Appendix I

QUESTIONNAIRE

SCHEDULE (A) (FOR OFFICIALS)

1. (Filled in by the Investigator):

1.1 Name of the Hospital :

1.2 Name of the Head of the Institution :

1.3 Designation :

1.4 Type of Hospital :

1.5 Name of the respondent :

1.6 Profile of the Hospital:

   1) Number of Beds :

   2) Number of wards :

   3) Number of Special Departments :

   4) Total strength of Staff :

   5) Number of Specialists: as Honorary Doctors :

   6) Number of Specialists: on the Hospital Role :

   7) Strength of Nurses :

   8) Number of Ward Boys :

   9) Number of Technical Staff :

10) Number of Non-Technical staff :

2. Bio-data

2.1 Name :

2.2 Designation :

2.3 Educational Qualifications :
2.4 If attended any special: course of functional nature, theme of the Course.

2.5 Address for communication

2.6 Total years of service: in the Department

2.7 Number of years holding: the present post

3. "Health For All By 2000 AD"

3.1 What is your idea about health development? Can you locate its key indicators?

3.2 Of all the programmes of Health Development, which programme would you state as priority? Give reasons? Which of these programmes have you tried to implement through your hospital?

3.3 Are you aware of the international programme of Health for All? What are its components.

3.4 What are the programmes under 'Health For All' in your hospital?

3.5 What are the specific programmes approved by Ministry of Health for nation wide implementation?

3.6 To what extent is your hospital involved in implementing these programmes?

3.7 Suggestions if any to achieve 'Health For All' by 2000 A.D?

4. Health Profile in the District:

4.1 How are Health programmes planned in your District?

4.2 What are the health programmes under implementation at the district level?

4.3 How is your hospital associated with the implementation of these programmes?
4.4 What is your opinion on the implementation of the health programmes in the district?
(a) Excellent (b) Good
(c) Average (d) Bad

4.5 What has been the impact of the implementation of the health programme in the district?

4.6 Give your opinion on:
1. Present status of medical facilities:
   (a) Excellent (b) Good (c) Average (d) Bad
2. Community Development health programme implemented at the district level:
   (a) Excellent (b) Good (c) Average (d) Bad
3. Supply of potable water:
   (a) Excellent (b) Good (c) Average (d) Bad
4. Commitment of the staff in the hospital:
   (a) Excellent (b) Good (c) Average (d) Bad

4.6 If these areas need improvement, suggest your action plan?

5. Organisation, Structure and Problems: (Only for the Head of the Institutions)

5.1 What is the total strength of your organisation?

5.2 What is the hierarchical division of the staff positions in your hospital?

5.3 How do you take decisions on health programme?
1. Proposals are framed by the Managing Committee in the light of government policies and financial positions.
2. Proposals are framed at the operating ward level and are discussed in a co-ordinating committee.
3. A hospital committee through informal discussion prepare proposals for managing committee meeting.
4. Any other way.

5.4 What are the specialized departments in your hospital?

5.5 Have you come across any operational problems in these departments? Explain?

5.6 Do you face any problem of political interference? If yes, what kind? Can you describe any experience?

5.7 As a head of the institution you have to attend technical and managerial problems at work. How do you classify it according to the percentage?

   Technical: %, Managerial: %, Personal: %

5.8 Would you prefer separate staff specialised in hospital administration and help you in technical matters?

   If yes, why?

   If no, why?

5.9 Would you favour some management exposure to your medical profession, that join any Health organisation?

   If yes, why?

   If no, why?

6. Health Planning

6.1 What are the various health programmes administered by your institution? How is the plan formulated? What are its major components?

6.2 How do you decide their priority? How does it reflect the health need at the district level?

6.3 What are the main issues involved in formulating health plans? How are these tackled?

   1. Financial
   2. Strength of staff
   3. Purchase of equipment
   4. Others
6.4 Who directs the health schemes in the district?

6.5 Do you see any conflict between officials and non-officials at the time of administering health programmes? Specify such instances. How are these conflicts if any resolved? How do these conflict affect health administration?

7. Hospital Administration:

7.1 What is the role of hospitals in the field of implementing health programmes?

7.2 Would you briefly explain the structure of a hospital organisation?

7.3 Do you feel any difficulty in the recruitment of staff?

7.4 How do people receive the services of the hospital?
   1. Whole-heartedly  2. Indifferently

7.5 How do the non-officials help in administering health programme?

7.6 Do you feel that their interference with administration affects the smooth functioning of health services? If so, give instances?

7.7 What are the operational difficulties in the health programme?
   1. Procurement of medicine
   2. Equipment maintenance
   3. Overcrowding
   4. Non-commitment of the staff
   5. Political interference

7.8 How is the inter-departmental co-ordination in the hospitals? Good/Bad/Average

7.9 How would you react to the idea of having a personnel Manager for dealing with all the personnel problems?
8. **Only for P.H.C.**

8.1 Indicate the place of a P.H.C. in the overall set up of a District Health Administration?

8.2 What type of people do normally visit the P.H.C?
   1. Kind of Diseases
   2. Age of Group
   3. Income Group: Below 5000  5000-10000  above 5000

8.3 What are the short items noticed by the P.H.C. while administering health programmes? (Put a cross in the box those are not adequate)
   1. Medicine
   2. Food
   3. Medical Instruments
   4. Beds
   5. other facilities like toilet, canteen etc.

9. **Health Campaign:**

9.1 What are the health campaigns operated at state level which you have adopted in your district?

9.2 How do those schemes influence health level in the district?

9.3 Did you experience any operational difficulties in administering health campaigns?

9.4 What are the major problems you have faced while operating the schemes?

9.5 Do you think that voluntary agencies play a complementary role in the operation of health programme? Give instances?

9.6 List some schemes under health, which have been an operational success?

9.7 List some schemes under health which could not be successfully implemented? What were the factors that contributed to their failure? How are these problems to be tackled?

9.8 Suggestions if any, to make health programme effective?
SCHEDULE (B) (FOR NON-OFFICIALS)

1. **Bio-data:**
   
   1.1 Name :
   
   1.2 Designation :
   
   1.3 Age :
   
   1.4 Educational Qualification:
   
   1.5 Place of Education : Rural/Urban
   
   1.6 Number of years holding:
      the present post
   
   1.7 Participation in Social and Cultural Activities:
      a) As an office bearer :
      b) As a member

2. **Hospital Development Committee:**

   2.1 What is the composition of the committee
      a) Party position :
      b) Elected Members :
      c) Nominated Members :

   2.2 Why have you opted for the committee?

   2.3 Have you served this committee in earlier terms?

   2.4 Have you served any other committee earlier.

   2.5 State the number of meeting held during the year?

   2.6 How many meetings have you attended?
      a) Number
      b) Number of meetings you did not attend:
      c) Reasons for Absence?
2.7 Who prepares the agenda for the meetings?

2.8 What is the usual agenda of the meetings? Mention a few items from the agenda regularly discussed in the meetings?

2.9 Do you feel that a few prominent members dominate the discussions at the meetings? Who are these members? What helps them to influence these discussions?

2.10 State the programme of health development you have steered through the committee decisions?

2.11 What is your experience about the attitude of the Chairman during the deliberation of the committee?

2.12 To what extent Chairman's rulings are influenced by:

   A. **Party Influence**:
      1. Considerably
      2. Partially
      3. Negligibly

   B. **Group Interest**:
      1. Considerably
      2. Partially
      3. Negligibly

2.13 Do party consideration influence the decision making at the subject committee level?

   a) Party consideration influence to a great extent

   b) Party consideration influence to some extent

   c) Party consideration do not influence

2.14 Do you think that the members of the committee collect information and prepare adequately before participating in the discussions? Give instances?
2.15 How do you get co-operation from the chairman in the deliberation of a meeting?

2.16 Suggest ways to improve member participation in the discussion of the committee:

3. Co-ordination:

3.1 How does the Health Committee co-ordinate administration of health programmes in the district? Does it encounter any difficulties:
   a) institutional co-ordination
   b) Functional co-ordination
   c) Man-power co-ordination

3.2 How does hospital administrator co-ordinate efforts for the successful implementation of the programme? What organizational difficulties does it encounter?

3.3 Name voluntary agencies working in your district in the field of health services and indicate specific health activities undertaken by these agencies.

4. Health Campaign

4.1 List main programmes under health department implemented at the:
   a) State level
   b) District level

4.2 Which of these programmes, according to your judgement, are rated high? Why?

4.3 List some schemes under 'Health Campaign' which have been successfully operated? Why have these been successful? What was your role in making these successful?

4.4 List some schemes under health campaign which have been operationally failure? Why have these been a failure? Locate factors for their failure?

4.5 Suggest some ways to improve the health programme through hospitals?
1. SCHEDULE (C) (FOR KNOWLEDGEABLE PERSONS)

1.1 Name:

1.2 Present occupation:

1.3 Name of the Organisation:

1.4 Educational Qualification:

1.5 Age:

2. "Health for All By 2000 A.D"

2.1 Are you aware of the Campaign 'Health For All'?

2.2a) What are the programmes under Health for All?

b) Which of these programmes would you rate as core programme? Why?

c) Would you like to add any programme to this? Specify its significance?

2.3 How can the following be positively involved in extending health activities:

a) Political Parties  b) Local Leadership

c) N.G.O's

2.4 How do international agencies co-operate with national agencies in promoting health? Are there any difficulties in realising this co-operation?

2.5 Identify international agencies for promotion health. Mention a few of their programmes.

2.6 What steps would you suggest to successfully implement the campaign 'Health For All' 2000 A.D"

2.7 Suggest ways to extend health programme to cover:

a) Weaker sections of the society

b) Rural Poor

c) People from generally in accessible areas
3. Health Profile of the District

3.1 Mention the programme implemented under 'Health For All' in the district?

3.2 Do you feel that the target under 'Health For All' can be achieved in the district by 2000 A.D?

3.3 Elaborate the promotional role of health officials in the District?

3.4 Locate short falls if any in the implementation of health programmes:
   a) Inadequate staff  
   b) Inadequate equipments  
   c) Inefficiency of Administration  
   d) Inadequate supply of Medicines  
   e) Lack of Commitment of the Staff

3.5 Identify problems found in the district health administration?

1. Medical Facilities   a) Law  
                       b) Average  
                       c) Good

2. Finance            a) Inadequate  
                       b) Adequate

3. Inter Departmental Conflicts:  
   a) Frequent  
   b) Rarely  
   c) Never

4. Interference by non-Officials  
   a) Frequently  
   b) Rarely  
   c) Never
3.6 Which of the programmes do you feel were successfully implemented? How would you describe their services? What were the reasons for their success?

3.7 In case of unsuccessful programmes, if any, can you suggest a few remedies?

3.8 Give suggestion if any, to improve the functioning of hospitals and health programmes in the district?

4. Health Planning

4.1 What is 'Health Planning'?

4.2 How are health programmes planned and implemented in a hospital?

4.3 How can we co-ordinate efforts by different health agencies in realizing health planning?

4.4 Comment on the present state of health-planning in the district.

4.5 What is the role of non-officials in:
   a) Formulating Health Plans
   b) Mobilizing Local Support
   c) Securing Financial Resources

4.6 What is the role of health administrators
   a) Formulating Health Plans
   b) Mobilizing Local Support
   c) Securing Financial Resources

4.7 What is the contribution of N.G.O's in
   a) Formulating Health Plans
   b) Mobilizing Local Support
   c) Securing Financial Resources
4.8 How do private hospitals collaborate in health planning?

4.9 Indicate perspective health planning for your district.

4.10 Can you suggest some ways to improve planning for health in your district?

5. Hospital Administration:

5.1 If administration of hospitals is distinct from administration of any other organisation, what are its distinctive features?

5.2 What qualities would you expect from the administrator for a hospital?

5.3 How is the staff recruited? How much commitment is showed by staff while they are on duty;
   a) Very much
   b) To some extent
   c) Least

5.4 What are the problems faced by staff while implementing health programmes:
   a) Organizational Problems
   b) Service problems
   c) Personal problems

5.5 How does the administrator attempt to tackle these problems? Does he face difficulties and limitations in solving these problems?
5.6 Would you prefer separate staff specialized in hospital administration to a medical professional looking after hospital affairs in both administrative and operative matters?

5.7 List some problems which affect hospital administration.

5.8 What is the composition of the health committee?

5.9 List schemes successfully administered through your hospital? Account for their success?

5.10 Mention health schemes not successfully administered through your hospitals?

5.11 What is the recruitment machinery for health staff?

5.12 How do health campaign leave impact on:
   a) Target realization
   b) Extension of Health Services?

5.13 Can you suggest some ways to improve the overall administration of a hospital?

SCHEDULE (D)

For Clients: (People who have benefitted by hospitals)

1. Bio-data

   1.1 name :

   1.2 Address for communication:

   1.3 Age  (a) Below 18    (b) Between 18 and 25
            (c) Between 25 and 40
            (d) 40 and above
1.4 Educational Qualification:
(a) below STD 7
(b) Upto S.S.L.C.
(c) Upto P.D.C.
(d) Under-graduate
(e) Post-graduate

1.5 Place of Education
(a) Rural
(b) Urban

1.6 Occupation/Main Source of Income:
(a) Industry
(b) Agriculture
(c) Government Service
(d) Business

1.7 Annual Income:
(a) Below Rs.5,000
(b) Between Rs.5001 & 15,000
(c) Between Rs.15,001 & 40,000
(d) Above Rs.40,000

2. 'Health For All By 2000 A.D"

2.1 Type of the Hospital where you normally go for treatment:
Government/Private

2.2 What are the main health problems of your district area?
2.3 Are you aware of the campaign 'Health For All'? Who has initiated this programme? Can you identify some programmes under this campaign?

2.4 Which of these programmes do you feel are more 'pressing' in your district?

2.5 How many of these programmes/services are administered in your hospital?
   (a) Government
   (b) Private/Trust Hospitals

2.6 Can you identify any international agency/voluntary organisations co-operating in these programmes;
   (a) Mention the Agency/voluntary Agencies:
   (b) Mention the programmes:

2.7 Do you receive any special attention in the administration of the campaign 'Health For All'?

2.8 What is the target of the campaign 'Health For All'? Mention a few programme and their targets?

2.9 Can it be achieved? If not, what are the limitations?

3. Health Profile in the District:

3.1 What is your opinion about health programmes are operated through the district?
   (a) Good   (b) Average   (c) Bad

3.2 The medical facilites in the hospital where you receive treatment:
   (a) Out patient Department Service:
      Excellent   Good    Average    Bad
(b) In-patient Department Service:
Excellent  Good  Average  Bad

3.3 The strength of staff in the District:
(a) Adequate  (b) Inadequate
Mention the staff which is not adequate:
(a) Medical staff  (b) Technical staff
(c) Non-Technical staff

3.4 What is the source of water in your town:
(a) Piped  (b) Well

3.5 Do you think that the water is:
(a) Hygienic  (b) Unhygienic  (c) Average

3.6 Suggest ways to improve the administrative set up in the hospitals?

4. Hospital Administration

4.1 Who is the head of the District Hospital?

4.2 Who is the Head of the hospital, where you normally visit?
   (a) Taluk/PHC  (b) Private/Trust

4.3 What is your opinion about the overall administration of the hospital?
   Excellent  Good  Average  bad

4.4 What service do you expect from your Hospital?
4.5 Do you receive these services to your satisfaction? If not, what are the shortcomings? How can these be overcome?

4.6 How does the administrative staff (M.O., Supdt., Head Nurse) function in the hospital?
Excellent  Good  Average  Bad

4.7 How does the operational staff (Technical staff) function in the hospital?
Excellent  Good  Average  Bad

4.8 How does the staff behave with the patients? with good co-operation?
With Co-operation
With indifference

4.9 How far is the hospital from your residence? K.M.

4.10 Why do you opt this particular hospital for treatment?

4.11 What is the number of specialists attached to this hospital?

4.12 How long, usually, have you to wait for consulting the doctor? Duration of Time:
Below 30 Mts.  Between 30 Mts and One Hour
Between one hour and 2 hour  More than 2 Hours

4.14 Have you faced any administrative difficulty while receiving treatment in the hospital:
YES/NO
If 'yes' specify administrative difficulties?

4.15 Is there a complaint box in the hospital? If 'yes' have you ever made use of it?
YES/NO
4.16 What is the duration of causality service in the hospital:
   24 Hours   12 hours   Below 12 hours

4.17 Have you noticed any departmental conflict among the staff which affects the service?
   YES/NO
   If yes please elaborate?

5. Health Campaign

5.1 What are the health programme operating through the hospital?

5.2 Which of these programme do you value most? Why?

5.3 Can you name some schemes, under health programmes which have been operationally a success in your area? Why have these been successful?

5.4 How do you co-operate with health programme? Mention your contribution?

5.5 How do people in general co-operation?

6. Family Planning: (only for governmental hospitals)

6.1 Do you appreciate the importance of Family Planning.

6.2 Do you think that if a family is small it would be easier to maintain good health among the members?
   YES/NO

6.3 what is the financial incentive to people those who undergo family planning operation?
   (a) below Rs.100/-   (b) Between Rs.100/- & Rs.200
   (c) Between Rs.200 and 300
6.4 Do you think that staff and authority are committed to their service:

YES/NO

6.5 What is the impact of family planning in the district's health status?

6.6 What are the difficulties in successfully implementing 'Family Planning' programme:

6.7 How could this be effectively implemented?

7. Immunisation

7.1 What are the services included in the programme?
(a) For Children? (b) For Adults?

7.2 How are these implemented through the hospitals?

7.3 What is its impact on health status of the district?

7.4 What is your contribution implementing the health programme successfully?

7.5 How could these be more effectively implemented.

8. Maternity and Child Health Services

8.1 What services come under this programme?

8.2 How are these implemented through the hospital?

8.3 What is your role in making the programme successful?

8.4 What is its impact on health status of the district?
8.5 How could these be more effectively implemented?

8.6 Do you think that the staff and authority are committed to their service? YES/NO

8.7 How could this programme be more effective?

9. Health Education

9.1 Who directs this programme in the hospital?

9.2 How is it implemented through the hospital?

9.3 What is your contribution in making programme successful?

9.4 What is its impact on health status of the district?

9.5 How could this programme be more effectively implemented?