WEL COME TO THIS QUESTIONNAIRE

I, Bhumit Shah, Faculty member of the Faculty of Commerce, M.S. University of Baroda, am pursuing a research study on measuring the Perception of Selected Health Care Services Provided by Primary Health Care Centers (PHCs). I will be grateful if you can spare your valuable time and provide me with your views about the research study. I assure you that it is purely an academic exercise, and the information supplied by you will be kept strictly confidential. Thank you.

ABOUT YOU

1. Your Name: _

2. Name of the Village in which you reside: ______

(Please put \sqrt{a} tick mark)

3. Name of the Taluka: Dabhoi [] Desar [] Karjan [] Padra [] Savli [] Waghodia [] Vadodara City & Rural []

4. Gender: Male [] Female []

5. Your Age Group [In Years]: Below 30 [] 31 to 50 [] 50 & Above []

6. Please fill up the details of members of a family

Age-Group [In Years]	Up to 10	11 to 30	31 to 50	50 & Above	Total
No. of Members in Family					

- 7. Your Educational Qualifications: No formal education [] Primary [] 12th Pass [] UG [] PG []
- **8. Your Occupation:** Farmer [] Trader [] Homemaker/Housewife [] Student [] Service [] Any Other (Please Specify):_____
- **9. Your Monthly Family Income:** Below RS.10, 000/- [] RS.10 001/- to 20,000 [] Rs. 20,001 to RS.30, 000/- [] Rs. 30,001 & Above [] (8) (30)

(Please put \sqrt{a} tick mark)

- **Q-01.** The Primary Health Center (PHC) is available in your village. Yes [] No []
- **Q-02.** You need to visit a nearby village to avail services of the Primary Health Center. Yes [] No []

Q-03. Please write the Name of Primary Health Center _____

- **Q-04.** Number of Villages Covered under the PHC Only 1 Village [] Two Villages [] Three or more Villages []
- **Q-05.** Is the PHC located at a convenient place in all villages? Yes [] No []
- **Q-06.** What is the distance from your village to reach PHC? Less than 10 Kilometres [] 10 to 20 Kilometres [] more than 20 Kilometres

Q-07. How much time did it take to reach PHC?

Q 000	Q-00. Whether the following Doctors/Specialists visit 1110. (I lease put v a tick mark)									
Sr.	Specialists	Always	Visit once a	Do not visit						
No.		available	Week	At All						
01	The Gynaecologist									
02	The Eye Specialist									
03	The Dentist									
04	Any Other (Please Specify									

Less than 15 minutes [] 15 to 30 minutes [] more than 30 minutes [] **Q-08.** Whether the following Doctors/Specialists visit PHC? (Please put \sqrt{a} tick mark)

Q-09. Considering the availability of a Primary Health Center in your village or nearby village, please put a $\sqrt{\text{Tick Mark on Any One}}$ appropriate option as: I Know I have availed Services of PHC, and I have not availed Services of PHC.

Sr.	Statements	Ι	I have	I have
No.		Know	Availed	not
			Services of	Availed
			PHC	Services
				of PHC
01	Primary Health Centre (PHC) is available in the village			
02	PHC is available at a nearby place to my village			
03	The location of PHC is convenient			
04	PHC provides good medical services			
05	PHC provides medical treatment at a low price			
06	Doctors are available at PHC			
07	Other Paramedical Staff is available at PHC			

Q-10. Please put a $\sqrt{}$ which shows your opinion for different criteria related to Primary Health Center(s) : [(1) Strongly Disagree (SD); (2) Disagree; (3) No Opinion; (4) Agree; (5) Strongly Agree (SA)]

				- /-		
Sr.	Statements	Please put a $[]$ on ANY				
No.		ONE of following				
	Accessibility					
01	I can easily visit the PHC of the Village	1	2	3	4	5
02	The PHC is available at a convenient location in our Village	1	2	3	4	5
03	The medical services are available to all	1	2	3	4	5
04	Medical services are available to all, irrespective of the income of people	1	2	3	4	5
05	Medical services are available to all, irrespective of the Gender of the Patients	1	2	3	4	5
06	The patients can easily meet/visit/approach the doctors at the PHC	1	2	3	4	5
07	The patients can easily meet/visit/approach the other Paramedical Staff at the PHC	1	2	3	4	5
	Affordability					
08	The medical services provided by PHC are Inexpensive	1	2	3	4	5
09	Patients do not have to spend from their own pocket to avail of medical services at PHC	1	2	3	4	5
10	Charges for different medical services provided by PHC are as per rules that are conveyed to patients	1	2	3	4	5
11	Patients can easily afford to spend money to reach at the PHC	1	2	3	4	5

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37The toilet facility for patients is available at PHC1234538The facility of beds for admitting patients is available at PHC1234539Facility for testing of Blood, Urine, and Sputum of the Patients are available at PHC1234540The Ambulance is available at PHC1234541Necessary Medical equipment is available in working conditions at PHC1234542The Doctors explain the illness to the patients1234543The Doctors support patients while giving medical treatment1234544The doctors behave politely and courteously with patients1234545The Doctors take patients into confidence before testing of Blood, Urine, and Sputum of the Patients1234546The Doctors take patients into confidence before testing of Blood, Urine, and Sputum of the Patients1234547The Paramedical staff explains to patients about medical treatment12345	36		1	2	3	4	5
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treatment I 2 3 4 5		Blood, Urine, and Sputum of the Patients	1	2	3	4	5
	47		1	2	3	4	5
	48		1	2	3	4	5

49	The Paramedical staff satisfactorily answers to quarries of patients	1	2	3	4	5
50	The Paramedical staff listen to patients' suggestions	1	2	3	4	5
	Service Delivery					
51	The patients feel safe while availing medical treatment at PHC	1	2	3	4	5
52	The Doctor, Nurse or any other PHC worker does not ask for money other than for the Case Paper	1	2	3	4	5
53	The staff of PHC collect feedback from patients	1	2	3	4	5
54	Doctors refer to other doctors online for giving medical treatment	1	2	3	4	5
55	The Rules and Procedures are followed by PHC	1	2	3	4	5
56	The Doctor asks patients to visit his own or any other Doctor's Private Clinic	1	2	3	4	5
57	The Doctor examines patients using a stethoscope	1	2	3	4	5
58	The doctors explain about patient's illness in his/her language	1	2	3	4	5
59	the behaviour of the Nurse, Pharmacist and lab technician is polite and courteous	1	2	3	4	5
60	PHC staff wears the hygienic gloves	1	2	3	4	5
61	Post Medical Treatment is explained by Doctors to patients	1	2	3	4	5
01	Community Engagement	1	2	3	4	5
62	The Staff of PHC organises meeting with the Village Sarpanch and community	1	2	3	4	5
63	The Staff of PHC give presentations in a village about Health/Medical issues	1	2	3	4	5
64	The Staff of PHC visit families in the villages to give advice about precautions for maintaining good health	1	2	3	4	5
65	The Staff of PHC show posters to inform the people of the Village about good health.	1	2	3	4	5
66	The Staff of PHC train people of the Village to develop awareness about medical issues	1	2	3	4	5
67	The Staff of PHC give health education to children in a school in Village	1	2	3	4	5
68	The Staff of PHC organises health camps	1	2	3	4	5
69	The Staff of PHC go to Gram Panchayat meetings to make people aware of health issues	1	2	3	4	5
70	The Staff of PHC collect feedback from the people of the Village on services provided by PHC	1	2	3	4	5
71	The Staff of PHC meets Mahila Mandals to develop an awareness of health issues	1	2	3	4	5
72	The Staff of PHC assesses the health need of the people of the Village	1	2	3	4	5
73	Health care Centre organises free medical check-ups in Village	1	2	3	4	5
	Perception of the use of PHC Services					
74	People visit the PHC when the first symptoms of diseases arise	1	2	3	4	5
75	People visit PHC when my disease is in its advanced stage	1	2	3	4	5
76	People understand that medication should be continued as long as recommended by PHC	1	2	3	4	5
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77People follow the advice given by PHC Doctors and Paramedical staff1234578People accept the advice of doctors at PHC on the prevention of medical illness1234579People feel happy when doctors ask questions about my medical illness1234580People feel comfortable while sitting inside PHC1234581People find no overcrowding in PHC1234582The attitude of PHC staff is positive1234583People are satisfied with the medical treatment provided by PHC1234584Hygiene and sanitary conditions of PHC are good1234585People visit PHC again if the medical services of PHC have improved my health1234586People visit PHC as the charges for medical services are reasonable1234587People visit PHC as the charges for medical services are reasonable1234589People visit PHC as halt personnel remain available to offer services to the community1234590The PHC is preferred due to the availability of medical service is acceptable1234591People visit the PHC due to the good behaviour of health staff1234591							
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Q-11. Your **Overall opinion** for the following statements classified as: [(1) Strongly Disagree (SD); (2) Disagree; (3) No Opinion; (4) Agree; (5) Strongly Agree (SA)] [Please put $\sqrt{}$]

Sr.	Statements	Please put a $[]$ on ANY				[
No.		ONE OF the following				
01	Accessibility of PHC	1	2	3	4	5
02	Affordability of PHC	1	2	3	4	5
03	Availability of Medical Services at PHC	1	2	3	4	5
04	Positive Environment to use services offered by PHC	1	2	3	4	5
05	Physical facilities of PHC	1	2	3	4	5
06	Work Culture of PHC	1	2	3	4	5
07	Delivery of Medical Services at PHC	1	2	3	4	5
08	Community Engagement by PHC	1	2	3	4	5
09	Favourable Perception for PHC	1	2	3	4	5
10	Preference for availing medical services offered by PHC	1	2	3	4	5
11	I will recommend others to use the Medical Services of PHC	1	2	3	4	5
12	Overall, I feel satisfied with the services provided by PHC	1	2	3	4	5

Q-12. Your **Overall opinion** for the following statements reflects your behavioural intention classified as: [(1) Strongly Disagree (SD); (2) Disagree; (3) No Opinion; (4) Agree; (5) Strongly Agree (SA)] [Please put $\sqrt{$]

Sr. No.	Statements	Please put a $[]$ on ANY ONE OF the following				(
01	I Continue to use medical services offered by PHC	1	2	3	4	5
02	I will recommend others to use the Healthcare services of PHC	1	2	3	4	5
03	Overall, I feel healthy and satisfied with PHC Services	1	2	3	4	5

Q-13. Your overall suggestions for the following statements classified as: [(1) Strongly Disagree (SD); (2) Disagree; (3) No Opinion; (4) Agree; (5) Strongly Agree (SA)] [Please put $\sqrt{$]

Sr.	Selected Statements	Please put a $\lceil \sqrt{\rceil}$ on ANY				
No.		One of following				
01	The Staff of the PHC must keep villagers informed about their Rights	1	2	3	4	5
02	The Staff of the PHC should monitor work absenteeism of their Staff	1	2	3	4	5
03	The Staff of PHC should encourage its staff to deliver medical services	1	2	3	4	5
04	The Staff of the PHC should put more effort into improving medical services	1	2	3	4	5
05	The Staff of the PHC should assess the health needs of the people of the Village	1	2	3	4	5
06	The Staff of the PHC should take support of people of the Village to improve the infrastructure of the PHC	1	2	3	4	5
07	The Staff of the PHC need to encourage their staff against corruption	1	2	3	4	5
08	Any other (pl specify):	1	2	3	4	5