Questionnaire Survey on Disaster Preparedness and Resilience among Kuwaiti Organizations

Dear Participant,

You are invited to participate in a research study conducted by Dr. Raed Al-Husain from the Department of Information Systems and Operations Management at Kuwait University. Before you decide to participate, we kindly request that you carefully read and understand the following information regarding your involvement in this study. If you have any questions or concerns, please do not hesitate to contact us before proceeding.

Study Purpose:

The purpose of this study is to investigate the preparedness and resilience of organizations in the State of Kuwait to deal with various disasters and crises, and to evaluate their operations and supply chain management practices and capabilities through the phases of the disaster management cycle (mitigation, preparedness, response, and recovery).

Procedures:

As a participant, you will be asked to complete an online survey/questionnaire. The survey will involve answering questions related to some practices of your institution related to disaster management.

Voluntary Participation:

Participation in this study is entirely voluntary. Your decision to participate or not will have no impact on your current or future relationship with the researchers or the institution. You have the right to withdraw from the study at any time, without providing a reason, and without facing any negative consequences.

Confidentiality and Anonymity:

Your privacy and confidentiality will be strictly maintained throughout the study. All data collected will be treated with the utmost confidentiality and stored securely. Your responses will be aggregated and reported in a way that ensures individual identification cannot be made. Your personal information will not be disclosed or shared with any unauthorized individua**ls.**

Researcher Contact Information:

If you have any questions or concerns regarding the study, you may contact Dr. Raed Al-Husain at raed.husain@ku.edu.kw.

If you have any questions about your rights as a participant, you may contact the Research Ethics Board at *clsethicscommittee@ku365.onmicrosoft.com*

By proceeding with the survey, you acknowledge that:

1. You have read and understood the information provided above.
2. You voluntarily agree to participate in this research study.
3. You understand that you can withdraw from the study at any time without any negative consequences.
4. You understand that your participation is anonymous, and your responses will be kept confidential.

Please click the "I Agree" button below to indicate your consent and proceed with the survey.

Thank you for your participation.

Note: By clicking the "I Agree" button, you signify your consent to participate in the study. If you do not wish to participate, please exit the survey.

Section One: Study Questions

1) Mitigation phase

1- The institution where I work invests and spends on its infrastructure to mitigate the risks of potential disasters and crises (including shelters, storage and backup facilities, transportation vehicles, backup power supplies, etc.).
1) Strongly disagree 2) Disagree 3) I don't Know 4) Agree 5) Strongly Agree
(If your answer is 1, 2, or 3, please proceed to question 4).

2- Have you been instructed on how these infrastructures will be used in the event of a disaster?
1) Yes
2) No (if your answer is "No," please proceed to question 4).

3- The infrastructure set up by your organization to face disasters and crises is sufficient and adequate.
1) Strongly disagree 2) Disagree 3) I don't Know 4) Agree 5) Strongly Agree

4- The organization where I work provides tools or emergency kits that employees can use to deal with disasters and crises in the event that they occur (this includes fire extinguishing tools and the like).
1) Strongly disagree 2) Disagree 3) I don't Know 4) Agree 5) Strongly Agree
(If your answer is 1, 2, or 3, please proceed to question 6).

5- Which of the following emergency tools does your organization provide?

1) Radio devices	**1) Yes**	**2) No**
2) Electricity generators	**1) Yes**	**2) No**
3) Walkie Talkies	**1) Yes**	**2) No**
4) Ground communication lines	**1) Yes**	**2) No**
5) Batteries	**1) Yes**	**2) No**

6) **Fire extinguishers** 1) Yes 2) No
7) **First aid kits** 1) Yes 2) No
8) **Flashlights** 1) Yes 2) No
9) **Storable food supplies (canned food, etc.)** 1) Yes 2) No
10) **Drinking water** 1) Yes 2) No
11) **Anti-gas face masks** 1) Yes 2) No
12) **Sharp cutting tools (knife, scissors, hand saw)** 1) Yes 2) No
13) **(Please mention: _____)** 1) Yes 2) No

2) Preparedness phase

6- My organization has a clear disaster and crisis preparedness plan in place (including establishing relationships with multiple suppliers for critical products and services, maintaining appropriate inventory levels for critical supplies, and contingency plans for transportation and logistics).

1) Strongly disagree 2) Disagree 3) I don't Know 4) Agree 5) Strongly Agree

(If your answer is 1, 2, or 3, please proceed to question 8).

7- Which of the following plans does your organization have?

1) **Fire plan** 1) Yes 2) No
2) **Rainfall and flooding plan** 1) Yes 2) No
3) **Toxic gas leakage and spread plan** 1) Yes 2) No
4) **Building collapse plan** 1) Yes 2) No
5) **War plan** 1) Yes 2) No
6) **Sandstorm plan** 1) Yes 2) No
7) **Earthquake plan** 1) Yes 2) No
8) **Epidemic outbreak plan** 1) Yes 2) No
9) **Others (Please mention: _____)** 1) Yes 2) No

8- My organization has clear and specific guidelines or equipment to assist people with special needs and physical disabilities (such as blindness or limited mobility) during a disaster or crisis.

1) Strongly disagree 2) Disagree 3) I don't Know 4) Agree 5) Strongly Agree

9- My organization has a defined strategy for continuing operations in the event of a crisis or disaster (including identifying critical processes, resources, and suppliers).

1) Strongly disagree 2) Disagree 3) I don't Know 4) Agree 5) Strongly Agree

10- My organization provides training programs for crisis and disaster preparation and managing them (including emergency protocols and procedures).

1) Strongly disagree 2) Disagree 3) I don't Know 4) Agree 5) Strongly Agree

(If your answer is 1, 2, or 3, please proceed to question 15).

11- What type of training programs does your organization provide for crisis and disaster management?

1)	**Educational lectures**	**1) Yes**	**2) No**
2)	**First aid drills**	**1) Yes**	**2) No**
3)	**Fire training drills**	**1) Yes**	**2) No**
4)	**Chemical spills and gas leaks drills**	**1) Yes**	**2) No**
5)	**Dangerous and explosive materials drills**	**1) Yes**	**2) No**
6)	**Helping people with special needs**	**1) Yes**	**2) No**
7)	**Evacuation drills**	**1) Yes**	**2) No**
8)	**Others (Please mention: _____)**	**1) Yes**	**2) No**

12- Have you participated in any of the training programs that your organization provides?

1) Yes

2) No (if your answer is "No," please proceed to question 15).

13- The training programs provided by your organization are sufficient and adequate.

1) Strongly disagree 2) Disagree 3) I don't Know 4) Agree 5) Strongly Agree

14- How often does your organization provide these programs?

1) Quarterly (every four months)

2) Semi-annually (every six months)

3) Once between a year and less than two years

4) Once between two years and less than five years

5) Once every five years or more

15- You are ready and able to respond to a disastrous event or crisis while in the workplace.

1) Strongly disagree 2) Disagree 3) I don't Know 4) Agree 5) Strongly Agree

16- Your organization developed or revised disaster preparation strategies, particularly in light of the recent COVID-19 pandemic.

1) Strongly disagree 2) Disagree 3) I don't Know 4) Agree 5) Strongly Agree

3) Response phase

17- My organization has a ready and specialized team to deal with any disastrous events or crises should they occur.

1) Strongly disagree 2) Disagree 3) I don't Know 4) Agree 5) Strongly Agree

(If your answer is 4 or 5, please proceed to question 20).

18- If there is no ready and specialized team, one is formed later as a consequence of any disastrous events or crises.

1) Strongly disagree 2) Disagree 3) I don't Know 4) Agree 5) Strongly Agree

(If your answer is 1, 2, or 3, please proceed to question 22).

19- How long does it often take for the organization to form a team or task force to deal with disasters and crises?

1) On the same day as the disastrous event
2) More than a day and less than three days
3) Three days and less than a week
4) One to two weeks
5) More than two weeks

20- How is the disaster response team or task force typically formed?

1) Base on Nomination	1) Yes	2) No
2) Based on job specialization and competency	1) Yes	2) No
3) Based on seniority on the job	1) Yes	2) No
4) Based on connections	1) Yes	2) No
5) Voluntarily	1) Yes	2) No
6) A dedicated team from outside the organization	1) Yes	2) No
7) I don't know	1) Yes	2) No

21- The disaster response team or task force has full authority to deal with disasters and crises without getting back to top management (decentralized decision-making).

1) Strongly disagree 2) Disagree 3) I don't Know 4) Agree 5) Strongly Agree

22- In the case of a disaster or crisis, all stakeholders are notified immediately and efficiently (including suppliers, transportation providers, emergency responders, and government agencies)

1) Strongly disagree 2) Disagree 3) I don't Know 4) Agree 5) Strongly Agree

(If your answer is 1, 2, or 3, please proceed to question 26).

23- How are employees typically alerted in the event of a disaster or crisis?

1) **Sirens** 1) Yes 2) No
2) **Text messages via mobile phones** 1) Yes 2) No
3) **Direct phone calls** 1) Yes 2) No
4) **Special corporate communication devices** 1) Yes 2) No
5) **Others (Please mention: _____)** 1) Yes 2) No

24- My organization routinely checks and maintains early warning systems to alert employees.

1) Strongly disagree 2) Disagree 3) I don't Know 4) Agree 5) Strongly Agree

25- The early warning systems used by my organization are sufficient and adequate.

1) Strongly disagree 2) Disagree 3) I don't Know 4) Agree 5) Strongly Agree

26- The supervisor or top management has a set protocol for communicating with staff in times of crisis or calamity.

1) Strongly disagree 2) Disagree 3) I don't Know 4) Agree 5) Strongly Agree

(If your answer is 1, 2, or 3, please proceed to question 29).

27- Which communication strategies are used by management with employees in your organization during a disaster or crisis?

1) **Direct phone contact (including text messaging)** 1) Yes 2) No
2) **Walkie Talkie** 1) Yes 2) No
3) **E-mails** 1) Yes 2) No
4) **Personal meetings** 1) Yes 2) No
5) **Organization's website** 1) Yes 2) No
6) **Posters inside workplace** 1) Yes 2) No
7) **Others (Please mention: _____)** 1) Yes 2) No

28- The communication strategies management uses with employees during a disaster or crisis are sufficient and adequate.

1) Strongly disagree 2) Disagree 3) I don't Know 4) Agree 5) Strongly Agree

29- My organization is able to continue to perform its work after a disastrous event or a crisis for:

	(1) Unable to continue its work at all	(2) Less than a week	(3) Between a week and less than two weeks	(4) Between two weeks and less than a month	(5) A month or more but for a limited time	(6) Unlimited time
Primary operations	○	○	○	○	○	○
All operations	○	○	○	○	○	○

4) Recovery phase

30- My organization has a clear strategy on how to gradually resume work in the event that work is stopped or affected by a disaster or crisis (including coordination and collaboration among various stakeholders, such as government agencies, non-governmental organizations, private sector entities, and communities) to ensure a streamlined and efficient recovery process.

1) Strongly disagree 2) Disagree 3) I don't Know 4) Agree 5) Strongly Agree

31- Approximately, how long does your organization need to resume work after being suspended due to a disaster or crisis?

	(1) Less than a week	(2) Between a week and less than two weeks	(3) Between two weeks and less than a month	(4) Between one month and less than three months	(5) Between three months and less than six months	(6) More than six months
Primary operations	○	○	○	○	○	○
All operations	○	○	○	○	○	○

32- My organization has laws/resolutions/procedures in place to assist employees affected by a disaster or crisis in recovering from or overcoming difficult circumstances.

1) Strongly disagree 2) Disagree 3) I don't Know 4) Agree 5) Strongly Agree

(If your answer is 1, 2, or 3, please proceed to question 34).

33- Which of the following laws/decisions/procedures exist in your organization?

1) Additional paid leave	**1) Yes 2) No**
2) Additional unpaid leave	**1) Yes 2) No**
3) Provide loans	**1) Yes 2) No**
4) Provide food supplies	**1) Yes 2) No**
5) Advance payroll program	**1) Yes 2) No**
6) Temporary housing program	**1) Yes 2) No**
7) Others (Please mention:_____)	**1) Yes 2) No**

34- My organization has clear and quick procedures for the reconstruction of buildings and infrastructure damaged due to disasters and crises (including the efficient delivery of required equipment, materials, and personnel to affected areas).

1) Strongly disagree 2) Disagree 3) I don't Know 4) Agree 5) Strongly Agree

5) General questions:

35- My organization is generally ready and prepared to deal with disasters and crises (including the availability of adequate resources, personnel, and infrastructure to support efficient disaster management practices).

1) Strongly disagree 2) Disagree 3) I don't Know 4) Agree 5) Strongly Agree

36- Considering your organization's operations and location, what kind of disaster or crisis is deemed to be the greatest threat or risk? (Chose all that applies)

1) Natural disaster 2) Man-made disaster 3) There is no threat of any disaster

(If your answer is 3, please proceed to question 38)

37- If your answer is 1) <u>Natural disaster</u>, which of the following are most likely to happen in your opinion?

1) Extreme temperatures	**1) Yes 2) No**

2) **Drought** 1) Yes 2) No
3) **Massive fires** 1) Yes 2) No
4) **Epidemic** 1) Yes 2) No
5) **Earthquakes** 1) Yes 2) No
6) **Enormous storms** 1) Yes 2) No
7) **Environmental pollution** 1) Yes 2) No

38 - If your answer is 2) <u>Man-Made disaster</u>, which of the following are most likely to happen in your opinion?

1) **Economic crises** 1) Yes 2) No
2) **Industrial explosions** 1) Yes 2) No
3) **Industrial pollution** 1) Yes 2) No
4) **Cyber attacks** 1) Yes 2) No
5) **Fire accidents** 1) Yes 2) No
6) **Structural collapses** 1) Yes 2) No
7) **Warfare** 1) Yes 2) No
8) **Civil unrest** 1) Yes 2) No
9) **Terrorist attacks** 1) Yes 2) No

Section Two: Demographic Questions

6) Organizational information

39- Organization type:

1) **Governmental** 2) **Privet** 3) **Nonprofit organization**

40- In which district is your organization located?

1) **Jahra**
2) **Capital**
3) **Farwaniya**
4) **Hawalli**
5) **Mubarak Alkabeer**
6) **Ahmadi**

41- Which of the following sectors best describes your organization?

1) **Educational and research sector**
2) **Political sector**
3) **Security sector**
4) **Healthcare sector**
5) **Financial and industrial sector**

6) **Environmental sector**
7) **Legal sector**
8) **Religious sector**
9) **Oil sector**
10) **Sport and development sector**
11) **Logistics sector**
12) **Service sector**
13) **Telecommunications and technology sector**
14) **Wholesale and retail sector**
15) **Tourism sector**
16) **Others (Please mention: _____)**

42- Number of employees in the organization (approx.):

1) **Less than 100 employees**
2) **Between 100 and less than 500 employees**
3) **Between 500 and less than 1,000 employees**
4) **Between 1,000 and less than 5,000 employees**
5) **Between 5,000 and less than 10,000 employees**
6) **Between 10,000 and less than 20,000 employees**
7) **More than 20,000 employees**

8) Personal information:

43- Gender: **1) Male** **2) Female**

44- Age group:

1) **Between 21 and less than 30 years old**
2) **Between 30 and less than 40 years old**
3) **Between 40 and less than 50 years old**
4) **More than 50 years old**

45- Qualification:

1) **Less than high school**
2) **High school**
3) **Diploma (Two-Years-College)**
4) **Undergraduate (Bachelor or equivalent)**

5) **Graduate degree (Master's or Ph.D.)**

46- Job category:

1) **Top management**
2) **Middle management**
3) **Professors and teachers**
4) **Medical doctors and nurses**
5) **Legal**
6) **Engineers and technicians**
7) **Military and security forces**
8) **Pilots and flight attendants**
9) **Artisans and administrative services jobs**
10) **Others (Please mention: _____)**

47- Job experience:

1) **Less than 5 years**
2) **Between 5 and less than 10 years**
3) **Between 10 years and less than 15 years**
4) **More than 15 years**