# Questionnaire

**A Questionnaire To Measure The Role of The Contingency Planning In Traditional and Islamic Banks During The Crisis In Syria**

**From Crisis Management Perspective**

Hello,

We are conducting a field research in Traditional and Islamic banks , which is aimed to examine the use of Contingency Planning by the banks to face the bad effects of the present crisis in Syria, from the crisis management perspective.

We believe that crisis management is critical to reduce the effects results of different crisis. And we aims to recognize how this management techniques can enhance the development of a contingency planning.

Please answer the statement below. And please consider that no personal information will be collected and all data will be used only for scientific research purpose,

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**About crisis Management**

As an organization operating in today's society, it would at one time or the other witness instability in which the impacts of event(s) threaten its operations, survivals or reputation. The ability of such organization to successfully craft strategies to manage such crisis is what differentiate an organization that is able to manage instability states from another organization that allows such horrible state to dampen its strategic objectives.

**Demographic Data**

1- Age:

1. From 20 to 25 year
2. From 26 to 30 year
3. From 31 to 49 year
4. From 50 year and more

2- Sex:

1. Male
2. Female

3- Career Level

1. Manager
2. Vice Manager
3. Head of Section
4. Supervisor
5. Employee

4- How many years of experience do you have?

1. less than a year
2. More than a year and up to three
3. More than three and up to five
4. More than five and up to ten
5. More than ten years

**Study data**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1. The management has a clear and well defined mission statement. | |  |  |  | | --- | --- | --- | | Totally Agree | (5 - 4 - 3 - 2 - 1) | Totally  Disagree | |
| 1. Strategies are revised as needed. | |  |  |  | | --- | --- | --- | | Totally Agree | (5 - 4 - 3 - 2 - 1) | Totally  Disagree | |
| 1. Different management levels participate in contingency planning | |  |  |  | | --- | --- | --- | | Totally Agree | (5 - 4 - 3 - 2 - 1) | Totally  Disagree | |
| 1. Employee has a good understanding of the business strategic plan. | |  |  |  | | --- | --- | --- | | Totally Agree | (5 - 4 - 3 - 2 - 1) | Totally  Disagree | |
| 1. Functional strategies consistent with the business units strategies. | |  |  |  | | --- | --- | --- | | Totally Agree | (5 - 4 - 3 - 2 - 1) | Totally  Disagree | |
| 1. There is team-work of crisis management. | |  |  |  | | --- | --- | --- | | Totally Agree | (5 - 4 - 3 - 2 - 1) | Totally  Disagree | |
| 1. Management designed procedure to prevent business crisis to happened. | |  |  |  | | --- | --- | --- | | Totally Agree | (5 - 4 - 3 - 2 - 1) | Totally  Disagree | |
| 1. Management pre-plan to deal with expected crisis. | |  |  |  | | --- | --- | --- | | Totally Agree | (5 - 4 - 3 - 2 - 1) | Totally  Disagree | |
| 1. Management set a budget for crisis management activities. | |  |  |  | | --- | --- | --- | | Totally Agree | (5 - 4 - 3 - 2 - 1) | Totally  Disagree | |
| 1. Management uses crisis management outcomes to develop contingency planning. | |  |  |  | | --- | --- | --- | | Totally Agree | (5 - 4 - 3 - 2 - 1) | Totally  Disagree | |
| 1. Crisis management team effectively performs environmental scanning. | |  |  |  | | --- | --- | --- | | Totally Agree | (5 - 4 - 3 - 2 - 1) | Totally  Disagree | |
| 1. You thinks that employee turnover has increased during crisis situations. | |  |  |  | | --- | --- | --- | | Totally Agree | (5 - 4 - 3 - 2 - 1) | Totally  Disagree | |
| 1. As an employee, you thinks you are more subject to work under pressure during crisis situations. | |  |  |  | | --- | --- | --- | | Totally Agree | (5 - 4 - 3 - 2 - 1) | Totally  Disagree | |
| 1. As an employee, you thinks there is more stress in the workplace during the crisis situations. | |  |  |  | | --- | --- | --- | | Totally Agree | (5 - 4 - 3 - 2 - 1) | Totally  Disagree | |

Thank you