**APPENDIX**

**INTERNET RESOURCES**

[*http://web.hitit.edu.tr/dosyalar/duyurular/ugurozer@hititedutr060320177Z3K6U6W.pdf*](http://web.hitit.edu.tr/dosyalar/duyurular/ugurozer%40hititedutr060320177Z3K6U6W.pdf)[*https://onlinelibrary.wiley.com/doi/full/10.1111/puar.13105*](https://onlinelibrary.wiley.com/doi/full/10.1111/puar.13105)

[*http://eczacilik.anadolu.edu.tr/bolumSayfalari/belgeler/ecz2014%2012\_20140527094539.pdf*](http://eczacilik.anadolu.edu.tr/bolumSayfalari/belgeler/ecz2014%2012_20140527094539.pdf)

**SURVEY**

**THE APPLICATIONS OF ROBOTIC BUREAUCRACY TO ORGANIZATIONAL CITIZENSHIP**

**OPINIONS OF MANAGERS ON ITS EFFECT**

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| Dear Manager,  This scale was developed by the researcher to determine the "Views of Managers on the Effect of Robotic Bureaucracy Practices on Organizational Citizenship". This study is expected to shed light on public policies towards citizens.  This data collection tool was prepared in the form of a 5-point Likert-type rating. It is very important for the validity and reliability of the study that you mark the most appropriate expression for you by reflecting your sincere and real feelings. You are expected to answer all questions. You do not need to write your name.  Thank you for your contribution and we wish you good work.  Dr. Esra SİPAHİ DÖNGÜL  Social Sciences University of Ankara, Ankara, Turkey  [esra.sipahi@asbu.edu.tr](mailto:esra.sipahi@asbu.edu.tr)  https://orcid.org/0000-0002-6495-4378  Assoc. Prof. Serdar Vural UYGUN  Nevşehir HBV University,  FEAS, Department of Public Administration, Nevşehir / TURKEY,  serdarvuraluygun@nevsehir.edu.tr  https://orcid.org/0000-0001-6420-641X |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Gender :** |  | W |  | M |  |  |  |  |  |  |
| **Sector :** |  | Public |  | Private |  |  |  |  |  |  |
| **Professional Seniority :** |  | 1-9 year |  | 10-19 year |  | 20-29 year |  | 30 + year |  |  |
| **Tenure in the Industry :** |  | 1-5 year |  | 6-10 year |  | 11-15 year |  | 16 + year |  |  |
| **Education Status :** |  | Associate Degree |  | Degree |  | Master graduate |  | Doctorate graduate |  |  |
| **Number of Employees** |  | 25-50 |  | 51-100 |  | 101-150 |  | 151-200 |  | 200 + |

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| **Ç.**  **Attitudes and Behaviors of the Administration towards Citizens** | | **I never agree** | **I slightly agree** | **moderately agree** | **I agree a lot** | **I totally agree** |
| 1 | The needs of the citizens are taken into account in the decision-making process. | O | O | O | O | O |
| 2 | Citizens' problems are tried to be solved. | O | O | O | O | O |
| 3 | Citizens' questions about automatic systems are seen as a burden. | O | O | O | O | O |
| 4 | Personnel are supported in preparing informative videos for citizens to use applications related to automated systems. | O | O | O | O | O |
| 5 | Responsibility for solving the citizens' affairs is felt. | O | O | O | O | O |
| 6 | Every citizen is treated fairly. | O | O | O | O | O |
| 7 | The work of the staff on citizens is appreciated. | O | O | O | O | O |
| 8 | It is believed that effective instructional videos can clarify citizens' questions. | O | O | O | O | O |
| **A. Management** | | | | | | |
| 1 | My institution is intertwined with technology. | O | O | O | O | O |
| 2 | E-mails are sent automatically in my institution. | O | O | O | O | O |
| 3 | Robotic bureaucracy applications facilitate the work of institution personnel. | O | O | O | O | O |
| 4 | My institution and software companies cooperate on robotic bureaucracy applications. | O | O | O | O | O |
| 5 | The automatic systems applied in my institution are selected by considering the needs of the citizens. | O | O | O | O | O |
| 6 | In my organization, staff and unit managers meet regularly to discuss issues related to effective automated systems. | O | O | O | O | O |
| **B. Trust and Absenteeism** | | | | | | |
| 1 | In my institution, the personnel do not feel alienated. | O | O | O | O | O |
| 2 | Citizens comply with corporate rules. | O | O | O | O | O |
| 3 | In my institution, the personnel feel that they belong to my institution. | O | O | O | O | O |
| 4 | There is a tracking system for working hours in my institution. | O | O | O | O | O |
| 5 | In my institution, the personnel come to work on time. | O | O | O | O | O |
| **C. Institutional Success** | | | | | | |
| 1 | In the recruitment policies implemented in my institution, the competence of the personnel to use computer-based applications is considered important. | O | O | O | O | O |
| 2 | Personnel who have difficulties in using computer-based applications in my institution reduce the success of the institution. | O | O | O | O | O |
| 3 | I support the inclusion of foreign nationals in the recruitment policies implemented in my institution, in line with their competencies. | O | O | O | O | O |
| 4 | In my institution, the management's interest in foreign personnel reduces the motivation of other personnel. | O | O | O | O | O |
| 5 | Having foreign personnel in my institution creates difficulties in agreements. | O | O | O | O | O |
| 6 | Personnel who have difficulties in using computer-based applications in my institution disrupt their time planning. | O | O | O | O | O |
| **D. Services for Personnel** | | | | | | |
| 1 | I ensure that the necessary personnel training, including the field of informatics and technology, is taken in my institution. | O | O | O | O | O |
| 2 | I organize activities to improve the sense of belonging of foreign nationals in my institution. | O | O | O | O | O |
| 3 | In my institution, I take care to carry out studies that will reveal the skills of the personnel. | O | O | O | O | O |
| 4 | I do adaptation studies for the personnel who are new to the institution. | O | O | O | O | O |

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| **E. Attitudes and Behaviors of Management towards Personnel** | | **I never agree** | | **I slightly agree** | **moderately agree** | **I agree a lot** | **I totally agree** |
|  | |
| 1 | In my institution, the management is patient with the personnel. | O | | O | O | O | O |
| 2 | In my institution, the management monitors the work and transactions of the personnel with computer-based systems. | O | | O | O | O | O |
| 3 | In my institution, the management respects the questions about the system from the personnel. | O | | O | O | O | O |
| 4 | In my organization, management cares about personnel. | O | | O | O | O | O |
| 5 | In my institution, the management acts as a role model for the personnel in interacting with the citizen. | O | | O | O | O | O |
| 6 | Systematic practices implemented in my institution impose burdens on citizens beyond normal bureaucracy. |  | |  |  |  |  |
| **F. Attitudes and Behaviors of Staff towards Citizens** | | | | | | | |
| 1 | In my institution, the personnel do not have communication problems with the citizens. | O | | O | O | O | O |
| 2 | The staff of the institution thinks that the use of technology in business and transactions will be beneficial. | O | | O | O | O | O |
| 3 | In my institution, staff treat citizens as they would like to be treated. | O | | O | O | O | O |
| 4 | In my institution, the staff helps citizens to use electronic applications. | O | | O | O | O | O |
| 5 | In my institution, the staff cares about the citizens. |  | |  |  |  |  |
| **G. Environment** | | | | | | | |
| 1 | In my institution, the personnel cannot get along with other personnel. | O | O | | O | O | O |
| 2 | In my institution, the personnel group among themselves. | O | O | | O | O | O |
| 3 | I am uncomfortable with groupings in my institution. | O | O | | O | O | O |