APPENDIX
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Members’ Attitude towards Employees’ State Insurance Scheme in Madurai District

INTERVIEW SCHEDULE

1. Name (optional) :

2. Sex :
   1. Male {}
   2. Female {}

3. Age :
   1. Below 25yrs {}
   2. 25yrs – 35 yrs {}
   3. 35yrs – 45yrs {}
   4. above 45 {}

4. Marital Status :
   1. Married {}
   2. Unmarried {}
   3. Widow/ Widower {}

5. Size of your family :
   1. Below 4 members {}
   2. 4 – 6 members {}
   3. Above 6 members {"}}
6. Number of Earning Members in the family:

1. Below 2
2. 2-4 members
3. 4 and above

7. Level of Education:

1. Upto Higher secondary
2. Under Graduate
3. Post graduate
4. Professional
5. Diploma and Others ________

8. How long have you been working in your organization?

1. Below 5 yrs
2. 5 -10 yrs
3. Above 10 yrs

9. Mention the position held by you in your organization

1. Entry level
2. Middle level
3. High level
10. Salary per month (basic)

1. Below Rs.3000  {} 
2. Rs.3000 – Rs.5000  {} 
3. Rs.5000 – Rs.7500  {} 
4. Rs.7500 – 10000  {} 
5. Rs. 10000 and above  {}

11. How did you come to know about ESIC?

1. Through Employers  {} 
2. Through Colleagues  {} 
3. Through Friends  {} 
4. Through Government Notification  {} 
5. Through Mass Media  {} 
6. Others specify __________

12. Do you know about the rate of contribution to ESIC by employers and employees?

1. Yes  {} 
2. No  {} 

12. a) If yes specify your rate of contribution to ESIC __________

13. Have you availed any social security benefits?

1. Yes  {} 
2. No  {}
13. a) If yes, mention the benefits you have availed

1. Medical Benefit { }
2. Dependant’s benefit { }
3. Sickness Benefit { }
4. Disablement Benefit { }
5. Maternity Benefit { }
6. Rehabilitation Benefit { }

14. Which hospital do you prefer to take treatment

If you fall sick?

1. ESI hospital { }
2. Private Hospitals having reserved beds for ESI { }
3. Private Hospitals without having reserved beds for ESI { }
4. Government Hospitals { }

14.a) State the reason if ESI hospital is preferred

1. Good Treatment { }
2. Free Medical care { }
3. Specialized doctors are available { }
4. Near to Home { }
5. Others specify __________
14.b) State the reason If Private Hospitals having reserved beds for ESI is preferred

1. Near to home
2. Better service
3. Specialized doctors are available
4. All the facilities are available
5. Others specify __________

14.c) State the reason If Private Hospitals without having reserved beds for ESI, is preferred

1. Near to home
2. Better service
3. Specialized doctors are available
4. All the facilities are available
5. Family doctor

14.d) State the reason If Government hospitals, is preferred

1. Near to home
2. Better service
3. Specialized doctors are available
4. All the facilities are available
5. Cheapest one
15. Number of times you have availed the medical benefit under ESI Scheme

1. Less than 5 times  { } 
2. 5 yrs – 10 times  { } 
3. Above 10 times  { } 

16. What type of medical benefit are you availing under ESI scheme?

1. Outpatient service  { } 
2. In patient service  { } 
3. Medicines and Dressings  { } 
4. Emergency services  { } 
5. Maternity services  { } 
6. Preventive Health care services 
7. Others specify __________

17. Do you know about the latest schemes in ESIC like Rajiv Gandhi Shramik Kalyan Yojana

1. Yes  { } 
2. No  { }
17. a) If yes How did you come to know

1. Through friends
2. Through Employers
3. Through Colleagues
4. Through Government notification
5. Through Mass media

18. Have you got any problem in availing ESI benefits?
1. Yes
2. No

18. a) If yes, have you informed to ESIC Authorities?
1. Yes
2. No

18. b) if yes, Have your grievance redressed?
1. Yes
2. No

18. c) If No what further steps have you taken to redressed your grievance?
1. Made complaint to ESI with PRO
2. Made complaint through Electronic redressal grievance
3. Made complaint to Ministry of Labour
4. Made complaint to Grievances redressal cell
19. Do you know about the availability of Electronic Grievance in ESIC?

1. Yes       {}
2. No        {}

20. State your opinion on the following statements

<table>
<thead>
<tr>
<th>Statements</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neither Agree nor Disagree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
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<tbody>
<tr>
<td>1. Employers strictly follow the rules and regulation of the ESI Act.</td>
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<td>2. Employers are prompt in payment of their contribution to the ESI</td>
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<td>3. Employers are helping the employees to know about ESI Schemes</td>
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<td>4. Employers are contributing to the ESI on the basis of employee’s original salary</td>
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<td>5. Good Medical facilities are provided under ESI Scheme in ESI hospital and Dispensaries</td>
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<td>6. Hospital environment is clean and good</td>
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<td>7. Adequate bed facilities are available in the hospital.</td>
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</table>
8. Doctors are attending the patients and providing services in time.

9. Medical Instruments such as X-ray, scan, ECG etc., are in proper use.

10. Specialist doctors are available in ESI hospital and dispensaries.

11. Healthy and hygienic food, diets are adequately provided.

12. Maternity benefits under the ESI are satisfactory.

13. Good quality (standard) Medicines are provided under the ESI.

14. Services provided by the ESI Hospital are better than the services provided by the private hospitals.

15. Insured persons can meet the doctors without any difficulties in ESI hospitals and dispensaries.

16. Doctors’ services and approach are satisfactory under ESI.

17. Cash benefits under the ESI are satisfactory.
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<tr>
<td>18.</td>
<td>Procedures for availing cash benefits is simple</td>
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<td>19.</td>
<td>Latest Medicines are available.</td>
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<td>20.</td>
<td>Para Medical personnel are sufficiently appointed to attend the patients.</td>
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<td>21.</td>
<td>Medical accessories are sufficiently provided.</td>
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<td>22.</td>
<td>ESI hospitals are corruption free</td>
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