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**Dissertations**


Dear Respondent,

I am a Doctorate Research Scholar, pursuing research with the guidance of Dr. E. Raja Justes, professor Finance, Department of Management Studies. As part of my research work, I have taken up a study on over the counter sale of non-prescribed medicines at medical shops and consumer protection – A study with reference to select cities in Tamil Nadu. You are kindly requested to respond to the statements in the following Interview schedule.

Your responses are of great importance as this survey forms part of a study of the aspects mentioned above. I therefore value your co-operation very highly. Please ensure that you respond to all the questions. I assure you that your responses would be treated in strict confidence and will only be used for research purposes. Please turn to the next page.

KAYALVIZHI. S.
Name (optional): ___________________________

Name of the Institution studying/ employed at present (optional): ________________________

Kindly tick (✓) the relevant box:

Gender: Male □  Fe-male □

Age: 20-30 □
                      31-40 □
                      41-50 □
                      51 & above □

Level of education: Illiterate □
                      X Standard □
                      Degree □
                      P.G. Degree □

Occupation: Student □
             Teacher □
             Engineer □
             Business □
             Others (if any, specify) □

Income p.m.: Below 10,000 □
             10000-20000 □
             20001-30000 □
             30001-40000 □
             40000 and above □

Marital Status: □ Married □ Single □ Separated □
             □ Widow □ Divorced □

Location: Chennai / Coimbatore /Vellore
1. I have bought medicines without proper prescription Yes/ No

2. It is safe to buy and use medicines without a prescription
   Strongly agree/ Agree/ Neutral/ Disagree/ Strongly Disagree

3. I read the information on label and package before purchasing the medicine from the medical shop
   Strongly agree/ Agree/ Neutral/ Disagree/ Strongly Disagree

4. Do you ever rely on people to help you out in situations where you might not be able to read/understand something on the package?
   Strongly agree/ Agree/ Neutral/ Disagree/ Strongly Disagree

5. I have taken the advice of pharmacist in order to purchase medicines
   Strongly agree/ Agree/ Neutral/ Disagree/ Strongly Disagree

6. Have you checked whether the person from whom you buy medicines from the pharmacy is a qualified pharmacist?
   a) Always/ b) Sometimes c) Never

7. a) I have taken the advice of others in order to purchase medicine
    Strongly agree/ Agree/ Neutral/ Disagree/ Strongly Disagree
   b) If yes, from whom the advice was sought after?
      Neighbours/ Relatives/friends/Sales person/Others

8. I have used my old medical prescriptions to buy medicines over the counter.
   Strongly agree/ Agree/ Neutral/ Disagree/ Strongly Disagree
9. State the reason for purchasing medicines over the counter, without prescription (Rank them in ascending order)

Quick relief
Time saving
Perception that there is no need to visit a Doctor
Ease and convenience
Avoid crowd (Work unaffected)
Money saving
Past experience
Distrust over physician
Promotional activity by drug companies

10. Over the counter medicine is preferable to prescription medicine

Strongly agree/ Agree/ Neutral/ Disagree/ Strongly Disagree

11. Ailments for which you purchase over the counter medicine (Rank them in ascending order)

Head ache
Acidity
Cough & Cold
Diarrhoea
Sleep disorder
Stomach ache
Allergy
E.N.T problems
Any others specify………………

12. Do you maintain stock of OTC medicine at home Yes/ No

13. Maintaining stock of OTC medicines at home is a healthy practice

Strongly agree/ Agree/ Neutral/ Disagree/ Strongly Disagree

14. Indicate the source through which you came to know about the OTC drug

Internet/ T.V. Advertisements/ Articles in magazines/ Newspaper advertisement/ Radio News/ Others, if any, specify ………
15. The medicines bought by me required a medical prescription
    Strongly agree/ Agree/ Neutral/ Disagree/ Strongly Disagree

16. There are side effects reported due to the medicines bought without prescription
    Strongly agree/ Agree/ Neutral/ Disagree/ Strongly Disagree

17. Are you aware that there is an Act specially enforced to protect the right of consumers?
    Yes/ No

18. Fake/Counterfeit medicines could be sold in medical shops
    Strongly agree/ Agree/ Neutral/ Disagree/ Strongly Disagree

19. Are you aware that there is a forum for redressal of complaints by consumers?
    Yes/ No

20. Consumer courts have the power to deal with the problems associated with OTC medicines purchased by you?
    Yes/ No/ Uncertain

21. There would be legal protection in case any side effects were experienced by you due to non-prescribed medicine
    Strongly agree/ Agree/ Neutral/ Disagree/ Strongly Disagree

22. Give suggestions to curb consumers’ practice of buying medicines without prescriptions from medical shops
    ..........................................................................................................................
    ..........................................................................................................................
    ..........................................................................................................................