy	Very untrustworthy
30-1. The Executive Branch	1	2	3	4	5
30-2. The Legislative Branch	1	2	3	4	5
30-3. The Judicial Branch	1	2	3	4	5
30-4. Private business firms	1	2	3	4	5
30-5. Civic associations	1	2	3	4	5
30-6. The press	1	2	3	4	5

31. What do you think about Korean society and your personal life at present and three years later?

	Very bad	Bad	Neither bad nor good	Good	Very good
31-1. Korean society, at present	1	2	3	4	5
31-2. Korean society, 3 years later	1	2	3	4	5
31-3. My personal life, at present	1	2	3	4	5
31-4. My personal life, 3 years later	1	2	3	4	5

32. Currently, whose influence do you think is the most powerful on government administration in general? (Please select two.)

- 1) The press
- 2) Public officials
- 3) Educators
- 4) Ordinary citizens
- 5) Foreign countries (United States, etc.)
- 6) International (investment) capital
- 7) Political leaders
- 8) Workers
- 9) Business people
- 10) Civic associations
- 11) The president of South Korea
- 12) Court decisions
- 13) Other (Please specify: \_\_\_\_\_ )

33. Which of the following problems do you think should be urgently resolved in our country?  
(Please select two.)

- 1) Uniform way of thinking (Attitudes rooted in black and white dichotomy)
- 2) Lack of basic social order
- 3) Political instability
- 4) Unpredictable and inconsistent public administration
- 5) Confusion in values
- 6) Gap between rich and poor
- 7) Unemployment issue
- 8) Corruption
- 9) Regional conflicts
- 10) Faulty construction
- 11) Labor-management relations
- 12) Other (Please specify: \_\_\_\_\_ )

34. How do you feel about each of the following statements about work efficiency and performance?

	Very true -----	True -----	Moderately true -----	Not very true -----	Not true at all -----
34-1. With my competencies and expert knowledge, I am confident in my work performance	1	2	3	4	5
34-2. I know exactly what is expected from me in my work and duties	1	2	3	4	5
34-3. If I achieve high performance in this workplace, I will be rewarded with raises or promotion	1	2	3	4	5
34-4. If I achieve high performance in this workplace, I will feel a great sense of accomplishment	1	2	3	4	5
34-5. We can trust people, because human beings are good by nature	1	2	3	4	5
34-6. It is wise to live the present moment satisfactorily, rather than to worry about the future	1	2	3	4	5
34-7. I often get compliments from others on my performance	1	2	3	4	5
34-8. My department (or unit) often gets compliments from others on its performance	1	2	3	4	5
34-9. Information exchange and collaboration between my department (or unit) and other related departments work very well	1	2	3	4	5

34-10. Information exchange and collaboration between my agency (organization) and other related agencies (organizations) work very well

1            2            3            4            5

35. What is your sex?

- 1) Male
- 2) Female

36. What is your age?

Age (in years) \_\_\_\_\_

37. Where did you primarily grow up? And where is your current residence? (Please mark (√) the appropriate box.)

Administrative district	Special City (Seoul)	Metropolitan city	City, all other	<i>Gun</i> (county)/ <i>Eup</i> (township)/ <i>Myeon</i> (village)
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Current residence

38. What is the highest degree or level of school you have completed?

- 1) No schooling
- 2) Elementary school graduate
- 3) Middle school graduate
- 4) High school graduate
- 5) Two-year college/Junior college graduate
- 6) Four-year college/University graduate
- 7) Graduate school — Master's degree
- 8) Graduate school — Completed a doctorate program or above

39. What is the amount of average monthly income of your household?

- 1) Less than 1,000,000 won
- 2) 1,000,000 - 1,999,999 won
- 3) 2,000,000 - 2,999,999 won
- 4) 3,000,000 - 3,999,999 won
- 5) 4,000,000 - 4,999,999 won
- 6) 5,000,000 won or above

40. Since you were first employed as a public servant, how many years have you served so far?

- 1) 1-5 years
- 2) 6-10 years
- 3) 11-20 years
- 4) 21-30 years
- 5) 31-40 years

41. Since you took on the current position, how many years have you worked at that position so far?

- 1) Less than 1 year
- 2) 1 year to less than 2 years
- 3) 2 years to less than 3 years
- 4) 3 years to less than 5 years
- 5) 5 years to less than 10 years
- 6) 10 years or longer