# Beneficiaries Opinion on Service Sector – PHC in Thoothukudi District

## Interview Schedule

### I Personal Information:

1. **Village Name**: 
2. **Gender**:  
   a) Male ( )  
   b) Female ( )  
3. **Age**:  
   a) Below 20 ( )  
   b) 21 – 30 ( )  
   c) 31 – 40 ( )  
   d) 41 – 50 ( )  
   e) Above 50 ( )  
4. **Education**:  
   a) Illiterate ( )  
   b) School Level ( )  
   c) College Level ( )  
5. **Occupation**:  
   a) Agriculturist ( )  
   b) Coolie ( )  
   c) Govt Employee( )  
   d) Company ( )  
6. **Family Annual Income**:  
   a) Below 10000 ( )  
   b) 10001 – 20000 ( )  
   c) 20001 – 30000 ( )  
   d) 30001 – 40000 ( )  
   e) 40001 – 50000 ( )  
   f) Above 50000 ( )  
7. **Marital Status**:  
   a) Married ( )  
   b) Unmarried ( )  
8. **Size of the Family**:  
   a) Two ( )  
   b) Three ( )  
   c) Four ( )  
   d) Above Four ( )

### II Awareness:

9. Are you aware of the village medical welfare program of the government?  
   a) Yes ( )  
   b) No ( )  
10. Which types of Health Welfare Programs are more beneficial to you?  
    a) Polio drops ( )  
    b) Primary Health Centers ( )  
    c) Prevention of Malarial Program ( )  
    d) Environmental Sanitation ( )  
    e) None ( )  
11. Whether you or your family members are frequently affected by diseases?  
    a) Yes ( )  
    b) No ( )
12. If yes, what do you think as the reason for the same?
   a) Poor Sanitation ( )
   b) Less healthy (or) Nutritional foods ( )
   c) Adulterated food ( )
   d) Careless handling of food ( )
   e) All the above ( )
   f) Mention the other reasons ( )

13. If you are affected by diseases, where do you take treatment?
   a) Primary Health Centres ( )
   b) Private Hospitals ( )
   c) G.H. ( )
   d) Indigenous Treatment ( )

14. Why do you use Primary Health Center?
   a) First aid alone ( )
   b) All diseases ( )
   c) Do not use PHC ( )

15. What are your reasons for not using PHC?
   a) No proper treatment ( )
   b) Rude behaviour of staff ( )
   c) No sufficient facilities ( )
   d) Staff are not available at the time ( )

16. Why do you select primary health centre for taking treatment?
   a) Free of Cost ( )
   b) Very Near ( )
   c) Good Treatment ( )
   d) No other ways ( )
III Diseases:

17. List the diseases affecting your family members

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<thead>
<tr>
<th>S.No</th>
<th>Diseases</th>
<th>Adults</th>
<th>Children</th>
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<tbody>
<tr>
<td>1.</td>
<td>Fever / Headache</td>
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<td>2.</td>
<td>Running Nose / Cold</td>
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<td>6.</td>
<td>Skin Diseases</td>
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<td>7.</td>
<td>Poor Vision</td>
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<td>8.</td>
<td>Stomach Ache</td>
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<td>9.</td>
<td>Body Pain</td>
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<td>Joint Pain</td>
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<td>11.</td>
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<td>13.</td>
<td>T.B.</td>
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<td>14.</td>
<td>Pregnant Women Health Checkup</td>
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<td>15.</td>
<td>Diabetes</td>
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<td>16.</td>
<td>Blood Pressure</td>
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<td>17.</td>
<td>General Illness</td>
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<td>18.</td>
<td>Uterus Ailment</td>
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<td>19.</td>
<td>Urinary Problems</td>
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<td>20.</td>
<td>Breathing Trouble</td>
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</table>
**IV Treatment:**

18. Where do you take treatment for the following diseases:

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<tr>
<th>S. No</th>
<th>Diseases</th>
<th>PHC</th>
<th>Private</th>
<th>G.H</th>
<th>I.T</th>
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19. For what type of diseases do you consider PHC is best?
   a) Fever / Headache  ( )   b) Child’s Health  ( )
   c) Pregnancy   ( )   d) First Aid   ( )
   e) Others   ( )

20. Do you believe that treatment taken in PHC is always effective?
   a) Yes   ( )   b) No   ( )

21. Do you choose PHC for specialist treatment?
   a) Yes   ( )   b) No   ( )

22. For what reason do you regard PHC is good?
   a) Cleanliness and Hygienic   ( )
   b) Internal atmosphere   ( )
   c) Technical facilities   ( )
   d) Care to patients   ( )
   e) All the above   ( )

23. What do you expect while taking treatment in PHC?
   a) Peaceful wards   ( )
   b) Natural lights and ventilation   ( )
   c) Proper placement   ( )
   d) Daily changing of beds   ( )
   e) Water service   ( )
   f) All the above   ( )

24. Have you suggested anyone to take treatment in PHC?
   a) Yes   ( )   b) No   ( )

25. What kind of treatment are you getting generally at PHC?
   a) Naturopathy   ( )   b) Siddha   ( )
   c) Homeopathy   ( )   d) Allopathic   ( )
26. Why do you select the PHC for delivery?
   a) Nurse availability (  )
   b) Less expensive (  )
   c) Non-availability of private hospital (  )
   d) Lack of awareness (  )

27. Who influenced your choice of PHC for delivery?
   a) Doctors (  )
   b) Nurses (  )
   c) Elders (  )
   d) Pamphlets (  )

V Preventive Measures:

28. Have you taken any preventive measures to prevent diseases?
   a) Yes (  )
   b) No (  )

29. If yes, mention the preventive measures?
   a) Cleanliness at home and Environment (  )
   b) Taking immediate treatment when symptoms are seen (  )
   c) Continuous Exercise (  )
   d) Yearly Medical Check up (  )
   e) Balanced diet (  )
   f) All the above (  )

VI Functions:

30. Whether Medical VH Nurse visits your house regularly?
   a) Yes (  )
   b) No (  )

31. If yes, how many times does she come?
   a) Monthly once (  )
   b) Once in 3 months (  )
   c) Once in 6 months (  )
   d) Yearly once (  )
   e) Rarely once (  )
32. How many persons are permitted to stay in PHC with the patient?
   a) One   ( )
   b) Two   ( )
   c) More than two   ( )

33. Does PHC provide any specialists?
   a) Yes    ( )
   b) No    ( )

34. If Yes, please specify the type of specialists
   a) Gynecology   ( )
   b) Pediatrics   ( )
   c) Orthopedics   ( )
   d) Surgery   ( )
   e) E.N.T.   ( )

35. Whether the PHC staff conduct campaign for their services regularly?
   a) Yes    ( )
   b) No    ( )

36. If yes, which forms of campaigns are followed by PHC?
   a) Personal and Oral   ( )
   b) Wall posters   ( )
   c) Pictures   ( )
   d) Pamphlets   ( )

37. In the past 12 months, how many times have you met the doctor for treatment?
   a) Below 5 times   ( )
   b) 5 -10 times   ( )
   c) 11 -15 times   ( )
   d) Above 15 times   ( )

38. Have you received any adverse effect on medicines or vaccination?
   a) Yes    ( )
   b) No    ( )

39. Do you know of any malpractices in PHC?
   a) Yes    ( )
   b) No    ( )
   c) Don’t Know    ( )

40. How does PHC function?
   a) Very good   ( )
   b) Good   ( )
   c) Bad   ( )
   d) Very Bad   ( )
I Physical Environment Quality

1. Ambient Condition:  
   1.1 Natural Lights  
   1.2 Cleanliness of hospital  
   1.3 Internal atmosphere  
   1.4 Consoling wards  
   1.5 Hygienically clean wards  
   1.6 Proper placement of beds  

2. Tangibles:  
   2.1 Supportive facilities  
   2.2 Telephone facilities  
   2.3 Oxygen services  
   2.4 Bed sheets are changed daily  
   2.5 Continuous water service  
   2.6 Well equipped operation theater  
   2.7 Good technical services  

3. Social Factor:  
   3.1 Equitable treatment to patients  
   3.2 Hygienic life style  
   3.3 Special service to needy  
   3.4 Societal commitment  
   3.5 Integrity and honesty in medical practices  
   3.6 Employee role towards social responsibility

41. Service Quality in PHC: Rate the given variables at five point scale according to your order of perception
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<td>II Service Quality:</td>
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<td>1.</td>
<td>Nurses:</td>
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<td>1.1</td>
<td>Behaviour with friends and relatives</td>
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<td>1.2</td>
<td>Explain technical treatment</td>
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<td>1.3</td>
<td>Attitude and Behaviour</td>
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<td>Nurses:</td>
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<td>1.4</td>
<td>Helpful and Supportive</td>
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<td>1.5</td>
<td>Caring</td>
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<td>1.6</td>
<td>Answer queries</td>
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<td>1.7</td>
<td>Listening ability</td>
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<td>1.8</td>
<td>Nursing Expertise</td>
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<td>1.9</td>
<td>Patience</td>
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<td>3.</td>
<td>Doctors:</td>
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<td>2.2</td>
<td>Helpful and supportive</td>
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<td>2.5</td>
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<td>2.6</td>
<td>Patience</td>
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<td>2.7</td>
<td>Professional values</td>
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<td>2.8</td>
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<td>2.9</td>
<td>Operation competence</td>
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<td>2.10</td>
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### III Process Quality:

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<td>1.1 Good housekeeping services</td>
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<td>1.2 Listening ability of supportive staff</td>
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<td>1.3 Interaction with frontline staff</td>
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<td>1.4 Grievance handling system</td>
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<td>2.1 Administrative function</td>
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<td>2.2 Laboratory services</td>
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<td>2.3 Blood bank services</td>
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### IV Overall:

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<th>H.D.S</th>
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<td>1.1 Up-to-date health care technique</td>
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<td>1.2 Good technical facilities</td>
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<td>1.3 Indoor services</td>
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<td>1.7 Satisfaction with regard to doctors</td>
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<td>2.1 Recommendation</td>
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<td>2.3 Emotional attachment</td>
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**Attitude of Staff towards Service in PHC**

**Questionnaire**

1. Village Name : __________
2. Gender : a) Male (  ) b) Female (  )
3. Age : a) Below 20 (  ) b) 21 – 30 (  )
   c) 31 – 40 (  ) d) 41 – 50 (  )
   e) Above 50 (  )
4. Designation : a) Doctor (  ) b) Nurse (  )
   c) ANM (  ) d) VHN (  )
   e) Pharmacist (  )
5. Marital Status : a) Married (  ) b) Unmarried (  )
6. Family Size : a) Three (  ) b) Four (  )
   c) Five (  ) d) Above five (  )
7. Why did you select this profession?
   a) Service (  ) b) As a job (  )
   c) Ambition (  )
8. How many years have you worked in rural areas?
   a) Up to 3 Years (  ) b) 4 – 6 Years (  )
   c) 7 – 9 Years (  ) d) 10 – 12 Years (  )
   e) 13 – 15 Years (  ) f) Above 15 Years (  )
9. How many years have you worked in urban areas?
   a) 1 Year (  ) b) 2 Year (  )
   c) 3 Years (  ) d) 4 Years (  )
   e) Above 4 Years (  )
10. Where do you want to work?
    a) Rural (  ) b) Urban (  )
11. When do you feel discomfort?
    a) Over Crowd (  ) b) Non - availability of Medicines (  )
12. How do you feel about the rush? (Over patients)
    a) Kind service (  ) b) Happy to see the patients (  )
    c) Angry (  ) d) None (  )
13. Which type of patients frequent the PHC?
   a) Fever ( )  
   b) Cold ( )  
   c) Others ( )

14. Did patients give trouble often?
   a) Yes ( )  
   b) No ( )

15. What is the quantum of trouble causing patients?
   a) Almost all ( )  
   b) Moderate in numbers ( )  
   c) Few patients ( )  
   d) No Patient ( )

16. When do you recommend the patients to take treatment in G.H.?
   a) Serious Disease ( )  
   b) Accident Case ( )  
   c) Assault Case ( )

17. Do patients revisit the PHC as per your advice?
   a) Regularly ( )  
   b) Occasionally ( )  
   c) Rarely ( )  
   d) Never ( )

18. How patients behave with you?
   a) Co-operative ( )  
   b) Misbehave ( )  
   c) Normal ( )  
   d) Irritative ( )

19. Which is the prime purpose for using beds?
   a) Delivery ( )  
   b) Accident Cases ( )  
   c) Assault Cases ( )  
   d) Others ( )

20. How do you feel about your job?
   a) Highly Satisfied ( )  
   b) Satisfied ( )  
   c) Neutral ( )  
   d) Dissatisfied ( )  
   e) Highly Dissatisfied ( )