CHART NO. 4.1
AGE OF THE RESPONDENTS

CHART NO. 4.2
GENDER OF THE RESPONDENTS
CHART NO. 4.3
EDUCATIONAL QUALIFICATION OF THE RESPONDENTS
CHART NO. 4.4
OCCUPATIONAL STATUS OF THE RESPONDENTS

CHART NO. 4.5
MONTHLY FAMILY INCOME OF THE RESPONDENTS
CHART NO. 4.6
MARITAL STATUS OF THE RESPONDENTS

- Single: 38%
- Married: 62%
CHART NO. 4.7

RESIDENTIAL AREA OF THE RESPONDENTS

<table>
<thead>
<tr>
<th></th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rural</td>
<td>19</td>
</tr>
<tr>
<td>Semi-Urban</td>
<td>33.3</td>
</tr>
<tr>
<td>Urban</td>
<td>47.6</td>
</tr>
</tbody>
</table>
CHART NO. 4.8
SOURCE OF AWARENESS ABOUT THE HOSPITAL, SERVICES AND CHANGES

<table>
<thead>
<tr>
<th>Source</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proximity</td>
<td>31.4%</td>
</tr>
<tr>
<td>Medical</td>
<td>15.3%</td>
</tr>
<tr>
<td>Friends</td>
<td>37.6%</td>
</tr>
<tr>
<td>Relatives</td>
<td>5%</td>
</tr>
<tr>
<td>Ex-patients</td>
<td>1.9%</td>
</tr>
<tr>
<td>Free health...</td>
<td>8.8%</td>
</tr>
</tbody>
</table>
CHART NO. 4.9

AWARENESS ABOUT THE DOCTORS’ QUALIFICATION AND SPECIALIZATION

Yes 80%
No 20%
CHART NO. 4.10
AWARENESS ABOUT THE PREVENTIVE DISEASES PROGRAMME CONDUCTED BY THE HOSPITALS IN DISTRICT/RESIDENTIAL AREA

CHART NO. 4.11
ATTENDED ANY AWARENESS PROGRAMME

98a
CHART NO. 4.12

AWARENESS ABOUT THE FREE HEALTH INSURANCE SCHEME OFFERED BY THE TAMIL NADU GOVERNMENT

CHART NO. 4.13

AMOUNT OFFERED BY THE TAMIL NADU GOVERNMENT
CHART NO. 4.14
SERVICE QUALITY - PERCENTAGE OF SATISFACTIONS

CHART NO. 4.15
GAPS IN FIVE DIMENSIONS OF SERVICE QUALITY
CHART NO. 4.16
GAPS IN TANGIBILITY

CHART NO. 4.17
GAPS IN RELIABILITY
CHART NO. 4.18
GAPS IN RESPONSIVENESS

The employees in hospital give prompt service to patients

The employees will never too busy to respond to requests of the patients/attendants

The employees will always willing to help patients

CHART NO. 4.19
GAPS IN EMPATHY

The hospital employees will give patients individual...

Employees who deal with patients in a caring fashion

The hospital employees will have the patients best...

The hospital staffs will understand/justifying the needs of their...

Hospital will have operating hours convenient to all...

140c
CHART NO.  4.20
GAPS IN ASSURANCE

Employees behaviour
instill patient confidence

Patients feel safe in their treatment

Employees will have the sufficient knowledge to answer patients questions

Employees will be consistently courteous with the patients (Showing Polite, kind...
CHART NO. 5.1
NATURE OF TREATMENT IN THE MULTI SPECIALITY HOSPITALS

CHART NO. 5.2
RESPONDENTS UNDERGO ANY MEDICAL TESTS AT THE HOSPITAL
CHART NO. 5.3
UNDERGONE ANY SURGERY IN THE MULTI SPECIALITY HOSPITALS

CHART NO. 5.4
OPINION OF THE RESPONDENTS TOWARDS THE SERVICES UNDER ONE ROOF EVEN AT A HIGHER COST
CHART NO. 5.5
ALTERNATIVE MEDICAL TREATMENTS FOR THEIR AILMENT PRIOR TO CHOOSE MULTI-SPECIALITY HOSPITALS

CHART NO. 5.6
TYPE OF ALTERNATIVE TREATMENT
CHART NO. 5.7
REASONS FOR CHANGE AND CHOOSE MULTI-SPECIALTY HOSPITAL

CHART NO. 5.8
MULTI SPEICALITY HOSPITALS PROVIDED ANY HEALTH INSURANCE SCHEMES OFFERED BY THE TAMIL NADU GOVERNMENT
CHART NO. 5.9
BENEFIT OF FREE HEALTH INSURANCE SCHEMES OFFERED BY THE TAMIL NADU GOVERNMENT

CHART NO. 5.10
PURPOSE OF USING THE FREE HEALTH INSURANCE SCHEMES OFFERED BY THE TAMIL NADU GOVERNMENT
CHART NO. 5.11
AMOUNT SANCTIONED BY THE TAMIL NADU GOVERNMENT

<table>
<thead>
<tr>
<th></th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>66.7</td>
</tr>
<tr>
<td>No</td>
<td>33.3</td>
</tr>
</tbody>
</table>
CHART NO. 5.12
WILLINGNESS TO RECOMMEND THE HOSPITAL TO OTHERS

Yes: 87%
No: 13%