CHAPTER – VIII

ANALYSIS AND FINDINGS

Chapter VIII

8. Analysis and Findings of Survey
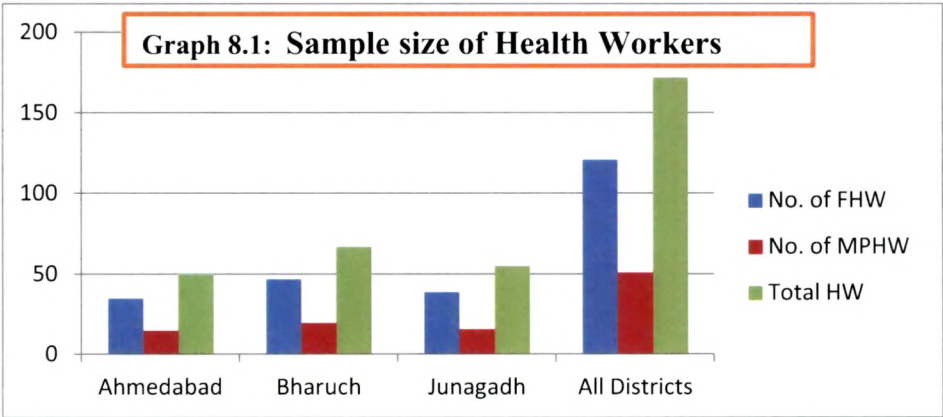
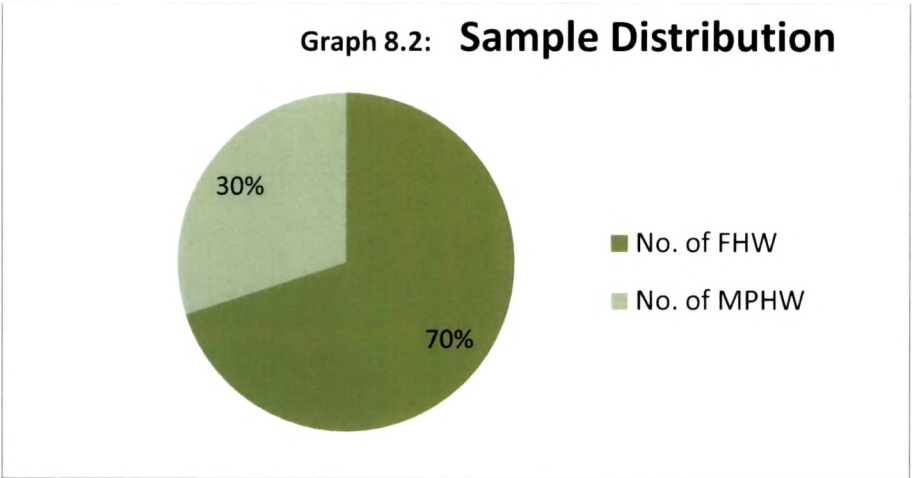### 8.1 Health Workers

8.1.1 Analysis of Sample

Table 8.1.1	Sample size of Health Workers							
District	Ahmedabad		Bharuch		Junagadh		All Districts	
	No	%	No	%	No	%	No	%
No. of FHW	35	70%	47	70%	39	71%	121	70%
No. of MPHW	15	30%	20	30%	16	29%	51	30%
Total HW	50	100%	67	100%	55	100%	172	100%

Table 8.1.2	Sample Characteristic				
Null Hypothesis	Deg. of Freedom	χ^2	p	Reject/ Accept	Remarks
Sample size and distribution	3	0.023	0.988	Accept	No Significant Difference

Sample size was determined for each district based on the number of health workers and subsequent selection of respondents was on random basis. In all three districts, the proportion of FHM and MPHW was almost same (Table 8.1.1). Test of hypothesis show no significant difference in sample distribution (Table 8.1.2).

Graph 8.1: Sample size of Health Workers

98

Graph 8.2: **Sample Distribution**

- No. of FHW
- No. of MPHW

30%

70%

8.1.2 Functions of Health Workers

In response to the question to identify work areas, health workers have identified family planning, immunization, epidemic control, health education, maternal health and nutrition as their functions (Table 8.1.3). Importance of each function is based on the share of frequency of response to each category to total responses from health workers. Variations are observed within the districts and category of health workers. In all the districts, most MPHWs have identified family planning whereas as most FHW have identified immunization in Ahmedabad, and maternal health in Bharuch and Junagadh. Test of Hypothesis shows significant difference in work areas identified across districts (Table 8.1.5).

Table 8.1.3	Functions of Health Workers												
District	Ahmedabad						Bharuch					
Function	FHW		MPHW		All		FHW		MPHW		All	
	No	%	No	%	No	%	No	%	No	%	No	%
1. Family Planning	25	16%	16	23%	41	18%	41	16%	20	20%	61	17%
2. Epidemic Control	22	14%	12	17%	34	15%	37	14%	18	18%	55	15%
3. Health Education	19	12%	8	11%	27	12%	41	16%	18	18%	59	16%
4. Immunization	32	20%	11	16%	43	19%	42	16%	13	13%	55	15%
5. Maternal Health	16	10%	7	10%	23	10%	45	17%	12	12%	57	16%
6. Nutrition	24	15%	9	13%	33	15%	39	15%	14	14%	53	15%
7. Other	19	12%	7	10%	26	11%	13	5%	6	6%	19	5%
Total	157	100%	70	100%	227	100%	258	100%	101	100%	359	100%
	Junagadh						All Districts					
1. Family Planning	36	18%	13	18%	49	18%	102	17%	49	20%	151	18%
2. Epidemic Control	33	16%	12	16%	45	16%	92	15%	42	17%	134	16%
3. Health Education	35	17%	13	18%	48	17%	95	15%	39	16%	134	16%
4. Immunization	36	18%	13	18%	49	18%	110	18%	37	15%	147	17%
5. Maternal Health	39	19%	13	18%	52	19%	100	16%	32	13%	132	15%
6. Nutrition	6	3%	5	7%	11	4%	69	11%	28	11%	97	11%
7. Other	17	8%	4	5%	21	8%	49	8%	17	7%	66	8%
Total	202	100%	73	100%	275	100%	617	100%	244	100%	861	100%

Table 8.1.4	Key Functions of Health Workers												
District	Ahmedabad						Bharuch					
	FHW		MPHW		All		FHW		MPHW		All	
Key Work Areas	No	%	No	%	No	%	No	%	No	%	No	%
1. Family Planning	16	16%	12	31%	28	20%	27	22%	18	31%	45	25%
2. Epidemic Control	16	16%	11	28%	27	19%	8	6%	13	22%	21	12%
3. Health Education	8	8%	9	23%	17	12%	8	6%	10	17%	18	10%
4. Immunization	27	26%	3	8%	30	21%	36	29%	11	19%	47	26%
5. Maternal Health	22	22%	1	3%	23	16%	37	30%	4	7%	41	23%
6. Nutrition	9	9%	3	8%	12	9%	4	3%	1	2%	5	3%
7. Other	4	4%	0	0%	4	3%	0	0%	0	0%	0	0%
Total	102	100%	39	100%	141	100%	124	100%	58	100%	182	100%
District	Junagadh						All Districts					
1. Family Planning	32	28%	13	29%	45	28%	75	22%	43	30%	118	24%
2. Epidemic Control	2	2%	5	11%	7	4%	26	8%	29	20%	55	11%
3. Health Education	6	5%	2	4%	8	5%	22	6%	21	15%	43	9%
4. Immunization	36	32%	12	27%	48	30%	99	29%	26	18%	125	26%
5. Maternal Health	37	32%	10	22%	47	30%	96	28%	15	11%	111	23%
6. Nutrition	1	1%	3	7%	4	3%	14	4%	7	5%	21	4%
7. Other	0	0%	0	0%	0	0%	4	1%	0	0%	4	1%
Total	114	100%	45	100%	159	100%	340	100%	142	100%	482	100%
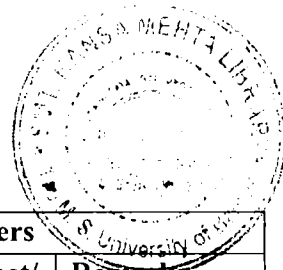
Table 8.1.5	Functions of Health Workers				
Null Hypothesis	Degrees of Freedom	χ^2	p	Reject/ Accept	Remarks
All functions	12	37.0	0.001	Reject	Significant Difference
Key Functions	10	43.08	<0.001	Reject	Significant Difference
FHW & MPHW – All Functions	6	3.94	0.685	Accept	No Significant Difference
FHW & MPHW – Key Functions	5	42.9	<0.001	Reject	Significant Difference

To ascertain their priority work areas, health workers were asked to indentify three key functions. Key functions identified for all three districts are immunization, family planning and maternal health. In case of FHW, they are immunization, maternal health and family planning and for MPHW, they are family planning, epidemic control and immunization (Table 8.1.4). Here again, significant difference exists in key function across districts (Table 8.1.5). Across districts, it is observed that key functions of FHW are immunization and maternal health and for MPHW it is family planning. Variation can be seen in the other key functions of MPHW, which is epidemic control in Ahmedabad and Bharuch and immunization in Junagadh.

A comparison of functions of FHW and MPHW shows insignificant difference in case of all functions and interestingly, significant difference is observed while comparing key functions (Table 8.1.5)

8.1.3 Health Planning

Health action plan is required to be prepared for each village as per the NRHM norms, based on local needs and problem, and forms the basis for implementation of maternal, child health and other health programs. Survey shows that health action plan was prepared in most health centres. Health action plan was not available in 4% overall, 2% in Ahmedabad and Bharuch and 7% in Junagadh (Table 8.1.6). No significant difference is found in the availability of health action plan. (Table 8.1.11)

Process of preparation of plan requires a participatory approach at village level in which various groups are involved. They are Gram Panchayats, Gram Sabha, Anganwadi workers, women groups, NGO and others like ASHA workers. The aim is to prepare the plan in alignment with broader health objectives of the State while ensuring that it

addresses local needs, resources and challenges. It is observed that preparation is undertaken at the level of health workers in 55% cases and at PHC in 30% of cases. In rest of the cases planning was done at district or taluka or by others (Table 8.1.7). This is 28% in Ahmedabad, 15% in Bharuch and 11% in Junagadh. Strong efforts have to be made in Ahmedabad to strengthen the planning process at the local level. Both FHW and MPHW have similar responses in choosing the preparation level. No significant difference is found as far as the level at which plans are prepared (Table 8.1.11).

Table 8.1.6		Planning: Health Action Plan Availability										
District		Ahmedabad						Bharuch				
		Yes		No		All -		Yes		No		All
FHW	34	97%	1	3%	35	100%	46	98%	1	2%	47	100%
MPHW	15	100%	0	0%	15	100%	18	100%	0	0%	18	100%
All	49	98%	1	2%	50	100%	64	98%	1	2%	65	100%
District		Junagadh						All Districts				
FHW	36	92%	3	8%	39	100%	116	96%	5	4%	121	100%
MPHW	15	94%	1	6%	16	100%	48	98%	1	2%	49	100%
All	51	93%	4	7%	55	100%	164	96%	6	4%	170	100%

Table 8.1.7	Planning: Health Action Plan Preparation											
	Dist	Block	PHC	Self	Othrs	All	Dist	Block	PHC	Self	Othrs	All
District	Ahmedabad						Bharuch					
FHW	0	1	11	19	4	35	2	2	12	28	4	48
	7%	7%	28%	44%	13%	100%	4%	4%	25%	58%	8%	100%
MPHW	0	4	6	5	0	15	0	0	8	9	2	19
	0%	25%	35%	35%	5%	100%	0%	0%	42%	47%	11%	100%
All	0	5	17	24	4	50	2	2	20	37	6	67
	5%	12%	30%	42%	11%	100%	3%	3%	30%	55%	9%	100%
District	Junagadh						All Districts					
FHW	0	0	9	27	3	39	2	3	32	74	11	122
	0%	0%	23%	69%	8%	100%	2%	2%	26%	61%	9%	100%
MPHW	0	0	6	7	3	16	0	4	20	21	5	50
	0%	0%	38%	44%	19%	100%	0%	8%	40%	42%	10%	100%
All	0	0	15	34	6	55	2	7	52	95	16	172
	0%	0%	27%	62%	11%	100%	1%	4%	30%	55%	9%	100%

Chart 8.1:   **Health Management: Health Worker Perspective**
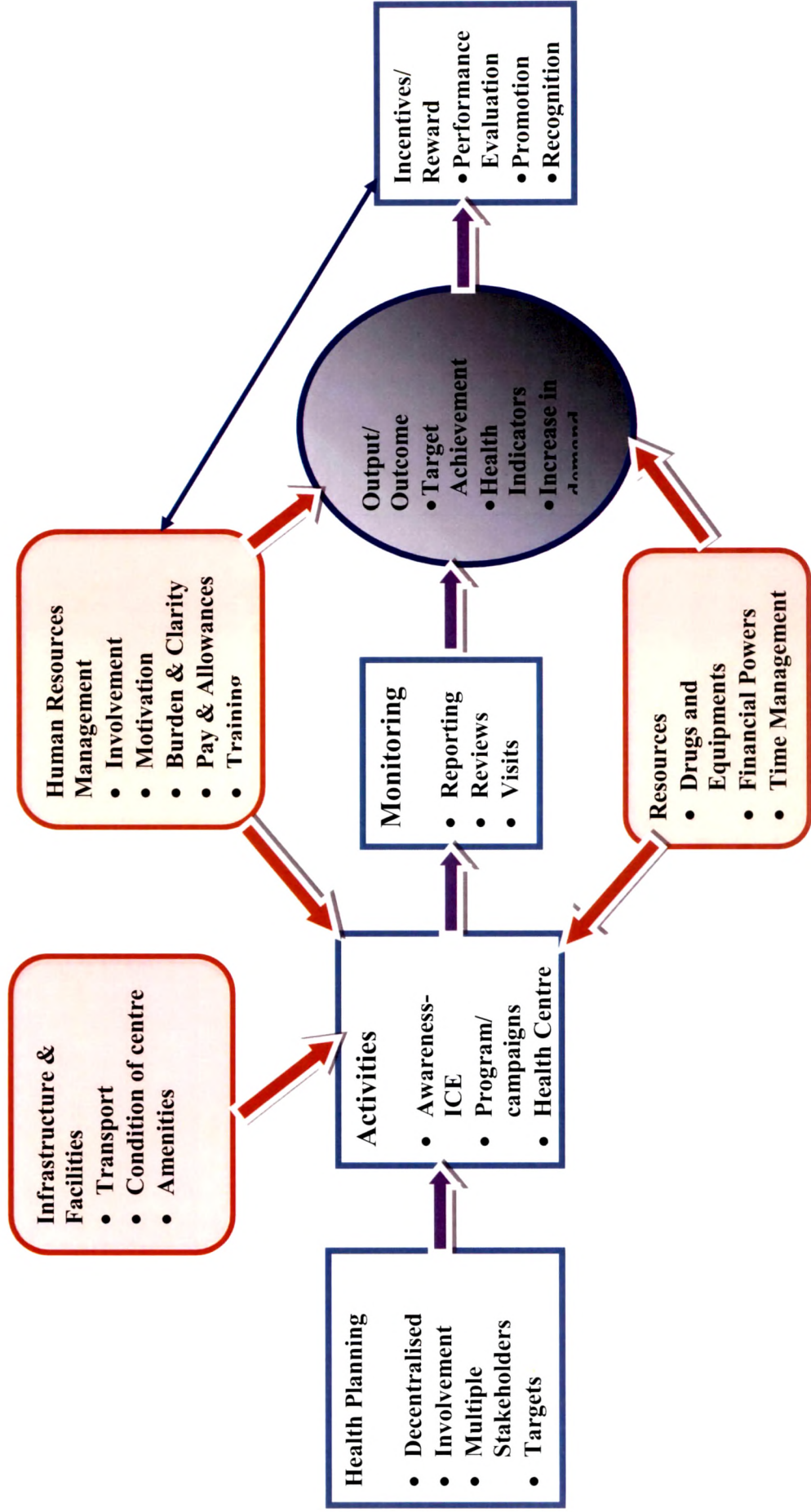
Health Action Plan: Groups involvement

Table 8.1.8

Level	Gram panchayat	Women groups	NGOs	Anganwadi workers	Gram Sabha	Others	All	Gram panchayat	Women groups	NGOs	Anganwadi workers	Gram Sabha	Others	All
Districts	Ahmedabad							Bharuch						
FHW	4	1	4	22	3	12	46	6	1	4	25	6	7	49
	9%	2%	9%	48%	7%	26%	100%	12%	2%	8%	51%	12%	14%	100%
MPHW	2	1	1	12	4	8	28	3	3	1	14	6	6	33
	7%	4%	4%	43%	14%	29%	100%	9%	9%	3%	42%	18%	18%	100%
All	6	2	5	34	7	20	74	9	4	5	39	12	13	82
	8%	3%	7%	46%	9%	27%	100%	11%	5%	6%	48%	15%	16%	100%
Districts	Junagadh							All Districts						
FHW	1	3	1	24	5	9	43	11	5	9	71	14	28	138
	2%	7%	2%	56%	12%	21%	100%	8%	4%	7%	51%	10%	20%	100%
MPHW	1	1	0	9	3	4	18	6	5	2	35	13	18	79
	6%	6%	0%	50%	17%	22%	100%	8%	6%	3%	44%	16%	23%	100%
All	2	4	1	33	8	13	61	17	10	11	106	27	46	217
	3%	7%	2%	54%	13%	21%	100%	8%	5%	5%	49%	12%	21%	100%

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Table 8.1.9

Planning: Quality of Involvement of Groups I

Districts	Ahmedabad						Bharuch					
	Not Involved	Less	Normal	Good	Very Good	Total	Not Involved	Less	Normal	Good	Very Good	Total
FHW												
Gram Panchayat	1	8	0	5	2	16	5	2	2	4	0	13
Women groups	1	6	3	2	2	14	6	0	7	1	1	15
NGOs	1	5	2	1	3	12	8	1	0	1	0	10
Anganwadi workers	1	0	3	12	16	32	3	1	8	20	8	40
Gram Sabha	1	0	1	11	18	31	2	0	3	18	16	39
Gram panchayat	6%	50%	0%	31%	13%	100%	38%	15%	15%	31%	0%	100%
Women groups	7%	43%	21%	14%	14%	100%	40%	0%	47%	7%	7%	100%
NGOs	8%	42%	17%	8%	25%	100%	80%	10%	0%	10%	0%	100%
Anganwadi workers	3%	0%	9%	38%	50%	100%	8%	3%	20%	50%	20%	100%
Gram sabha	3%	0%	3%	35%	58%	100%	5%	0%	8%	46%	41%	100%
MHW												
Gram Panchayat	1	1	2	2	2	8	6	1	2	1	0	10
Women Groups	0	2	0	2	2	6	6	0	1	3	0	10
NGOs	0	1	1	2	3	7	6	2	0	2	1	11
Anganwadi workers	1	0	0	5	6	12	3	0	3	7	5	18
Gram Sabha	1	0	4	3	7	15	1	1	2	7	5	16
Gram Panchayat	13%	13%	25%	25%	25%	100%	60%	10%	20%	10%	0%	100%
Women groups	0%	33%	0%	33%	33%	100%	60%	0%	10%	30%	0%	100%
NGOs	0%	14%	14%	29%	43%	100%	55%	18%	0%	18%	9%	100%
Anganwadi workers	8%	0%	0%	42%	50%	100%	17%	0%	17%	39%	28%	100%
Gram sabha	7%	0%	27%	20%	47%	100%	6%	6%	13%	44%	31%	100%
All Workers												
Gram Panchayat	2	9	2	7	4	24	11	3	4	5	0	23
Women groups	1	8	3	4	4	20	12	0	8	4	1	25
NGOs	1	6	3	3	6	19	14	3	0	3	1	21
Anganwadi workers	2	0	3	17	22	44	6	1	11	27	13	58
Gram Sabha	2	0	5	14	25	46	3	1	5	25	21	55
Gram Panchayat	8%	38%	8%	29%	17%	100%	48%	13%	17%	22%	0%	100%
Women Groups	5%	40%	15%	20%	20%	100%	48%	0%	32%	16%	4%	100%
NGOs	5%	32%	16%	16%	32%	100%	67%	14%	0%	14%	5%	100%
Anganwadi workers	5%	0%	7%	39%	50%	100%	10%	2%	19%	47%	22%	100%
Gram Sabha	4%	0%	11%	30%	54%	100%	5%	2%	9%	45%	38%	100%

Table 8.1.10 Planning: Quality of Involvement of Groups II

Districts	Junagadh						All Districts					
	Not Involved	Less	Normal	Good	Very Good	Total	Not Involved	Less	Normal	Good	Very Good	Total
FHW												
Gram panchayat	13	1	1	2	0	17	19	11	3	11	2	46
Women groups	11	2	1	3	0	17	18	8	11	6	3	46
NGOs	13	0	0	1	1	15	22	6	2	3	4	37
Anganwadi workers	9	3	6	10	7	35	13	4	17	42	31	107
Gram Sabha	6	2	9	8	11	36	9	2	13	37	45	106
Gram panchayat	76%	6%	6%	12%	0%	100%	41%	24%	7%	24%	4%	100%
Women groups	65%	12%	6%	18%	0%	100%	39%	17%	24%	13%	7%	100%
NGOs	87%	0%	0%	7%	7%	100%	59%	16%	5%	8%	11%	100%
Anganwadi workers	26%	9%	17%	29%	20%	100%	12%	4%	16%	39%	29%	100%
Gram sabha	17%	6%	25%	22%	31%	100%	8%	2%	12%	35%	42%	100%
MHW												
Gram panchayat	3	1	1	0	1	6	10	3	5	3	3	20
Women groups	3	0	1	1	1	6	9	2	2	6	3	22
NGOs	4	1	0	0	0	5	10	4	1	4	4	23
Anganwadi workers	1	0	4	5	3	13	5	0	7	17	14	43
Gram sabha	0	0	2	10	2	14	2	1	8	20	14	45
Gram panchayat	50%	17%	17%	0%	17%	100%	50%	15%	25%	15%	15%	100%
Women groups	50%	0%	17%	17%	17%	100%	41%	9%	9%	27%	14%	100%
NGOs	80%	20%	0%	0%	0%	100%	43%	17%	4%	17%	17%	100%
Anganwadi workers	8%	0%	31%	38%	23%	100%	12%	0%	16%	40%	33%	100%
Gram sabha	0%	0%	14%	71%	14%	100%	4%	2%	18%	44%	31%	100%
All Workers												
Gram panchayat	16	2	2	2	1	23	29	14	8	14	5	66
Women groups	14	2	2	4	1	23	27	10	13	12	6	68
NGOs	17	1	0	1	1	20	32	10	3	7	8	60
Anganwadi workers	10	3	10	15	10	48	18	4	24	59	45	150
Gram sabha	6	2	11	18	13	50	11	3	21	57	59	151
Gram panchayat	70%	9%	9%	9%	4%	100%	44%	21%	12%	21%	8%	100%
Women groups	61%	9%	9%	17%	4%	100%	40%	15%	19%	18%	9%	100%
NGOs	85%	5%	0%	5%	5%	100%	53%	17%	5%	12%	13%	100%
Anganwadi workers	21%	6%	21%	31%	21%	100%	12%	3%	16%	39%	30%	100%
Gram sabha	12%	4%	22%	36%	26%	100%	7%	2%	14%	38%	39%	100%

Table 8.1.11	Health Action Plan				
Null Hypothesis	Degrees of Freedom	χ^2	p	Reject/ Accept	Remarks
Availability of Health Plan	2	3.36	0.186	Accept	No significant difference
Where the Health Plan is prepared?	8	6.675	0.352	Accept	
Groups involved in preparation of plan	10	9.416	0.493	Accept	
Quality of involvement of groups	6	276.82	<0.0001	Reject	Significant difference

Analysis of participation of various groups in preparation of plan shows that Anganwadi (51%) and ASHA (20%) workers have the highest level of involvement (Table 8.1.8). Gram Sabhas (10%) are involved to a reasonable extent whereas the involvement of Gram Panchayats, Women Groups and NGOs is weak in all the districts. No significant difference is found across districts in participation of groups in planning process.

Survey also ascertained the quality of involvement of various groups in planning process. Analysis of the response shows that involvement is good or very good in 69% responses in case of Anganwadi workers and 77% in case of Gram Sabha. However, in case of Gram Panchayats, Women Groups and NGOs it is 29%, 27% and 15% (Table 8.1.9 & 8.1.10). There is immense scope for improving the quality of involvement of these groups in the State. In comparison to FHW, more proportion of MPHW had specified that the involvement of these three groups is very good or good. This is found especially in Junagadh found district. This indicates need to expand and strengthen the quality of participation of key stakeholders in the process of preparation of health plan. The prevalence of significant difference in the quality of involvement is found from test of hypothesis.

8.1.4 Infrastructure

Infrastructure and facilities play crucial role in enhancing the quality and productivity of health workers in delivering health care. Travel from residence to work place in terms of time taken and availability of transport, local travel from health centre to villages in work area and travel to place of beneficiaries constitute major travel requirements of health workers. Facilities in health centre like physical condition of the health centre, and availability of drinking water, toilet and seating are important to improve the work place efficiency.

Table 8.1.12	Infrastructure: Time taken to travel to work place							
Districts	Level	Low	Medium	High	All	Low	Medium	High	All
Ahmedabad	FHW	29	5	1	35	83%	14%	3%	100%
	MPHW	14	0	1	15	93%	0%	7%	100%
	All	43	5	2	50	86%	10%	4%	100%
Bharuch	FHW	37	9	1	47	79%	19%	2%	100%
	MPHW	14	3	1	18	78%	17%	6%	100%
	All	51	12	2	65	78%	18%	3%	100%
Junagadh	FHW	29	8	2	39	74%	21%	5%	100%
	MPHW	13	3	0	16	81%	19%	0%	100%
	All	42	11	2	55	76%	20%	4%	100%
All Districts	FHW	95	22	4	121	79%	18%	3%	100%
	MPHW	41	6	2	49	84%	12%	4%	100%
	All	136	28	6	170	80%	16%	4%	100%

Table 8.1.13	Infrastructure: Availability of Transport to Health Centre							
Districts	Level	Never	Some times	Always	All	Never	Some times	Always	All
Ahmedabad	FHW	2	8	25	35	6%	23%	71%	100%
	MPHW	0	4	11	15	0%	27%	73%	100%
	All	2	12	36	50	4%	24%	72%	100%
Bharuch	FHW	1	13	33	47	2%	28%	70%	100%
	MPHW	2	6	10	18	11%	33%	56%	100%
	All	3	19	43	65	5%	29%	66%	100%
Junagadh	FHW	4	12	22	38	11%	32%	58%	100%
	MPHW	0	7	9	16	0%	44%	56%	100%
	All	4	19	31	54	7%	35%	57%	100%
All Districts	FHW	7	33	80	120	6%	28%	67%	100%
	MPHW	2	17	30	49	4%	35%	61%	100%
	All	9	50	110	169	5%	30%	65%	100%

Table 8.1.14	Infrastructure: Local transport to Villages in work area							
District	Cate gory	Never	Some times	Always	All	Never	Some times	Always	All
Ahmedabad	FHW	5	8	22	35	14%	23%	63%	100%
Ahmedabad	MPHW	0	5	10	15	0%	33%	67%	100%
Ahmedabad	All	5	13	32	50	10%	26%	64%	100%
Bharuch	FHW	2	19	26	47	4%	40%	55%	100%
Bharuch	MPHW	0	4	14	18	0%	22%	78%	100%
Bharuch	All	2	23	40	65	3%	35%	62%	100%
Junagadh	FHW	1	15	22	38	3%	39%	58%	100%
Junagadh	MPHW	2	5	8	15	13%	33%	53%	100%
Junagadh	All	3	20	30	53	6%	38%	57%	100%
All Districts	FHW	8	42	70	120	7%	35%	58%	100%
All Districts	MPHW	2	14	32	48	4%	29%	67%	100%
All Districts	All	10	56	102	168	6%	33%	61%	100%

Table 8.1.15	Infrastructure: Transport to beneficiaries place									
Districts	Cate gory	Walk	2-Wheeler	Local Transp	Others	All	Walk	2-Wheeler	Local Transp	Others	All
Ahme Dabad	FHW	26	3	5	1	35	74%	9%	14%	3%	100%
Ahme Dabad	MPHW	15	2	2	1	20	75%	10%	10%	5%	100%
Ahme Dabad	All	41	5	7	2	55	75%	9%	13%	4%	100%
Bharuch	FHW	42	12	8	1	63	67%	19%	13%	2%	100%
Bharuch	MPHW	18	3	2	1	24	75%	13%	8%	4%	100%
Bharuch	All	60	15	10	2	87	69%	17%	11%	2%	100%
Juna Gadh	FHW	32	3	4	0	39	82%	8%	10%	0%	100%
Juna Gadh	MPHW	13	2	0	1	16	81%	13%	0%	6%	100%
Juna Gadh	All	45	5	4	1	55	82%	9%	7%	2%	100%
All Districts	FHW	100	18	17	2	137	73%	13%	12%	1%	100%
All Districts	MPHW	46	7	4	3	60	77%	12%	7%	5%	100%
All Districts	All	146	25	21	5	197	74%	13%	11%	3%	100%

Table 8.1.16	Infrastructure				
Null Hypothesis	Deg. of Freedom	χ^2	p	Reject/ Accept	Remarks
Time taken to place of work	4	2.25	0.69	Accept	No significant difference
Vehicle Availability to Health Centre	4	2.64	0.62	Accept	No significant difference
Local transport to villages	4	0.86	0.93	Accept	No significant difference
Transport to beneficiaries place	6	5.52	0.479	Accept	No significant difference

1. Travel Infrastructure

a. To Place of Work

This is measured by ascertaining the availability of transport and time taken to travel to health centre. An analysis of vehicle availability shows that is always available in 65% responses in all districts. Availability is the best in Ahmedabad with 72%, followed by Bharuch at 66% and Junagadh with 57% level (Table 8.1.13). For others, either the availability of transport is sometimes (30%) or never (5%). Time taken to travel to place of work is another dimension of travel infrastructure. Analysis reveal that in 80% responses, time taken is low (less than one hour), medium (1 to 2 hours) in 16% responses and high (more than 2 hours) in 4%. Districtwise analysis reveals that time taken is low in 86% responses in Ahmedabad, 78% in Bharuch and 76% in Junagadh (Table 8.1.12). Test of hypothesis show that there is no significant difference in availability of transport and time taken to go to place of work across districts. (Table 8.1.16)

Combined analysis of availability of transport and time taken reveal that both are interrelated. In Junagadh, where the share of responses in which transport is always available is least and the share of responses with time taken to travel as medium or high is the highest. Thus vehicle availability is a key physical infrastructure to ensure less travel time to work place.

b. Local Transport to Villages in Work Area

Local travel to villages in work area of health workers is always available in 61% cases with 64% in Ahmedabad, 62% in Bharuch and 57% in Junagadh. Availability is sometimes in 33% in cases, and never in 6% cases. Thus in 40% cases, availability of local transport has to be improved to ensure that this does not affect productivity of health workers (Table 8.1.14). No significant difference in this respect is found across the districts based on test of hypothesis (Table 8.1.16).

Table No 8.1.17	Facilities in Health Centre											
District	**FHW**				**MPHW**				**All**			
	I Condition of Centre; II. Water, Sitting, toilet facilities											
Ahmedabad	I	II	I	II	I	II	I	II	I	II	I	II
Bad	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%
Poor	1	1	3%	3%	0	0	0%	0%	1	1	2%	2%
Normal	10	8	29%	23%	2	4	13%	27%	12	12	24%	24%
Good	18	17	51%	49%	9	6	60%	40%	27	23	54%	46%
Very Good	6	9	17%	26%	4	5	27%	33%	10	14	20%	28%
Total	35	35	100%	100%	15	15	100%	100%	50	50	100%	100%
Bharuch												
Bad	5	4	11%	9%	0	0	0%	0%	5	4	8%	6%
Poor	6	4	13%	9%	0	0	0%	0%	6	4	9%	6%
Normal	10	15	21%	32%	3	3	17%	17%	13	18	20%	28%
Good	23	23	49%	49%	8	7	44%	39%	31	30	48%	46%
Very Good	3	1	6%	2%	7	8	39%	44%	10	9	15%	14%
Total	47	47	100%	100%	18	18	100%	100%	65	65	100%	100%
Junagadh												
Bad	1	4	3%	5%	0	3	0%	20%	1	7	1%	3%
Poor	4	5	10%	13%	0	2	0%	13%	4	7	2%	3%
Normal	13	23	33%	28%	6	4	38%	27%	19	27	11%	13%
Good	14	40	36%	33%	7	4	44%	27%	21	44	12%	21%
Very Good	7	10	18%	21%	3	2	19%	13%	10	12	6%	6%
Total	39	82	100%	100%	16	15	100%	100%	55	97	32%	46%
All Districts												
Bad	6	8	5%	5%	0	3	0%	6%	6	11	4%	5%
Poor	11	10	9%	6%	0	2	0%	4%	11	12	6%	6%
Normal	33	46	27%	23%	11	11	22%	23%	44	57	26%	27%
Good	55	80	45%	50%	24	17	49%	35%	79	97	46%	46%
Very Good	16	20	13%	16%	14	15	29%	31%	30	35	18%	17%
Total	121	164	100%	100%	49	48	100%	100%	170	212	100%	100%

a. Travel to Beneficiary Place

Visiting beneficiaries to provide health care services is an important part of duty of health workers. Availability of transport to beneficiaries place can be by walk, 2-wheelers, local transport and other means (Table 8.1.15). The response shows that in 74% of cases, they reach the beneficiaries by walk, which is 75% in Ahmedabad, 69% in Bharuch and 82% in Junagadh. 2-wheeler is used by 13% workers: 9% in Ahmedabad, 17% in Bharuch and 9% in Junagadh. In case of both FHW and MPHW, the travel pattern to beneficiary place is similar. In this case also, no significant difference is found across the districts based on test of hypothesis (Table 8.1.16).

Table 8.1.18	Facilities at Health Centre				
Null Hypothesis	Deg. of Freedom	χ^2	p	Reject/ Accept	Remarks
Condition of Health Centre	6	10.69	0.098	Accept	No Significant Difference
Water, sitting and toilet	6	10.37	0.11	Accept	No Significant difference

8.1.5 Facilities in Work Place

Through NRHM and various other programs, Government has committed huge resources to improve the physical condition and facilities of health centres in the State. Over years new buildings have been built and existing building have been renovated and repaired. The aim is to provide good quality work place to workers and beneficiaries. Facilities like drinking water, sitting arrangements and toilet have been added or improved in these centres (Table 8.1.17)

1. Condition of Health Centre

Overall physical condition of health centres is good or very good in 64%, with a district wise break up of 74% in Ahmedabad, 63% in Bharuch and 56% in Junagadh. The condition is bad or poor in 10% cases with 2% in Ahmedabad, 17% in Bharuch and 9% in Junagadh. Thus Bharuch has more health centres which require improvement in condition. All instances of poor or bad condition are mentioned by FHW. It has to be ascertained whether the conditions in health centres are convenient for female. No significant difference is condition of health centres is found across the districts based on test of hypothesis. (Table 8.1.18)

2. Water, Sitting and Toilet facilities

Availability of these facilities is found to be good or very good by 52% health workers whereas 11% found them bad or poor. Only 2% in Ahmedabad found them to be bad or poor compared to 6% in Junagadh and 12% in Bharuch. No significant difference is found in the availability of these facilities at health centres based on test of hypothesis.

8.1.6 Resources in Health Centre

Day to day functioning of health centres require sufficient quantity of drugs without stock-outs which may adversely affect the health care outcomes and reliability for the patients. Likewise, medical equipments for laboratory and few emergency medical care equipments are provided in PHCs. Proper availability of drugs and equipments in

PHCs is crucial to provide proper health care to the patients/ beneficiaries. Hence, these aspects too were covered in the survey.

Table 8.1.19	Resources in Health Centre											
District	FHW				MPHW				All			
	I. Availability of drugs;				II. Condition of equipments							
Ahmedabad	I	II	I	II	I	II	I	II	I	II	I	II
Bad	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%
Poor	0	2	0%	6%	0	0	0%	0%	0	2	0%	4%
Normal	7	5	20%	14%	5	0	33%	0%	12	5	24%	10%
Good	16	12	46%	34%	7	6	47%	40%	23	18	46%	36%
Very Good	12	16	34%	46%	3	9	20%	60%	15	25	30%	50%
Total	35	35	100%	100%	15	15	100%	100%	50	50	100%	100%
Bharuch												
Bad	0	1	0%	2%	0	0	0%	0%	0	1	0%	2%
Poor	1	2	2%	4%	0	0	0%	0%	1	2	2%	3%
Normal	18	2	38%	4%	3	0	17%	0%	21	2	32%	3%
Good	23	30	49%	64%	11	7	61%	39%	34	37	52%	57%
Very Good	5	12	11%	26%	4	11	22%	61%	9	23	14%	35%
Total	47	47	100%	100%	18	18	100%	100%	65	65	100%	100%
Junagadh												
Bad	0	0	0%	0%	1	0	6%	0%	1	0	2%	0%
Poor	1	0	3%	0%	1	1	6%	6%	2	1	4%	2%
Normal	12	0	31%	0%	2	1	13%	6%	14	1	25%	2%
Good	19	14	49%	37%	8	2	50%	13%	27	16	49%	30%
Very Good	7	24	18%	63%	4	12	25%	75%	11	36	20%	67%
Total	39	38	100%	100%	16	16	100%	100%	55	54	100%	100%
All Districts												
Bad	0	1	0%	1%	1	0	2%	0%	1	1	1%	1%
Poor	4	4	4%	3%	1	1	2%	2%	5	5	3%	3%
Normal	38	7	34%	6%	10	1	20%	2%	48	8	30%	5%
Good	53	56	47%	47%	26	15	53%	31%	79	71	49%	42%
Very Good	17	52	15%	43%	11	32	22%	65%	28	84	17%	50%
Total	112	120	100%	100%	49	49	100%	100%	161	169	100%	100%

Table 8.1.20	Resources at Health Centre				
Null Hypothesis	Deg. of Freedom	χ^2	p	Reject/ Accept	Remarks
Availability of drugs	6	0.28	0.218	Accept	No significant Difference
Condition of equipments	6	16.58	0.011	Reject	Significant difference

1. Availability of Drugs

Response of health workers show that overall in 66% cases, drug inventory is good or very good. Corresponding level is 76% in Ahmedabad, 66% in Bharuch and 57% in Junagadh. Availability is bad or poor in 4% cases: nil in Ahmedabad, 2% in Bharuch

and 11% in Junagadh. In Junagadh, there are a relatively more number of cases in which drug inventory is bad or poor in both FHW and MPHW Table (8.1.19). Test of hypothesis shows no significant difference in availability of drugs across districts (Table 8.1.20).

2. Condition of Medical Equipments

This is found to be good or very good in 92% cases in all districts. It is 86% in Ahmedabad, 92% in Bharuch and 97% in Junagadh. The lowest is 80% among FHW in Ahmedabad. Test of hypothesis shows significant difference in condition of medical equipments in these districts (Tables 8.1.20 & 8.1.20).

8.1.7 Activities of Health Workers

Many activities are undertaken by the health workers to implement various health programs, provide health care and emergency medical services. For efficient and effective delivery of health care, important activities undertaken are awareness generation, target for key programs and meet beneficiaries.

1. Awareness Generation: Target Groups

Awareness generation is a key component of activities taken up under RCH program at the field level by health workers. Awareness generation with specific information, education and communication activities are undertaken targeting different groups. In addition, it is combined with other activities like Mamta abhiyan which is designated for immunization and antenatal checkups held every Wednesday.

Main target groups are beneficiaries of programs, Women Groups, Community/social groups, Mamta day visitors and Gram Sabha. Overall feedback of health workers shows that most of the beneficiary oriented activities target beneficiaries directly (24%) and Mamta day visitors (24%) followed by Women Groups (19%), Gram Sabhas (16%) and community groups (12%). This is 24%, 25%, 21%, 13% and 12% in Ahmedabad, 24%, 24%, 19%, 18% and 11% in Bharuch and 26%, 23%, 18%, 15% and 13% in Junagadh. The pattern of activities is similar in all the districts except minor variations. Involvement of Women groups in Ahmedabad and Gram Sabhas in Bharuch is more compared to overall level (Table 8.1.22). No significant difference is seen across districts as far as groups targeted for these activities (Table 8.1.21).

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Table 8.1.21	Activities of Health Workers				
Null Hypothesis	**Deg. of Freedom**	**χ^2**	**p**	**Reject/ Accept**	**Remarks**
Activities for which targets are fixed	6	11.26	0.081	Accept	No Significant Difference
Target groups for awareness generation activities	10	3.42	0.97	Accept	
Whether beneficiaries approach for services on their own (Demand for health care)	6	2.75	0.84	Accept	
Place of visiting beneficiaries	8	19.88	0.011	Reject	Significant difference
Difficulty in achieving targets	8	25.4	0.001	Reject	

2. Place of meeting Beneficiaries

Delivery of health care by the workers takes place at different locations depending on local needs and situation. Sub-Centre is the focal point of services of health workers catering to 5-7 villages. As the headquarters of health workers, they are expected to stay near sub-centres, work from there and visit villages and beneficiaries from there. Health workers meet beneficiaries/patients for the purpose of awareness activities, preventive health care, and treatment. For these purposes, they meet at home of beneficiaries, sub centres, Anganwadi, places of friends/relatives and other locations. (Table 8.1.24)

Survey results show that in 47% cases they meet at beneficiaries home, in 21% cases at sub-centres, 17% cases at Anganwadi and 9% cases at place of friends or relatives. Comparison of three districts shows that in Ahmedabad, the place of meeting is less in sub-centres at 9% and more at home in 57% cases. Significant difference is seen as far as place of meeting beneficiaries across districts.

Table 8.1.22 Activities: Target Groups for IEC Activities

Districts		Benefi Ciaries	Women groups	Comm. Meet	Mamta Day	Gram sabha	Oth ers	All	Benef iciari	Wome groups	Comm. meetin	Mamta day	Gram sabha	Others	All
Ahmedabad	FHW	23	21	10	22	11	5	92	25%	23%	11%	24%	12%	5%	100%
	MPHW	8	6	6	11	6	2	39	21%	15%	15%	28%	15%	5%	100%
	All	31	27	16	33	17	7	131	24%	21%	12%	25%	13%	5%	100%
Bharuch	FHW	40	32	19	41	30	6	168	24%	19%	11%	24%	18%	4% ·	100%
	MPHW	17	13	7	17	13	5	72	24%	18%	10%	24%	18%	7%	100%
	All	57	45	26	58	43	11	240	24%	19%	11%	24%	18%	5%	100%
Junagadh	FHW	37	25	19	31	21	10	143	26%	17%	13%	22%	15%	7%	100%
	MPHW	14	10	6	14	8	3	55	25%	18%	11%	25%	15%	5%	100%
	All	51	35	25	45	29	13	198	26%	18%	13%	23%	15%	7%	100%
All Districts	FHW	100	78	48	94	62	21	403	25%	19%	12%	23%	15%	5%	100%
	MPHW	39	29	19	42	27	10	166	23%	17%	11%	25%	16%	6%	100%
	All	139	107	67	136	89	31	569	24%	19%	12%	24%	16%	5%	100%

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Planning: Targeted Activities

Table 8.1.23

	Family Planning	Institutional Delivery	ANC 3 visits	Others	All	Family Planning	Inst. Delivery	ANC 3 visits	Others	All
Districts			Ahmedabad					Bharuch		
FHW	23	14	23	15	75	43	24	23	7	97
	31%	19%	31%	20%	100%	44%	25%	24%	7%	100%
MPHW	13	2	4	1	20	18	9	8	3	38
	65%	10%	20%	5%	100%	47%	24%	21%	8%	100%
All	36	16	27	16	95	61	33	31	10	135
	38%	17%	28%	17%	100%	45%	24%	23%	7%	100%
Districts			Junagadh					All Districts		
FHW	35	28	28	19	110	101	66	74	41	282
	32%	25%	25%	17%	100%	36%	23%	26%	15%	100%
MPHW	14	10	9	6	39	45	21	21	10	97
	36%	26%	23%	15%	100%	46%	22%	22%	10%	100%
All	49	38	37	25	149	146	87	95	51	379
	33%	26%	25%	17%	100%	39%	23%	25%	13%	100%

Table 8.1.24

Activities: Place of visiting Beneficiaries

Districts		at home	Sub-centre	Angan-wadi	Friend /Rel	Others	All	at home	Sub-centre	Angan-wadi	Friend /Rel	Others	All
Ahmedabad	FHW	33	5	7	5	7	57	58%	9%	12%	9%	12%	100%
	MPHW	14	2	3	3	3	25	56%	8%	12%	12%	12%	100%
	All	47	7	10	8	10	82	57%	9%	12%	10%	12%	100%
Bharuch	FHW	46	29	25	12	2	114	40%	25%	22%	11%	2%	100%
	MPHW	18	7	5	3	3	36	50%	19%	14%	8%	8%	100%
	All	64	36	30	15	5	150	43%	24%	20%	10%	3%	100%
Junagadh	FHW	38	22	12	7	5	84	45%	26%	14%	8%	6%	100%
	MPHW	15	8	6	3	1	33	45%	24%	18%	9%	3%	100%
	All	53	30	18	10	6	117	45%	26%	15%	9%	5%	100%
All Districts	FHW	117	56	44	24	14	255	46%	22%	17%	9%	5%	100%
	MPHW	47	17	14	9	7	94	50%	18%	15%	10%	7%	100%
	All	164	73	58	33	21	349	47%	21%	17%	9%	6%	100%

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Table 8.1.25

Difficulty in Achieving the Targets

Districts	Category	Very Easy	Easy	Normal	Difficult	Impossible	All	Very Easy	Easy	Normal	Difficult	Impossible	All
Ahmedabad	FHW	4	13	11	8	3	39	10%	33%	28%	21%	8%	100%
	MPHW	2	3	3	6	1	15	13%	20%	20%	40%	7%	100%
	All	6	16	14	14	4	54	11%	30%	26%	26%	7%	100%
Bharuch	FHW	4	10	13	20	5	52	8%	19%	25%	38%	10%	100%
	MPHW	3	0	7	9	2	21	14%	0%	33%	43%	10%	100%
	All	7	10	20	29	7	73	10%	14%	27%	40%	10%	100%
Junagadh	FHW	4	0	6	24	5	39	10%	0%	15%	62%	13%	100%
	MPHW	2	1	2	9	2	16	13%	6%	13%	56%	13%	100%
	All	6	1	8	33	7	55	11%	2%	15%	60%	13%	100%
All Districts	FHW	12	23	30	52	13	130	9%	18%	23%	40%	10%	100%
	MPHW	7	4	12	24	5	52	13%	8%	23%	46%	10%	100%
	All	19	27	42	76	18	182	10%	15%	23%	42%	10%	100%

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Table 8.1.26							Activities: Beneficiaries approaching for services on their own							
Districts	Category	Never	Rarely	Some times	Mostly	Always	All	Never	Rarely	Some times	Mostly	Always	All
Ahmedabad	FHW	0	3	11	12	12	38	0%	8%	29%	32%	32%	100%
	MPHW	0	3	0	5	6	14	0%	21%	0%	36%	43%	100%
	All	0	6	11	17	18	52	0%	12%	21%	33%	35%	100%
Bharuch	FHW	0	23	7	12	8	50	0%	46%	14%	24%	16%	100%
	MPHW	0	6	1	6	6	19	0%	32%	5%	32%	32%	100%
	All	0	29	8	18	14	69	0%	42%	12%	26%	20%	100%
Junagadh	FHW	0	17	6	5	12	40	0%	43%	15%	13%	30%	100%
	MPHW	0	6	1	5	3	15	0%	40%	7%	33%	20%	100%
	All	0	23	7	10	15	55	0%	42%	13%	18%	27%	100%
All Districts	FHW	0	43	24	29	32	128	0%	34%	19%	23%	25%	100%
	MPHW	0	15	2	16	15	48	0%	31%	4%	33%	31%	100%
	All	0	58	26	45	47	176	0%	33%	15%	26%	27%	100%

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3. Targeted Activities

To achieve the overall health goals the State, time bound targets are given to the health workers. Target determination for various activities is an important component of health plan. In all districts, target setting is done in 39% cases for Family Planning, 23% for Institutional Delivery, 22% for ANC check up and 13% for others. District level analysis shows Family Planning as targeted activity in 38% cases in Ahmedabad, 45% in Bharuch and 33% in Junagadh. In case of Institutional Delivery it is 17%, 24% and 26% whereas for ANC check up it is 28%, 23% and 25% indicating variation across districts. This also shows that the key maternal health activities are planned through a targeted approach at delivery level whereas the same cannot be said for child health activities like immunization and nutrition (Table 8.1.23). No significant difference is seen in targeted activities across districts (Table 8.1.21).

4. Difficulty in Achieving Targets

Health care objectives are achieved by fixing targets for key activities on an annual basis. Targets are achieved or not achieved depending on local situation, problems and challenges. An assessment of difficulty in achieving targets reveals that in 25% cases it was very easy or easy. In 52% cases it is found to be difficult or impossible. Difficulty level is highest in Junagadh where 73% health workers found it difficult or impossible. The same is 50% in Bharuch and 33% in Ahmedabad (8.1.25). Significant difference is seen as far as difficulty in achieving targets across districts.

Determination of target, its monitoring and review are crucial in management of public health delivery in the State. Variation in difficulty levels across districts show that the process of fixing targets not uniform and the methodology needs to be streamlined. Though targets have to be fixed by taking into account the local factors, the process needs to be scientific and facilitate attaining the overall health objectives.

5. Demand for Health Care

Availability of reliable and effective public health system will ensure that beneficiaries would approach for health care services on their own (Table 8.1.26). Though it depends on many factors, perception of health workers gives a measure of this indicator. Survey findings show that 53% of health workers feel that beneficiaries approach for health care in all or most cases. This is 68% in Ahmedabad, 46% in Bharuch and 45% in Junagadh. Overall, in 33% cases, beneficiaries rarely approach for services. This is 12% in Ahmedabad, 42% in Bharuch and 42% in Junagadh. Compared to MPHW, few FHW perceive that the beneficiaries approach on their own for services.

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No significant variation in the behaviour of beneficiaries is observed across districts (Table 8.1.21).

8.1.8 Human Resources Management

Human resources are at the heart of an effective public health delivery system. Health workers constitute the cutting edge level of health care providing preventive and curative health care and implementing various health programs involving different stakeholders. Effectiveness of human resource management can be assessed by evaluating the influence of extrinsic and intrinsic motivational factors. Extrinsic factors are pay and allowances, condition of health centre and facilities and intrinsic factors are interpersonal relationship, performance evaluation, involvement in decision making and recognition of work.

1. Interpersonal Relationship

This is considered to be good or very good by 94% of workers and bad or poor by 1% workers (Table 8.1.28). However, situation varies across the districts, wherein 9% in Bharuch, 8% in Ahmedabad and none in Junagadh feel, it is normal or bad. Significant difference is observed across the districts based on test of hypothesis (Table 8.1.27)

2. Motivation Level of Health Workers

Level of motivation is good or very good in 37% cases in all districts. This is 31% in Ahmedabad, 40% in Bharuch and 37% in Junagadh. Overall, 43% feel it is bad or poor. This is 28% in Ahmedabad, 48% in Bharuch and 50% in Junagadh (Table 8.1.27). Significant difference is found across the districts based on test of hypothesis (Table 8.1.27).

3. Involvement in Decision Making

This is considered to be good or very good in 37% cases and bad or poor in 43% cases. Involvement level is lowest in Ahmedabad where 31% feel it is good or very good while the same is 40% in Bharuch and 37% in Junagadh. High variation in level of involvement of MPHW in decision making is observed with 14% in Ahmedabad and in Bharuch 67% feel good or very good (Table 8.1.29). Test of hypothesis show significant difference across the districts (Table 8.1.27).

4. Quality of Evaluation of Work

This is considered good or very good in 40% cases in all districts with 52% in Ahmedabad, 34% in Bharuch and 35% in Junagadh. 6% in Ahmedabad, 30% in Bharuch and 44% in Junagadh perceive this as bad or poor (Table 8.1.29). In general more

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MPHW (46%) perceive appraisal as good or very good compared to FHW (36%). Test of hypothesis shows significant difference across the districts.

Table 8.1.27	Human Resources Management				
Null Hypothesis	Deg. of Freedom	χ^2	p	Reject/ Accept	Remarks
Interpersonal Relationships	6	20.4500	0.0020	Reject	Significant Difference
Motivation Level	8	31.2000	0.0040	Reject	
Involvement in decision making	6	34.8000	0.0040	Reject	
Quality of evaluation of performance	6	20.5900	0.0020	Reject	
Burden of work	4	12.69	0.002	Reject	
Opportunities for career growth	6	15.2	0.019	Reject	
Sufficiency of training	4	9.98	0.041	Reject	
Quality of training	6	6.44	0.376	Accept	No significant difference
Satisfaction with pay and allowances	4	8.31	0.081	Accept	
Clarity of work	6	11.11	0.085	Accept	

5. Pay & Allowances

Overall, 44% health workers are fully satisfied with pay and allowances whereas 41% are partially satisfied and 5% not satisfied. Health workers are fully satisfied in 54% cases in Ahmedabad, 35% in Bharuch and 45% in Junagadh. There is no satisfaction in 18% cases in Ahmedabad and Bharuch and 7% cases in Junagadh. Level of satisfaction among the FHW (47%) is more than MPHW (37%) (Table 8.1.30). The difference is highest in Ahmedabad where the level of full satisfaction is 66% in FHW and 27% in MPHW. Significant difference is found in this respect across districts based on test of hypothesis (Table 8.1.27).

Table 8.1.28	Human Resource Management I										
I. Inter-personal relationship; II. Motivation level											
	I	II	I	II	I	II	I	II	I	II	I	II
Ahmedabad	FHW				MPHW				All			
Bad	0	0	0%	0%	0	4	0%	29%	0	4	0%	8%
Poor	0	5	0%	14%	0	5	0%	36%	0	10	0%	20%
Normal	4	17	11%	49%	0	3	0%	21%	4	20	8%	41%
Good	22	12	63%	34%	7	2	47%	14%	29	14	58%	29%
Very Good	9	1	26%	3%	8	0	53%	0%	17	1	34%	2%
Total	35	35	100%	100%	15	14	100%	100%	50	49	100%	100%
Bharuch												
Bad	2	2	4%	4%	0	3	0%	17%	2	5	3%	8%
Poor	0	24	0%	51%	0	2	0%	11%	0	26	0%	40%
Normal	4	7	9%	15%	0	1	0%	6%	4	8	6%	12%
Good	31	13	66%	28%	11	12	61%	67%	42	25	65%	38%
Very Good	10	1	21%	2%	7	0	39%	0%	17	1	26%	2%
Total	47	47	100%	100%	18	18	100%	100%	65	65	100%	100%
Junagadh												
Bad	0	12	0%	32%	0	4	0%	25%	0	16	0%	30%
Poor	0	8	0%	21%	0	3	0%	19%	0	11	0%	20%
Normal	0	6	0%	16%	0	1	0%	6%	0	7	0%	13%
Good	12	12	32%	32%	8	7	57%	44%	20	19	38%	35%
Very Good	26	0	68%	0%	6	1	43%	6%	32	1	62%	2%
Total	38	38	100%	100%	14	16	100%	100%	52	54	100%	100%
All Districts												
Bad	2	14	2%	12%	0	11	0%	23%	2	25	1%	15%
Poor	0	37	0%	31%	0	10	0%	21%	0	47	0%	28%
Normal	8	30	7%	25%	0	5	0%	10%	8	35	5%	21%
Good	65	37	54%	31%	26	21	55%	44%	91	58	54%	35%
Very Good	45	2	38%	2%	21	1	45%	2%	66	3	40%	2%
Total	120	120	100%	100%	47	48	100%	100%	167	168	100%	100%

Table 8.1.29	Human Resource Management II											
I. Involvement in decision making; II. Quality of evaluation of Work												
	I	II	I	II	I	II	I	II	I	II	I	II
Ahmedabad	FHW				MPHW				All			
Bad	0	0	0%	0%	2	2	13%	13%	2	2	4%	4%
Poor	10	1	29%	3%	5	0	33%	0%	15	1	30%	2%
Normal	16	14	46%	40%	5	7	33%	47%	21	21	42%	42%
Good	9	20	26%	57%	3	6	20%	40%	12	26	24%	52%
Very Good	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%
Total	35	35	100%	100%	15	15	100%	100%	50	50	100%	100%
Bharuch												
Bad	6	5	13%	11%	3	3	18%	17%	9	8	14%	13%
Poor	21	10	45%	22%	5	1	29%	6%	26	11	41%	17%
Normal	13	18	28%	39%	0	5	0%	28%	13	23	20%	36%
Good	7	13	15%	28%	9	9	53%	50%	16	22	25%	34%
Very Good	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%
Total	47	46	100%	100%	17	18	100%	100%	64	64	100%	100%
Junagadh												
Bad	17	8	49%	22%	4	3	25%	20%	21	11	41%	21%
Poor	4	10	11%	27%	5	2	31%	13%	9	12	18%	23%
Normal	5	8	14%	22%	2	3	13%	20%	7	11	14%	21%
Good	9	11	26%	30%	5	7	31%	47%	14	18	27%	35%
Very Good	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%
Total	35	37	100%	100%	16	15	100%	100%	51	52	100%	100%
All Districts												
Bad	23	13	20%	11%	9	8	19%	17%	32	21	19%	13%
Poor	35	21	30%	18%	15	3	31%	6%	50	24	30%	14%
Normal	34	40	29%	34%	7	15	15%	31%	41	55	25%	33%
Good	25	44	21%	37%	17	22	35%	46%	42	66	25%	40%
Very Good	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%
Total	117	118	100%	100%	48	48	100%	100%	165	166	100%	100%

Table 8.1.30		Human Resource Management III							
Districts	Category	Satisfaction with Pay & Allowances							
		No	Somewhat	Fully	Total	No	Somewhat	Fully	Total
Ahmedabad	FHW	0	12	23	35	0%	34%	66%	100%
	MPHW	9	2	4	15	60%	13%	27%	100%
	All	9	14	27	50	18%	28%	54%	100%
Bharuch	FHW	9	22	16	47	19%	47%	34%	100%
	MPHW	3	8	7	18	17%	44%	39%	100%
	All	12	30	23	65	18%	46%	35%	100%
Junagadh	FHW	2	19	18	39	5%	49%	46%	100%
	MPHW	2	7	7	16	13%	44%	44%	100%
	All	4	26	25	55	7%	47%	45%	100%
All Districts	FHW	0	53	57	121	0%	44%	47%	100%
	MPHW	9	17	18	49	18%	35%	37%	100%
	All	9	70	75	170	5%	41%	44%	100%

Table 8.1.31		Human Resource Management IV							
		Burden of work							
Districts	Category	Very high	Normal	Less	Total	Very high	Normal	Less	Total
Ahmedabad	FHW	15	16	4	35	43%	46%	11%	100%
	MPHW	9	6	0	15	60%	40%	0%	100%
	All	24	22	4	50	48%	44%	8%	100%
Bharuch	FHW	25	22	0	47	53%	47%	0%	100%
	MPHW	9	9	0	18	50%	50%	0%	100%
	All	34	31	0	65	52%	48%	0%	100%
Junagadh	FHW	32	6	1	39	82%	15%	3%	100%
	MPHW	11	5	0	16	69%	31%	0%	100%
	All	43	11	1	55	78%	20%	2%	100%
All Districts	FHW	72	44	5	121	60%	36%	4%	100%
	MPHW	29	20	0	49	59%	41%	0%	100%
	All	71	77	22	170	42%	45%	13%	100%

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Table 8.1.32		Human Resource Management V									
District		Clarity of work									
		Never	Some times	Mostly	Always	Total	Never	Some times	Mostly	Always	Total
Ahme dabad	FHW	7	18	5	5	35	20%	51%	14%	14%	100%
	MPHW	4	4	3	4	15	27%	27%	20%	27%	100%
	All	11	22	8	9	50	22%	44%	16%	18%	100%
Bharuch	FHW	16	28	3	0	47	34%	60%	6%	0%	100%
	MPHW	5	6	5	2	18	28%	33%	28%	11%	100%
	All	21	34	8	2	65	32%	52%	12%	3%	100%
Junagadh	FHW	15	12	8	3	38	39%	32%	21%	8%	100%
	MPHW	2	6	3	4	15	13%	40%	20%	27%	100%
	All	17	18	11	7	53	32%	34%	21%	13%	100%
All Districts	FHW	38	58	16	8	120	32%	48%	13%	7%	100%
	MPHW	11	16	11	10	48	23%	33%	23%	21%	100%
	All	49	74	27	18	168	29%	44%	16%	11%	100%

Table 8.1.33		Human Resource Management VI									
District		Career Growth									
		Nil	Poor	Normal	Good	Total	Nil	Poor	Normal	Good	Total
Ahmedabad	FHW	8	4	20	3	35	23%	11%	57%	9%	100%
	MPHW	10	3	0	2	15	67%	20%	0%	13%	100%
	All	18	7	20	5	50	36%	14%	40%	10%	100%
Bharuch	FHW	18	10	8	11	47	38%	21%	17%	23%	100%
	MPHW	6	2	2	8	18	33%	11%	11%	44%	100%
	All	24	12	10	19	65	37%	18%	15%	29%	100%
Junagadh	FHW	9	11	8	9	37	24%	30%	22%	24%	100%
	MPHW	4	2	4	5	15	27%	13%	27%	33%	100%
	All	13	13	12	14	52	25%	25%	23%	27%	100%
All Districts	FHW	35	25	36	23	119	29%	21%	30%	19%	100%
	MPHW	20	7	6	15	48	42%	15%	13%	31%	100%
	All	55	32	42	38	167	33%	19%	25%	23%	100%

6. Burden of Work

Overall, 60% workers think they have very high burden of work. This level is 48% in Ahmedabad, 52% in Bharuch and 78% in Junagadh. 82% of FHW in Junagadh find the burden of work as very high. Burden of work is considered less in 8% cases in Ahmedabad, nil cases in Bharuch and 2% in Junagadh (Table 8.1.31). Test of hypothesis show significant difference in burden of work across the districts (Table 8.1.27).

7. Clarity of Work

In 27% cases clarity of work exists in most or at all times. In rest 73% cases, clarity exists sometimes or never. Districtwise analysis shows that clarity exists always or mostly in 34% cases in Ahmedabad, 15% in Bharuch and 34% in Junagadh. Clarity is low among FHW (80%) compared to MPHW (56%). Among the districts, clarity is lowest in Bharuch (84%) compared to 66% in both Ahmedabad and Junagadh (Table 8-1.32). Test of hypothesis show no significant difference in clarity of work across the districts.

8. Career Growth (Opportunity for of Promotion)

48% of health workers think that their chances of promotion are normal or good. This level is 50% in Ahmedabad, 44% in Bharuch and 49% in Junagadh. Others feel that their chances are nil or poor. Comparison of FHW and MPHW shows that 29% of FHW and 42% of MPHW feel that their promotional chances are nil (Table 8.1.33). Test of hypothesis show significant difference in perception of opportunity for career growth across the districts (Table 8.1.27).

9. Training

An important and integral part of human resource development is training. Sufficiency and quality of training are two important parameters which were assessed in survey of health workers.

a. Adequacy of Training

Assessments show that 25% of health workers think the training is less and 8% think it is excess. 34% in Ahmedabad, 29% in Bharuch and 13% in Junagadh think the training is less. Significant variation is observed in MPHW across districts, with 53% in Ahmedabad, 22% in Bharuch and 0% in Junagadh who think that the training is less (Table 8.1.34). Significant difference is found in adequacy of training across districts based on test of hypothesis (Table 8.1.27).

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Table 8.1.34	Training of Health Workers							
Districts		Adequacy of training							
	Category	Less	Sufficient	Excess	Total	Less	Sufficient	Excess	Total
Ahme dabad	FHW	9	22	4	35	26%	63%	11%	100%
	MPHW	8	5	2	15	53%	33%	13%	100%
	All	17	27	6	50	34%	54%	12%	100%
Bharuch	FHW	14	30	1	45	31%	67%	2%	100%
	MPHW	4	13	1	18	22%	72%	6%	100%
	All	18	43	2	63	29%	68%	3%	100%
Junagadh	FHW	7	29	3	39	18%	74%	8%	100%
	MPHW	0	12	2	14	0%	86%	14%	100%
	All	7	41	5	53	13%	77%	9%	100%
All Districts	FHW	9	81	8	119	8%	68%	7%	100%
	MPHW	8	30	5	47	17%	64%	11%	100%
	All	17	111	13	166	10%	67%	8%	100%

b. Quality of Training

As far as the quality of training concerned, 18% of all health workers think it is weak or normal. This is 20% in Ahmedabad, 12% in Bharuch and 23% in Junagadh. 50% of all health workers observe that quality is very good or excellent. This is 49% in Ahmedabad, 48% in Bharuch and 53% in Junagadh (Table 8.1.35). Test of hypothesis show that no significant difference in quality of training across the districts.

8.1.9 Monitoring & Review

All the activities planned are monitored and reviewed by higher officials to ensure that they are properly implemented. Functioning of health workers is monitored by Medical Officers at PHC level and CDHO at the district level. Periodic reports and meetings are the normal monitoring mechanism for this purpose. This has to be optimal, without being too many or too few to be effective.

8.1.9 Monitoring & Review

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Table 8.1.35		Training of Health Workers					
Districts	Cate gory	Quality of Training					
		Weak	Normal	Good	Very Good	Excellent	Total
Ahmedabad	FHW	0	4	11	11	9	35
	MPHW	0	6	5	1	3	15
	All	0	10	16	12	12	50
	FHW	0%	11%	31%	31%	26%	100%
	MPHW	0%	40%	33%	7%	20%	100%
	All	0%	20%	32%	24%	24%	100%
Bharuch	FHW	2	3	20	15	7	47
	MPHW	0	3	6	5	4	18
	All	2	6	26	20	11	65
	FHW	4%	6%	43%	32%	15%	100%
	MPHW	0%	17%	33%	28%	22%	100%
	All	3%	9%	40%	31%	17%	100%
Junagadh	FHW	0	9	9	10	11	39
	MPHW	1	2	4	3	4	14
	All	1	11	13	13	15	53
	FHW	0%	23%	23%	26%	28%	100%
	MPHW	7%	14%	29%	21%	29%	100%
	All	2%	21%	25%	25%	28%	100%
All Districts	FHW	0	16	40	36	27	121
	MPHW	0	11	15	9	11	47
	All	0	27	55	45	38	168
	FHW	0%	13%	33%	30%	22%	100%
	MPHW	0%	23%	32%	19%	23%	100%
	All	0%	16%	33%	27%	23%	100%

Table 8.1.36	Monitoring & Review: I. No of Reports; II. Utility of Reporting											
	FHW				MPHW				All			
Ahmedabad	I	II	I	II	I	II	I	II	I	II	I	II
Very High	4	7	13%	20%	4	5	29%	33%	8	12	18%	24%
High	8	15	26%	43%	1	2	7%	13%	9	17	20%	34%
Normal	18	10	58%	29%	9	8	64%	53%	27	18	60%	36%
Less	1	2	3%	6%	0	0	0%	0%	1	2	2%	4%
Very Less	0	1	0%	3%	0	0	0%	0%	0	1	0%	2%
Total	31	35	100%	100%	14	15	100%	100%	45	50	100%	100%
Bharuch												
Very High	6	6	13%	13%	6	4	33%	22%	12	10	19%	15%
High	8	32	17%	68%	4	10	22%	56%	12	42	19%	65%
Normal	31	9	67%	19%	7	2	39%	11%	38	11	59%	17%
Less	1	0	2%	0%	0	1	0%	6%	1	1	2%	2%
Very Less	0	0	0%	0%	1	1	6%	6%	1	1	2%	2%
Total	46	47	100%	100%	18	18	100%	100%	64	65	100%	100%
Junagadh												
Very High	17	12	45%	32%	5	2	33%	13%	22	14	42%	26%
High	11	14	29%	37%	3	6	20%	40%	14	20	26%	38%
Normal	10	11	26%	29%	6	4	40%	27%	16	15	30%	28%
Less	0	1	0%	3%	0	2	0%	13%	0	3	0%	6%
Very Less	0	0	0%	0%	1	1	7%	7%	1	1	2%	2%
Total	38	38	100%	100%	15	15	100%	100%	53	53	100%	100%
All Districts												
Very High	4	25	13%	21%	4	11	29%	23%	8	36	18%	21%
High	8	61	26%	51%	1	18	7%	38%	9	79	20%	47%
Normal	18	30	58%	25%	9	14	64%	29%	27	44	60%	26%
Less	1	3	3%	3%	0	3	0%	6%	1	6	2%	4%
Very Less	0	1	0%	1%	0	2	0%	4%	0	3	0%	2%
Total	31	120	100%	100%	14	48	100%	100%	45	168	100%	100%

Table 8.1.37	Reporting & Review: I. No of Reviews; II. Utility of Reviews											
	FHW				MPHW				All			
Ahmedabad	I	II	I	II	I	II	I	II	I	II	I	II
Very High	7	6	22%	18%	2	3	13%	21%	9	9	19%	19%
High	10	18	31%	55%	3	1	20%	7%	13	19	28%	40%
Normal	12	7	38%	21%	10	10	67%	71%	22	17	47%	36%
Less	3	2	9%	6%	0	0	0%	0%	3	2	6%	4%
Very Less	0	0	0%	0%	0	0	0%	0%	0	0	0%	0%
Total	32	33	100%	100%	15	14	100%	100%	47	47	100%	100%
Bharuch												
Very High	8	5	17%	11%	5	5	28%	28%	13	10	20%	15%
High	10	35	22%	74%	2	8	11%	44%	12	43	19%	66%
Normal	28	7	61%	15%	9	4	50%	22%	37	11	58%	17%
Less	0	0	0%	0%	1	1	6%	6%	1	1	2%	2%
Very Less	0	0	0%	0%	1	0	6%	0%	1	0	2%	0%
Total	46	47	100%	100%	18	18	100%	100%	64	65	100%	100%
Junagadh												
Very High	12	10	32%	28%	3	3	20%	19%	15	13	29%	25%
High	6	14	16%	39%	2	9	13%	56%	8	23	15%	44%
Normal	19	10	51%	28%	9	2	60%	13%	28	12	54%	23%
Less	0	2	0%	6%	0	2	0%	13%	0	4	0%	8%
Very Less	0	0	0%	0%	1	0	7%	0%	1	0	2%	0%
Total	37	36	100%	100%	15	16	100%	100%	52	52	100%	100%
All Districts												
Very High	27	21	23%	18%	10	11	21%	23%	37	32	23%	20%
High	26	67	23%	58%	7	18	15%	38%	33	85	20%	52%
Normal	59	24	51%	21%	28	16	58%	33%	87	40	53%	24%
Less	3	4	3%	3%	1	3	2%	6%	4	7	2%	4%
Very Less	0	0	0%	0%	2	0	4%	0%	2	0	1%	0%
Total	115	116	100%	100%	48	48	100%	100%	163	164	100%	100%

Table 8.1.38	Monitoring and Review				
Null Hypothesis	Deg. of Freedom	χ^2	p	Reject/ Accept	Remarks
Number of reports	6	14.63	0.023	Reject	Significant Difference
Usage of reporting	6	14.13	0.028	Reject	
Number of reviews	6	5.28	0.508	Accept	No significant difference
Usage of review	6	12.47	0.052	Accept	

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1. Reports

Overall, 48% of health workers find the number of reports as very high or high whereas only 2% think it as less or very less. In Junagadh, 68% think that number of reports as very high or high while it is 38% in both Ahmedabad and Bharuch. The pattern is similar for FHW and MPHW (Table 8.1.36).

As far as the utility of reports is concerned, 68% health workers think it to be very high or high. This level is 80% in Bharuch, 64% in Junagadh and 58% in Ahmedabad. FHW think the reports to be more useful at 71% compared to 61% in MPHW. Significant difference is observed across districts both in number of reports as well as utility of reports (Table 8.1.38).

2. Reviews

Observation regarding number of review meetings is similar across districts with an overall of 43% health workers finding it high or very high and 53% as normal. In case of utility of reviews, this is found to be 72% in all districts who find it to be very high or high. The level is 81% in Bharuch, 69% Junagadh and 57% in Ahmedabad (Table 8.1.37). No significant difference is observed across districts both in number of reviews and utility of such reviews (Table 8.1.38).

8.1.10 Time Management

With many activities and programs to be planned and implemented, proper management of available time by health workers will increase their productivity in attaining the goals. Perception of health workers regarding time spent on different activities in terms of activity-days and their perception of effective use of time was ascertained is the field survey.

Table 8.1.39	Time Management				
Null Hypothesis	Degrees of Freedom	χ^2	p	Reject/ Accept	Remarks
Time devoted to key activities	12	35.48	0.004	Reject	Significant Difference
Effective use of time	4	14.6	0.006	Reject	

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Time Management: Activity-Days

Table 8.1.40

District	Ahmedabad						Bharuch					
	FHW	MPHW	All	FHW	MPHW	All	FHW	MPHW	All	FHW	MPHW	All
1. Field Visit	159	169	162	49%	57%	51%	170	180	174	51%	51%	51%
2. Health Centre	73	68	72	22%	23%	22%	77	69	74	23%	20%	22%
3. Training/Workshop	10	8	10	3%	3%	3%	15	11	13	4%	3%	4%
4. Meetings	48	31	43	15%	10%	14%	21	25	22	6%	7%	6%
5. Reporting etc	21	19	21	6%	6%	6%	26	33	29	8%	9%	8%
6. Emergency	7	2	6	2%	1%	2%	24	32	27	7%	9%	8%
7. Others	9	1	6	3%	0%	2%	4	3	4	1%	1%	1%
Total	328	297	319	100%	100%	100%	336	353	343	100%	100%	100%

District	Junagadh						All Districts					
	FHW	MPHW	All	FHW	MPHW	All	FHW	MPHW	All	FHW	MPHW	All
1. Field Visit	175	184	178	51%	52%	51%	167	178	171	50%	53%	51%
2. Health Centre	58	52	56	17%	15%	16%	71	64	68	21%	19%	20%
3. Training/Workshop	16	17	17	5%	5%	5%	14	12	13	4%	4%	4%
4. Meetings	33	28	31	10%	8%	9%	33	28	31	10%	8%	9%
5. Reporting etc	27	30	28	8%	9%	8%	25	28	26	7%	8%	8%
6. Emergency	20	21	21	6%	6%	6%	17	21	18	5%	6%	5%
7. Others	13	20	16	4%	6%	5%	8	8	8	2%	2%	2%
Total	343	352	347	100%	100%	100%	335	338	336	100%	100%	100%

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Table 8.1.41		Time Management: Effective Use of time									
Districts	Cate gory	Not Possible	Very Less	Nor mal	Very Good	Total	Not Possible	Very Less	Nor mal	Very Good	Total
Ahmed abad	FHW	0	3	4	22	29	0%	10%	14%	76%	100%
	MPHW	0	0	2	11	13	0%	0%	15%	85%	100%
	All	0	3	6	33	42	0%	7%	14%	79%	100%
Bharuch	FHW	0	4	21	19	44	0%	9%	48%	43%	100%
	MPHW	0	0	7	11	18	0%	0%	39%	61%	100%
	All	0	4	28	30	62	0%	6%	45%	48%	100%
Juna gadh	FHW	3	3	11	19	36	8%	8%	31%	53%	100%
	MPHW	0	2	7	7	16	0%	13%	44%	44%	100%
	All	3	5	18	26	52	6%	10%	35%	50%	100%
All Districts	FHW	0	10	36	60	109	0%	9%	33%	55%	100%
	MPHW	0	2	16	29	47	0%	4%	34%	62%	100%
	All	0	12	52	89	156	0%	8%	33%	57%	100%

1. Activity-Days

Number of days spent on key activities spread over a year was ascertained in survey. The key activities identified were field visits, health centre activity, training/workshop, meetings, emergency medical care or other activities. It is observed that health workers spend 51% of days in field activities, 20% in health centre activities, 9% in meetings, 8% in preparation of reports, 5% in emergency care, 4% in training/workshop and 2% in other activities (Table 8.1.40).

In Ahmedabad, MPHW spend (57%) more time in field activities compared to FHW (49%) whereas FHW spend (15%) more time in training compared to MPHW (10%). In Junagadh and Bharuch 51% time is spent in field activities. 8% of time is spent on emergency medical care in Bharuch. In Junagadh time spent in health centre activities is 16% which is 22% in both Ahmedabad and Bharuch. Significant difference is observed across districts both in number of reports as well as utility of reports (Table 8.1.39).

2. Effective Use of Time

Overall, 57% think that effective use of time is very good. This is highest in Ahmedabad with 79%, and 50% in Junagadh and 48% in Bharuch (Table 8.1.41). Significant difference is observed across districts in this respect.

8.1.11 Financial Powers

Absence of authority to undertake minor activities involving financial implication can have adverse impact on ability to provide proper service delivery. Under NRHM health centres are provided financial powers to undertake minor repairs and maintenance

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in health centre and for emergency purchases. However, it is important to understand whether these powers are exercised in practice.

Table 8.1.42	Exercise of Financial Powers				
Null Hypothesis	Degrees of Freedom	χ^2	P	Reject/ Accept	Remarks
Repairs and Maintenance	8	11.53	0.17	Accept	No significant difference
Emergency Purchase	6	23.55	<0.0001	Reject	Significant difference

1. Repairs and Maintenance

32% of all health workers find it easy or very easy to undertake repairs and maintenance work. This is 34% in Ahmedabad, 21% in Bharuch and 35% in Junagadh. In contrast, 37% find this very difficult with 36% in Ahmedabad, 35% in Bharuch and 39% in Junagadh. Thus, substantial proportions of health workers feel that it is not easy to undertake such works (Table 8.1.43). Test of hypothesis show that there is no significant difference across districts in exercising these powers (Table 8.1.42).

2. Emergency Purchases

As regards emergency purchases, 49% think this is possible always or most of the times. This is 44% in Ahmedabad, 42% in Bharuch and 62% in Junagadh. However, 51% think it is difficult or impossible to make emergency purchases. This is highest in 58% in Bharuch, 56% in Ahmedabad and 37% in Junagadh. Here again, it is observed that the powers are not easy to exercise (Table 8.1.44). Significant difference is found across districts in exercising these powers.

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Financial Powers

Repair & Maintenance

Table 8.1.43

Districts		Very Easy	Easy	Normal	Difficult	Impossible	Total	Very Easy	Easy	Normal	Difficult	Impossible	Total
Ahmedabad	FHW	1	11	10	6	7	35	3%	31%	29%	17%	20%	100%
	MPHW	1	2	7	3	2	15	7%	13%	47%	20%	13%	100%
	All	2	13	17	9	9	50	4%	26%	34%	18%	18%	100%
Bharuch	FHW	1	9	17	17	3	47	2%	19%	36%	36%	6%	100%
	MPHW	5	7	3	2	1	18	28%	39%	17%	11%	6%	100%
	All	6	16	20	19	4	65	9%	25%	31%	29%	6%	100%
Junagadh	FHW	6	7	11	10	3	37	16%	19%	30%	27%	8%	100%
	MPHW	2	1	4	6	1	14	14%	7%	29%	43%	7%	100%
	All	8	8	15	16	4	51	16%	16%	29%	31%	8%	100%
All Districts	FHW	1	27	38	33	13	119	1%	23%	32%	28%	11%	100%
	MPHW	1	10	14	11	4	47	2%	21%	30%	23%	9%	100%
	All	2	37	52	44	17	166	1%	22%	31%	27%	10%	100%

Table 8.1.44

Financial Powers

Districts	Category	Emergency Purchase										
		Always	Mostly	Sometimes	Never	Total	Always	Mostly	Sometimes	Never	Total
Ahmedabad	FHW	11	9	11	4	35	31%	26%	31%	11%	100%
	MPHW	1	1	2	11	15	7%	7%	13%	73%	100%
	All	12	10	13	15	50	24%	20%	26%	30%	100%
Bharuch	FHW	8	8	27	3	46	17%	17%	59%	7%	100%
	MPHW	8	3	6	1	18	44%	17%	33%	6%	100%
	All	16	11	33	4	64	25%	17%	52%	6%	100%
Junagadh	FHW	15	8	11	3	37	41%	22%	30%	8%	100%
	MPHW	4	5	5	0	14	29%	36%	36%	0%	100%
	All	19	13	16	3	51	37%	25%	31%	6%	100%
All Districts	FHW	11	25	49	10	118	9%	21%	42%	8%	100%
	MPHW	1	9	13	12	47	2%	19%	28%	26%	100%
	All	12	34	62	22	165	7%	21%	38%	13%	100%

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8.2 Analysis of Survey of Beneficiaries

8.2.1 Analysis of Sample

Table 8.2.1	Sample of Beneficiaries/ Patients					
District	Female		Male		Total	
	No	%	No	%	No	%
Ahmedabad	70	74%	25	26%	95	100%
Bharuch	63	69%	28	31%	91	100%
Junagadh	59	63%	35	37%	94	100%
All Districts	192	69%	88	31%	280	100%

Beneficiaries and patients who availed primarily Reproductive and Child Health care in the last 2 years were selected on a random basis for field survey. In total there were 280 beneficiaries with a break-up of 69% female and 31% male beneficiaries (Table 8.2.1). Test of hypothesis of sample distribution shows that the male and female distribution of respondents has no significant difference across districts (Table 8.2.2).

Graph 8.3: Sample size of Beneficiaries

Graph 8.3: Sample Distribution

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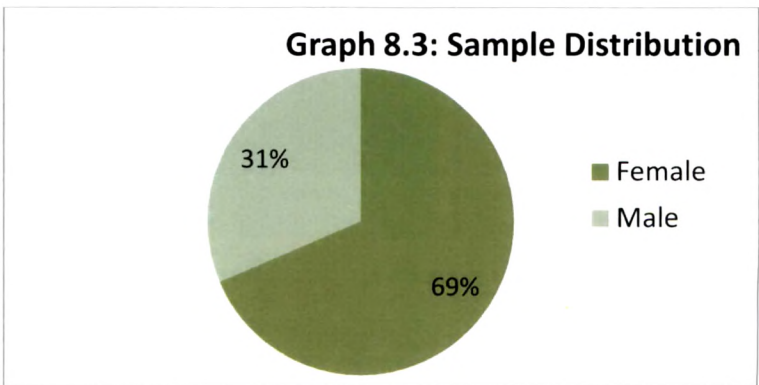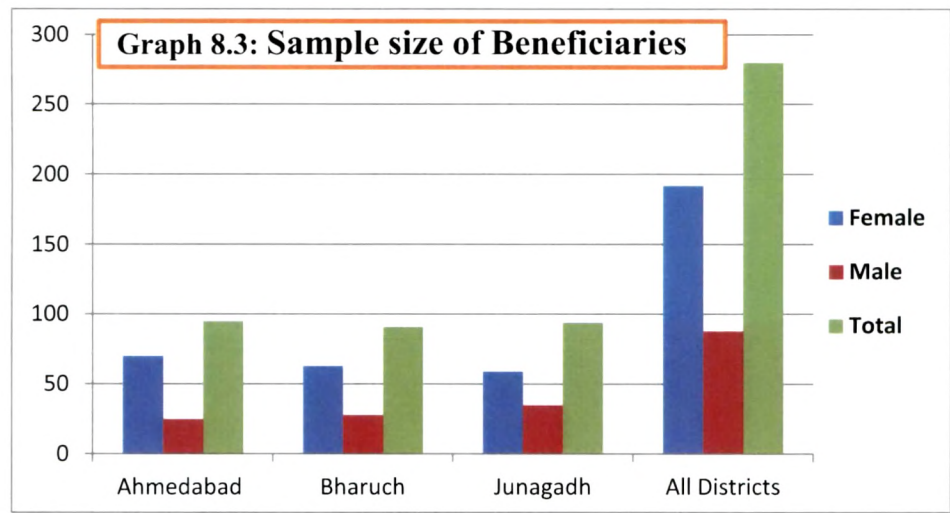
Table 8.2.2	Beneficiary: Survey Sample				
Null Hypothesis	Degrees of Freedom	χ^2	p	Reject/ Accept	Remarks
Sample Distribution	3	2.64	0.27	Accept	No significant difference

8.2.2 Demographic Profile of Beneficiaries

1. Age of Respondents

Age distribution of beneficiaries reveal that majority of beneficiaries from Ahmedabad district were from <25 year age group (34%) while majority of beneficiaries from Bharuch (52%) & Junagadh district (53%) were from 26-35 years of age (Table 8.2.3). There is statistically significant difference found in the age composition of respondents across the districts (Table 8.2.5). Similarly, significant statistical difference is observed in the age of male and female (X^2=40; p=0.003). Female respondents were found to be younger in comparison to male counterparts. 33% female are < 25 years compared to 15% males. Thus, few men especially in reproductive active age of < 35 years avail reproductive health care.

Table 8.2.3	Age Profile Beneficiaries/ Patients										
Age	Ahmedabad						Bharuch				
	F	M	Tot	F	M	Tot	F	M	Tot	F	M	Tot
<25	27	4	31	40%	16%	34%	20	4	24	29%	18%	26%
26-35	20	8	28	30%	32%	30%	38	9	47	55%	41%	52%
36-45	13	8	21	19%	32%	23%	4	9	13	6%	41%	14%
>45	7	5	12	10%	20%	13%	7	0	7	10%	0%	8%
Total	67	25	92	100%	100%	100%	69	22	91	100%	100%	100%
	Junagadh						All Districts				
<25	18	4	22	31%	11%	23%	65	12	77	33%	15%	28%
26-35	28	22	50	47%	63%	53%	86	39	125	44%	48%	45%
36-45	7	4	11	12%	11%	12%	24	21	45	12%	26%	16%
>45	6	5	11	10%	14%	12%	20	10	30	10%	12%	11%
Total	59	35	94	100%	100%	100%	195	82	277	100%	100%	100%

Graph 8.4: **Age Profile**
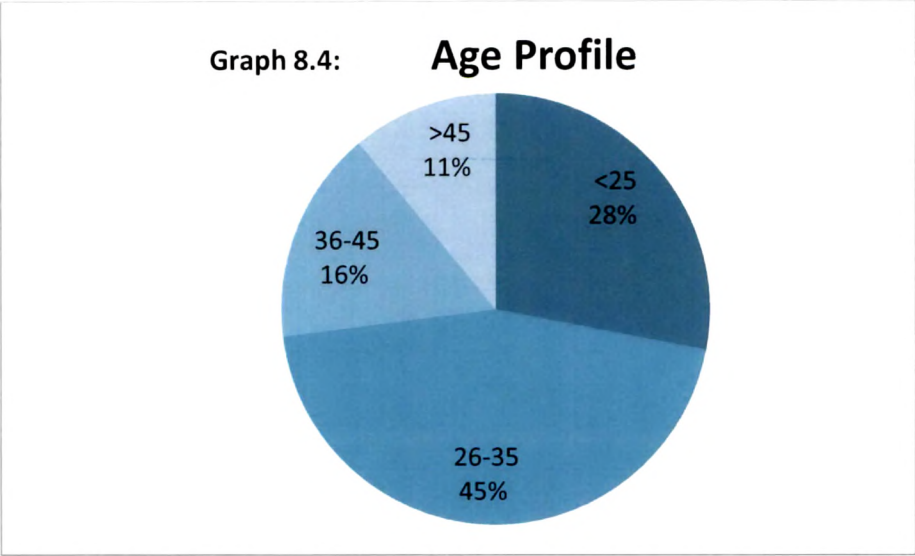
Table 8.2.4	Family Size of Beneficiaries							
	Ahmedabad		Bharuch		Junagadh		All Districts	
	No	%	No	%	No	%	No	%
Up to 2	5	5%	0	0%	2	2%	7	3%
3-4	30	32%	26	29%	23	24%	79	29%
5-6	40	43%	50	56%	56	60%	146	53%
>6	19	20%	13	15%	13	14%	45	16%
Total	94	100%	89	100%	94	100%	277	100%

2. Family Size

Analysis of number of members in families of respondents reveals that 3% have up to 2, 29% have 3 to 4, 53% have 5 to 6 and 16% have more than 6 members (Table 8.2.4). Significant variation is observed across districts. It can be seen that Ahmedabad has a flatter distribution of beneficiaries compared to Bharuch and Junagadh. However, no statistically significant difference is found in the family size of respondents across districts (Table 8.2.5).

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Graph 8.5: **Family Size**
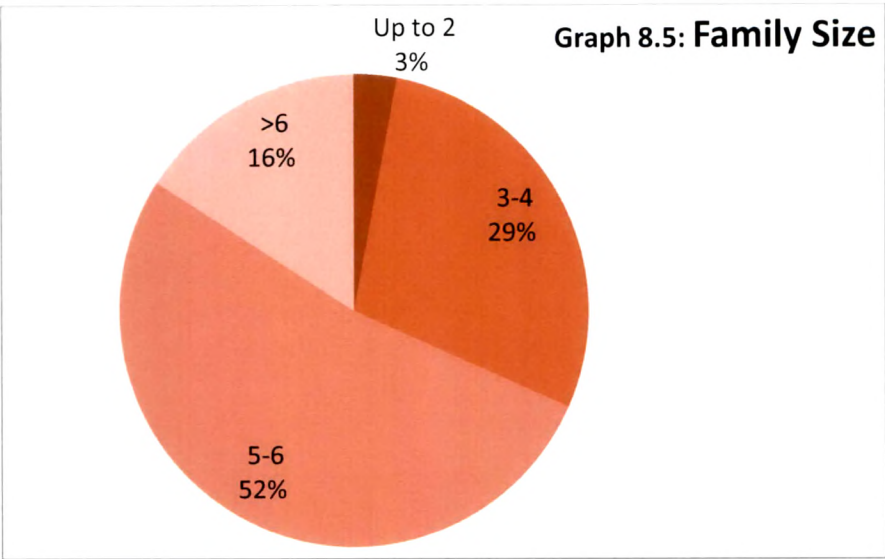
8.2.3 Socio-Economic Profile of Beneficiaries

1. Primary Occupation

Assessment of occupation of beneficiaries shows that 36% do household activities, 9% business, 6% services, 34% work as labourers and 14% as agricultural workers (Table 8.2.6). The same is 48%, 7%, 5%, 28%, and 11% for female and 12%, 13%, 9%, 45% and 20% for male respondents. After household work, most of women do labour work followed by agriculture. Men are mostly engaged in labour work followed by agricultural labour. No statistically significant difference is found in the primary occupation of beneficiaries in the survey (Table 8.2.5).

Table 8.2.5	Socio-Economic and Demographic characteristics				
Null Hypothesis	**Degrees of Freedom**	**χ^2**	**p**	**Reject/ Accept**	**Remarks**
Age profile	6	13.7	0.034	Reject	Significant Difference
Family size of respondents	6	6.13	0.189	Accept	No significant difference
Primary occupation	10	10.5	0.4	Accept	
Monthly Income	4	19.38	0.0007	Reject	Significant Difference
Poverty	2	46.48	<0.0001	Reject	
Literacy	8	63.03	<0.0001	Reject	
Caste	6	42.97	<0.0001	Reject	

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Graph 8.6: Occupation

- Household — 36%
- Business — 9%
- Service — 6%
- Labour — 34%
- Agricultural workers — 14%
- Others — 1%

Graph 8.7: Monthly Income

- < 3000 — 43%
- 3000-6000 — 33%
- 6000-10000 — 18%
- 10000-20000 — 3%
- >20000 — 3%
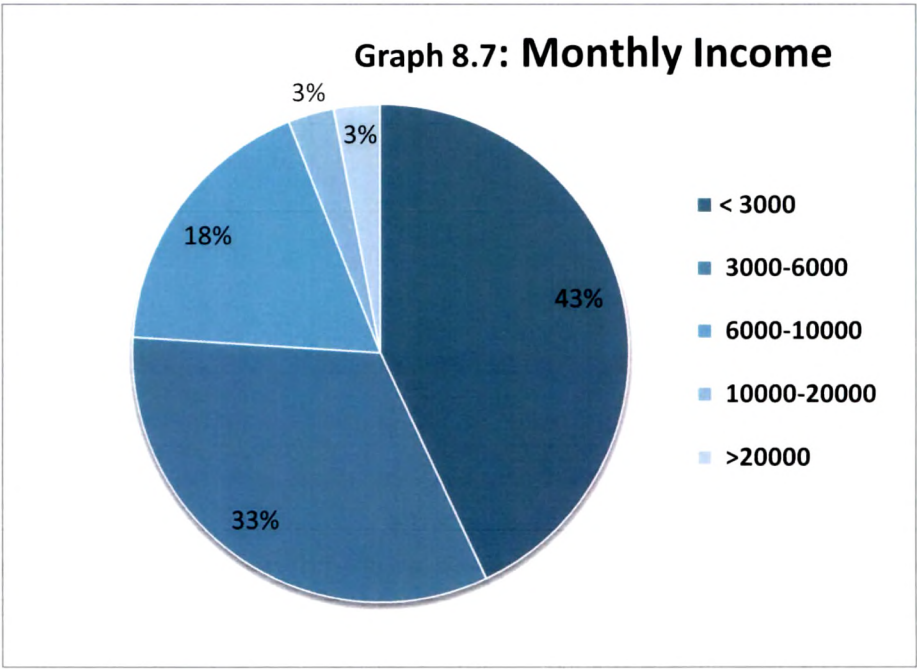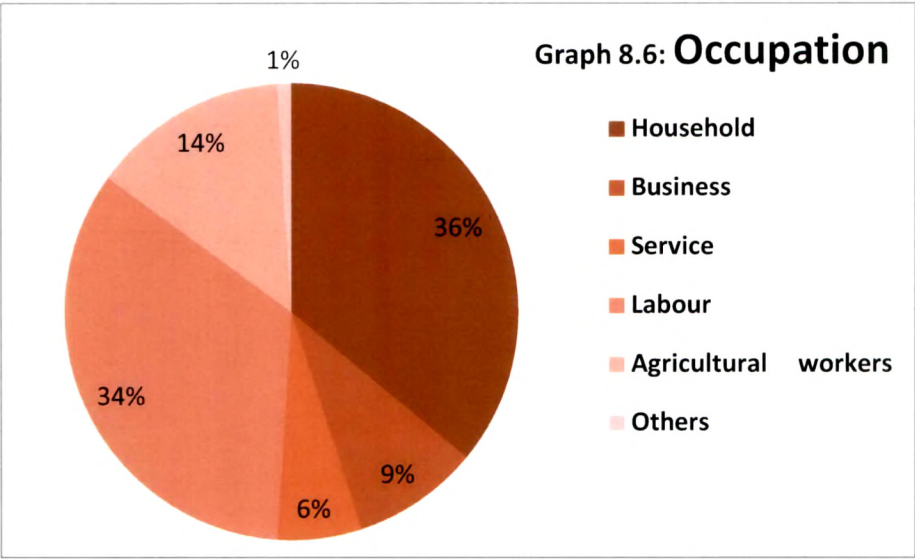
Table 8.2.6 — Primary Occupation of Beneficiaries

District	Ahmedabad						Bharuch					
	Female	Male	Total	Female	Male	Total	Female	Male	Total	Female	Male	Total
1. Household	29	2	31	45%	8%	34%	32	1	33	51%	4%	37%
2. Business	4	2	6	6%	8%	7%	4	4	8	6%	15%	9%
3. Service	2	2	4	3%	8%	4%	2	1	3	3%	4%	3%
4. Labour	24	14	38	37%	56%	42%	18	11	29	29%	42%	33%
5. Agricultural workers	5	5	10	8%	20%	11%	7	8	15	11%	31%	17%
6. Others	1	0	1	2%	0%	1%	0	1	1	0%	4%	1%
Total	65	25	90	100%	100%	100%	63	26	89	100%	100%	100%

District	Junagadh						All Districts					
	Female	Male	Total	Female	Male	Total	Female	Male	Total	Female	Male	Total
1. Household	28	7	35	47%	20%	37%	89	10	99	48%	12%	36%
2. Business	6	5	11	10%	14%	12%	14	11	25	7%	13%	9%
3. Service	5	5	10	8%	14%	11%	9	8	17	5%	9%	6%
4. Labour	11	14	25	19%	40%	27%	53	39	92	28%	45%	34%
5. Agricultural workers	8	4	12	14%	11%	13%	20	17	37	11%	20%	14%
6. Others	1	0	1	2%	0%	1%	2	1	3	1%	1%	1%
Total	59	35	94	100%	100%	100%	187	86	273	100%	100%	100%

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Table 8.2.7 — Monthly Income of Beneficiaries

District	Ahmedabad						Bharuch					
	Female	Male	Total	Female	Male	Total	Female	Male	Total	Female	Male	Total
<3000	30	17	47	54%	71%	59%	28	9	37	45%	33%	42%
3000-6000	20	5	25	36%	21%	31%	23	7	30	37%	26%	34%
6000-10000	6	2	8	11%	8%	10%	5	7	12	8%	26%	13%
10000-20000	0	0	0	0%	0%	0%	2	3	5	3%	11%	6%
>20000	0	0	0	0%	0%	0%	4	1	5	6%	4%	6%
Total	56	24	80	100%	100%	100%	62	27	89	100%	100%	100%

District	Junagadh						All Districts					
	Female	Male	Total	Female	Male	Total	Female	Male	Total	Female	Male	Total
<3000	15	14	29	26%	41%	32%	73	40	113	41%	47%	43%
3000-6000	16	14	30	28%	41%	33%	59	26	85	34%	31%	33%
6000-10000	21	6	27	36%	18%	29%	32	15	47	18%	18%	18%
10000-20000	3	0	3	5%	0%	3%	5	3	8	3%	4%	3%
>20000	3	0	3	5%	0%	3%	7	1	8	4%	1%	3%
Total	58	34	92	100%	100%	100%	176	85	261	100%	100%	100%

Table 8.2.8 — Poverty Level of Beneficiaries

District	Ahmedabad						Bharuch					
	Female	Male	Total	Female	Male	Total	Female	Male	Total	Female	Male	Total
BPL	54	15	69	89%	71%	84%	22	14	36	37%	54%	42%
Non BPL	7	6	13	11%	29%	16%	38	12	50	63%	46%	58%
Total	61	21	82	100%	100%	100%	60	26	86	100%	100%	100%

District	Junagadh						All Districts					
	Female	Male	Total	Female	Male	Total	Female	Male	Total	Female	Male	Total
BPL	18	15	33	32%	44%	36%	94	44	138	53%	54%	53%
Non BPL	39	19	58	68%	56%	64%	84	37	121	47%	46%	47%
Total	57	34	91	100%	100%	100%	178	81	259	100%	100%	100%

Table 8.2.9 — Literacy Level of Beneficiaries

District	Ahmedabad						Bharuch					
	Female	Male	Total	Female	Male	Total	Female	Male	Total	Female	Male	Total
1. Non-Literate	38	3	41	59%	13%	47%	11	1	12	17%	4%	13%
2. Primary	23	14	37	36%	58%	42%	18	13	31	29%	46%	34%
3. Secondary	2	3	5	3%	13%	6%	27	13	40	43%	46%	44%
4. Graduate	0	4	4	0%	17%	5%	6	1	7	10%	4%	8%
5. Post-Graduate	1	0	1	2%	0%	1%	1	0	1	2%	0%	1%
Total	64	24	88	100%	100%	100%	63	28	91	100%	100%	100%

District	Junagadh						All Districts					
	Female	Male	Total	Female	Male	Total	Female	Male	Total	Female	Male	Total
1. Non-Literate	8	1	9	14%	3%	10%	57	5	62	31%	6%	23%
2. Primary	20	15	35	34%	44%	38%	61	42	103	33%	49%	38%
3. Secondary	22	13	35	37%	38%	38%	51	29	80	27%	34%	29%
4. Graduate	8	4	12	14%	12%	13%	14	9	23	8%	10%	8%
5. Post-Graduate	1	1	2	2%	3%	2%	3	1	4	2%	1%	1%
Total	59	34	93	100%	100%	100%	186	86	272	100%	100%	100%

Table 8.2.10

Caste Category of Respondents

District	Ahmedabad						Bharuch					
	Female	Male	Total	Female	Male	Total	Female	Male	Total	Female	Male	Total
1. Scheduled Caste	11	5	16	20%	22%	20%	10	1	11	16%	4%	12%
2. Scheduled Tribe	4	0	4	7%	0%	5%	13	11	24	21%	39%	27%
3. SEBC	32	13	45	57%	57%	57%	14	4	18	23%	14%	20%
4. Others	9	5	14	16%	22%	18%	24	12	36	39%	43%	40%
Total	56	23	79	100%	100%	100%	61	28	89	100%	100%	100%

District	Junagadh						All Districts					
	Female	Male	Total	Female	Male	Total	Female	Male	Total	Female	Male	Total
1. Scheduled Caste	12	8	20	21%	24%	22%	33	14	47	19%	17%	18%
2. Scheduled Tribe	9	3	12	16%	9%	13%	26	14	40	15%	17%	15%
3. SEBC	11	13	24	19%	39%	26%	57	30	87	33%	36%	34%
4. Others	26	9	35	45%	27%	38%	59	26	85	34%	31%	33%
Total	58	33	91	100%	100%	100%	175	84	259	100%	100%	100%

2. Monthly Income

Majority of people (43%) have a monthly income of less than Rs. 3000 while 33% have Rs. 3000 to 6000 (Table 8.2.7). Only 6% have more than Rs 10000 as monthly income. In Ahmedabad, 90% of people have income below Rs. 6000 which means most of beneficiaries are from low income groups. In Bharuch and Junagadh, this is 76% and 65%, which shows that sizeable proportion of beneficiaries is from non-low income group. Particularly in Bharuch, 15% of male beneficiaries are from income above Rs 10000. Statistically significant difference is found in the monthly income of beneficiaries in the survey (Table 8.2.5). An analysis income distribution shows that female respondents have higher income than their male counterpart in Ahmedabad and Junagadh.

This could be due to various factors like urbanization, availability of private health care and awareness among low income group. This has implication for policy and management of health care delivery in terms of targeting of services, awareness promotion and availability of public health care in urban areas which require further study and analysis.

3. Poverty Level

In all, 53% of beneficiaries are from below poverty line category, 84% in Ahmedabad, 42% in Bharuch and 36% in Junagadh. This is consistent with observation in monthly income of respondents discussed before. More non-BPL people avail health care services in Bharuch and Junagadh compared to Ahmedabad. Similar to monthly income, this could be because people with paying capacity avail private health care since they are easily available in urban districts like Ahmedabad. Minor variation is observed across male and female in these districts (Table 8.2.8). Test of hypothesis shows that poverty level of beneficiaries is significantly different across districts (Table 8.2.5).

Graph 8.8: **Poverty**

47%

53%

■ BPL

■ Non BPL

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Graph 8.9: Literacy

- ■ Non-Literate
- ■ Primary
- ■ Secondary
- ■ Graduate
- ■ Post-Graduate
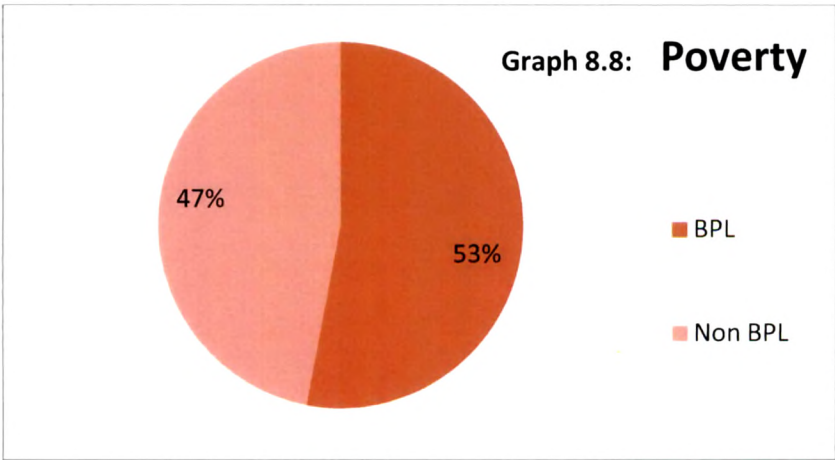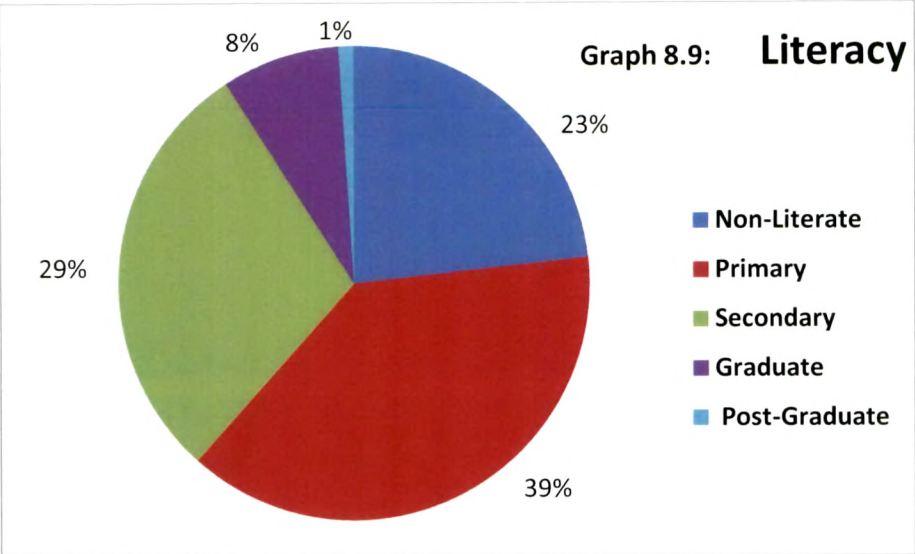
4. Literacy Level

Profile analysis of literacy level of beneficiaries shows that 23% were non-literate, 38% primary school educated, 29% secondary school educated, 8% graduates and 1% post-graduates. Across districts it can be seen that in Ahmedabad, 47% are non-literate and 42% are primary school educated whereas in Bharuch it is 13% and 34% and in Junagadh it is 10% and 38%. Analysis between genders shows that female are 31% non-literate compared to 6% among male (Table 8.2.9). Statistically significant difference is found in literacy level of beneficiaries in the survey (Table 8.2.5).

Thus like income and poverty, literacy level also indicates variation across districts requiring further study to understand the inter-relationships and mutuality which can help in improving delivery of public health care.

5. Caste Group

As districts selected for survey are from different geographical and demographic regions of Gujarat, analysis of caste groups of individual districts is undertaken (Table 8.2.10). Taken together they can provide an understanding of the State as a whole. It is seen that in all, 18% belong to Scheduled Castes, 15% to Scheduled Tribes, 34% to Socially and Economically Backward and 33% to other castes. The proportion in percentage in Ahmedabad is 20, 5, 57 and 18, Bharuch is 12, 27, 20 and 40 and Junagadh is 22, 13, 26 and 38. Statistically significant difference is found in the composition of castes of beneficiaries across the districts (Table 8.2.5).

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Graph 8.10: **Caste**

18%
33%
15%
34%

- Scheduled Caste
- Scheduled Tribe
- SEBC
- Others
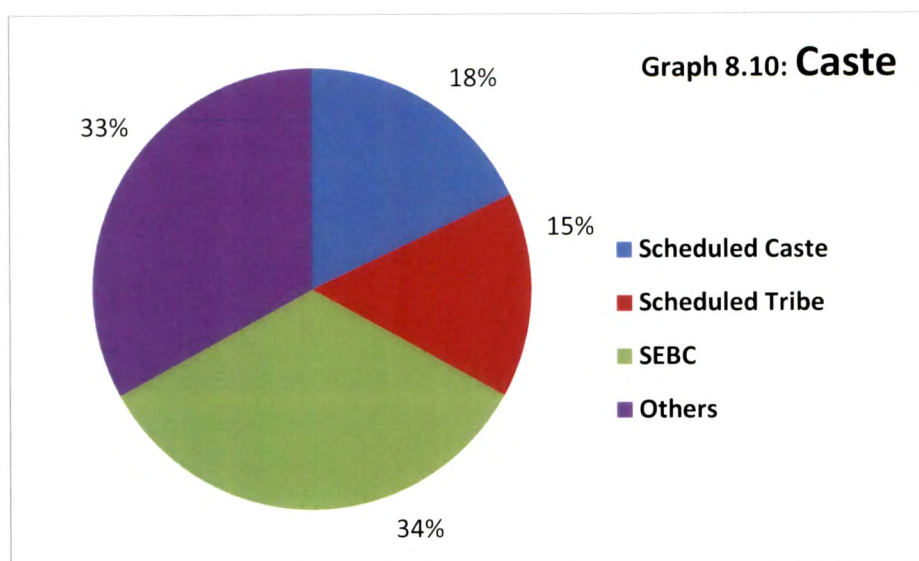
8.2.4 Awareness Programs

1. Participation in Awareness Programs

Awareness of public health care issues is ascertained by assessing type and frequency of programs attended and its utility. It is seen that 85% of respondents have participated in awareness programs, 88% for female and 80% for male. Proportion of participation is 79% in Ahmedabad, 87% in Bharuch and 89% in Junagadh (Table 8.2.11). No statistically significant difference is found in participation of beneficiaries in awareness programs (Table 8.2.11).

Of those who participated in awareness programs, largest proportion of respondents, 31% participated in immunization programs, 20% in family planning, 17% in communicable disease, 15% in maternal health, 13% in nutrition and 4% in other programs. In every district, participation was highest in immunization followed by family planning programs in case of female. In case of male, largest proportion of respondents attended awareness programs on communicable diseases followed by immunization. Even among female, maternal health programs occupy 3rd or 4th slot in priority. No statistically significant difference is found in the type of awareness programs in which beneficiaries participated (Table 8.2.14).

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Table 8.2.11	Participation in Awareness Programs										
District	Ahmedabad						Bharuch					
	F	M	Tot	F	M	Tot	F	M	Tot	F	M	Tot
Yes	55	20	75	79%	80%	79%	57	22	79	90%	79%	87%
No	15	5	20	21%	20%	21%	6	6	12	10%	21%	13%
Total	70	25	95	100%	100%	100%	63	28	91	100%	100%	100%
	Junagadh						All Districts					
Yes	56	28	84	95%	80%	89%	168	70	238	88%	80%	85%
No	3	7	10	5%	20%	11%	24	18	42	13%	20%	15%
Total	59	35	94	100%	100%	100%	192	88	280	100%	100%	100%

If Yes, type and frequency of programs participated												
	Ahmedabad						Bharuch					
Program	F	M	Tot	F	M	Tot	F	M	Tot	F	M	Tot
Immuni zation	46	7	53	41%	22%	37%	46	10	56	36%	22%	33%
Family Planning	23	6	29	21%	19%	20%	24	11	35	19%	24%	20%
Communi diseases	11	8	19	10%	25%	13%	16	12	28	13%	27%	16%
Maternal Health	20	4	24	18%	13%	17%	14	4	18	11%	9%	10%
Nutrition	9	1	10	8%	3%	7%	23	6	29	18%	13%	17%
Others	2	6	8	2%	19%	6%	4	2	6	3%	4%	3%
Total	111	32	143	100%	100%	100%	127	45	172	100%	100%	100%
	Junagadh						All Districts					
Immuni zation	39	18	57	27%	23%	26%	131	35	166	34%	23%	31%
Family Planning	31	14	45	21%	18%	20%	78	31	109	20%	20%	20%
Comm. diseases	23	22	45	16%	29%	20%	50	42	92	13%	27%	17%
Maternal Health	23	14	37	16%	18%	17%	57	22	79	15%	14%	15%
Nutrition	24	5	29	17%	6%	13%	56	12	68	15%	8%	13%
Others	5	4	9	3%	5%	4%	11	12	23	3%	8%	4%
Total	145	77	222	100%	100%	100%	383	154	537	100%	100%	100%

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Table 8.2.12	Utility of Awareness Programs											
	Ahmedabad						Bharuch					
	F	M	Tot	F	M	Tot	F	M	Tot	F	M	Tot
Bad	0	0	0	0%	0%	0%	0	0	0	0%	0%	0%
Poor	1	2	3	2%	10%	4%	0	0	0	0%	0%	0%
Normal	10	7	17	18%	33%	22%	2	6	8	3%	21%	9%
Good	44	11	55	80%	52%	72%	43	17	60	69%	61%	67%
Very Good	0	1	1	0%	5%	1%	17	5	22	27%	18%	24%
Total	55	21	76	100%	100%	100%	62	28	90	100%	100%	100%
	Junagadh						All Districts					
	F	M	Tot	F	M	Tot	F	M	Tot	F	M	Tot
Bad	0	0	0	0%	0%	0%	0	0	0	0%	0%	0%
Poor	2	2	4	3%	6%	4%	3	4	7	2%	5%	3%
Normal	11	4	15	19%	12%	16%	23	17	40	13%	21%	16%
Good	27	24	51	47%	73%	56%	114	52	166	65%	63%	65%
Very Good	18	3	21	31%	9%	23%	35	9	44	20%	11%	17%
Total	58	33	91	100%	100%	100%	175	82	257	100%	100%	100%

Table 8.2.13	Visit of Health Personnel: Category											
District	Ahmedabad						Bharuch					
Category	F	M	Tot	F	M	Tot	F	M	Tot	F	M	Tot
FHW	53	21	74	24%	26%	24%	44	13	57	25%	18%	23%
MPHW	35	8	43	16%	10%	14%	28	18	46	16%	25%	19%
ASHA	61	16	77	28%	20%	25%	50	22	72	29%	31%	29%
Angan wadi	20	11	31	9%	13%	10%	41	8	49	24%	11%	20%
NGOs	50	20	70	23%	24%	23%	4	1	5	2%	1%	2%
Doctors	2	4	6	1%	5%	2%	5	9	14	3%	13%	6%
Others	0	2	2	0%	2%	1%	2	0	2	1%	0%	1%
Total	221	82	303	100%	100%	100%	174	71	245	100%	100%	100%
District	Junagadh						All Districts					
FHW	43	19	62	29%	24%	27%	140	53	193	26%	23%	25%
MPHW	23	13	36	15%	17%	16%	86	39	125	16%	17%	16%
ASHA	41	24	65	27%	31%	29%	152	62	214	28%	27%	28%
Angan wadi	36	20	56	24%	26%	25%	97	39	136	18%	17%	18%
NGOs	2	0	2	1%	0%	1%	56	21	77	10%	9%	10%
Doctors	4	1	5	3%	1%	2%	11	14	25	2%	6%	3%
Others	1	1	2	1%	1%	1%	3	3	6	1%	1%	1%
Total	150	78	228	100%	100%	100%	545	231	776	100%	100%	100%

Table 8.2.14	Awareness Programs				
Null Hypothesis	Deg. of Freedom	χ^2	p	Reject/ Accept	Remarks
Participation in awareness programs	2	4.36	0.11	Accept	No significant difference
Type of awareness program participated	10	16.46	0.087	Accept	
Utility of awareness programs	4	10.3	0.035	Reject	Significant Difference
Type of health personnel who visited	12	112.9	<0.0001	Reject	

2. Utility of Awareness Programs

Assessment of utility of programs shows that in all 82% find these programs good or very good, which is 73% in Ahmedabad, 91% in Bharuch and 89% in Junagadh. Utility is good or very good in case of 85% female and 74% for male respondents. Only 57% male in Ahmedabad found it good or very good (Table 8.2.12). Test of hypothesis shows statistically significant difference is found in the utility of awareness programs across districts (Table 8.2.14).

3. Visit of Health Personnel: Category

Visit of health care personnel to beneficiaries' residence is a key component of awareness creation activities Analysis of data across districts shows that ASHA workers visited the respondents in 28% cases, FHW in 25%, Anganwadi workers in 18%, MPHW in 16%, NGOs in 10% and Doctors in 3% cases (Table 8.2.13). In Ahmedabad, NGO made visits in 23% cases as against only 2% and 1% in Bharuch and Junagadh. Thus the role of NGOs in awareness creation varies depending on profile of district. Statistically significant difference is found in the category of health personnel who visited the respondents across districts (Table 8.2.14). In is found that ASHA service which is a product of NRHM has made good penetration in providing health care services in rural areas.

8.2.5 Health Care Seeking Behaviour

Behavioural aspects of beneficiaries in seeking health care services have tremendous impact on health care delivery. This comprises of guidance seeking and decision making behaviour, selection of health care providers and purpose of visit to health centre.

1. Guidance Seeking Behaviour: Influencers

Assessment of guidance seeking behaviour of respondents across districts show that, 32% seek guidance from health workers, 20% from spouses, 20% from ASHA workers, 18% from parents and 6% from friends and relatives. However, in Ahmedabad highest of 31% seek guidance from spouse and 28% from parents whereas in Bharuch and Junagadh highest proportion approach health workers followed by ASHA workers. Interestingly, across the districts 25% female seek guidance of husband compared to 8% of male seeking guidance of wife (Table 8.2.16). Significant variation is observed in guidance seeking behaviour across districts (Table 8.2.15).

2. Decision Making Behaviour

Guidance seeking is followed by decision making in availing particular health care service. It is found that in 38% cases decision is taken by respondents themselves, 23% cases by spouse, 13% by parents, 13% by health workers, 8% by ASHA workers and 4% by friends and relatives (Table 8.2.17). Thus in contrast to guidance seeking, in actual decision making dependence is more on near and dear rather than health workers. Own self, spouse, parents or friends/relatives decide in 88% cases and health workers and ASHA in only 12% cases in Ahmedabad. The same is 75% and 25% in Bharuch and 64% and 36% in Junagadh. In case of 28% of female, decision is made by husband compared to 12% cases where wife make's decision for male. Test of hypothesis shows significant variation in decision making behaviour across districts (Table 8.2.15).

Table 8.2.15	Health Care Seeking Behaviour				
Null Hypothesis	Deg. of Freedom	χ^2	p	Reject/ Accept	Remarks
Persons influencing health related issues	10	99.23	<0.001	Reject	Significant Difference
Person who takes health related decision	12	63.56	<0.001	Reject	
Previous visit to private hospital	3	24.9	<0.001	Reject	
Type of health practitioner consulted	10	36.4	<0.001	Reject	
Purpose of visit to health centre	10	2.5	0.96	Accept	No significant difference

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Table 8.2.16	Health Seeking Behaviour: Influencers											
	Ahmedabad						Bharuch					
	F	M	Tot	F	M	Tot	F	M	Tot	F	M	Tot
Husband/ Wife	57	4	61	35%	12%	31%	10	6	16	11%	15%	12%
Parents	47	8	55	28%	24%	28%	10	3	13	11%	8%	10%
Friend/ Relative	16	8	24	10%	24%	12%	2	0	2	2%	0%	2%
Health Workers	22	7	29	13%	21%	15%	35	19	54	38%	48%	41%
ASHA	18	4	22	11%	12%	11%	29	9	38	32%	23%	29%
Others	5	3	8	3%	9%	4%	5	3	8	5%	8%	6%
Total	165	34	199	100%	100%	100%	91	40	131	100%	100%	100%
	Junagadh						All Districts					
Husband/ Wife	19	1	20	20%	2%	13%	86	11	97	25%	8%	20%
Parents	10	11	21	11%	18%	14%	67	22	89	19%	16%	18%
Friend/ Relative	1	3	4	1%	5%	3%	19	11	30	5%	8%	6%
Health Workers	42	28	70	44%	47%	45%	99	54	153	28%	40%	32%
ASHA	21	17	38	22%	28%	25%	68	30	98	19%	22%	20%
Others	2	0	2	2%	0%	1%	12	6	18	3%	4%	4%
Total	95	60	155	100%	100%	100%	351	134	485	100%	100%	100%

Table 8.2.17	Health Seeking Behaviour: Decision Makers											
Cate gory	Ahmedabad						Bharuch					
	F	M	Tot	F	M	Tot	F	M	Tot	F	M	Tot
Husband/ wife	52	3	55	36%	9%	31%	15	9	24	18%	24%	20%
Parents	35	4	39	24%	12%	22%	7	1	8	8%	3%	7%
Friend/ Relative	7	2	9	5%	6%	5%	2	3	5	2%	8%	4%
Health Workers	8	2	10	6%	6%	6%	8	6	14	10%	16%	11%
ASHA	3	2	5	2%	6%	3%	14	3	17	17%	8%	14%
Others	0	0	0	0%	0%	0%	0	0	0	0%	0%	0%
Total	143	33	176	100%	100%	100%	84	38	122	100%	100%	100%
	Junagadh						All Districts					
Own self	35	23	58	37%	46%	40%	111	59	170	35%	49%	38%
Husband/ wife	22	2	24	23%	4%	17%	89	14	103	28%	12%	23%
Parents	3	7	10	3%	14%	7%	45	12	57	14%	10%	13%
Friend/ Relative	3	0	3	3%	0%	2%	12	5	17	4%	4%	4%
Health Workers	19	15	34	20%	30%	24%	35	23	58	11%	19%	13%
ASHA	12	3	15	13%	6%	10%	29	8	37	9%	7%	8%
Others	0	0	0	0%	0%	0%	0	0	0	0%	0%	0%
Total	94	50	144	100%	100%	100%	321	121	442	100%	100%	100%

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**Diagram 8.2 : Beneficiries: Disitance Chart of Influencers/
Decision Makers**

NGO

Private Medical
Practitioners

Traditional
Healers

ASHA

Parents

FHW/
MPH

Spouse

Beneficiaries

Medical
Officers

Friends/

Anganwadi
Workers

Relatives

Referral
Hospitals
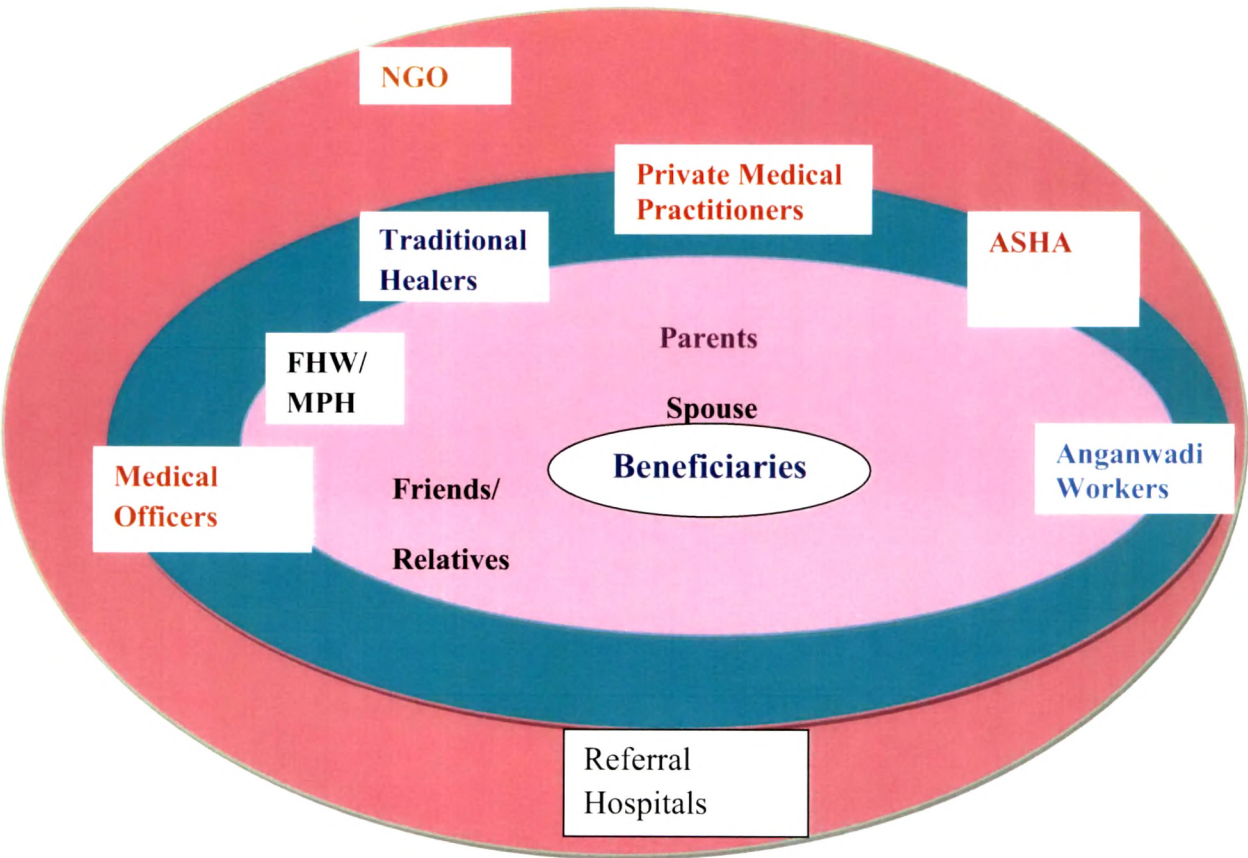
Health Seeking Behaviour: Services Providers

Table 8.2.18

Ahmedabad

	Female	Male	Total	Female	Male	Total
a. Visit to Health Centre						
Yes	63	20	83	90%	80%	87%
No	7	5	12	10%	20%	13%
Total	70	25	95	100%	100%	100%
b. Previous visit to private doctor						
Yes	56	23	79	81%	92%	84%
No	13	2	15	19%	8%	16%
Total	69	25	94	100%	100%	100%
If yes, type of health practitioner						
Village Doctor	1	1	2	2%	4%	2%
Ayurvedic Doctor	8	4	12	14%	17%	15%
Qualified Allopath	29	15	44	50%	65%	54%
Nurses	20	3	23	34%	13%	28%
Traditional Healer	0	0	0	0%	0%	0%
Others	0	0	0	0%	0%	0%
Total	58	23	81	100%	100%	100%

Junagadh

	Female	Male	Total	Female	Male	Total
b. Previous visit to private doctor						
Yes	52	31	83	88%	89%	88%
No	7	4	11	12%	11%	12%
Total	59	35	94	100%	100%	100%
If yes, type of health practitioner						
Village Doctor	12	7	19	29%	37%	32%
Ayurvedic Doctor	3	0	3	7%	0%	5%
Qualified Allopath	13	9	22	32%	47%	37%
Nurses	11	2	13	27%	11%	22%
Traditional Healer	2	1	3	5%	5%	5%
Others	0	0	0	0%	0%	0%
Total	41	19	60	100%	100%	100%

Bharuch

	Female	Male	Total	Female	Male	Total
a. Visit to Health Centre						
Yes	60	28	88	95%	100%	97%
No	3	0	3	5%	0%	3%
Total	63	28	91	100%	100%	100%
b. Previous visit to private doctor						
Yes	32	14	46	51%	50%	51%
No	31	14	45	49%	50%	49%
Total	63	28	91	100%	100%	100%
If yes, type of health practitioner						
Village Doctor	16	5	21	33%	29%	32%
Ayurvedic Doctor	2	2	4	4%	12%	6%
Qualified Allopath	13	2	15	27%	12%	23%
Nurses	15	8	23	31%	47%	35%
Traditional Healer	1	0	1	2%	0%	2%
Others	1	0	1	2%	0%	2%
Total	48	17	65	100%	100%	100%

All Districts

	Female	Male	Total	Female	Male	Total
b. Previous visit to private doctor						
Yes	175	79	254	91%	90%	91%
No	17	9	26	9%	10%	9%
Total	192	88	280	100%	100%	100%
If yes, type of health practitioner						
Village Doctor	29	13	42	20%	22%	20%
Ayurvedic Doctor	13	6	19	9%	10%	9%
Qualified Allopath	55	26	81	37%	44%	39%
Nurses	46	13	59	31%	22%	29%
Traditional Healer	3	1	4	5%	2%	2%
Others	1	0	1	0%	0%	0%
Total	147	59	206	100%	100%	100%

Table 8.2.19   Health Seeking Behaviour: Purpose of visit to health centre

Ahmedabad

District	Female	Male	Total	Female	Male	Total
Immunization	29	8	37	32%	24%	30%
Family Planning	16	9	25	17%	27%	20%
Communicable diseases	27	7	34	29%	21%	27%
Maternal Health	14	3	17	15%	9%	14%
Nutrition	4	3	7	4%	9%	6%
Others	2	3	5	2%	9%	4%
Total	92	33	125	100%	100%	100%

Junagadh

District	Female	Male	Total	Female	Male	Total
Immunization	26	13	39	26%	25%	26%
Family Planning	24	10	34	24%	20%	23%
Communicable Diseases	20	21	41	20%	41%	27%
Maternal Health	12	5	17	12%	10%	11%
Nutrition	16	2	18	16%	4%	12%
Others	1	0	1	1%	0%	1%
Total	99	51	150	100%	100%	100%

Bharuch

District	Female	Male	Total	Female	Male	Total
Immunization	32	12	44	30%	27%	29%
Family Planning	21	9	30	19%	20%	20%
Communicable diseases	31	9	40	29%	20%	26%
Maternal Health	14	3	17	13%	7%	11%
Nutrition	10	11	21	9%	24%	14%
Others	0	1	1	0%	2%	1%
Total	108	45	153	100%	100%	100%

All Districts

District	Female	Male	Total	Female	Male	Total
Immunization	87	33	120	29%	26%	28%
Family Planning	61	28	89	20%	22%	21%
Communicable Diseases	78	37	115	26%	29%	27%
Maternal Health	40	11	51	13%	9%	12%
Nutrition	30	16	46	10%	12%	11%
Others	3	4	7	1%	3%	2%
Total	299	129	428	100%	100%	100%

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3. Private Service Providers: Previous Visit and Type

Analysis of survey shows that 65% of beneficiaries who visited health centres in last two years had availed health care service from private service providers before approaching PHC. This was a high of 84% in Ahmedabad, 51% in Bharuch and 59% in Junagadh. The share was 65% in case of Female and 63% for Male (Table 8.2.18). Statistically significant difference is observed in respect of respondents having visited other service providers before visiting PHC across districts (Table 8.2.15).

Analysis of type of private service providers chosen shows that 39% respondents visited qualified allopath, 29% nurses, 20% village doctors, 9% Ayurvedic doctors and 2% traditional healers. In Ahmedabad, only 2% visited village doctors whereas 54% visited qualified allopath. Share of beneficiaries visiting village doctors is higher at 32% in Junagadh and Bharuch (Table 8.1.18). Statistically significant difference is observed across districts in the choosing the type of health practitioners.

4. Nature and Purpose of Visit to Health Centre

Assessment of purpose of visit to health centre shows that 28% visited for immunization, 27% for communicable diseases, 21% for family planning, 12% for maternal health and 11% for nutrition. Same pattern is observed in all the three districts in both the genders. What is significant is that maternal health falls in 4th and nutrition in 5th priority even among female for visiting health centres (Table 8.2.19). No statistically significant difference is found in the purpose of visit to health centre by beneficiaries (Table 8.2.15).

Table 8.2.20

Infrastructure: Travel to health centre

District	Level	Transport						Road					
		Female	Male	Total	Female	Male	Total	Female	Male	Total	Female	Male	Total
Ahmedabad	Bad	5	0	5	7%	0%	5%	15	6	21	21%	24%	22%
	Poor	2	3	5	3%	12%	5%	12	3	15	17%	12%	16%
	Normal	31	9	40	44%	36%	42%	13	1	14	19%	4%	15%
	Good	29	11	40	41%	44%	42%	28	13	41	40%	52%	43%
	Very Good	3	2	5	4%	8%	5%	2	2	4	3%	8%	4%
	Total	70	25	95	100%	100%	100%	70	25	95	100%	100%	100%
Bharuch	Bad	1	0	1	2%	0%	1%	4	1	5	6%	4%	5%
	Poor	7	1	8	11%	4%	9%	2	1	3	3%	4%	3%
	Normal	6	1	7	10%	4%	8%	12	2	14	19%	7%	15%
	Good	43	13	56	69%	46%	62%	42	11	53	67%	39%	58%
	Very Good	5	13	18	8%	46%	20%	3	13	16	5%	46%	18%
	Total	62	28	90	100%	100%	100%	63	28	91	100%	100%	100%
Junagadh	Bad	0	0	0	0%	0%	0%	7	2	9	12%	6%	10%
	Poor	8	8	16	14%	23%	17%	10	8	18	17%	23%	19%
	Normal	17	10	27	29%	29%	29%	10	13	23	17%	37%	24%
	Good	23	16	39	39%	46%	41%	19	11	30	32%	31%	32%
	Very Good	11	1	12	19%	3%	13%	13	1	14	22%	3%	15%
	Total	59	35	94	100%	100%	100%	59	35	94	100%	100%	100%
All Districts	Bad	6	0	6	3%	0%	2%	26	9	35	14%	10%	13%
	Poor	17	12	29	9%	14%	10%	24	12	36	13%	14%	13%
	Normal	54	20	74	28%	23%	27%	35	16	51	18%	18%	18%
	Good	95	40	135	50%	45%	48%	89	35	124	46%	40%	44%
	Very Good	19	16	35	10%	18%	13%	18	16	34	9%	18%	12%
	Total	191	88	279	100%	100%	100%	192	88	280	100%	100%	100%

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Facilities in Health Centre

Table 8.2.21

Ahmedabad

District / No	a. Condition of HC F	M	Tot	b. Cleanliness F	M	Tot	c. Water, toilet etc F	M	Tot
Bad	0	3	3	0	1	1	1	0	1
Poor	2	1	3	4	2	6	6	2	8
Normal	29	12	41	28	10	38	40	15	55
Good	36	9	45	37	12	49	20	7	27
Very Good	1	0	1	0	0	0	0	0	0
Total	68	25	93	69	25	94	67	24	91
Bad	0%	12%	3%	0%	4%	1%	1%	0%	1%
Poor	3%	4%	3%	6%	8%	6%	9%	8%	9%
Normal	43%	48%	44%	41%	40%	40%	60%	63%	60%
Good	53%	36%	48%	54%	48%	52%	30%	29%	30%
Very Good	1%	0%	1%	0%	0%	0%	0%	0%	0%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Bharuch

District / No	a. Condition of HC F	M	Tot	b. Cleanliness F	M	Tot	c. Water, toilet etc F	M	Tot
Bad	0	0	0	0	0	0	0	1	1
Poor	0	0	0	1	1	2	0	1	1
Normal	3	1	4	4	0	4	14	1	15
Good	52	9	61	44	11	55	43	12	55
Very Good	8	18	26	14	15	29	5	13	18
Total	63	28	91	63	27	90	62	28	90
Bad	0%	0%	0%	0%	0%	0%	0%	4%	1%
Poor	0%	0%	0%	2%	4%	2%	0%	4%	1%
Normal	5%	4%	4%	6%	0%	4%	23%	4%	17%
Good	83%	32%	67%	70%	41%	61%	69%	43%	61%
Very Good	13%	64%	29%	22%	56%	32%	8%	46%	20%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Junagadh

District / No	a. Condition of HC F	M	Tot	b. Cleanliness F	M	Tot	c. Water, toilet etc F	M	Tot
Bad	0	0	0	0	1	1	2	1	3
Poor	1	0	1	5	2	7	5	3	8
Normal	16	16	32	16	17	33	16	21	37
Good	25	17	42	19	15	34	20	9	29
Very Good	17	2	19	18	0	18	16	1	17
Total	59	35	94	58	35	93	59	35	94
Bad	2%	0%	0%	0%	3%	1%	3%	3%	3%
Poor	2%	0%	1%	9%	6%	8%	8%	9%	9%
Normal	27%	46%	34%	28%	49%	35%	27%	60%	39%
Good	42%	49%	45%	33%	43%	37%	34%	26%	31%
Very Good	29%	6%	20%	31%	0%	19%	27%	3%	18%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

All Districts

District / No	a. Condition of HC F	M	Tot	b. Cleanliness F	M	Tot	c. Water, toilet etc F	M	Tot
Bad	0	3	3	0	2	2	3	2	5
Poor	3	1	4	10	5	15	11	6	17
Normal	48	29	77	48	27	75	70	37	107
Good	113	35	148	100	38	138	83	28	111
Very Good	26	20	46	32	15	47	21	14	35
Total	190	88	278	190	87	277	188	87	275
Bad	0%	3%	1%	0%	2%	1%	2%	2%	2%
Poor	2%	1%	1%	5%	6%	5%	6%	7%	6%
Normal	25%	33%	28%	25%	31%	27%	37%	43%	39%
Good	59%	40%	53%	53%	44%	50%	44%	32%	40%
Very Good	14%	23%	17%	17%	17%	17%	11%	16%	13%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

8.2.6 Accessibility

1. Infrastructure

Physical infrastructure like roads and transport to health centre are important not only for health workers but for beneficiaries too and can be a decisive factor in making a choice. Quality of transport is ascertained by assessing beneficiary experience of vehicle availability and road condition. Survey results show that 61% find availability of transport to be good or very good. This is 82% in Bharuch, 54% in Junagadh and 47% in Ahmedabad. 10% in Bharuch and Ahmedabad and 17% in Junagadh find this bad or poor (Table 8.2.20). Significant difference is observed in the availability of transport to health centre in the districts (Table 8.2.22).

Table 8.2.22	Infrastructure				
Null Hypothesis	Deg. of Freedom	χ^2	p	Reject/ Accept	Remarks
Availability of transport to health centre	6	25.93	<0.0001	Reject	Significant Difference
Condition of road to health centre	8	84.77	<0.0001	Reject	

In all, road condition is considered good or very good in 56% cases and bad or poor in 26% cases. Across districts, condition is good or very good in 47% cases in Ahmedabad, 76% in Bharuch and 47% in Junagadh (Table 8.2.20). Test of hypothesis also show significant difference in road condition across the districts (Table 8.2.22).

2. Facilities

Table 8.2.23	Facilities in Health centre				
Null Hypothesis	Deg. of Freedom	χ^2	p	Reject/ Accept	Remarks
Condition of health centre	4	64.8	<0.0001	Reject	
Cleanliness in health centre	4	43.2	<0.0001	Reject	Significant Difference
Water, toilet etc facilities in health centre	4	71.2	<0.0001	Reject	

Facilities like drinking water, toilet, cleanliness and general condition of health centre were assessed in the survey (Table 8.2.21). General condition is found to be good or very good by 70% of beneficiaries. This is 49% in Ahmedabad, 96% in Bharuch and 65% in Junagadh.

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Cleanliness is found to be good or very good in 67% cases, which was 93% in Bharuch, 56% in Junagadh and 52% in Ahmedabad. It was found to be bad or poor by 6% overall, 7% in Ahmedabad, 6% in Bharuch and 9% in Junagadh.

Availability of drinking water and toilet facilities is good or very good by 51% beneficiaries. This was 30% in Ahmedabad, 81% in Bharuch and 49% in Junagadh. In all 16% find it bad or poor, which is 10% in Ahmedabad, 12% in Junagadh and 2% in Bharuch. Thus variation is observed in the availability of basic facilities. Test of hypothesis shows that there is significant difference in all these facilities: condition of health centre, cleanliness and drinking water and toilet (Table 8.2.23).

8.2.7 Quality of Service

Quality of service is the most important factor in public health care delivery. Apart from overall assessment regarding service, factors like availability of doctors/health workers, waiting time and guidance in health centre were assessed during the survey.

1. Availability of Doctors/Health Workers

Regarding availability, in 93% cases doctors and in 87% cases health workers were present during the visit for health care. Availability of doctors was 98% in Ahmedabad, 95% in Bharuch and 85% in Junagadh. Statistically significant difference is found in the availability of doctors during visit of beneficiary to health centres (Table 8.2.25).

Availability of health workers was 87% in all which was 91% in Ahmedabad, 87% in Bharuch and 83% in Junagadh. Test of hypothesis show no significant difference in the presence of health workers Table (8.2.24).

2. Waiting Time

Waiting time is less than an hour in 82% cases. This is 74% in Ahmedabad, 92% in Bharuch and 84% in Junagadh. In Ahmedabad 26% wait for more than an hour which is 16% in Junagadh and 8% in Bharuch (Table 8.2.25). No statistically significant difference is found in the waiting time for the patients to get service.

3. Guidance and Counselling

The quality of guidance and counselling provided was good or very good in 73% cases. This was 53% in Ahmedabad, 94% in Bharuch and 78% in Junagadh. It was bad or poor in 3% cases in all, which was 7% in Ahmedabad, nil in Bharuch and 1% in Junagadh (Table 8.2.26) Significant difference was observed in guidance and counselling provided to patients or beneficiaries (Table 8.2.24).

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4. Quality of Service

70% beneficiaries find quality of service to be good or very good. This is 52% in Ahmedabad, 94% in Bharuch and 66% in Junagadh. 74% female find it this way compared to 61% male. It was bad or poor in 3% cases in all, which was 7% in Ahmedabad, 1% in Bharuch and 2% in Junagadh Table (8.2.25). Statistically significant difference is found in the quality of service at the health centre across districts (Table 8.2.24). Quality is a composite indicator which depends on many other factors studied in the survey.

5. Availability of Lab/Drugs

Health centres are expected to provide drugs and lab facilities to patients. It is found in 88% cases these were made available to respondents. This was 82% in Ahmedabad, 87% in Bharuch and 96% in Junagadh. Statistically significant difference is observed across districts in the availability of drugs and laboratory services (Table 8.2.27). Quality of drugs/lab service is good or very good in 58% cases in all which was 54% in Ahmedabad, 84% in Bharuch and 40% in Junagadh. However, in quality of these services there is significant difference across districts (Table 8.2.24). Thus availability does not ensure quality as can be seen in Junagadh. As far as getting lab these services from outside, it was available 48% overall, and 43% in Ahmedabad, 51% in Bharuch and 51% in Junagadh. 59% male procured from outside compared to 43% female (Table 8.2.27). No statistically significant difference is observed drugs/lab services are obtained from outside (Table 8.2.24).

6. Referral Services

37% beneficiaries were sent for treatment to referral hospital. This was 24% in Ahmedabad, 43% in Bharuch and 45% in Junagadh. Significant difference is observed in the extent of referrals to next tier hospitals (Table 8.2.28). 52% of those referred are accompanied by health worker or doctor, which was 53% in Ahmedabad, 58% in Bharuch and 45% in Junagadh. No significant statistical difference is observed in the practice of accompanying referred patients.

In terms of quality of referral services, in all, 72% find referral services good or very good. This is 55% in Ahmedabad, 84% in Bharuch and 74% in Junagadh. 52% of male compared to 82% female find these services good or very good. No significant difference is found in the quality of referral services (Table 8.2.24).

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7. Repeat Visit to Health Centre

Repeat visit in future is a key indicator of quality of services. It is found that 67% will certainly come back to health centre in future, 32% are uncertain and 1% will never return. The levels are 39%, 60% and 1% in Ahmedabad, 84%, 16% and nil in Bharuch and 80%, 19% and 1% in Junagadh. 61% male and 80% female are certain to return in future (Table 8.2.29). In this, statistically significant difference is observed across districts.

Table 8.2.24	Experience in Health Centre				
Null Hypothesis (Ho)	Degrees of Freedom	χ^2	p	Reject/ Accept	Remarks
Availability of Doctors	2	10.78	0.005	Reject	Significant difference
Availability of Health Workers	2	1.9	0.387	Accept	No significant difference
Waiting time to meet doctor/HW	4	9.41	0.0516	Accept	
Satisfaction with guidance and counselling	4	42.1	<0.0001	Reject	Significant Difference
Quality of service	4	54.1	<0.0001	Reject	
Whether drugs were available	2	8.4	0.02	Reject	
Quality of drugs	4	103.2	<0.0001	Reject	
Whether purchased drugs from outside	2	1.7	0.43	Accept	No significant difference
Whether referral service was availed	2	10.3	0.006	Reject	Significant Difference
Whether accompanied by health personnel	2	0.87	0.65	Accept	No significant difference
Quality of referral service	4	5.9	0.21	Accept	
Possibility of repeat visit to health centre in the future	4	52.9	<0.0001	Reject	Significant Difference

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Table 8.2.25	Health Care: Quality of service											
	Ahmedabad						Bharuch					
Presence of Personnel	Female		Male		Total		Female		Male		Total	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Doctor	62	1	20	1	82	2	55	3	26	1	81	4
HW	39	4	13	1	52	5	52	8	22	3	74	11
Doctor	98%	2%	95%	5%	98%	2%	95%	5%	96%	4%	95%	5%
HW	91%	9%	93%	7%	91%	9%	87%	13%	88%	12%	87%	13%
District	Junagadh						All Districts					
Doctor	49	5	27	8	76	13	166	9	73	10	239	19
HW	46	11	29	4	75	15	137	23	64	8	201	31
Doctor	91%	9%	77%	23%	85%	15%	95%	5%	88%	12%	93%	7%
HW	81%	19%	88%	12%	83%	17%	86%	14%	89%	11%	87%	13%
Waiting time	Ahmedabad						Bharuch					
	F	M	Tot	F	M	Tot	F	M	Tot	F	M	Tot
< I hr	52	16	68	76%	67%	74%	56	0	56	~95%	0%	92%
1-2 hr	14	6	20	21%	25%	22%	2	1	3	3%	50%	5%
> 2 hrs	2	2	4	3%	8%	4%	1	1	2	2%	50%	3%
Total	68	24	92	100%	100%	100%	59	2	61	100%	100%	100%
District	Junagadh						All Districts					
< I hr	45	31	76	80%	89%	84%	153	47	200	84%	77%	82%
1-2 hr	9	2	11	16%	6%	12%	25	9	34	14%	15%	14%
> 2 hrs	2	2	4	4%	6%	4%	5	5	10	3%	8%	4%
Total	56	35	91	100%	100%	100%	183	61	244	100%	100%	100%
Quality	Ahmedabad						Bharuch					
	F	M	Tot	F	M	Tot	F	M	Tot	F	M	Tot
Bad	3	0	3	4%	0%	3%	0	0	0	0%	0%	0%
Poor	3	1	4	4%	4%	4%	1	0	1	2%	0%	1%
Normal	24	13	37	35%	54%	40%	3	2	5	5%	7%	5%
Good	37	9	46	54%	38%	50%	50	9	59	79%	32%	65%
Very Good	1	1	2	1%	4%	2%	9	17	26	14%	61%	29%
Total	68	24	92	100%	100%	100%	63	28	91	100%	100%	100%
District	Junagadh						All Districts					
Bad	1	0	1	2%	0%	1%	4	0	4	2%	0%	1%
Poor	0	1	1	0%	3%	1%	4	2	6	2%	2%	2%
Normal	13	17	30	22%	49%	32%	40	32	72	21%	37%	26%
Good	24	16	40	41%	46%	43%	111	34	145	58%	39%	52%
Very Good	21	1	22	36%	3%	23%	31	19	50	16%	22%	18%
Total	59	35	94	100%	100%	100%	190	87	277	100%	100%	100%

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Table 8.2.26	Health Care: Guidance and Counselling					
District	Ahmedabad			Bharuch		
	Female	Male	Total	Female	Male	Total
Bad	0	1	1	1	0	1
Poor	5	1	6	0	0	0
Normal	28	9	37	4	1	5
Good	35	9	44	48	13	61
Very Good	1	5	6	9	14	23
Total	69	25	94	62	28	90
Bad	0%	4%	1%	2%	0%	1%
Poor	7%	4%	6%	0%	0%	0%
Normal	41%	36%	39%	6%	4%	6%
Good	51%	36%	47%	77%	46%	68%
Very Good	1%	20%	6%	15%	50%	26%
Total	100%	100%	100%	100%	100%	100%
	Junagadh			All Districts		
Bad	1	0	1	2	1	3
Poor	0	0	0	5	1	6
Normal	9	10	19	41	20	61
Good	32	22	54	115	44	159
Very Good	17	3	20	27	22	49
Total	59	35	94	190	88	278
Bad	2%	0%	1%	1%	1%	1%
Poor	0%	0%	0%	3%	1%	2%
Normal	15%	29%	20%	22%	23%	22%
Good	54%	63%	57%	61%	50%	57%
Very Good	29%	9%	21%	14%	25%	18%
Total	100%	100%	100%	100%	100%	100%

Table 8.2.27	Availability of Drugs and Laboratory Services											
	Ahmedabad						Bharuch					
a. Availability of Lab services /Drugs at health centre												
	F	M	Tot	F	M	Tot	F	M	Tot	F	M	Tot
Yes	56	18	74	85%	75%	82%	53	26	79	84%	93%	87%
No	10	6	16	15%	25%	18%	10	2	12	16%	7%	13%
Total	66	24	90	100%	100%	100%	63	28	91	100%	100%	100%
b. Quality of drugs / lab services												
Bad	0	0	0	0%	0%	0%	0	0	0	0%	0%	0%
Poor	0	1	1	0%	6%	2%	1	0	1	2%	0%	1%
Normal	20	10	30	42%	56%	45%	8	3	11	16%	12%	14%
Good	27	7	34	56%	39%	52%	38	9	47	75%	35%	61%
Very Good	1	0	1	2%	0%	2%	4	14	18	8%	54%	23%
Total	48	18	66	100%	100%	100%	51	26	77	100%	100%	100%
c. Obtained Lab services/drugs from outside												
Yes	23	17	40	33%	68%	43%	33	12	45	55%	43%	51%
No	46	8	54	67%	32%	57%	27	16	43	45%	57%	49%
Total	69	25	94	100%	100%	100%	60	28	88	100%	100%	100%
District	Junagadh						All Districts					
a. Availability of Lab Services/ Drugs at health centre												
Yes	58	31	89	100%	89%	96%	167	75	242	89%	86%	88%
No	0	4	4	0%	11%	4%	20	12	32	11%	14%	12%
Total	58	35	93	100%	100%	100%	187	87	274	100%	100%	100%
b. Quality of drugs / lab services												
Bad	28	7	35	48%	20%	38%	28	7	35	18%	9%	15%
Poor	6	5	11	10%	14%	12%	7	6	13	4%	8%	6%
Normal	5	5	10	9%	14%	11%	33	18	51	21%	23%	22%
Good	11	14	25	19%	40%	27%	76	30	106	48%	38%	45%
Very Good	8	4	12	14%	11%	13%	13	18	31	8%	23%	13%
Total	58	35	93	100%	100%	100%	157	79	236	100%	100%	100%
c. Obtained Lab services/drugs from outside												
Yes	25	22	47	42%	65%	51%	81	51	132	43%	59%	48%
No	34	12	46	58%	35%	49%	107	36	143	57%	41%	52%
Total	59	34	93	100%	100%	100%	188	87	275	100%	100%	100%

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Table 8.2.28	Health Care: Referral Services											
	Ahmedabad						Bharuch					
	F	M	Tot	F	M	Tot	F	M	Tot	F	M	Tot
Whether referred?												
Yes	14	9	23	20%	36%	24%	28	10	38	46%	36%	43%
No	56	16	72	80%	64%	76%	33	18	51	54%	64%	57%
Total	70	25	95	100%	100%	100%	61	28	89	100%	100%	100%
Whether accompanied by Doctor/ Health Worker?												
Yes	7	2	9	70%	29%	53%	14	8	22	50%	80%	58%
No	3	5	8	30%	71%	47%	14	2	16	50%	20%	42%
Total	10	7	17	100%	100%	100%	28	10	38	100%	100%	100%
Quality of referral services												
Bad	0	0	0	0%	0%	0%	0	0	0	0%	0%	0%
Poor	0	2	2	0%	22%	9%	1	0	1	4%	0%	3%
Normal	3	5	8	23%	56%	36%	3	2	5	11%	22%	14%
Good	10	2	12	77%	22%	55%	22	2	24	81%	22%	67%
Very Good	0	0	0	0%	0%	0%	1	5	6	4%	56%	17%
Total	13	9	22	100%	100%	100%	27	9	36	100%	100%	100%
District	Junagadh						All Districts					
Whether referred?												
Yes	26	16	42	44%	46%	45%	68	35	103	36%	40%	37%
No	33	19	52	56%	54%	55%	122	53	175	64%	60%	63%
Total	59	35	94	100%	100%	100%	190	88	278	100%	100%	100%
Whether accompanied by Doctor/ Health Worker?												
Yes	24	13	37	51%	45%	49%	45	23	68	53%	50%	52%
No	23	16	39	49%	55%	51%	40	23	63	47%	50%	48%
Total	47	29	76	100%	100%	100%	85	46	131	100%	100%	100%
Quality of referral services												
Bad	1	0	1	3%	0%	2%	1	0	1	1%	0%	1%
Poor	2	1	3	6%	5%	6%	3	3	6	4%	8%	5%
Normal	3	8	11	9%	42%	21%	9	15	24	12%	41%	22%
Good	18	10	28	55%	53%	54%	50	14	64	68%	38%	58%
Very Good	9	0	9	27%	0%	17%	10	5	15	14%	14%	14%
Total	33	19	52	100%	100%	100%	73	37	110	100%	100%	100%

Table 8.2.29	Repeat Visit for Health Care											
District	Ahmedabad						Bharuch					
	F	M	Tot	F	M	Tot	F	M	Tot	F	M	Tot
Never	0	1	1	0%	4%	1%	0	0	0	0%	0%	0%
May be	51	6	57	73%	24%	60%	13	2	15	21%	7%	16%
Certainly	19	18	37	27%	72%	39%	50	26	76	79%	93%	84%
Total	70	25	95	100%	100%	100%	63	28	91	100%	100%	100%
District	Junagadh						All Districts					
Never	0	1	1	0%	3%	1%	0	2	2	0%	2%	1%
May be	10	8	18	17%	23%	19%	74	16	90	39%	18%	32%
Certainly	49	26	75	83%	74%	80%	118	70	188	61%	80%	67%
Total	59	35	94	100%	100%	100%	192	88	280	100%	100%	100%

Table 8.2.30	Documentation and Record keeping											
District	Ahmedabad						Bharuch					
a. Any Record given from health centre?												
	F	M	Tot	F	M	Tot	F	M	Tot	F	M	Tot
Yes	27	12	39	39%	50%	42%	44	18	62	73%	64%	70%
No	42	12	54	61%	50%	58%	16	10	26	27%	36%	30%
Total	69	24	93	100%	100%	100%	60	28	88	100%	100%	100%
b. Usefulness of documents												
Yes	21	9	30	100%	100%	100%	42	17	59	98%	94%	97%
No	0	0	0	0%	0%	0%	1	1	2	2%	6%	3%
Total	21	9	30	100%	100%	100%	43	18	61	100%	100%	100%
District	Junagadh						All Districts					
a. Any Record given from health centre?												
Yes	37	18	55	65%	51%	60%	108	48	156	58%	55%	57%
No	20	17	37	35%	49%	40%	78	39	117	42%	45%	43%
Total	57	35	92	100%	100%	100%	186	87	273	100%	100%	100%
b. Usefulness of documents												
Yes	35	16	51	73%	48%	63%	98	42	140	88%	70%	81%
No	13	17	30	27%	52%	37%	14	18	32	13%	30%	19%
Total	48	33	81	100%	100%	100%	112	60	172	100%	100%	100%

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Table 8.2.31	Documentation and Record Keeping				
Null Hypothesis	Deg. of Freedom	χ^2	p	Reject/ Accept	Remarks
Record Given from health centre	3	15.4	0.005	Reject	Significant Difference
Usefulness of documents	3	34.5	<0.001	Reject	

8.2.8 Documentation

57% of respondents have reported to have been provided document or record from health centre. This is 42% in Ahmedabad, 70% in Bharuch and 60% in Junagadh. Of this, 81% find it useful. This level is 100% in Ahmedabad, 97% in Bharuch and 63% in Junagadh. 88% males find it useful compared to 71% female (Table 8.2.30). Significant difference is found across districts in providing health documents to patients as well as its usefulness (Table 8.2.31). Thus though large number of respondents found documentation useful, the availability is not uniform or standardised.

8.2.9 Financial Resources/ Burden

1. Health Expenditure: Affordability

58% of those surveyed visited private medical practitioners in the past 1 year. This level was 73% in Ahmedabad, 56% in Bharuch and 47% in Junagadh. The extent is similar for male and female at 60% and 55%. Among those visited, 58% spent less than Rs 1000, 30% spent Rs 1000 to 3000, 7% spent Rs 5000 to 10000 and 4% spent more than Rs 10000. Those who spent below Rs 1000 were highest in Junagadh at 74%, 49% in Ahmedabad and 56% in Bharuch (Table 8.2.33). It is found that significant difference exists in availing private health care and the extent of out-of-pocket health expenditure (Table 8.2.32).

2. Financial Assistance from Government

Of those who were surveyed, 47% had availed Government's financial assistance under some scheme or other. This was 40% in Ahmedabad, 58% in Bharuch and 45% in Junagadh. More female (52%) avail these benefits compared to male (39%). Of the total, 84% have found it easy to avail this assistance which was 60% in Ahmedabad, 98% in Bharuch and 87% in Junagadh. In Ahmedabad, only 29% male and 68% female find it easy to get the financial assistance compared to other districts where it was more than 80% in all the cases (Table 8.2.34).

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Analysis of test of hypothesis shows that significant difference exists in proportion of persons availing some form of Government financial assistance and difficulty in availing the assistance (Table 8.2.32).

Table 8.2.32	Financial Resources/Burden				
Null Hypothesis	Deg. of Freedom	χ^2	p	Reject/ Accept	Remarks
Whether availed financial assistance from Government	2	6.7	0.034	Reject	Significant Difference
Experience in getting financial assistance	2	22.8	<0.001	Reject	
Instance of visit to private health care	2	13.4	0.006	Reject	
Out of pocket private expenditure	4	13.2	0.01	Reject	
Willingness to pay for better service	3	10.9	0.004	Reject	

3. Willingness to Pay for Better Services

The survey also ascertained the willingness of beneficiaries to pay for better services. Of those surveyed, 77% have expressed willingness to pay for better services, which was 88% in Ahmedabad, 67% in Bharuch and 76% in Junagadh. 78% male and 76% female were willing to pay for better services in all districts (Table 8.2.35). Significant difference is found in the willingness of respondents to pay for better health services (Table 8.2.32).

Table 8.2.33	Affordability: Out-of-Pocket Expenditure on Health Care											
District	Ahmedabad						Bharuch					
	F	M	Tot	F	M	Tot	F	M	Tot	F	M	Tot
Yes	48	21	69	69%	84%	73%	36	14	50	58%	50%	56%
No	22	4	26	31%	16%	27%	26	14	40	42%	50%	44%
Total	70	25	95	100%	100%	100%	62	28	90	100%	100%	100%
If Yes, expenditure												
<1000	30	4	34	63%	19%	49%	18	9	27	50%	75%	56%
1000-3000	15	12	27	31%	57%	39%	9	2	11	25%	17%	23%
3000-5000	3	2	5	6%	10%	7%	5	1	6	14%	8%	13%
5000-10000	0	3	3	0%	14%	4%	4	0	4	11%	0%	8%
Total	48	21	69	100%	100%	100%	36	12	48	100%	100%	100%
	Junagadh						All Districts					
Yes	31	13	44	53%	37%	47%	115	48	163	60%	55%	58%
No	28	22	50	47%	63%	53%	76	40	116	40%	45%	42%
Total	59	35	94	100%	100%	100%	191	88	279	100%	100%	100%
If Yes, expenditure												
<1000	23	11	34	74%	73%	74%	71	24	95	62%	50%	58%
1000-3000	7	4	11	23%	27%	24%	31	18	49	27%	38%	30%
3000-5000	1	0	1	3%	0%	2%	9	3	12	8%	6%	7%
5000-10000	0	0	0	0%	0%	0%	4	3	7	3%	6%	4%
Total	31	15	46	100%	100%	100%	115	48	163	100%	100%	100%

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Table 8.2.34	Financial Assistance from Government											
	Ahmedabad						Bharuch					
a. Financial Assistance under Government Schemes												
	F	M	Tot	F	M	Tot	F	M	Tot	F	M	Tot
Yes	29	8	37	43%	32%	40%	39	14	53	62%	50%	58%
No	39	17	56	57%	68%	60%	24	14	38	38%	50%	42%
Total	68	25	93	100%	100%	100%	63	28	91	100%	100%	100%
b. If yes, whether it was easy?												
Yes	19	2	21	68%	29%	60%	38	12	50	100%	92%	98%
No	9	5	14	32%	71%	40%	0	1	1	0%	8%	2%
Total	28	7	35	100%	100%	100%	38	13	51	100%	100%	100%
	Junagadh						All Districts					
a. Financial Assistance under Government Schemes												
Yes	30	12	42	51%	34%	45%	98	34	132	52%	39%	47%
No	29	23	52	49%	66%	55%	92	54	146	48%	61%	53%
Total	59	35	94	100%	100%	100%	190	88	278	100%	100%	100%
b. If yes, whether it was easy?												
Yes	24	10	34	83%	100%	87%	81	24	105	85%	80%	84%
No	5	0	5	17%	0%	13%	14	6	20	15%	20%	16%
Total	29	10	39	100%	100%	100%	95	30	125	100%	100%	100%

Table 8.2.35	Willingness to pay for better service in health centres											
	Ahmedabad						Bharuch					
	F	M	Tot	F	M	Tot	F	M	Tot	F	M	Tot
Yes	59	22	81	87%	92%	88%	40	18	58	67%	69%	67%
No	9	2	11	13%	8%	12%	20	8	28	33%	31%	33%
Total	68	24	92	100%	100%	100%	60	26	86	100%	100%	100%
	Junagadh						All Districts					
Yes	40	24	64	80%	71%	76%	139	64	203	78%	76%	77%
No	10	10	20	20%	29%	24%	39	20	59	22%	24%	23%
Total	50	34	84	100%	100%	100%	178	84	262	100%	100%	100%

8.3 Analysis of Socio-Economic Factors

In the beneficiary survey, the respondents were asked to provide information about their demographic, social and economic status. These were Age, Family Size, Monthly Income, Poverty Level, Occupation, Literacy and Caste. These key factors, individually and jointly, influence the health care status of the respondents. Therefore, it is necessary to understand the impact of these variables on health care behaviour. During the survey of respondents, some critical responses regarding health care were obtained in all the districts. For this purpose, responses in respect of attendance in health awareness programs, health care seeking behaviour in terms of guidance and decision making, purpose of visit to health centre, quality of service at the health centre, possibility of repeat visit to health centre, annual expenditure on health care and willingness to pay for better health service were ascertained and analyzed.

Data tables were generated from the information collected in the survey. Based on this, Chi-Square test of hypothesis was undertaken to ascertain the relationship between these variables.

8.3.1 Age of Respondents

In terms of attendance in awareness generation programs, 88%, 93%, 76% and 73% of respondents of age groups 18-25, 26-35, 36-45 and more than 45 attended such programs (Table 8.3.2 to 8.3.9).

Analysis of health care seeking behaviour reveals key influencer in different age groups. Health workers are the key influencers for all age groups. Parents are the second key influencers in the age group 18-25, ASHA workers in 26-35 and more than 45 and spouses in 36-45 age groups. However, in Ahmedabad, spouses and parents are the key influencers. Decisions regarding health care are made by respondents themselves in most cases. This is followed by spouses and parents. In Ahmedabad, spouses are the key decision makers in the groups 18-25 and 26-35.

Key purpose of visit to health centre is immunization followed by communicable diseases in all age groups. Family planning is the main purpose in age group 36-45 in Ahmedabad and Bharuch. Perception regarding quality of service remains the same across all age groups. As far as repeat visit is concerned, 58% of 18-25 age group respondents, 72% of 26-35, 67% of 36-45 and 73% of more than 45 are certain to repeat their visit.

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Persons in age group 36-45 were most likely to go to private practitioner for health care (71%) which was in the 55-60% range for other groups. Similarly, 84% of 36-45 groups are willing to pay more for better service which is 70-80% for other groups.

Test of hypothesis shows that there is no significant difference among age groups in attending awareness program and availing private health care. In case of health care influencers, decision making, purpose of visit, quality of health service, repeat visit to health centre and willingness to pay for better services, there is significant difference between the age groups (Table 8.3.1)

Table 8.3.1	Age of Beneficiaries				
Null Hypothesis	Deg. of Freedom	χ^2	p	Reject/ Accept	Remarks
Attended Awareness Program	6	10.7	0.098	Accept	No significant difference
Health Seeking Behaviour - Influencer	6	31.6	<0.0001	Reject	Significant Difference
Health Seeking Behaviour - Decision Maker	6	26.12	<0.0001	Reject	
Purpose of visit to health centre	6	31.95	<0.0001	Reject	
Quality of service	6	14.06	0.029	Reject	
Repeat visit to health centre	6	13.65	0.034	Reject	
Availed private health care	6	6.56	0.363	Accept	No significant difference
Willingness to pay for better services	6	15.47	0.017	Reject	Significant difference

Table 8.3.2	Attended Awareness Program											
Age	Yes	No	Total	Yes	No	Total	Yes	No	Total	Yes	No	Total
	Ahmedabad						Bharuch					
18-25	25	6	31	81%	19%	100%	23	1	24	96%	4%	100%
26-35	24	4	28	86%	14%	100%	41	6	47	87%	13%	100%
36-45	15	6	21	71%	29%	100%	10	3	13	77%	23%	100%
>45	9	3	12	75%	25%	100%	5	2	7	71%	29%	100%
Total	73	19	92	79%	21%	100%	79	12	91	87%	13%	100%
	Junagadh						All Districts					
18-25	20	2	22	91%	9%	100%	68	9	77	88%	12%	100%
26-35	47	3	50	94%	6%	100%	112	13	125	90%	10%	100%
36-45	9	2	11	82%	18%	100%	34	11	45	76%	24%	100%
>45	8	3	11	73%	27%	100%	22	8	30	73%	27%	100%
Total	84	10	94	89%	11%	100%	236	41	277	85%	15%	100%

Chart 8.3:

Health Care Seeking Behaviour of Beneficiaries

Demographic/ Socio-Economic Factors

- Gender
- Age
- Family Size
- Income
- Poverty
- Education
- Occupation

Access

- Vehicle and Road
- Distance

Affordability

* Direct Costs: Drugs, transport
*Indirect cost: Loss of wages

Influencers

Decision Makers

Awareness

- Programs
- Publicity
- Participation

Availability

- Doctors
- Health Workers
- Drugs/Lab

Health Care Seeking Behaviour

Quality of Services

Repeat Visit

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Table 8.3.3

Health Care Seeking Behaviour – Influencer

Age	Spouse	Parents	Frnd/Rel	HW	ASHA	Othrs	Total	Spouse	Parents	Frnd/Rel	HW	ASHA	Othrs	Total
Ahmedabad														
18-25	23	25	9	9	9	2	77	30%	32%	12%	12%	12%	3%	100%
26-35	21	20	7	6	8	5	67	31%	30%	10%	9%	12%	7%	100%
36-45	11	8	4	9	4	1	37	30%	22%	11%	24%	11%	3%	100%
>45	3	1	4	5	0	0	13	23%	8%	31%	38%	0%	0%	100%
Total	58	54	24	29	21	8	194	30%	28%	12%	15%	11%	4%	100%
Bharuch														
18-25	4	4	1	14	11	1	35	11%	11%	3%	40%	31%	3%	100%
26-35	8	6	1	24	22	4	65	12%	9%	2%	37%	34%	6%	100%
36-45	4	3	0	10	2	2	21	19%	14%	0%	48%	10%	10%	100%
>45	0	0	0	6	3	1	10	0%	0%	0%	60%	30%	10%	100%
Total	16	13	2	54	38	8	131	12%	10%	2%	41%	29%	6%	100%
Junagadh														
18-25	1	6	0	15	6	2	30	3%	20%	0%	50%	20%	7%	100%
26-35	15	11	2	38	22	0	88	17%	13%	2%	43%	25%	0%	100%
36-45	1	2	1	7	5	0	16	6%	13%	6%	44%	31%	0%	100%
>45	3	2	1	10	5	0	21	14%	10%	5%	48%	24%	0%	100%
Total	20	21	4	70	38	2	155	13%	14%	3%	45%	25%	1%	100%
All Districts														
18-25	28	35	10	38	26	5	142	20%	25%	7%	27%	18%	4%	100%
26-35	44	37	10	68	52	9	220	20%	17%	5%	31%	24%	4%	100%
36-45	16	13	5	26	11	3	74	22%	18%	7%	35%	15%	4%	100%
>45	6	3	5	21	8	1	44	14%	7%	11%	48%	18%	2%	100%
Total	94	88	30	153	97	18	480	20%	18%	6%	32%	20%	4%	100%

Table 8.3.4   Health Care Seeking Behaviour – Decision Maker

Age	Own self	Spouse	Parents	Friend/ Relative	HW	ASHA	Total	Own self	Husband/ wife	Parents	Friend/ Relative	HW	ASHA	Total
Ahmedabad														
18-25	18	23	17	2	3	3	66	27%	35%	26%	3%	5%	5%	100%
26-35	17	17	13	3	2	2	54	31%	31%	24%	6%	4%	4%	100%
36-45	14	10	5	2	1	0	32	44%	31%	16%	6%	3%	0%	100%
>45	8	2	3	2	4	0	19	42%	11%	16%	11%	21%	0%	100%
Total	57	52	38	9	10	5	171	33%	30%	22%	5%	6%	3%	100%
Bharuch														
18-25	11	4	3	1	3	8	30	37%	13%	10%	3%	10%	27%	100%
26-35	31	11	4	2	6	6	60	52%	18%	7%	3%	10%	10%	100%
36-45	8	7	1	1	3	2	22	36%	32%	5%	5%	14%	9%	100%
>45	4	2	0	1	2	1	10	40%	20%	0%	10%	20%	10%	100%
Total	54	24	8	5	14	17	122	44%	20%	7%	4%	11%	14%	100%
Junagadh														
18-25	11	6	2	3	7	5	34	32%	18%	6%	9%	21%	15%	100%
26-35	33	13	6	0	19	9	80	41%	16%	8%	0%	24%	11%	100%
36-45	5	1	1	0	5	0	12	42%	8%	8%	0%	42%	0%	100%
>45	9	4	1	0	3	1	18	50%	22%	6%	0%	17%	6%	100%
Total	58	24	10	3	34	15	144	40%	17%	7%	2%	24%	10%	100%
All Districts														
18-25	40	33	22	6	13	16	130	31%	25%	17%	5%	10%	12%	100%
26-35	81	41	23	5	27	17	194	42%	21%	12%	3%	14%	9%	100%
36-45	27	18	7	3	9	2	66	41%	27%	11%	5%	14%	3%	100%
>45	21	8	4	3	9	2	47	45%	17%	9%	6%	19%	4%	100%
Total	169	100	56	17	58	37	437	39%	23%	13%	4%	13%	8%	100%

Table 8.3.5

Purpose of Visit to Health Centre

Age	Immunization (n)	Family Planning (n)	Communi diseases (n)	Maternal Health (n)	Nutrition (n)	Others (n)	Total (n)	Immunization	Family Planning	Communi diseases	Maternal Health	Nutrition	Others	Total
Ahmedabad														
18-25	13	2	10	6	2	0	33	39%	6%	30%	18%	6%	0%	100%
26-35	13	10	10	6	3	2	44	30%	23%	23%	14%	7%	5%	100%
36-45	10	9	7	2	2	1	31	32%	29%	23%	6%	6%	3%	100%
>45	8	2	3	2	4	0	19	42%	11%	16%	11%	21%	0%	100%
Total	44	23	30	16	11	3	127	35%	18%	24%	13%	9%	2%	100%
Bharuch														
18-25	11	9	9	3	6	1	39	28%	23%	23%	8%	15%	3%	100%
26-35	23	16	25	12	9	0	85	27%	19%	29%	14%	11%	0%	100%
36-45	8	3	3	1	5	0	20	40%	15%	15%	5%	25%	0%	100%
>45	2	2	3	1	1	0	9	22%	22%	33%	11%	11%	0%	100%
Total	44	30	40	17	21	1	153	29%	20%	26%	11%	14%	1%	100%
Junagadh														
18-25	7	8	5	6	7	1	34	21%	24%	15%	18%	21%	3%	100%
26-35	31	21	20	8	10	0	90	34%	23%	22%	9%	11%	0%	100%
36-45	0	3	7	0	0	0	10	0%	30%	70%	0%	0%	0%	100%
>45	1	2	9	3	1	0	16	6%	13%	56%	19%	6%	0%	100%
Total	39	34	41	17	18	1	150	26%	23%	27%	11%	12%	1%	100%
All Districts														
18-25	31	19	24	15	15	2	106	29%	18%	23%	14%	14%	2%	100%
26-35	67	47	55	26	22	2	219	31%	21%	25%	12%	10%	1%	100%
36-45	18	15	17	3	7	1	61	30%	25%	28%	5%	11%	2%	100%
>45	11	6	15	6	6	0	44	25%	14%	34%	14%	14%	0%	100%
Total	127	87	111	50	50	5	430	30%	20%	26%	12%	12%	1%	100%

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Table 8.3.6

Quality of Service

	Bad	Poor	Normal	Good	Very Good	Total	Total	Very Good	Good	Normal	Poor	Bad
Age												
Ahmedabad												
18-25	0%	3%	43%	53%	0%	100%	30	0	16	13	1	0
26-35	4%	7%	37%	52%	0%	100%	27	0	14	10	2	1
36-45	5%	0%	38%	57%	0%	100%	21	0	12	8	0	1
>45	8%	0%	67%	17%	8%	100%	12	1	2	8	0	1
Total	3%	3%	43%	49%	1%	100%	90	1	44	39	3	3
Bharuch												
18-25	0%	0%	0%	75%	25%	100%	24	6	18	0	0	0
26-35	0%	0%	4%	74%	21%	100%	47	10	35	2	0	0
36-45	0%	0%	8%	38%	54%	100%	13	7	5	1	0	0
>45	0%	0%	14%	43%	43%	100%	7	3	3	1	0	0
Total	0%	0%	4%	67%	29%	100%	91	26	61	4	0	0
Junagadh												
18-25	0%	0%	27%	36%	36%	100%	22	8	8	6	0	0
26-35	0%	2%	34%	42%	22%	100%	50	11	21	17	1	0
36-45	0%	0%	36%	64%	0%	100%	11	0	7	4	0	0
>45	0%	0%	45%	55%	0%	100%	11	0	6	5	0	0
Total	0%	1%	34%	45%	20%	100%	94	19	42	32	1	0
All Districts												
18-25	0%	1%	25%	55%	18%	100%	76	14	42	19	1	0
26-35	1%	2%	23%	56%	17%	100%	124	21	70	29	3	1
36-45	2%	0%	29%	53%	16%	100%	45	7	24	13	0	1
>45	3%	0%	47%	37%	13%	100%	30	4	11	14	0	1
Total	1%	1%	27%	53%	17%	100%	275	46	147	75	4	3

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Table 8.3.7

Repeat Visit to Health Centre

Ahmedabad

Age	Never	May be	Certainly	Total	Never	May be	Certainly	Total
18-25	0	24	7	31	0%	77%	23%	100%
26-35	0	18	10	28	0%	64%	36%	100%
36-45	1	9	11	21	5%	43%	52%	100%
>45	0	4	8	12	0%	33%	67%	100%
Total	1	55	36	92	1%	60%	39%	100%

Junagadh

Age	Never	May be	Certainly	Total	Never	May be	Certainly	Total
18-25	0	2	20	22	0%	9%	91%	100%
26-35	1	9	40	50	2%	18%	80%	100%
36-45	0	4	7	11	0%	36%	64%	100%
>45	0	3	8	11	0%	27%	73%	100%
Total	1	18	75	94	1%	19%	80%	100%

Bharuch

Age	Never	May be	Certainly	Total	Never	May be	Certainly	Total
18-25	0	6	18	24	0%	25%	75%	100%
26-35	0	7	40	47	0%	15%	85%	100%
36-45	0	1	12	13	0%	8%	92%	100%
>45	0	1	6	7	0%	14%	86%	100%
Total	0	15	76	91	0%	16%	84%	100%

All Districts

Age	Never	May be	Certainly	Total	Never	May be	Certainly	Total
18-25	0	32	45	77	0%	42%	58%	100%
26-35	1	34	90	125	1%	27%	72%	100%
36-45	1	14	30	45	2%	31%	67%	100%
>45	0	8	22	30	0%	27%	73%	100%
Total	2	88	187	277	1%	32%	68%	100%

Table 8.3.8

Annual Out-of-Pocket Expenditure on Health

Age	Yes	No	Total	If Yes, Expenditure					Yes	No	Total	<1000	1000-3000	3000-5000	5000-10000	Total
				<1000	1000-3000	3000-5000	5000-10000	Total								
Ahmedabad																
18-25	19	12	31	13	5	0	1	19	61%	39%	100%	68%	26%	0%	5%	100%
26-35	22	6	28	10	9	2	1	22	79%	21%	100%	45%	41%	9%	5%	100%
36-45	16	5	21	7	7	1	1	16	76%	24%	100%	44%	44%	6%	6%	100%
>45	10	2	12	4	4	2	0	10	83%	17%	100%	40%	40%	20%	0%	100%
Total	67	25	92	34	25	5	3	67	73%	27%	100%	51%	37%	7%	4%	100%
Bharuch																
18-25	11	12	23	5	2	3	1	11	48%	52%	100%	45%	18%	27%	9%	100%
26-35	26	21	47	13	7	3	3	26	55%	45%	100%	50%	27%	12%	12%	100%
36-45	9	4	13	6	0	0	0	6	69%	31%	100%	100%	0%	0%	0%	100%
>45	4	3	7	3	2	0	0	5	57%	43%	100%	60%	40%	0%	0%	100%
Total	50	40	90	27	11	6	4	48	56%	44%	100%	56%	23%	13%	8%	100%
Junagadh																
18-25	12	10	22	6	4	0	0	10	55%	45%	100%	60%	40%	0%	0%	100%
26-35	22	28	50	17	3	1	0	21	44%	56%	100%	81%	14%	5%	0%	100%
36-45	7	4	11	5	2	0	0	7	64%	36%	100%	71%	29%	0%	0%	100%
>45	3	8	11	3	0	0	0	3	27%	73%	100%	100%	0%	0%	0%	100%
Total	44	50	94	31	9	1	0	41	47%	53%	100%	76%	22%	2%	0%	100%
All Districts																
18-25	42	34	76	24	11	3	2	40	55%	45%	100%	60%	28%	8%	5%	100%
26-35	70	55	125	40	19	6	4	69	56%	44%	100%	58%	28%	9%	6%	100%
36-45	32	13	45	18	9	1	1	29	71%	29%	100%	62%	31%	3%	3%	100%
>45	17	13	30	10	6	2	0	18	57%	43%	100%	56%	33%	11%	0%	100%
Total	161	115	276	92	45	12	7	156	58%	42%	100%	59%	29%	8%	4%	100%

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Table 8.3.9 Willingness to Pay for Better Services

Ahmedabad

Age	Yes	No	Total	Yes	No	Total
18-25	26	4	30	87%	13%	100%
26-35	23	4	27	85%	15%	100%
36-45	19	2	21	90%	10%	100%
>45	10	1	11	91%	9%	100%
Total	78	11	89	88%	12%	100%

Bharuch

Age	Yes	No	Total	Yes	No	Total
18-25	12	11	23	52%	48%	100%
26-35	33	11	44	75%	25%	100%
36-45	9	3	12	75%	25%	100%
>45	4	3	7	57%	43%	100%
Total	58	28	86	67%	33%	100%

Junagadh

Age	Yes	No	Total	Yes	No	Total
18-25	11	5	16	69%	31%	100%
26-35	36	11	47	77%	23%	100%
36-45	9	2	11	82%	18%	100%
>45	8	2	10	80%	20%	100%
Total	64	20	84	76%	24%	100%

All Districts

Age	Yes	No	Total	Yes	No	Total
18-25	49	20	69	71%	29%	100%
26-35	92	26	118	78%	22%	100%
36-45	37	7	44	84%	16%	100%
>45	22	6	28	79%	21%	100%
Total	200	59	259	77%	23%	100%

186

8.3.2 Family Size

Analysis of attendance in awareness generation programs shows that 90%, 85%, 88%, and 76% respondents with family size upto 2, 3-4, 5-6 and more than 6 attended such programs. Health workers are the key influencers for all age groups followed by ASHA and spouses. Decisions on health care are made by respondents themselves in most cases. This is followed by spouses and parents (Table 8.3.11 to 8.3.18)

Key purpose of visit to health centre is communicable diseases followed by immunization. Family planning is the main purpose in family size upto 2 & 5-6 in Bharuch and 3-4 & 5-6 in Junagadh. Regarding quality of service, 50% of upto 2, 65% of 3-4, 74% of 5-6 and 71% of more than 6 found it to be good or very good.

. As far as repeat visit is concerned, 60% of upto 2, 68% of 3-4, 67% of 5-6 and 80% of more than 6 were certain to visit the health centre again. It was found that 60% with family size upto 2, 53% of 3-4, 61% of 5-6 and 60% had availed private health care recently. 90% of respondents with family size upto 2, 83% of 3-4, 77% of 5-6 and 67% with more than 6 were willing to pay for better services.

Test of hypothesis shows that there is no significant difference in terms of family size in health care influencers, decision making, quality of health service, repeat visit to health centre, centre and willingness to pay for better services. In case of attendance in awareness programs and purpose of visit to health centre, there is significant difference across family sizes (Table 8.3.10).

Table 8.3.10	Family Size				
Null Hypothesis	Deg. of Freedom	χ^2	p	Reject/ Accept	Remarks
Attended Awareness Program	6	144.3	<0.0001	Reject	Significant difference
Health Seeking Behaviour - Influencer	6	9.7	0.14	Accept	No Significant difference
Health Seeking Behaviour - Decision Maker	6	12	0.062	Accept	
Purpose of visit to health centre	6	13.25	0.039	Reject	Significant difference
Quality of service	6	0.15	0.166	Accept	No significant difference
Repeat visit to health centre	6	7.44	0.282	Accept	
Availed private health care	6	3.53	0.74	Accept	
Willingness to pay for better services	6	7.76	0.256	Accept	

Table 8.3.11

Attended awareness program

Family Size	Yes	No	Total	Yes	No	Total
Ahmedabad						
Upto 2	5	1	6	83%	17%	100%
3-4	24	6	30	80%	20%	100%
5-6	31	9	40	78%	23%	100%
>6	15	4	19	79%	21%	100%
Total	75	20	95	79%	21%	100%
Junagadh						
Upto 2	2	0	2	100%	0%	100%
3-4	22	1	23	96%	4%	100%
5-6	51	5	56	91%	9%	100%
>6	9	4	13	69%	31%	100%
Total	84	10	94	89%	11%	100%
Bharuch						
Upto 2	2	0	2	100%	0%	100%
3-4	21	5	26	81%	19%	100%
5-6	46	4	50	92%	8%	100%
>6	10	3	13	77%	23%	100%
Total	79	12	91	87%	13%	100%
All Districts						
Upto 2	9	1	10	90%	10%	100%
3-4	67	12	79	85%	15%	100%
5-6	128	18	146	88%	12%	100%
>6	34	11	45	76%	24%	100%
Total	238	42	280	85%	15%	100%

Table 8.3.12

Health Seeking Behaviour - Influencer

Family Size	Spouse	Parents	Frnd/Rel	HW	ASHA	Othrs	Total	Spouse	Parents	Frnd/Rel	HW	ASHA	Othrs	Total
Ahmedabad														
Up to 2	2	4	2	3	2	0	13	15%	31%	15%	23%	15%	0%	100%
3-4	20	17	9	9	7	2	64	31%	27%	14%	14%	11%	3%	100%
5-6	30	27	9	10	8	4	88	34%	31%	10%	11%	9%	5%	100%
>6	9	7	4	7	5	2	34	26%	21%	12%	21%	15%	6%	100%
Total	61	55	24	29	22	8	199	31%	28%	12%	15%	11%	4%	100%
Bharuch														
Up to 2	0	0	1	2	2	0	5	0%	0%	20%	40%	40%	0%	100%
3-4	6	5	1	14	13	0	39	15%	13%	3%	36%	33%	0%	100%
5-6	8	7	0	32	18	4	69	12%	10%	0%	46%	26%	6%	100%
>6	2	1	0	6	5	4	18	11%	6%	0%	33%	28%	22%	100%
Total	16	13	2	54	38	8	131	12%	10%	2%	41%	29%	6%	100%
Junagadh														
Up to 2	0	0	1	1	1	0	3	0%	0%	33%	33%	33%	0%	100%
3-4	5	5	0	19	11	0	40	13%	13%	0%	48%	28%	0%	100%
5-6	11	13	2	40	22	2	90	12%	14%	2%	44%	24%	2%	100%
>6	4	3	1	10	4	0	22	18%	14%	5%	45%	18%	0%	100%
Total	20	21	4	70	38	2	155	13%	14%	3%	45%	25%	1%	100%
All Districts														
Up to 2	2	4	4	6	5	0	21	10%	19%	19%	29%	24%	0%	100%
3-4	31	27	10	42	31	2	143	22%	19%	7%	29%	22%	1%	100%
5-6	49	47	11	82	48	10	247	20%	19%	4%	33%	19%	4%	100%
>6	15	11	5	23	14	6	74	20%	15%	7%	31%	19%	8%	100%
Total	97	89	30	153	98	18	485	20%	18%	6%	32%	20%	4%	100%

Health Seeking Behaviour – Decision Maker

Table 8.3.13

Occupation	Own self	Spouse	Parents	Friend/Relative	HW	ASHA	Total	Own self	Husband/wife	Parents	Friend/Relative	HW	ASHA	Total
Ahmedabad														
Up to 2	5	2	2	0	0	0	9	56%	22%	22%	0%	0%	0%	100%
3-4	20	19	12	3	3	2	59	34%	32%	20%	5%	5%	3%	100%
5-6	21	26	17	4	1	3	72	29%	36%	24%	6%	1%	4%	100%
>6	12	8	8	2	6	0	36	33%	22%	22%	6%	17%	0%	100%
Total	58	55	39	9	10	5	176	33%	31%	22%	5%	6%	3%	100%
Bharuch														
Up to 2	2	0	0	0	0	0	2	100%	0%	0%	0%	0%	0%	100%
3-4	17	5	2	0	4	6	34	50%	15%	6%	0%	12%	18%	100%
5-6	27	15	6	5	7	9	69	39%	22%	9%	7%	10%	13%	100%
>6	8	4	0	0	3	2	17	47%	24%	0%	0%	18%	12%	100%
Total	54	24	8	5	14	17	122	44%	20%	7%	4%	11%	14%	100%
Junagadh														
Up to 2	1	0	0	0	1	1	3	33%	0%	0%	0%	33%	33%	100%
3-4	17	7	2	0	7	4	37	46%	19%	5%	0%	19%	11%	100%
5-6	34	12	6	3	18	7	80	43%	15%	8%	4%	23%	9%	100%
>6	6	5	2	0	8	3	24	25%	21%	8%	0%	33%	13%	100%
Total	58	24	10	3	34	15	144	40%	17%	7%	2%	24%	10%	100%
All Districts														
Up to 2	8	2	2	0	1	1	14	57%	14%	14%	0%	7%	7%	100%
3-4	54	31	16	3	14	12	130	42%	24%	12%	2%	11%	9%	100%
5-6	82	53	29	12	26	19	221	37%	24%	13%	5%	12%	9%	100%
>6	26	17	10	2	17	5	77	34%	22%	13%	3%	22%	6%	100%
Total	170	103	57	17	58	37	442	38%	23%	13%	4%	13%	8%	100%

Table 8.3.14

Purpose of Visit to Health Centre

Family Size	Immuni zation	Family Planning	Communi diseases	Maternal Health	Nutrition	Others	Total	Immuni zation	Family Planning	Communi diseases	Maternal Health	Nutrition	Others	Total
Ahmedabad														
Upto 2	3	1	3	0	0	0	7	43%	14%	43%	0%	0%	0%	100%
3-4	8	6	8	5	1	0	28	29%	21%	29%	18%	4%	0%	100%
5-6	22	13	12	8	4	3	62	35%	21%	19%	13%	6%	5%	100%
>6	4	5	11	4	2	2	28	14%	18%	39%	14%	7%	7%	100%
Total	37	25	34	17	7	5	125	30%	20%	27%	14%	6%	4%	100%
Bharuch														
Upto 2	0	1	2	0	0	0	3	0%	33%	67%	0%	0%	0%	100%
3-4	14	5	14	4	7	1	45	31%	11%	31%	9%	16%	2%	100%
5-6	25	22	18	9	12	0	86	29%	26%	21%	10%	14%	0%	100%
>6	5	2	6	4	2	0	19	26%	11%	32%	21%	11%	0%	100%
Total	44	30	40	17	21	1	153	29%	20%	26%	11%	14%	1%	100%
Junagadh														
Upto 2	1	0	1	0	0	0	2	50%	0%	50%	0%	0%	0%	100%
3-4	10	8	10	6	5	0	39	26%	21%	26%	15%	13%	0%	100%
5-6	26	24	22	7	10	1	90	29%	27%	24%	8%	11%	1%	100%
>6	2	2	8	4	3	0	19	11%	11%	42%	21%	16%	0%	100%
Total	39	34	41	17	18	1	150	26%	23%	27%	11%	12%	1%	100%
All Districts														
Upto 2	4	2	6	0	0	0	12	33%	17%	50%	0%	0%	0%	100%
3-4	32	19	32	15	13	1	112	29%	17%	29%	13%	12%	1%	100%
5-6	73	59	52	24	26	4	238	31%	25%	22%	10%	11%	2%	100%
>6	11	9	25	12	7	2	66	17%	14%	38%	18%	11%	3%	100%
Total	120	89	115	51	46	7	428	28%	21%	27%	12%	11%	2%	100%

Table 8.3.15

Quality of Service

Family Size	Bad	Poor	Normal	Good	Very Good	Total	Bad	Poor	Normal	Good	Very Good	Total
Ahmedabad												
Upto 2	0	0	3	3	0	6	0%	0%	50%	50%	0%	100%
3-4	0	3	18	9	0	30	0%	10%	60%	30%	0%	100%
5-6	2	0	13	23	0	38	5%	0%	34%	61%	0%	100%
>6	1	0	7	10	1	19	5%	0%	37%	53%	5%	100%
Total	3	3	41	45	1	93	3%	3%	44%	48%	1%	100%
Bharuch												
Upto 2	0	0	0	2	0	2	0%	0%	0%	100%	0%	100%
3-4	0	0	0	20	6	26	0%	0%	0%	77%	23%	100%
5-6	0	0	3	31	16	50	0%	0%	6%	62%	32%	100%
>6	0	0	1	8	4	13	0%	0%	8%	62%	31%	100%
Total	0	0	4	61	26	91	0%	0%	4%	67%	29%	100%
Junagadh												
Upto 2	0	1	1	0	0	2	0%	50%	50%	0%	0%	100%
3-4	0	0	7	11	5	23	0%	0%	30%	48%	22%	100%
5-6	0	0	20	22	14	56	0%	0%	36%	39%	25%	100%
>6	0	0	4	9	0	13	0%	0%	31%	69%	0%	100%
Total	0	1	32	42	19	94	0%	1%	34%	45%	20%	100%
All Districts												
Upto 2	0	1	4	5	0	10	0%	10%	40%	50%	0%	100%
3-4	0	3	25	40	11	79	0%	4%	32%	51%	14%	100%
5-6	2	0	36	76	30	144	1%	0%	25%	53%	21%	100%
>6	1	0	12	27	5	45	2%	0%	27%	60%	11%	100%
Total	3	4	77	148	46	278	1%	1%	28%	53%	17%	100%

192

Table 8.3.16

Repeat Visit to Health Centre

Ahmedabad

Family Size	Never	May be	Certainly	Total	Never	May be	Certainly	Total
upto 2	0	3	3	6	0%	50%	50%	100%
3-4	0	17	13	30	0%	57%	43%	100%
5-6	1	27	12	40	3%	68%	30%	100%
>6	1	1	7	9	11%	11%	78%	100%
Total	2	48	35	85	2%	56%	41%	100%

Junagadh

Family Size	Never	May be	Certainly	Total	Never	May be	Certainly	Total
upto 2	0	1	1	2	0%	50%	50%	100%
3-4	1	4	18	23	4%	17%	78%	100%
5-6	0	10	46	56	0%	18%	82%	100%
>6	0	3	10	13	0%	23%	77%	100%
Total	1	18	75	94	1%	19%	80%	100%

Bharuch

Family Size	Never	May be	Certainly	Total	Never	May be	Certainly	Total
upto 2	0	0	2	2	0%	0%	100%	100%
3-4	0	3	23	26	0%	12%	88%	100%
5-6	0	10	40	50	0%	20%	80%	100%
>6	0	2	11	13	0%	15%	85%	100%
Total	0	15	76	91	0%	16%	84%	100%

All Districts

Family Size	Never	May be	Certainly	Total	Never	May be	Certainly	Total
upto 2	0	4	6	10	0%	40%	60%	100%
3-4	1	24	54	79	1%	30%	68%	100%
5-6	1	47	98	146	1%	32%	67%	100%
>6	1	6	28	35	3%	17%	80%	100%
Total	3	81	186	270	1%	30%	69%	100%

193

Annual Out-of-Pocket Expenditure on Health

Table 8.3.17

Family Size	Yes	No	Total	If Yes, Expenditure					Yes	No	Total	<1000	1000-3000	3000-10000	>10000	Total
				<1000	1000-3000	3000-10000	>10000	Total								
Ahmedabad																
Upto 2	4	2	6	2	1	0	1	4	67%	33%	100%	50%	25%	0%	25%	100%
3-4	21	9	30	7	14	0	0	21	70%	30%	100%	33%	67%	0%	0%	100%
5-6	33	7	40	21	9	2	1	33	83%	18%	100%	64%	27%	6%	3%	100%
>6	11	8	19	4	3	3	1	11	58%	42%	100%	36%	27%	27%	9%	100%
Total	69	26	95	34	27	5	3	69	73%	27%	100%	49%	39%	7%	4%	100%
Bharuch																
Upto 2	1	1	2	0	0	1	0	1	50%	50%	100%	0%	0%	100%	0%	100%
3-4	12	14	26	7	2	0	3	12	46%	54%	100%	58%	17%	0%	25%	100%
5-6	29	20	49	19	7	2	0	28	59%	41%	100%	68%	25%	7%	0%	100%
>6	8	5	13	1	2	3	1	7	62%	38%	100%	14%	29%	43%	14%	100%
Total	50	40	90	27	11	6	4	48	56%	44%	100%	56%	23%	13%	8%	100%
Junagadh																
Upto 2	1	1	2	1	0	0	0	1	50%	50%	100%	100%	0%	0%	0%	100%
3-4	9	14	23	7	1	1	0	9	39%	61%	100%	78%	11%	11%	0%	100%
5-6	26	30	56	18	6	0	0	24	46%	54%	100%	75%	25%	0%	0%	100%
>6	8	5	13	5	2	0	0	7	62%	38%	100%	71%	29%	0%	0%	100%
Total	44	50	94	31	9	1	0	41	47%	53%	100%	76%	22%	2%	0%	100%
All Districts																
Upto 2	6	4	10	3	1	1	1	6	60%	40%	100%	50%	17%	17%	17%	100%
3-4	42	37	79	21	17	1	3	42	53%	47%	100%	50%	40%	2%	7%	100%
5-6	88	57	145	58	22	4	1	85	61%	39%	100%	68%	26%	5%	1%	100%
>6	27	18	45	10	7	6	2	25	60%	40%	100%	40%	28%	24%	8%	100%
Total	163	116	279	92	47	12	7	158	58%	42%	100%	58%	30%	8%	4%	100%

194

Willingness to Pay for Better Services

Table 8.3.18

Ahmedabad

Family Size	Yes	No	Total	Yes	No	Total
Up to 2	6	0	6	100%	0%	100%
3-4	29	1	30	97%	3%	100%
5-6	33	5	38	87%	13%	100%
>6	13	5	18	72%	28%	100%
Total	81	11	92	88%	12%	100%

Junagadh

Family Size	Yes	No	Total	Yes	No	Total
Up to 2	2	0	2	100%	0%	100%
3-4	13	8	21	62%	38%	100%
5-6	42	8	50	84%	16%	100%
>6	7	4	11	64%	36%	100%
Total	64	20	84	76%	24%	100%

Bharuch

Family Size	Yes	No	Total	Yes	No	Total
Up to 2	1	1	2	50%	50%	100%
3-4	22	4	26	85%	15%	100%
5-6	27	18	45	60%	40%	100%
>6	8	5	13	62%	38%	100%
Total	58	28	86	67%	33%	100%

All Districts

Family Size	Yes	No	Total	Yes	No	Total
Up to 2	9	1	10	90%	10%	100%
3-4	64	13	77	83%	17%	100%
5-6	102	31	133	77%	23%	100%
>6	28	14	42	67%	33%	100%
Total	203	59	262	77%	23%	100%

8.3.3 Monthly Income

Attendance in awareness generation programs is 81%, 88%, 96%, 88% and 88% for income groups less than Rs 3000, 3000-6000, 6000-10000, 10000-20000 and more than 20000. Attendance is marginally less at 77% among less than 3000 income group in Ahmedabad (Table 8.3.20 to 8.3.28).

Health workers are the key influencers among all groups. ASHA workers also have strong influence in the income groups less than 3000, 10000-20000 and more than 20000. In all income groups, key decision makers are respondents themselves followed by spouses. Health workers play strong role in less than 3000 and 3000-6000 group in Junagadh 10000-20000 in all districts.

Key purpose of visit to health centre is communicable diseases for less than 3000 group. For other income groups, immunization is the key purpose in all districts. In Junagadh, groups with less than 3000 and 3000-6000 income visit for family planning whereas higher income groups visit for immunization. However, maternal health is an important reason for visit in more than 20000 income group, may be because of better awareness. Perception regarding quality of service remains the same across age groups. However, a high 14% of less than 3000 group in Ahmedabad finds the service bad or poor. As far as repeat visit is concerned, 71% of less than 3000 income group, 67% of 3000-6000 groups, 68% of 6000-10000 group, 100% of 10000-20000 and nil of more than 20000 are certain to repeat visit to health centre.

In respect of visit to private health practitioners, 63% of income group less than 3000, 60% of 3000-6000 and around 50% of higher income groups had spent on private health care in one year. This is maximum in Ahmedabad and minimum in Junagadh. Similarly, 80% of less than 3000 income group, 76% of 3000-6000, 77% of 6000-10000 and 43% of 10000-20000 and more than 20000 groups were willing to pay for better services. Interestingly, lower income groups are willing to pay for better health services.

Income level of respondents is a key differentiator of various aspects of health care as can be ascertained from the test of hypothesis which shows that there is significant difference in all aspects of health care across income groups. (Table 8.3.19)

Table 8.3.19	Monthly Income				
Null Hypothesis	Degrees of Freedom	χ^2	p	Reject/ Accept	Remarks
Attended Awareness Program	4	18.26	0.001	Reject	
Health Seeking Behaviour - Influencer	4	41.31	<0.0001	Reject	
Health Seeking Behaviour - Decision Maker	4	34.24	<0.0001	Reject	
Purpose of visit to health centre	4	42.04	<0.0001	Reject	Significant Difference
Quality of service	4	18.8	0.001	Reject	
Repeat visit to health centre	4	18.56	0.001	Reject	
Availed private health care	4	14.1	0.007	Reject	
Willingness to pay for better services	4	18.68	0.001	Reject	

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Table 8.3.20 — Attended Awareness Program

Ahmedabad

Monthly Income	Yes	No	Total	Yes	No	Total
<3000	37	11	48	77%	23%	100%
3000-6000	21	4	25	84%	16%	100%
6000-10000	7	1	8	88%	13%	100%
10000-20000	0	0	0	0%	0%	0%
>20000	0	0	0	0%	0%	0%
Total	65	16	81	80%	20%	100%

Bharuch

Monthly Income	Yes	No	Total	Yes	No	Total
<3000	30	7	37	81%	19%	100%
3000-6000	29	1	30	97%	3%	100%
6000-10000	11	1	12	92%	8%	100%
10000-20000	4	1	5	80%	20%	100%
>20000	4	1	5	80%	20%	100%
Total	78	11	89	88%	12%	100%

Junagadh

Monthly Income	Yes	No	Total	Yes	No	Total
<3000	25	4	29	86%	14%	100%
3000-6000	25	5	30	83%	17%	100%
6000-10000	26	0	26	100%	0%	100%
10000-20000	3	0	3	100%	0%	100%
>20000	3	0	3	100%	0%	100%
Total	82	9	91	90%	10%	100%

All Districts

Monthly Income	Yes	No	Total	Yes	No	Total
<3000	92	22	114	81%	19%	100%
3000-6000	75	10	85	88%	12%	100%
6000-10000	44	2	46	96%	4%	100%
10000-20000	7	1	8	88%	13%	100%
>20000	7	1	8	88%	13%	100%
Total	225	36	261	86%	14%	100%

198

Health Care Seeking Behaviour – Influencer

Table 8.3.21

Ahmedabad

Monthly Income	Spouse	Parents	Frnd/Rel	HW	ASHA	Othrs	Total	Spouse	Parents	Frnd/Rel	HW	ASHA	Othrs	Total
<3000	27	26	14	14	13	6	100	27%	26%	14%	14%	13%	6%	100%
3000-6000	18	17	5	6	4	1	51	35%	33%	10%	12%	8%	2%	100%
6000-10000	4	2	2	2	2	0	12	33%	17%	17%	17%	17%	0%	100%
10000-20000	0	0	0	0	0	0	0	0%	0%	0%	0%	0%	0%	0%
>20000	0	0	0	0	0	0	0	0%	0%	0%	0%	0%	0%	0%
Total	49	45	21	22	19	7	163	30%	28%	13%	13%	12%	4%	100%

Bharuch

Monthly Income	Spouse	Parents	Frnd/Rel	HW	ASHA	Othrs	Total	Spouse	Parents	Frnd/Rel	HW	ASHA	Othrs	Total
<3000		5	2	23	19	5	57	0%	9%	4%	40%	33%	9%	100%
3000-6000	7	5	0	17	11	2	42	17%	12%	0%	40%	26%	5%	100%
6000-10000	3	2	0	8	2	0	15	20%	13%	0%	53%	13%	0%	100%
10000-20000	1	0	0	3	4	1	9	11%	0%	0%	33%	44%	11%	100%
>20000	1	1	0	2	2	0	6	17%	17%	0%	33%	33%	0%	100%
Total	15	13	2	53	38	8	129	12%	10%	2%	41%	29%	6%	100%

Junagadh

Monthly Income	Spouse	Parents	Frnd/Rel	HW	ASHA	Othrs	Total	Spouse	Parents	Frnd/Rel	HW	ASHA	Othrs	Total
<3000	3	4	1	23	15	0	46	7%	9%	2%	50%	33%	0%	100%
3000-6000	8	10	3	25	11	1	58	14%	17%	5%	43%	19%	2%	100%
6000-10000	8	5	0	19	9	0	41	20%	12%	0%	46%	22%	0%	100%
10000-20000	0	2	0	1	1	0	4	0%	50%	0%	25%	25%	0%	100%
>20000	1	0	0	1	1	1	4	25%	0%	0%	25%	25%	25%	100%
Total	20	21	4	69	37	2	153	13%	14%	3%	45%	24%	1%	100%

All Districts

Monthly Income	Spouse	Parents	Frnd/Rel	HW	ASHA	Othrs	Total	Spouse	Parents	Frnd/Rel	HW	ASHA	Othrs	Total
<3000	33	35	17	60	47	11	203	16%	17%	8%	30%	23%	5%	100%
3000-6000	33	32	8	48	26	4	151	22%	21%	5%	32%	17%	3%	100%
6000-10000	15	9	2	29	13	0	68	22%	13%	3%	43%	19%	0%	100%
10000-20000	1	2	0	4	5	1	13	8%	15%	0%	31%	38%	8%	100%
>20000	2	1	0	3	3	1	10	20%	10%	0%	30%	30%	10%	100%
Total	84	79	27	144	94	17	445	19%	18%	6%	32%	21%	4%	100%

199

Table 8.3.22 Health Seeking Behaviour – Decision Maker

Monthly Income	Own self	Spouse	Parents	Friend/Relative	HW	ASHA	Total	Own self	Husband/wife	Parents	Friend/Relative	HW	ASHA	Total
Ahmedabad														
<3000	29	24	16	5	4	3	81	36%	30%	20%	6%	5%	4%	100%
3000-6000	17	16	10	2	2	0	47	36%	34%	21%	4%	4%	0%	100%
6000-10000	5	3	4	0	2	1	15	33%	20%	27%	0%	13%	7%	100%
10000-20000	0	0	0	0	0	0	0	0%	0%	0%	0%	0%	0%	0%
>20000	0	0	0	0	0	0	0	0%	0%	0%	0%	0%	0%	0%
Total	51	43	30	7	8	4	143	36%	30%	21%	5%	6%	3%	100%
Bharuch														
<3000	19	9	3	2	6	9	48	40%	19%	6%	4%	13%	19%	100%
3000-6000	22	8	3	3	4	6	46	48%	17%	7%	7%	9%	13%	100%
6000-10000	5	4	2	0	2	1	14	36%	29%	14%	0%	14%	7%	100%
10000-20000	2	2	0	0	1	1	6	33%	33%	0%	0%	17%	17%	100%
>20000	4	1	0	0	0	0	5	80%	20%	0%	0%	0%	0%	100%
Total	52	24	8	5	13	17	119	44%	20%	7%	4%	11%	14%	100%
Junagadh														
<3000	16	3	0	1	15	3	38	42%	8%	0%	3%	39%	8%	100%
3000-6000	24	10	4	1	11	6	56	43%	18%	7%	2%	20%	11%	100%
6000-10000	15	10	4	0	5	4	38	39%	26%	11%	0%	13%	11%	100%
10000-20000	2	0	1	0	1	1	5	40%	0%	20%	0%	20%	20%	100%
>20000	1	1	0	1	1	1	5	20%	20%	0%	20%	20%	20%	100%
Total	58	24	9	3	33	15	142	41%	17%	6%	2%	23%	11%	100%
All Districts														
<3000	64	36	19	8	25	15	167	38%	22%	11%	5%	15%	9%	100%
3000-6000	63	34	17	6	17	12	149	42%	23%	11%	4%	11%	8%	100%
6000-10000	25	17	10	0	9	6	67	37%	25%	15%	0%	13%	9%	100%
10000-20000	4	2	1	0	2	2	11	36%	18%	9%	0%	18%	18%	100%
>20000	5	2	0	1	1	1	10	50%	20%	0%	10%	10%	10%	100%
Total	161	91	47	15	54	36	404	40%	23%	12%	4%	13%	9%	100%

Table 8.3.23

Purpose of Visit to Health Centre

Monthly Income	Immuni zation	Family Planning	Communi diseases	Maternal Health	Nutrition	Others	Total	Immuni zation	Family Planning	Communi diseases	Maternal Health	Nutrition	Others	Total
Ahmedabad														
<3000	17	15	18	7	5	3	65	26%	23%	28%	11%	8%	5%	100%
3000-6000	10	5	7	5	0	1	28	36%	18%	25%	18%	0%	4%	100%
6000-10000	1	1	6	1	2	0	11	9%	9%	55%	9%	18%	0%	100%
10000-20000	0	0	0	0	0	0	0	0%	0%	0%	0%	0%	0%	0%
>20000	0	0	0	0	0	0	0	0%	0%	0%	0%	0%	0%	0%
Total	28	21	31	13	7	4	104	27%	20%	30%	13%	7%	4%	100%
Bharuch														
<3000	20	13	19	7	9	1	69	29%	19%	28%	10%	13%	1%	100%
3000-6000	14	11	11	6	7	0	49	29%	22%	22%	12%	14%	0%	100%
6000-10000	5	4	3	0	3	0	15	33%	27%	20%	0%	20%	0%	100%
10000-20000	1	0	2	1	1	0	5	20%	0%	40%	20%	20%	0%	100%
>20000	3	2	3	2	1	0	11	27%	18%	27%	18%	9%	0%	100%
Total	43	30	38	16	21	1	149	29%	20%	26%	11%	14%	1%	100%
Junagadh														
<3000	6	12	15	2	2	0	37	16%	32%	41%	5%	5%	0%	100%
3000-6000	14	13	15	6	8	0	56	25%	23%	27%	11%	14%	0%	100%
6000-10000	15	7	8	8	6	1	45	33%	16%	18%	18%	13%	2%	100%
10000-20000	2	1	1	0	1	0	5	40%	20%	20%	0%	20%	0%	100%
>20000	2	1	0	1	1	0	5	40%	20%	0%	20%	20%	0%	100%
Total	39	34	39	17	18	1	148	26%	23%	26%	11%	12%	1%	100%
All Districts														
<3000	43	40	52	16	16	4	171	25%	23%	30%	9%	9%	2%	100%
3000-6000	38	29	33	17	15	1	133	29%	22%	25%	13%	11%	1%	100%
6000-10000	21	12	17	9	11	1	71	30%	17%	24%	13%	15%	1%	100%
10000-20000	3	1	3	1	2	0	10	30%	10%	30%	10%	20%	0%	100%
>20000	5	3	3	3	2	0	16	31%	19%	19%	19%	13%	0%	100%
Total	110	85	108	46	46	6	401	27%	21%	27%	11%	11%	1%	100%

201
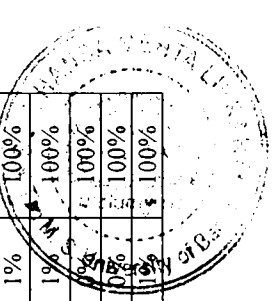
Table 8.3.24

Quality of Service

Monthly Income	Bad	Poor	Normal	Good	Very Good	Total	Bad	Poor	Normal	Good	Very Good	Total
Ahmedabad												
<3000	3	3	20	19	1	46	7%	7%	43%	41%	2%	100%
3000-6000	0	0	14	11	0	25	0%	0%	56%	44%	0%	100%
6000-10000	0	0	2	6	0	8	0%	0%	25%	75%	0%	100%
10000-20000	0	0	0	0	0	0	0%	0%	0%	0%	0%	0%
>20000	0	0	0	0	0	0	0%	0%	0%	0%	0%	0%
Total	3	3	36	36	1	79	4%	4%	46%	46%	1%	100%
Bharuch												
<3000	0	0	0	25	12	37	0%	0%	0%	68%	32%	100%
3000-6000	0	0	2	20	8	30	0%	0%	7%	67%	27%	100%
6000-10000	0	0	2	8	2	12	0%	0%	17%	67%	17%	100%
10000-20000	0	0	0	4	1	5	0%	0%	0%	80%	20%	100%
>20000	0	0	0	3	2	5	0%	0%	0%	60%	40%	100%
Total	0	0	4	60	25	89	0%	0%	4%	67%	28%	100%
Junagadh												
<3000	0	0	13	13	3	29	0%	0%	45%	45%	10%	100%
3000-6000	0	1	7	14	8	30	0%	3%	23%	47%	27%	100%
6000-10000	0	0	10	11	6	27	0%	0%	37%	41%	22%	100%
10000-20000	0	0	1	1	1	3	0%	0%	33%	33%	33%	100%
>20000	0	0	1	1	1	3	0%	0%	33%	33%	33%	100%
Total	0	1	32	40	19	92	0%	1%	35%	43%	21%	100%
All Districts												
<3000	3	3	33	57	16	112	3%	3%	29%	51%	14%	100%
3000-6000	0	1	23	45	16	85	0%	1%	27%	53%	19%	100%
6000-10000	0	0	14	25	8	47	0%	0%	30%	53%	17%	100%
10000-20000	0	0	1	5	2	8	0%	0%	13%	63%	25%	100%
>20000	0	0	1	4	3	8	0%	0%	13%	50%	38%	100%
Total	3	4	72	136	45	260	1%	2%	28%	52%	17%	100%

Repeat Visit to Health Centre

Table 8.3.25

Ahmedabad

Monthly Income	Never	May be	Certainly	Total	Never	May be	Certainly	Total
<3000	1	24	23	48	2%	50%	48%	100%
3000-6000	0	18	7	25	0%	72%	28%	100%
6000-10000	0	5	3	8	0%	63%	38%	100%
10000-20000	0	0	0	0	0%	0%	0%	0%
>20000	0	0	0	0	0%	0%	0%	0%
Total	1	47	33	81	1%	58%	41%	100%

Bharuch

Monthly Income	Never	May be	Certainly	Total	Never	May be	Certainly	Total
<3000	0	4	33	37	0%	11%	89%	100%
3000-6000	0	5	25	30	0%	17%	83%	100%
6000-10000	0	3	9	12	0%	25%	75%	100%
10000-20000	0	0	5	5	0%	0%	100%	100%
>20000	0	3	0	3	0%	100%	0%	100%
Total	0	15	72	87	0%	17%	83%	100%

Junagadh

Monthly Income	Never	May be	Certainly	Total	Never	May be	Certainly	Total
<3000	0	4	25	29	0%	14%	86%	100%
3000-6000	0	5	25	30	0%	17%	83%	100%
6000-10000	1	6	20	27	4%	22%	74%	100%
10000-0000	0	0	3	3	0%	0%	100%	100%
>20000	0	1	0	1	0%	100%	0%	100%
Total	1	16	73	90	1%	18%	81%	100%

All Districts

Monthly Income	Never	May be	Certainly	Total	Never	May be	Certainly	Total
<3000	1	32	81	114	1%	28%	71%	100%
3000-6000	0	28	57	85	0%	33%	67%	100%
6000-10000	1	14	32	47	2%	30%	68%	100%
10000-0000	0	0	8	8	0%	0%	100%	100%
>20000	0	4	0	4	0%	100%	0%	100%
Total	2	78	178	258	1%	30%	69%	100%

Annual Out-of-Pocket Expenditure on Health

Table 8.3.26

Monthly Income	Yes	No	Total	If Yes, Expenditure				Yes	No	Total	<1000	1000-3000	3000-5000	5000-10000	Total
				<1000	1000-3000	3000-5000	5000-10000								
Ahmedabad															
<3000	36	12	48	17	15	2	2	75%	25%	100%	47%	42%	6%	6%	100%
3000-6000	19	6	25	10	8	1	0	76%	24%	100%	53%	42%	5%	0%	100%
6000-10000	5	3	8	1	2	1	1	63%	38%	100%	20%	40%	20%	20%	100%
10000-20000	0	0	0	0	0	0	0	0%	0%	0%	0%	0%	0%	0%	0%
>20000	0	0	0	0	0	0	0	0%	0%	0%	0%	0%	0%	0%	0%
Total	60	21	81	28	25	4	3	74%	26%	100%	47%	42%	7%	5%	100%
Bharuch															
<3000	22	14	36	10	5	3	4	61%	39%	100%	45%	23%	14%	18%	100%
3000-6000	18	12	30	10	4	2	0	60%	40%	100%	63%	25%	13%	0%	100%
6000-10000	6	6	12	5	1	0	0	50%	50%	100%	83%	17%	0%	0%	100%
10000-20000	2	3	5	0	1	1	0	40%	60%	100%	0%	50%	50%	0%	100%
>20000	2	3	5	2	0	0	0	40%	60%	100%	100%	0%	0%	0%	100%
Total	50	38	88	27	11	6	4	57%	43%	100%	56%	23%	13%	8%	100%
Junagadh															
<3000	13	16	29	13	0	0	0	45%	55%	100%	100%	0%	0%	0%	100%
3000-6000	14	16	30	8	2	1	1	47%	53%	100%	67%	17%	8%	8%	100%
6000-10000	11	16	27	6	5	0	0	41%	59%	100%	55%	45%	0%	0%	100%
10000-20000	2	1	3	1	1	0	0	67%	33%	100%	50%	50%	0%	0%	100%
>20000	2	1	3	2	0	0	0	67%	33%	100%	100%	0%	0%	0%	100%
Total	42	50	92	30	8	1	1	46%	54%	100%	75%	20%	3%	3%	100%
All Districts															
<3000	71	42	113	40	20	5	6	63%	37%	100%	56%	28%	7%	8%	100%
3000-6000	51	34	85	28	14	4	1	60%	40%	100%	60%	30%	9%	2%	100%
6000-10000	22	25	47	12	8	1	1	47%	53%	100%	55%	36%	5%	5%	100%
10000-20000	4	4	8	1	2	1	0	50%	50%	100%	25%	50%	25%	0%	100%
>20000	4	4	8	4	0	0	0	50%	50%	100%	100%	0%	0%	0%	100%
Total	152	109	261	85	44	11	8	58%	42%	100%	57%	30%	7%	5%	100%

204

Table 8.3.27

Willingness to Pay for Better Services

Monthly Income	Ahmedabad						Bharuch					
	Yes	No	Total	Yes	No	Total	Yes	No	Total	Yes	No	Total
<3000	42	4	46	91%	9%	100%	24	11	35	69%	31%	100%
3000-6000	21	3	24	88%	13%	100%	21	7	28	75%	25%	100%
6000-10000	6	2	8	75%	25%	100%	7	4	11	64%	36%	100%
10000-20000	0	0	0	0%	0%	0%	2	3	5	40%	60%	100%
>20000	0	0	0	0%	0%	0%	3	2	5	60%	40%	100%
Total	69	9	78	88%	12%	100%	57	27	84	68%	32%	100%

Monthly Income	Junagadh						All Districts					
	Yes	No	Total	Yes	No	Total	Yes	No	Total	Yes	No	Total
<3000	20	6	26	77%	23%	100%	86	21	107	80%	20%	100%
3000-6000	19	9	28	68%	32%	100%	61	19	80	76%	24%	100%
6000-10000	20	4	24	83%	17%	100%	33	10	43	77%	23%	100%
10000-20000	2	0	2	100%	0%	100%	4	3	7	57%	43%	100%
>20000	1	1	2	50%	50%	100%	4	3	7	57%	43%	100%
Total	62	20	82	76%	24%	100%	188	56	244	77%	23%	100%

8.3.4 Poverty

Attendance in awareness generation programs was 82% among the people below poverty line and 90% among others. Comparison of districts shows that attendance of BPL is 84% in Ahmedabad which is more than non-BPL at 64%. Key influencers in health care were Health workers, Spouse and parents among BPL and Health workers and ASHA among the non-BPL. However, there is inter-district variation in case of BPL. In Ahmedabad family has a significant influence compared to other districts. The trend in case of decision making shows that respondents themselves and spouses were key decision makers for both BPL and non-BPL. Health workers play a key role in decision making among BPL in Junagadh and parents play significant role in Ahmedabad. (Tables 8.2.30 to 37)

The main purpose of visit to health centre is communicable diseases among BPL and immunization among others. Districtwise analysis shows that immunization is the key activity in all cases except BPL in Junagadh. Quality of service is found to be good or very good by 64% of BPL and 81% of non-BPL groups.

Interestingly, only 54% of BPL respondents as compared to 84% non-BPL are certain to make repeat visit to health centre. In Ahmedabad, only 32% of BPL is certain to make repeat visit. 63% of BPL and 53% of non-BPL visited private hospitals recently wherein most of them spent less than Rs 1000. 82% of BPL and 74% of non-BPL are willing to pay for better services. The proportion for BPL was a high of 91% in Ahmedabad and 71% in Bharuch.

From the test of hypothesis it can be observed that in these selected variables there is a significant difference between BPL and non-BPL respondents (Table 8.2.29).

Table 8.3.28	Poverty				
Null Hypothesis	Deg. of Freedom	χ^2	p	Reject/ Accept	Remarks
Attended Awareness Program	2	52.1	<0.0001	Reject	Significant Difference
Health Seeking Behaviour – Influencer	2	103.6	<0.0001	Reject	
Health Seeking Behaviour - Decision Maker	2	86.27	<0.0001	Reject	
Purpose of visit to health centre	2	76.07	<0.0001	Reject	
Quality of service	2	47.43	<0.0001	Reject	
Repeat visit to health centre	2	46.47	<0.0001	Reject	
Availed private health care	2	28.22	<0.0001	Reject	
Willingness to pay for better services	2	35.93	<0.0001	Reject	

Table 8.3.29

Attended awareness program

Ahmedabad

Poverty	Yes	No	Total	Yes	No	Total
BPL	58	11	69	84%	16%	100%
Non BPL	8	5	13	62%	38%	100%
Total	66	16	82	80%	20%	100%

Junagadh

Poverty	Yes	No	Total	Yes	No	Total
BPL	26	7	33	79%	21%	100%
Non BPL	55	3	58	95%	5%	100%
Total	81	10	91	89%	11%	100%

Bharuch

Poverty	Yes	No	Total	Yes	No	Total
BPL	29	7	36	81%	19%	100%
Non BPL	46	4	50	92%	8%	100%
Total	75	11	86	87%	13%	100%

All Districts

Poverty	Yes	No	Total	Yes	No	Total
BPL	113	25	138	82%	18%	100%
Non BPL	109	12	121	90%	10%	100%
Total	222	37	259	86%	14%	100%

Table 8.3.30 — Health Seeking Behaviour – Influencer

Poverty	Spouse	Parents	Frnd/Rel	HW	ASHA	Othrs	Total	Spouse	Parents	Frnd/Rel	HW	ASHA	Othrs	Total
Ahmedabad														
BPL	48	44	17	19	12	5	145	33%	30%	12%	13%	8%	3%	100%
Non BPL	3	2	3	6	3	0	17	18%	12%	18%	35%	18%	0%	100%
Total	51	46	20	25	15	5	162	31%	28%	12%	15%	9%	3%	100%
Bharuch														
BPL	11	6	0	30	18	3	68	16%	9%	0%	44%	26%	4%	100%
Non BPL	4	6	1	21	18	5	55	7%	11%	2%	38%	33%	9%	100%
Total	15	12	1	51	36	8	123	12%	10%	1%	41%	29%	7%	100%
Junagadh														
BPL	3	10	3	22	12	1	51	6%	20%	6%	43%	24%	2%	100%
Non BPL	17	10	1	46	25	1	100	17%	10%	1%	46%	25%	1%	100%
Total	20	20	4	68	37	2	151	13%	13%	3%	45%	25%	1%	100%
All Districts														
BPL	62	60	20	71	42	9	264	23%	23%	8%	27%	16%	3%	100%
Non BPL	24	18	5	73	46	6	172	14%	10%	3%	42%	27%	3%	100%
Total	86	78	25	144	88	15	436	20%	18%	6%	33%	20%	3%	100%

Table 8.3.31

Health Seeking Behaviour – Decision Maker

Poverty	Own self	Spouse	Parents	Friend/Relative	HW	ASHA	Total	Own self	Husband/wife	Parents	Friend/Relative	HW	ASHA	Total
Ahmedabad														
BPL	43	41	29	5	3	3	124	35%	33%	23%	4%	2%	2%	100%
Non BPL	7	4	5	3	4	1	24	29%	17%	21%	13%	17%	4%	100%
Total	50	45	34	8	7	4	148	34%	30%	23%	5%	5%	3%	100%
Bharuch														
BPL	19	7	2	3	7	7	45	42%	16%	4%	7%	16%	16%	100%
Non BPL	32	16	5	2	6	9	70	46%	23%	7%	3%	9%	13%	100%
Total	51	23	7	5	13	16	115	44%	20%	6%	4%	11%	14%	100%
Junagadh														
BPL	18	7	3	0	16	4	48	38%	15%	6%	0%	33%	8%	100%
Non BPL	40	17	6	3	17	11	94	43%	18%	6%	3%	18%	12%	100%
Total	58	24	9	3	33	15	142	41%	17%	6%	2%	23%	11%	100%
All Districts														
BPL	80	55	34	8	26	14	217	37%	25%	16%	4%	12%	6%	100%
Non BPL	79	37	16	8	27	21	188	42%	20%	9%	4%	14%	11%	100%
Total	159	92	50	16	53	35	405	39%	23%	12%	4%	13%	9%	100%

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Table 8.3.32

Purpose of Visit to Health Centre

Poverty	Immuni zation	Family Planning	Communi diseases	Maternal Health	Nutrition	Others	Total	Immuni zation	Family Planning	Communi diseases	Maternal Health	Nutrition	Others	Total
Ahmedabad														
BPL	29	19	28	12	5	3	96	30%	20%	29%	13%	5%	3%	100%
Non BPL	5	3	4	4	1	2	19	26%	16%	21%	21%	5%	11%	100%
Total	34	22	32	16	6	5	115	30%	19%	28%	14%	5%	4%	100%
Bharuch														
BPL	20	12	12	8	10	1	63	32%	19%	19%	13%	16%	2%	100%
Non BPL	22	16	24	8	9	0	79	28%	20%	30%	10%	11%	0%	100%
Total	42	28	36	16	19	1	142	30%	20%	25%	11%	13%	1%	100%
Junagadh														
BPL	8	10	19	4	4	0	45	18%	22%	42%	9%	9%	0%	100%
Non BPL	31	24	20	13	14	1	103	30%	23%	19%	13%	14%	1%	100%
Total	39	34	39	17	18	1	148	26%	23%	26%	11%	12%	1%	100%
All Districts														
BPL	57	41	59	24	19	4	204	28%	20%	29%	12%	9%	2%	100%
Non BPL	58	43	48	25	24	3	201	29%	21%	24%	12%	12%	1%	100%
Total	115	84	107	49	43	7	405	28%	21%	26%	12%	11%	2%	100%

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Table 8.3.33

Poverty	Bad	Poor	Normal	Good	Very Good	Total	Bad	Poor	Normal	Good	Very Good	Total
									Quality of Service			
Ahmedabad												
BPL	2	1	30	35	0	68	3%	1%	44%	51%	0%	100%
Non BPL	1	0	4	6	1	12	8%	0%	33%	50%	8%	100%
Total	3	1	34	41	1	80	4%	1%	43%	51%	1%	100%
Bharuch												
BPL	0	0	0	21	15	36	0%	0%	0%	58%	42%	100%
Non BPL	0	0	3	38	9	50	0%	0%	6%	76%	18%	100%
Total	0	0	3	59	24	86	0%	0%	3%	69%	28%	100%
Junagadh												
BPL	0	1	16	11	5	33	0%	3%	48%	33%	15%	100%
Non BPL	0	0	15	29	14	58	0%	0%	26%	50%	24%	100%
Total	0	1	31	40	19	91	0%	1%	34%	44%	21%	100%
All Districts												
BPL	2	2	46	67	20	137	1%	1%	34%	49%	15%	100%
Non BPL	1	0	22	73	24	120	1%	0%	18%	61%	20%	100%
Total	3	2	68	140	44	257	1%	1%	26%	54%	17%	100%

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Table 8.3.34	Repeat Visit to Health Centre							
Poverty	Never	May be	Certainly	Total	Never	May be	Certainly	Total
Ahmedabad								
BPL	1	46	22	69	1%	67%	32%	100%
Non BPL	0	3	10	13	0%	23%	77%	100%
Total	1	49	32	82	1%	60%	39%	100%
Junagadh								
BPL	1	11	21	33	3%	33%	64%	100%
Non BPL	0	6	52	58	0%	10%	90%	100%
Total	1	17	73	91	1%	19%	80%	100%
Bharuch								
BPL	0	5	31	36	0%	14%	86%	100%
Non BPL	0	10	40	50	0%	20%	80%	100%
Total	0	15	71	86	0%	17%	83%	100%
All Districts								
BPL	2	62	74	138	1%	45%	54%	100%
Non BPL	0	19	102	121	0%	16%	84%	100%
Total	2	81	176	259	1%	31%	68%	100%

213

Table 8.3.35 — Annual Out-of-Pocket Expenditure on Health

Family Size	Yes	No	Total	If Yes, Expenditure					Yes	No	Total	<1000	1000-3000	3000-10000	>10000	Total
				<1000	1000-3000	3000-10000	>10000	Total								
Ahmedabad																
BPL	50	19	69	27	16	5	2	50	72%	28%	100%	54%	32%	10%	4%	100%
Non BPL	10	3	13	3	7	0	0	10	77%	23%	100%	30%	70%	0%	0%	100%
Total	60	22	82	30	23	5	2	60	73%	27%	100%	50%	38%	8%	3%	100%
Bharuch																
BPL	21	14	35	11	5	3	2	21	60%	40%	100%	52%	24%	14%	10%	100%
Non BPL	27	23	50	15	6	2	2	25	54%	46%	100%	60%	24%	8%	8%	100%
Total	48	37	85	26	11	5	4	46	56%	44%	100%	57%	24%	11%	9%	100%
Junagadh																
BPL	15	18	33	11	3	0	0	14	45%	55%	100%	79%	21%	0%	0%	100%
Non BPL	27	31	58	18	6	1	0	25	47%	53%	100%	72%	24%	4%	0%	100%
Total	42	49	91	29	9	1	0	39	46%	54%	100%	74%	23%	3%	0%	100%
All Districts																
BPL	86	51	137	49	24	8	4	85	63%	37%	100%	58%	28%	9%	5%	100%
Non BPL	64	57	121	36	19	3	2	60	53%	47%	100%	60%	32%	5%	3%	100%
Total	150	108	258	85	43	11	6	145	58%	42%	100%	59%	30%	8%	4%	100%

Table 8.3.36				Willingness to Pay for Better Services									
Poverty	Yes	No	Total	Yes	No	Total		Yes	No	Total	Yes	No	Total
		Ahmedabad							Bharuch				
BPL	60	6	66	91%	9%	100%		24	10	34	71%	29%	100%
Non BPL	11	2	13	85%	15%	100%		31	16	47	66%	34%	100%
Total	71	8	79	90%	10%	100%		55	26	81	68%	32%	100%
		Junagadh							All Districts				
Poverty	Yes	No	Total	Yes	No	Total		Yes	No	Total	Yes	No	Total
BPL	23	8	31	74%	26%	100%		107	24	131	82%	18%	100%
Non BPL	39	11	50	78%	22%	100%		81	29	110	74%	26%	100%
Total	62	19	81	77%	23%	100%		188	53	241	78%	22%	100%

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8.3.5 Literacy Level

Analysis of attendance in awareness generation programs based on literacy shows that the trend is non-linear with 79%, 83%, 91%, 87% and 75% among non-literates, primary, secondary, graduate and post-graduate educated beneficiaries. However, in Bharuch attendance was highest among non-literates. Key influencers were spouses in case of non-literates whereas it was health workers for others. In Ahmedabad, key influencers were spouses in case of non-literates and primary school educated. However, in case of others it was health workers. Thus with higher literacy, respondents seek guidance from health personnel. Important decision makers were respondents themselves, spouses and parents among non-literates. Higher the literacy higher is the share of cases where respondents make decision themselves (Table 8.2.39 to 47)

Main purpose of visit to health centres was communicable diseases in case of non-literate and primary school educated. In case of secondary school educated and graduates, the main purpose was immunization. Quality of awareness programs was found to be good or very good by 61% non-literates, 65% primary school educated, 87% secondary school educated and 65% graduates. It is found that 45% non-literates, 65% primary school educated, 83% secondary school educated and 83% graduates were certain to visit health centres again.

It is seen that 63% non-literates, 60% primary school educated, 53% secondary school educated and 55% graduates had visited private health practitioners recently and in all 57% had spent less than Rs 1000. It is found that 84% non-literates, 74% primary school educated, 73% secondary school educated and 82% graduates were willing to pay for better services.

Test of hypothesis carried out in these variables shows that significant difference exists across literacy levels in all the districts (Table 8.3.38)

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Table 8.3.37	Literacy				
Null Hypothesis	Deg. of Freedom	χ^2	p	Reject/ Accept	Remarks
Attended Awareness Program	6	47.94	<0.0001	Reject	Significant Difference
Health Seeking Behaviour - Influencer	6	115.01	<0.0001	Reject	
Health Seeking Behaviour - Decision Maker	6	128.01	<0.0001	Reject	
Purpose of visit to health centre	6	98.65	<0.0001	Reject	
Quality of service	6	63.04	<0.0001	Reject	
Repeat visit to health centre	6	63	<0.0001	Reject	
Availed private health care	6	46.05	<0.0001	Reject	
Willingness to pay for better services	6	47.99	<0.0001	Reject	

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Table 8.3.38 — Attended awareness program

Ahmedabad

Literacy	Yes	No	Total	Yes	No	Total
Non-Literate	30	11	41	73%	27%	100%
Primary	30	7	37	81%	19%	100%
Secondary	5	0	5	100%	0%	100%
Graduate	4	0	4	100%	0%	100%
Post-Graduate	0	1	1	0%	100%	100%
Total	69	19	88	78%	22%	100%

Junagadh

Literacy	Yes	No	Total	Yes	No	Total
Non-Literate	8	1	9	89%	11%	100%
Primary	30	5	35	86%	14%	100%
Secondary	32	3	35	91%	9%	100%
Graduate	11	1	12	92%	8%	100%
Post-Graduate	2	0	2	100%	0%	100%
Total	83	10	93	89%	11%	100%

Bharuch

Literacy	Yes	No	Total	Yes	No	Total
Non-Literate	11	1	12	92%	8%	100%
Primary	26	5	31	84%	16%	100%
Secondary	36	4	40	90%	10%	100%
Graduate	5	2	7	71%	29%	100%
Post-Graduate	1	0	1	100%	0%	100%
Total	79	12	91	87%	13%	100%

All Districts

Literacy	Yes	No	Total	Yes	No	Total
Non-Literate	49	13	62	79%	21%	100%
Primary	86	17	103	83%	17%	100%
Secondary	73	7	80	91%	9%	100%
Graduate	20	3	23	87%	13%	100%
Post-Graduate	3	1	4	75%	25%	100%
Total	231	41	272	85%	15%	100%

Health Seeking Behaviour – Influencer

Table 8.3.39

Literacy	Spouse	Parents	Frnd/Rel	HW	AS HA	Othrs	Total	Spouse	Parents	Frnd/Rel	HW	ASHA	Othrs	Total
Ahmedabad														
Non-Literate	31	27	12	13	3	2	88	35%	31%	14%	15%	3%	2%	100%
Primary	22	22	9	8	14	6	81	27%	27%	11%	10%	17%	7%	100%
Secondary	2	3	2	4	3	0	14	14%	21%	14%	29%	21%	0%	100%
Graduate	0	1	0	2	1	0	4	0%	25%	0%	50%	25%	0%	100%
Post-Graduate	1	0	0	0	0	0	1	100%	0%	0%	0%	0%	0%	100%
Total	56	53	23	27	21	8	188	30%	28%	12%	14%	11%	4%	100%
Bharuch														
Non-Literate	3	2	1	4	6	4	20	15%	10%	5%	20%	30%	20%	100%
Primary	2	5	1	22	14	2	46	4%	11%	2%	48%	30%	4%	100%
Secondary	10	3	0	25	15	2	55	18%	5%	0%	45%	27%	4%	100%
Graduate	1	2	0	3	3	0	9	11%	22%	0%	33%	33%	0%	100%
Post-Graduate	0	1	0	0	0	0	1	0%	100%	0%	0%	0%	0%	100%
Total	16	13	2	54	38	8	131	12%	10%	2%	41%	29%	6%	100%
Junagadh														
Non-Literate	1	1	1	7	7	0	17	6%	6%	6%	41%	41%	0%	100%
Primary	8	3	0	27	10	0	48	17%	6%	0%	56%	21%	0%	100%
Secondary	9	12	1	29	18	2	71	13%	17%	1%	41%	25%	3%	100%
Graduate	2	4	1	6	2	0	15	13%	27%	7%	40%	13%	0%	100%
Post-Graduate	0	1	0	1	1	0	3	0%	33%	0%	33%	33%	0%	100%
Total	20	21	3	70	38	2	154	13%	14%	2%	45%	25%	1%	100%
All Districts														
Non-Literate	35	30	14	24	16	6	125	28%	24%	11%	19%	13%	5%	100%
Primary	32	30	10	57	38	8	175	18%	17%	6%	33%	22%	5%	100%
Secondary	21	18	3	58	36	4	140	15%	13%	2%	41%	26%	3%	100%
Graduate	3	7	1	11	6	0	28	11%	25%	4%	39%	21%	0%	100%
Post-Graduate	1	2	0	1	1	0	5	20%	40%	0%	20%	20%	0%	100%
Total	92	87	28	151	97	18	473	19%	18%	6%	32%	21%	4%	100%

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Table 8.3.40   Health Seeking Behaviour – Decision Maker

Literacy	Own self	Spouse	Parents	Friend/ Relative	HW	ASHA	Total	Own self	Husband d/ wife	Parents	Friend/ Relative	HW	ASHA	Total
Ahmedabad														
Non-Literate	19	26	25	6	6	2	84	23%	31%	30%	7%	7%	2%	100%
Primary	26	21	12	3	4	3	69	38%	30%	17%	4%	6%	4%	100%
Secondary	5	1	0	0	0	0	6	83%	17%	0%	0%	0%	0%	100%
Graduate	3	0	1	0	0	0	4	75%	0%	25%	0%	0%	0%	100%
Post-Graduate	1	0	0	0	0	0	1	100%	0%	0%	0%	0%	0%	100%
Total	54	48	38	9	10	5	164	33%	29%	23%	5%	6%	3%	100%
Bharuch														
Non-Literate	7	4	2	1	4	3	21	33%	19%	10%	5%	19%	14%	100%
Primary	15	7	3	1	5	6	37	41%	19%	8%	3%	14%	16%	100%
Secondary	29	10	2	2	5	8	56	52%	18%	4%	4%	9%	14%	100%
Graduate	3	3	0	1	0	0	7	43%	43%	0%	14%	0%	0%	100%
Post-Graduate	0	0	1	0	0	0	1	0%	0%	100%	0%	0%	0%	100%
Total	54	24	8	5	14	17	122	44%	20%	7%	4%	11%	14%	100%
Junagadh														
Non-Literate	6	2	1	0	3	1	13	46%	15%	8%	0%	23%	8%	100%
Primary	18	9	2	1	14	5	49	37%	18%	4%	2%	29%	10%	100%
Secondary	25	12	4	2	13	6	62	40%	19%	6%	3%	21%	10%	100%
Graduate	8	1	3	0	2	2	16	50%	6%	19%	0%	13%	13%	100%
Post-Graduate	1	0	0	0	1	1	3	33%	0%	0%	0%	33%	33%	100%
Total	58	24	10	3	33	15	143	41%	17%	7%	2%	23%	10%	100%
All Districts														
Non-Literate	32	32	28	7	13	6	118	27%	27%	24%	6%	11%	5%	100%
Primary	59	37	17	5	23	14	155	38%	24%	11%	3%	15%	9%	100%
Secondary	59	23	6	4	18	14	124	48%	19%	5%	3%	15%	11%	100%
Graduate	14	4	4	1	2	2	27	52%	15%	15%	4%	7%	7%	100%
Post-Graduate	2	0	1	0	1	1	5	40%	0%	20%	0%	20%	20%	100%
Total	166	96	56	17	57	37	429	39%	22%	13%	4%	13%	9%	100%

Table 8.3.41

Purpose of Visit to Health Centre

Literacy	Immuni zation	Family Plan	Commi diseases	Maternal Health	Nutrition	Others	Total	Immuni zation	Family Plan	Communi diseases	Maternal Health	Nutrition	Others	Total
Ahmedabad														
Non-Literate	13	8	18	10	2	1	52	25%	15%	35%	19%	4%	2%	100%
Primary	16	12	13	6	4	3	54	30%	22%	24%	11%	7%	6%	100%
Secondary	2	2	1	0	0	0	5	40%	40%	20%	0%	0%	0%	100%
Graduate	1	0	0	0	1	0	2	50%	0%	0%	0%	50%	0%	100%
Post-Grad	1	0	0	0	0	0	1	100%	0%	0%	0%	0%	0%	100%
Total	33	22	32	16	7	4	114	29%	19%	28%	14%	6%	4%	100%
Bharuch														
Non-Literate	8	3	9	3	3	0	26	31%	12%	35%	12%	12%	0%	100%
Primary	14	10	12	4	8	1	49	29%	20%	24%	8%	16%	2%	100%
Secondary	18	14	16	10	10	0	68	26%	21%	24%	15%	15%	0%	100%
Graduate	4	3	2	0	0	0	9	44%	33%	22%	0%	0%	0%	100%
Post-Grad	0	0	1	0	0	0	1	0%	0%	100%	0%	0%	0%	100%
Total	44	30	40	17	21	1	153	29%	20%	26%	11%	14%	1%	100%
Junagadh														
Non-Literate	2	2	5	3	1	0	13	15%	15%	38%	23%	8%	0%	100%
Primary	9	11	19	4	5	1	49	18%	22%	39%	8%	10%	2%	100%
Secondary	21	18	12	7	8	0	66	32%	27%	18%	11%	12%	0%	100%
Graduate	6	2	3	2	4	0	17	35%	12%	18%	12%	24%	0%	100%
Post-Grad	1	1	1	1	0	0	4	25%	25%	25%	25%	0%	0%	100%
Total	39	34	40	17	18	1	149	26%	23%	27%	11%	12%	1%	100%
All Districts														
Non-Literate	23	13	32	16	6	1	91	25%	14%	35%	18%	7%	1%	100%
Primary	39	33	44	14	17	5	152	26%	22%	29%	9%	11%	3%	100%
Secondary	41	34	29	17	18	0	139	29%	24%	21%	12%	13%	0%	100%
Graduate	11	5	5	2	5	0	28	39%	18%	18%	7%	18%	0%	100%
Post-Grad	2	1	2	1	0	0	6	33%	17%	33%	17%	0%	0%	100%
Total	116	86	112	50	46	6	416	28%	21%	27%	12%	11%	1%	100%

Table 8.3.42

Quality of Service

Literacy	Bad	Poor	Normal	Good	Very Good	Total	Bad	Poor	Normal	Good	Very Good	Total
Ahmedabad												
Non-Literate	0	1	20	18	1	40	0%	3%	50%	45%	3%	100%
Primary	3	2	16	16	0	37	8%	5%	43%	43%	0%	100%
Secondary	0	0	2	3	0	5	0%	0%	40%	60%	0%	100%
Graduate	0	0	0	4	0	4	0%	0%	0%	100%	0%	100%
Post-Graduate	0	0	0	0	0	0	0%	0%	0%	0%	0%	0%
Total	3	3	38	41	1	86	3%	3%	44%	48%	1%	100%
Bharuch												
Non-Literate	0	0	0	10	2	12	0%	0%	0%	83%	17%	100%
Primary	0	0	2	15	14	31	0%	0%	6%	48%	45%	100%
Secondary	0	0	1	30	9	40	0%	0%	3%	75%	23%	100%
Graduate	0	0	0	6	1	7	0%	0%	0%	86%	14%	100%
Post-Graduate	0	0	1	0	0	1	0%	0%	100%	0%	0%	100%
Total	0	0	4	61	26	91	0%	0%	4%	67%	29%	100%
Junagadh												
Non-Literate	0	0	3	6	0	9	0%	0%	33%	67%	0%	100%
Primary	0	0	13	16	6	35	0%	0%	37%	46%	17%	100%
Secondary	0	0	8	17	10	35	0%	0%	23%	49%	29%	100%
Graduate	0	1	7	1	3	12	0%	8%	58%	8%	25%	100%
Post-Graduate	0	0	0	2	0	2	0%	0%	0%	100%	0%	100%
Total	0	1	31	42	19	93	0%	1%	33%	45%	20%	100%
All Districts												
Non-Literate	0	1	23	34	3	61	0%	2%	38%	56%	5%	100%
Primary	3	2	31	47	20	103	3%	2%	30%	46%	19%	100%
Secondary	0	0	11	50	19	80	0%	0%	14%	63%	24%	100%
Graduate	0	1	7	11	4	23	0%	4%	30%	48%	17%	100%
Post-Graduate	0	0	1	2	0	3	0%	0%	33%	67%	0%	100%
Total	3	4	73	144	46	270	1%	1%	27%	53%	17%	100%

Table 8.3.43

Repeat Visit to Health Centre

Ahmedabad

Literacy	Never	May be	Cert ainly	Total	Never	May be	Cert ainly	Total
Non-Literate	0	31	10	41	0%	76%	24%	100%
Primary	1	21	15	37	3%	57%	41%	100%
Secondary	0	1	4	5	0%	20%	80%	100%
Graduate	0	0	4	4	0%	0%	100%	100%
Post-Grad	0	0	1	1	0%	0%	100%	100%
Total	1	53	34	88	1%	60%	39%	100%

Junagadh

Literacy	Never	May be	Cert ainly	Total	Never	May be	Cert ainly	Total
Non-Literate	0	3	6	9	0%	33%	67%	100%
Primary	1	8	26	35	3%	23%	74%	100%
Secondary	0	5	30	35	0%	14%	86%	100%
Graduate	0	2	10	12	0%	17%	83%	100%
Post-Grad	0	0	2	2	0%	0%	100%	100%
Total	1	18	74	93	1%	19%	80%	100%

Bharuch

Literacy	Never	May be	Cert ainly	Total	Never	May be	Cert ainly	Total
Non-Literate	0	0	12	12	0%	0%	100%	100%
Primary	0	5	26	31	0%	16%	84%	100%
Secondary	0	8	32	40	0%	20%	80%	100%
Graduate	0	2	5	7	0%	29%	71%	100%
Post-Grad	0	0	1	1	0%	0%	100%	100%
Total	0	15	76	91	0%	16%	84%	100%

All Districts

Literacy	Never	May be	Cert ainly	Total	Never	May be	Cert ainly	Total
Non-Literate	0	34	28	62	0%	55%	45%	100%
Primary	2	34	67	103	2%	33%	65%	100%
Secondary	0	14	66	80	0%	18%	83%	100%
Graduate	0	4	19	23	0%	17%	83%	100%
Post-Grad	0	0	4	4	0%	0%	100%	100%
Total	2	86	184	272	1%	32%	68%	100%

223

Annual Out-of-Pocket Expenditure on Health

Table 8.3.44

Literacy	Yes	No	Total	If Yes, Expenditure				Total	Yes	No	Total	<1000	1000-3000	3000-5000	5000-10000	Total
				<1000	1000-3000	3000-5000	5000-10000									
Ahmedabad																
Non-Literate	29	12	41	15	13	1	0	29	71%	29%	100%	52%	45%	3%	0%	100%
Primary	29	8	37	13	9	4	3	29	78%	22%	100%	45%	31%	14%	10%	100%
Secondary	2	3	5	0	2	0	0	2	40%	60%	100%	0%	100%	0%	0%	100%
Graduate	3	1	4	1	2	0	0	3	75%	25%	100%	33%	67%	0%	0%	100%
Post-Grad	1	0	1	1	0	0	0	1	100%	0%	100%	100%	0%	0%	0%	100%
Total	64	24	88	30	26	5	3	64	73%	27%	100%	47%	41%	8%	5%	100%
Bharuch																
Non-Literate	7	5	12	2	2	1	1	6	58%	42%	100%	33%	33%	17%	17%	100%
Primary	15	16	31	10	3	2	0	15	48%	52%	100%	67%	20%	13%	0%	100%
Secondary	24	16	40	11	6	3	3	23	60%	40%	100%	48%	26%	13%	13%	100%
Graduate	3	3	6	3	0	0	0	3	50%	50%	100%	100%	0%	0%	0%	100%
Post-Grad	1	0	1	1	2	0	0	3	100%	0%	100%	33%	67%	0%	0%	100%
Total	50	40	90	27	13	6	4	50	56%	44%	100%	54%	26%	12%	8%	100%
Junagadh																
Non-Literate	3	6	9	2	1	0	0	3	33%	67%	100%	67%	33%	0%	0%	100%
Primary	18	17	35	15	2	0	0	17	51%	49%	100%	88%	12%	0%	0%	100%
Secondary	16	19	35	10	3	1	0	14	46%	54%	100%	71%	21%	7%	0%	100%
Graduate	6	6	12	3	3	0	0	6	50%	50%	100%	50%	50%	0%	0%	100%
Post-Grad	1	1	2	1	0	0	0	1	50%	50%	100%	100%	0%	0%	0%	100%
Total	44	49	93	31	9	1	0	41	47%	53%	100%	76%	22%	2%	0%	100%
All Districts																
Non-Literate	39	23	62	19	16	2	1	38	63%	37%	100%	50%	42%	5%	3%	100%
Primary	62	41	103	38	14	6	3	61	60%	40%	100%	62%	23%	10%	5%	100%
Secondary	42	38	80	21	11	4	3	39	53%	48%	100%	54%	28%	10%	8%	100%
Graduate	12	10	22	7	5	0	0	12	55%	45%	100%	58%	42%	0%	0%	100%
Post-Grad	3	1	4	3	2	0	0	5	75%	25%	100%	60%	40%	0%	0%	100%
Total	158	113	271	88	48	12	7	155	58%	42%	100%	57%	31%	8%	5%	100%

224

Table 8.3.45 — Willingness to Pay for Better Services

Ahmedabad

Literacy	Yes	No	Total	Yes	No	Total
Non-Literate	36	4	40	90%	10%	100%
Primary	30	5	35	86%	14%	100%
Secondary	5	0	5	100%	0%	100%
Graduate	3	1	4	75%	25%	100%
Post-Graduate	1	0	1	100%	0%	100%
Total	75	10	85	88%	12%	100%

Junagadh

Literacy	Yes	No	Total	Yes	No	Total
Non-Literate	7	2	9	78%	22%	100%
Primary	23	7	30	77%	23%	100%
Secondary	22	9	31	71%	29%	100%
Graduate	9	2	11	82%	18%	100%
Post-Graduate	2	0	2	100%	0%	100%
Total	63	20	83	76%	24%	100%

Bharuch

Literacy	Yes	No	Total	Yes	No	Total
Non-Literate	8	4	12	67%	33%	100%
Primary	17	12	29	59%	41%	100%
Secondary	26	11	37	70%	30%	100%
Graduate	6	1	7	86%	14%	100%
Post-Graduate	1	0	1	100%	0%	100%
Total	58	28	86	67%	33%	100%

All Districts

Literacy	Yes	No	Total	Yes	No	Total
Non-Literate	51	10	61	84%	16%	100%
Primary	70	24	94	74%	26%	100%
Secondary	53	20	73	73%	27%	100%
Graduate	18	4	22	82%	18%	100%
Post-Graduate	4	0	4	100%	0%	100%
Total	196	58	254	77%	23%	100%

8.3.6 Caste Profile

In can be seen that on an overall more than 80% respondents of attended awareness programs. Only in case of scheduled tribes in Ahmedabad it was 25%. This may be because they are mostly migrant workers. Health workers were the major influencers across all castes. However, in Ahmedabad spouse and parents have major influence. Among others category in Junagadh, spouse were the major influence (Tables 8.3.49 to 8.3.56). Among all castes, respondents themselves were key decision makers. Health workers also play a key role in case of Schedules tribes and spouses in case of SEBC and others.

Key purpose of visit to health centre is communicable diseases in case of SC, ST and SEBC respondents and immunization among the others. Quality of service was good or very good among 58% SC, 81% ST, 67% SEBC and 80% other respondents. It was found that 74% SC, 85% ST, 59% SEBC and 73% other respondents were certain to make repeat visit to health centre. This was a low of 25% among ST, 43% of SC and 36% other respondents in Ahmedabad.

It was ascertained that 66% SC, 60% ST, 60% SEBC and 52% other respondents visited private health practitioners recently out of whom 59% had spent less than Rs 1000. It was found that 65% SC, 76% ST, 81% SEBC and 74% other respondents were willing to pay for better services.

Test of hypothesis shows that there is significant difference in the selected variable across the caste group of respondents (Table 8.3.48)

Table 8.3.46	Caste				
Null Hypothesis	Deg. of Freedom	χ^2	p	Reject/ Accept	Remarks
Attended Awareness Program	6	36.9	<0.0001	Reject	
Health Seeking Behaviour – Influencer	6	102.1	<0.0001	Reject	
Health Seeking Behaviour - Decision Maker	6	81.03	<0.0001	Reject	
Purpose of visit to health centre	6	90.46	<0.0001	Reject	Significant Difference
Quality of service	6	41.94	<0.0001	Reject	
Repeat visit to health centre	6	44.01	<0.0001	Reject	
Availed private health care	6	37.5	<0.0001	Reject	
Willingness to pay for better services	6	26.3	<0.0001	Reject	

226

Table 8.3.47

Attended awareness program

Ahmedabad

Caste Group	Yes	No	Total	Yes	No	Total
Sch. Caste	12	4	16	75%	25%	100%
Sch. Tribe	1	3	4	25%	75%	100%
SEBC	36	10	46	78%	22%	100%
Others	13	1	14	93%	7%	100%
Total	62	18	80	78%	23%	100%

Junagadh

Caste Group	Yes	No	Total	Yes	No	Total
Sch. Caste	19	1	20	95%	5%	100%
Sch. Tribe	12	0	12	100%	0%	100%
SEBC	20	4	24	83%	17%	100%
Others	30	5	35	86%	14%	100%
Total	81	10	91	89%	11%	100%

Bharuch

Caste Group	Yes	No	Total	Yes	No	Total
Sch. Caste	10	1	11	91%	9%	100%
Sch. Tribe	21	3	24	88%	13%	100%
SEBC	17	1	18	94%	6%	100%
Others	29	7	36	81%	19%	100%
Total	77	12	89	87%	13%	100%

All Districts

Caste Group	Yes	No	Total	Yes	No	Total
Sch. Caste	41	6	47	87%	13%	100%
Sch. Tribe	34	6	40	85%	15%	100%
SEBC	73	15	88	83%	17%	100%
Others	72	13	85	85%	15%	100%
Total	220	40	260	85%	15%	100%

227

Table 8.3.48

Health Seeking Behaviour - Influencer

Caste Group	Spouse	Parents	Frnd/Rel	HW	ASHA	Othrs	Total	Spouse	Parents	Frnd/Rel	HW	ASHA	Othrs	Total
Ahmedabad														
Sch. Caste	10	10	4	6	5	2	37	27%	27%	11%	16%	14%	5%	100%
Sch. Tribe	4	3	0	1	0	0	8	50%	38%	0%	13%	0%	0%	100%
SEBC	26	25	11	13	12	4	91	29%	27%	12%	14%	13%	4%	100%
Others	9	6	4	4	4	2	29	31%	21%	14%	14%	14%	7%	100%
Total	49	44	19	24	21	8	165	30%	27%	12%	15%	13%	5%	100%
Bharuch														
Sch. Caste	1	2	1	8	7	1	20	5%	10%	5%	40%	35%	5%	100%
Sch. Tribe	4	6	1	12	10	4	37	11%	16%	3%	32%	27%	11%	100%
SEBC	3	1	0	9	8	2	23	13%	4%	0%	39%	35%	9%	100%
Others	7	4	0	23	13	1	48	15%	8%	0%	48%	27%	2%	100%
Total	15	13	2	52	38	8	128	12%	10%	2%	41%	30%	6%	100%
Junagadh														
Sch. Caste	2	4	1	23	15	0	45	4%	9%	2%	51%	33%	0%	100%
Sch. Tribe	2	10	3	25	11	1	52	4%	19%	6%	48%	21%	2%	100%
SEBC	3	5	0	19	9	0	36	8%	14%	0%	53%	25%	0%	100%
Others	13	2	0	1	1	0	17	76%	12%	0%	6%	6%	0%	100%
Total	20	21	4	68	36	1	150	13%	14%	3%	45%	24%	1%	100%
All Districts														
Sch. Caste	13	16	6	37	27	3	102	13%	16%	6%	36%	26%	3%	100%
Sch. Tribe	10	19	4	38	21	5	97	10%	20%	4%	39%	22%	5%	100%
SEBC	32	31	11	41	29	6	150	21%	21%	7%	27%	19%	4%	100%
Others	29	12	4	28	18	3	94	31%	13%	4%	30%	19%	3%	100%
Total	84	78	25	144	95	17	443	19%	18%	6%	33%	21%	4%	100%

228

Health Seeking Behaviour - Decision Maker

Table 8.3.49

Caste	Own self	Spouse	Parents	Friend/Relative	HW	ASHA	Total	Own self	Husband/wife	Parents	Friend/Relative	HW	ASHA	Total
Ahmedabad														
Sch. Caste	11	6	5	1	1	0	24	46%	25%	21%	4%	4%	0%	100%
Sch. Tribe	1	2	1	2	1	0	7	14%	29%	14%	29%	14%	0%	100%
SEBC	31	26	17	4	6	2	86	36%	30%	20%	5%	7%	2%	100%
Others	9	8	6	2	2	3	30	30%	27%	20%	7%	7%	10%	100%
Total	52	42	29	9	10	5	143	36%	29%	20%	6%	7%	3%	100%
Bharuch														
Sch. Caste	11	0	1	0	1	0	13	85%	0%	8%	0%	8%	0%	100%
Sch. Tribe	12	5	2	2	8	9	38	32%	13%	5%	5%	21%	24%	100%
SEBC	10	6	1	2	2	4	25	40%	24%	4%	8%	8%	16%	100%
Others	19	12	4	1	3	4	43	44%	28%	9%	2%	7%	9%	100%
Total	52	23	8	5	14	17	119	44%	19%	7%	4%	12%	14%	100%
Junagadh														
Sch. Caste	11	2	0	1	8	2	24	46%	8%	0%	4%	33%	8%	100%
Sch. Tribe	5	3	2	0	6	2	18	28%	17%	11%	0%	33%	11%	100%
SEBC	17	5	2	0	8	3	35	49%	14%	6%	0%	23%	9%	100%
Others	24	14	6	2	10	8	64	38%	22%	9%	3%	16%	13%	100%
Total	57	24	10	3	32	15	141	40%	17%	7%	2%	23%	11%	100%
All Districts														
Sch. Caste	33	8	6	2	10	2	61	54%	13%	10%	3%	16%	3%	100%
Sch. Tribe	18	10	5	4	15	11	63	29%	16%	8%	6%	24%	17%	100%
SEBC	58	37	20	6	16	9	146	40%	25%	14%	4%	11%	6%	100%
Others	52	34	16	5	15	15	137	38%	25%	12%	4%	11%	11%	100%
Total	161	89	47	17	56	37	407	40%	22%	12%	4%	14%	9%	100%

Table 8.3.50

Literacy	Immuni zation	Family Planning	Communi diseases	Maternal Health	Nutrition	Others	Total	Immuni zation	Family Planning	Communi diseases	Maternal Health	Nutrition	Others	Total
Ahmedabad														
Sch. Caste	4	3	6	0	1	1	15	27%	20%	40%	0%	7%	7%	100%
Sch. Tribe	0	2	1	0	2	0	5	0%	40%	20%	0%	40%	0%	100%
SEBC	20	16	18	9	3	3	69	29%	23%	26%	13%	4%	4%	100%
Others	4	4	4	3	1	1	17	24%	24%	24%	18%	6%	6%	100%
Total	28	25	29	12	7	5	106	26%	24%	27%	11%	7%	5%	100%
Bharuch														
Sch. Caste	6	3	9	2	3	0	23	26%	13%	39%	9%	13%	0%	100%
Sch. Tribe	13	7	12	6	8	1	47	28%	15%	26%	13%	17%	2%	100%
SEBC	9	5	9	4	4	0	31	29%	16%	29%	13%	13%	0%	100%
Others	15	15	9	5	6	0	50	30%	30%	18%	10%	12%	0%	100%
Total	43	30	39	17	21	1	151	28%	20%	26%	11%	14%	1%	100%
Junagadh														
Sch. Caste	5	5	11	4	2	0	27	19%	19%	41%	15%	7%	0%	100%
Sch. Tribe	5	6	7	0	0	0	18	28%	33%	39%	0%	0%	0%	100%
SEBC	7	6	14	4	3	0	34	21%	18%	41%	12%	9%	0%	100%
Others	21	17	8	9	12	1	68	31%	25%	12%	13%	18%	1%	100%
Total	38	34	40	17	17	1	147	26%	23%	27%	12%	12%	1%	100%
All Districts														
Sch. Caste	15	11	26	6	6	1	65	23%	17%	40%	9%	9%	2%	100%
Sch. Tribe	18	15	20	6	10	1	70	26%	21%	29%	9%	14%	1%	100%
SEBC	36	27	41	17	10	3	134	27%	20%	31%	13%	7%	2%	100%
Others	40	36	21	17	19	2	135	30%	27%	16%	13%	14%	1%	100%
Total	109	89	108	46	45	7	404	27%	22%	27%	11%	11%	2%	100%

Purpose of Visit to Health Centre

230

Table 8.3.51

Caste Group	Bad	Poor	Normal	Good	Very Good	Total	Quality of Service Bad	Poor	Normal	Good	Very Good	Total
Ahmedabad												
Sch. Caste	0	1	10	5	0	16	0%	6%	63%	31%	0%	100%
Sch. Tribe	0	1	2	1	0	4	0%	25%	50%	25%	0%	100%
SEBC	1	0	13	30	0	44	2%	0%	30%	68%	0%	100%
Others	1	1	7	4	1	14	7%	7%	50%	29%	7%	100%
Total	2	3	32	40	1	78	3%	4%	41%	51%	1%	100%
Bharuch												
Sch. Caste	0	0	0	9	2	11	0%	0%	0%	82%	18%	100%
Sch. Tribe	0	0	0	12	12	24	0%	0%	0%	50%	50%	100%
SEBC	0	0	2	10	6	18	0%	0%	11%	56%	33%	100%
Others	0	0	2	28	6	36	0%	0%	6%	78%	17%	100%
Total	0	0	4	59	26	89	0%	0%	4%	66%	29%	100%
Junagadh												
Sch. Caste	0	0	9	9	2	20	0%	0%	45%	45%	10%	100%
Sch. Tribe	0	0	5	6	1	12	0%	0%	42%	50%	8%	100%
SEBC	0	1	11	9	3	24	0%	4%	46%	38%	13%	100%
Others	0	0	6	16	13	35	0%	0%	17%	46%	37%	100%
Total	0	1	31	40	19	91	0%	1%	34%	44%	21%	100%
All Districts												
Sch. Caste	0	1	19	23	4	47	0%	2%	40%	49%	9%	100%
Sch. Tribe	0	1	7	19	13	40	0%	3%	18%	48%	33%	100%
SEBC	1	1	26	49	9	86	1%	1%	30%	57%	10%	100%
Others	1	1	15	48	20	85	1%	1%	18%	56%	24%	100%
Total	2	4	67	139	46	258	1%	2%	26%	54%	18%	100%

Table 8.3.52 — Repeat Visit to Health Centre

Caste Group	Never	May be	Cert ainly	Total	Never	May be	Cert ainly	Total
Ahmedabad								
Sch. Caste	0	6	10	16	0%	38%	63%	100%
Sch. Tribe	0	3	1	4	0%	75%	25%	100%
SEBC	0	26	20	46	0%	57%	43%	100%
Others	0	9	5	14	0%	64%	36%	100%
Total	0	44	36	80	0%	55%	45%	100%
Junagadh								
Sch. Caste	0	5	15	20	0%	25%	75%	100%
Sch. Tribe	0	3	9	12	0%	25%	75%	100%
SEBC	1	6	17	24	4%	25%	71%	100%
Others	0	3	32	35	0%	9%	91%	100%
Total	1	17	73	91	1%	19%	80%	100%
Bharuch								
Sch. Caste	0	1	10	11	0%	9%	91%	100%
Sch. Tribe	0	0	24	24	0%	0%	100%	100%
SEBC	0	3	15	18	0%	17%	83%	100%
Others	0	11	25	36	0%	31%	69%	100%
Total	0	15	74	89	0%	17%	83%	100%
All Districts								
Sch. Caste	0	12	35	47	0%	26%	74%	100%
Sch. Tribe	0	6	34	40	0%	15%	85%	100%
SEBC	1	35	52	88	1%	40%	59%	100%
Others	0	23	62	85	0%	27%	73%	100%
Total	1	76	183	260	0%	29%	70%	100%

232

Annual Out-of-Pocket Expenditure on Health

Table 8.3.53

Caste Group	Yes	No	Total	If Yes, Expenditure <1000	1000-3000	3000-10000	>10000	Total	Yes	No	Total	<1000	1000-3000	3000-10000	>10000	Total
Ahmedabad																
Sch. Caste	13	3	16	4	6	3	0	13	81%	19%	100%	31%	46%	23%	0%	100%
Sch. Tribe	2	2	4	0	0	0	0	0	50%	50%	100%	0%	0%	0%	0%	0%
SEBC	33	13	46	18	12	2	1	33	72%	28%	100%	55%	36%	6%	3%	100%
Others	10	4	14	5	4	0	1	10	71%	29%	100%	50%	40%	0%	10%	100%
Total	58	22	80	27	22	5	2	56	73%	28%	100%	48%	39%	9%	4%	100%
Bharuch																
Sch. Caste	7	4	11	5	1	1	0	7	64%	36%	100%	71%	14%	14%	0%	100%
Sch. Tribe	16	8	24	5	3	3	2	13	67%	33%	100%	38%	23%	23%	15%	100%
SEBC	9	2	11	4	2	1	2	9	82%	18%	100%	44%	22%	11%	22%	100%
Others	17	18	35	12	5	1	0	18	49%	51%	100%	67%	28%	6%	0%	100%
Total	49	32	81	26	11	6	4	47	60%	40%	100%	55%	23%	13%	9%	100%
Junagadh																
Sch. Caste	11	9	20	11	0	0	0	11	55%	45%	100%	100%	0%	0%	0%	100%
Sch. Tribe	6	6	12	6	0	0	0	6	50%	50%	100%	100%	0%	0%	0%	100%
SEBC	7	17	24	5	1	0	0	6	29%	71%	100%	83%	17%	0%	0%	100%
Others	17	18	35	8	6	1	0	15	49%	51%	100%	53%	40%	7%	0%	100%
Total	41	50	91	30	7	1	0	38	45%	55%	100%	79%	18%	3%	0%	100%
All Districts																
Sch. Caste	31	16	47	20	7	4	0	31	66%	34%	100%	65%	23%	13%	0%	100%
Sch. Tribe	24	16	40	11	3	3	2	19	60%	40%	100%	58%	16%	16%	11%	100%
SEBC	49	32	81	27	15	3	3	48	60%	40%	100%	56%	31%	6%	6%	100%
Others	44	40	84	25	15	2	1	43	52%	48%	100%	58%	35%	5%	2%	100%
Total	148	104	252	83	40	12	6	141	59%	41%	100%	59%	28%	9%	4%	100%

233

Table 8.3.54				Willingness to Pay for Better Services								
Caste Category	Yes	No	Total	Yes	No	Total	Yes	No	Total	Yes	No	Total
				Ahmedabad						Bharuch		
Sch. Caste	14	1	15	93%	7%	100%	7	4	11	64%	36%	100%
Sch. Tribe	3	1	4	75%	25%	100%	17	5	22	77%	23%	100%
SEBC	35	9	44	80%	20%	100%	15	2	17	88%	12%	100%
Others	14	0	14	100%	0%	100%	18	18	36	50%	50%	100%
Total	66	11	77	86%	14%	100%	57	29	86	66%	34%	100%
				Junagadh						All Districts		
Sch. Caste	7	10	17	41%	59%	100%	28	15	43	65%	35%	100%
Sch. Tribe	9	3	12	75%	25%	100%	29	9	38	76%	24%	100%
SEBC	19	5	24	79%	21%	100%	69	16	85	81%	19%	100%
Others	26	2	28	93%	7%	100%	58	20	78	74%	26%	100%
Total	61	20	81	75%	25%	100%	184	60	244	75%	25%	100%

234

8.3.7 Occupation of Beneficiaries

Attendance in awareness generation programs was more than 80% across all the 6 occupation groups. Key influencers were health workers among those with household occupation, business, service, labour and agricultural labour whereas it was spouse in case of others. Spouses were key decision makers across all occupation groups whereas parents also are important decision makers in Ahmedabad (Table 8.3.58 to 8.3.65).

Key purpose of visit to health centre was communicable diseases and immunization. Family planning was also a key reason among labourers and agricultural workers. Quality of service was found to be good or very good by 80% engaged in household occupation, 60% in business, 41% in service occupation, 65% labourers and 73% agricultural workers. It was found that 67% in household occupation, 60% business and 76% in service occupation, 68% labourers and 70% agricultural workers were certain to make repeat visit to health centre.

Analysis reveals that 56% in household occupation, 52% business, 47% in service occupation, 63% labourers and 62% agricultural workers made recent visit to private health practitioners and 88% of them spent upto Rs 3000. It was also found that 79% in household occupation, 79% business, 68% in service occupation, 83% labourers and 71% agricultural workers were willing pay for better services.

Test of hypothesis was estimated to ascertain the significance of association in selected parameters based on the occupation of respondents. There is no significant difference in case of attendance in awareness programs, repeat visit to health centre, quality of service, availing private health care and willingness to pay for better services. On the other hand, significant difference is observed in case of influence and decision making behaviour and purpose of visit to health centre (Table 8.3.57).

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Table 8.3.55	Occupation				
Null Hypothesis	Deg. of Freedom	χ^2	p	Reject/ Accept	Remarks
Attended Awareness Program	8	11.37	0.193	Accept	No significant difference
Health Seeking Behaviour - Influencer	8	106.7	<0.0001	Reject	Significant difference
Health Seeking Behaviour - Decision Maker	8	22.87	0.011	Reject	
Purpose of visit to health centre	8	26.89	0.003	Reject	
Quality of service	8	10.14	0.43	Accept	No significant difference
Repeat visit to health centre	8	11.87	0.29	Accept	
Availed private health care	8	11.32	0.33	Accept	
Willingness to pay for better services	8	7.84	0.65	Accept	

Table 8.3.56	Attended Awareness Program											
Occupation	Yes	No	Total	Yes	No	Total	Yes	No	Total	Yes	No	Total
	Ahmedabad						Bharuch					
Household	24	7	31	77%	23%	100%	30	3	33	91%	9%	100%
Business	5	1	6	83%	17%	100%	7	1	8	88%	13%	100%
Service	3	1	4	75%	25%	100%	2	1	3	67%	33%	100%
Labour	29	9	38	76%	24%	100%	25	4	29	86%	14%	100%
Agricultural Workers	8	2	10	80%	20%	100%	14	1	15	93%	7%	100%
Others	1	0	1	100%	0%	100%	1	0	1	100%	0%	100%
Total	70	20	90	78%	22%	100%	79	10	89	89%	11%	100%
	Junagadh						All Districts					
	Yes	No	Total	Yes	No	Total	Yes	No	Total	Yes	No	Total
Household	32	3	35	91%	9%	100%	86	13	99	87%	13%	100%
Business	11	0	11	100%	0%	100%	23	2	25	92%	8%	100%
Service	9	1	10	90%	10%	100%	14	3	17	82%	18%	100%
Labour	23	2	25	92%	8%	100%	77	15	92	84%	16%	100%
Agricultural Workers	8	4	12	67%	33%	100%	30	7	37	81%	19%	100%
Others	1	0	1	100%	0%	100%	3	0	3	100%	0%	100%
Total	84	10	94	89%	11%	100%	233	40	273	85%	15%	100%

Table 8.3.57

Health Care Seeking Behaviour - Influencer

Occupation	Spouse	Parents	Fr/Rel	HW	ASHA	Othrs	Total	Spouse	Parents	Fr/Rel	HW	ASHA	Othrs	Total
Ahmedabad														
Household	26	22	6	8	11	4	77	34%	29%	8%	10%	14%	5%	100%
Business	4	6	1	1	1	1	14	29%	43%	7%	7%	7%	7%	100%
Service	1	2	1	2	1	0	7	14%	29%	14%	29%	14%	0%	100%
Labour	20	20	11	10	6	3	70	29%	29%	16%	14%	9%	4%	100%
Agri workers	4	1	4	3	0	0	12	33%	8%	33%	25%	0%	0%	100%
Others	26	22	6	8	11	4	77	34%	29%	8%	10%	14%	5%	100%
Total	55	51	23	24	19	8	180	31%	28%	13%	13%	11%	4%	100%
Bharuch														
Household	7	4	2	17	15	1	46	15%	9%	4%	37%	33%	2%	100%
Business	2	0	0	4	6	1	13	15%	0%	0%	31%	46%	8%	100%
Service	1	1	0	1	1	0	4	25%	25%	0%	25%	25%	0%	100%
Labour	4	6	0	18	10	5	43	9%	14%	0%	42%	23%	12%	100%
Agri workers	2	1	0	12	5	1	21	10%	5%	0%	57%	24%	5%	100%
Others	0	1	0	0	0	0	1	0%	100%	0%	0%	0%	0%	100%
Total	16	12	2	52	37	8	127	13%	9%	2%	41%	29%	6%	100%
Junagadh														
Household	13	5	0	23	17	0	58	22%	9%	0%	40%	29%	0%	100%
Business	2	1	0	8	2	0	13	15%	8%	0%	62%	15%	0%	100%
Service	0	1	2	8	4	0	15	0%	7%	13%	53%	27%	0%	100%
Labour	3	11	1	21	10	1	47	6%	23%	2%	45%	21%	2%	100%
Agri workers	1	3	1	9	5	1	20	5%	15%	5%	45%	25%	5%	100%
Others	1	0	0	1	0	0	2	50%	0%	0%	50%	0%	0%	100%
Total	19	21	4	69	38	2	153	12%	14%	3%	45%	25%	1%	100%
All Districts														
Household	46	31	8	48	43	5	181	25%	17%	4%	27%	24%	3%	100%
Business	8	7	1	13	9	2	40	20%	18%	3%	33%	23%	5%	100%
Service	2	4	3	11	6	0	26	8%	15%	12%	42%	23%	0%	100%
Labour	27	37	12	49	26	9	160	17%	23%	8%	31%	16%	6%	100%
Agri workers	7	5	5	24	10	2	53	13%	9%	9%	45%	19%	4%	100%
Others	27	23	6	9	11	4	80	34%	29%	8%	11%	14%	5%	100%
Total	90	84	29	145	94	18	460	20%	18%	6%	32%	20%	4%	100%

Table 8.3.58 — Health Care Seeking Behaviour - Decision Maker

Occupation	Own self	Spouse	Parents	Friend/Relative	HW	ASHA	Total	Own self	Husband/wife	Parents	Friend/Relative	HW	ASHA	Total
Ahmedabad														
Household	22	22	14	3	3	3	67	33%	33%	21%	4%	4%	4%	100%
Business	6	4	0	0	0	0	10	60%	40%	0%	0%	0%	0%	100%
Service	3	2	1	0	0	0	6	50%	33%	17%	0%	0%	0%	100%
Labour	17	20	18	3	4	1	63	27%	32%	29%	5%	6%	2%	100%
Agri workers	7	2	3	3	3	1	19	37%	11%	16%	16%	16%	5%	100%
Others	1	0	0	0	0	0	1	100%	0%	0%	0%	0%	0%	100%
Total	56	50	36	9	10	5	166	34%	30%	22%	5%	6%	3%	100%
Bharuch														
Household	22	7	2	1	4	8	44	50%	16%	5%	2%	9%	18%	100%
Business	6	3	1	0	0	1	11	55%	27%	9%	0%	0%	9%	100%
Service	2	0	1	0	0	0	3	67%	0%	33%	0%	0%	0%	100%
Labour	16	7	3	1	6	5	38	42%	18%	8%	3%	16%	13%	100%
Agri workers	6	7	1	3	3	3	23	26%	30%	4%	13%	13%	13%	100%
Others	0	0	0	0	0	0	0	0%	0%	0%	0%	0%	0%	0%
Total	52	24	8	5	13	17	119	44%	20%	7%	4%	11%	14%	100%
Junagadh														
Household	21	13	2	1	13	7	57	37%	23%	4%	2%	23%	12%	100%
Business	6	3	1	0	3	0	13	46%	23%	8%	0%	23%	0%	100%
Service	5	2	2	0	6	3	18	28%	11%	11%	0%	33%	17%	100%
Labour	19	3	5	1	6	2	36	53%	8%	14%	3%	17%	6%	100%
Agri workers	7	2	0	1	6	3	19	37%	11%	0%	5%	32%	16%	100%
Others	0	1	0	0	0	0	1	0%	100%	0%	0%	0%	0%	100%
Total	58	24	10	3	34	15	144	40%	17%	7%	2%	24%	10%	100%
All Districts														
Household	65	42	18	5	20	18	168	39%	25%	11%	3%	12%	11%	100%
Business	18	10	2	0	3	1	34	53%	29%	6%	0%	9%	3%	100%
Service	10	4	4	0	6	3	27	37%	15%	15%	0%	22%	11%	100%
Labour	52	30	26	5	16	8	137	38%	22%	19%	4%	12%	6%	100%
Agri workers	20	11	4	7	12	7	61	33%	18%	7%	11%	20%	11%	100%
Others	1	1	0	0	0	0	2	50%	50%	0%	0%	0%	0%	100%
Total	166	98	54	17	57	37	429	39%	23%	13%	4%	13%	9%	100%

Table 8.3.59

Purpose of Visit to Health Centre

Occupation	Immuni zation	Family Plan	Communi diseases	Maternal Health	Nutrition	Others	Total	Immuni zation	Family Plan	Communi diseases	Maternal Health	Nutrition	Others	Total
Ahmedabad														
Household	13	9	13	8	2	0	45	29%	20%	29%	18%	4%	0%	100%
Business	4	3	1	0	0	0	8	50%	38%	13%	0%	0%	0%	100%
Service	0	0	2	0	0	2	4	0%	0%	50%	0%	0%	50%	100%
Labour	15	11	13	6	4	2	51	29%	22%	25%	12%	8%	4%	100%
Agri.workrs	1	1	3	3	1	1	10	10%	10%	30%	30%	10%	10%	100%
Others	0	0	1	0	0	0	1	0%	0%	100%	0%	0%	0%	100%
Total	33	24	32	17	7	5	118	28%	20%	27%	14%	6%	4%	100%
Bharuch														
Household	19	8	19	9	7	0	62	31%	13%	31%	15%	11%	0%	100%
Business	2	1	5	0	1	0	9	22%	11%	56%	0%	11%	0%	100%
Service	3	0	0	0	2	0	5	60%	0%	0%	0%	40%	0%	100%
Labour	12	15	10	6	8	1	52	23%	29%	19%	12%	15%	2%	100%
Agri.workrs	8	6	4	2	3	0	23	35%	26%	17%	9%	13%	0%	100%
Others	0	0	0	0	0	0	0	0%	0%	0%	0%	0%	0%	0%
Total	44	30	38	17	21	1	151	29%	20%	25%	11%	14%	1%	100%
Junagadh														
Household	15	13	14	8	7	0	57	26%	23%	25%	14%	12%	0%	100%
Business	5	3	5	1	3	0	17	29%	18%	29%	6%	18%	0%	100%
Service	2	4	8	3	2	0	19	11%	21%	42%	16%	11%	0%	100%
Labour	14	9	8	2	3	0	36	39%	25%	22%	6%	8%	0%	100%
Agri workrs	3	5	5	3	3	1	20	15%	25%	25%	15%	15%	5%	100%
Others	0	0	1	0	0	0	1	0%	0%	100%	0%	0%	0%	100%
Total	39	34	40	17	18	1	149	26%	23%	27%	11%	12%	1%	100%
All Districts														
Household	47	30	46	25	16	0	164	29%	18%	28%	15%	10%	0%	100%
Business	11	7	11	1	4	0	34	32%	21%	32%	3%	12%	0%	100%
Service	5	4	10	3	4	2	28	18%	14%	36%	11%	14%	7%	100%
Labour	41	35	31	14	15	3	139	29%	25%	22%	10%	11%	2%	100%
Agri.workrs	12	12	12	8	7	2	53	23%	23%	23%	15%	13%	4%	100%
Others	0	0	2	0	0	0	2	0%	0%	100%	0%	0%	0%	100%
Total	116	88	110	51	46	7	418	28%	21%	26%	12%	11%	2%	100%

Table 8.3.60

Quality of Service

Occupation	Bad	Poor	Normal	Good	Very Good	Total	Bad	Poor	Normal	Good	Very Good	Total
Ahmedabad												
Household	0	1	7	21	1	30	0%	3%	23%	70%	3%	100%
Business	0	1	3	2	0	6	0%	17%	50%	33%	0%	100%
Service	0	0	4	0	0	4	0%	0%	100%	0%	0%	100%
Labour	2	1	19	15	0	37	5%	3%	51%	41%	0%	100%
Agri workers	1	0	5	4	0	10	10%	0%	50%	40%	0%	100%
Others	0	0	0	1	0	1	0%	0%	0%	100%	0%	100%
Total	3	3	38	42	1	87	3%	3%	44%	48%	1%	100%
Bharuch												
Household	0	0	1	26	6	33	0%	0%	3%	79%	18%	100%
Business	0	0	0	5	3	8	0%	0%	0%	63%	38%	100%
Service	0	0	1	1	1	3	0%	0%	33%	33%	33%	100%
Labour	0	0	1	17	11	29	0%	0%	3%	59%	38%	100%
Agri workers	0	0	1	10	4	15	0%	0%	7%	67%	27%	100%
Others	0	0	0	1	0	1	0%	0%	0%	100%	0%	100%
Total	0	0	4	59	25	88	0%	0%	5%	67%	28%	100%
Junagadh												
Household	0	0	10	17	8	35	0%	0%	29%	49%	23%	100%
Business	0	0	6	3	2	11	0%	0%	55%	27%	18%	100%
Service	0	1	4	5	0	10	0%	10%	40%	50%	0%	100%
Labour	0	0	9	11	5	25	0%	0%	36%	44%	20%	100%
Agri workers	0	0	3	5	4	12	0%	0%	25%	42%	33%	100%
Others	0	0	0	1	0	1	0%	0%	0%	100%	0%	100%
Total	0	1	32	41	19	93	0%	1%	34%	44%	20%	100%
All Districts												
Household	0	1	18	64	15	98	0%	1%	18%	65%	15%	100%
Business	0	1	9	10	5	25	0%	4%	36%	40%	20%	100%
Service	0	1	9	6	1	17	0%	6%	53%	35%	6%	100%
Labour	2	1	29	43	16	91	2%	1%	32%	47%	18%	100%
Agri workers	1	0	9	19	8	37	3%	0%	24%	51%	22%	100%
Others	0	0	0	3	0	3	0%	0%	0%	100%	0%	100%
Total	3	4	74	142	45	268	1%	1%	28%	53%	17%	100%

Repeat Visit to Health Centre

Table 8.3.61

Ahmedabad

Occupation	Never	May be	Cert ainly	Total	Never	May be	Cert ainly	Total
Household	0	21	10	31	0%	68%	32%	100%
Business	0	4	2	6	0%	67%	33%	100%
Service	0	2	2	4	0%	50%	50%	100%
Labour	1	20	17	38	3%	53%	45%	100%
Agri. workers	0	5	5	10	0%	50%	50%	100%
Others	0	0	1	1	0%	0%	100%	100%
Total	1	52	37	90	1%	58%	41%	100%

Junagadh

Occupation	Never	May be	Cert ainly	Total	Never	May be	Cert ainly	Total
Household	0	6	29	35	0%	17%	83%	100%
Business	1	5	5	11	9%	45%	45%	100%
Service	0	1	9	10	0%	10%	90%	100%
Labour	0	5	20	25	0%	20%	80%	100%
Agri. workers	0	1	11	12	0%	8%	92%	100%
Others	0	0	1	1	0%	0%	100%	100%
Total	1	18	75	94	1%	19%	80%	100%

Bharuch

Occupation	Never	May be	Cert ainly	Total	Never	May be	Cert ainly	Total
Household	0	6	27	33	0%	18%	82%	100%
Business	0	0	8	8	0%	0%	100%	100%
Service	0	1	2	3	0%	33%	67%	100%
Labour	0	3	26	29	0%	10%	90%	100%
Agri. workers	0	5	10	15	0%	33%	67%	100%
Others	0	0	1	1	0%	0%	100%	100%
Total	0	15	74	89	0%	17%	83%	100%

All Districts

Occupation	Never	May be	Cert ainly	Total	Never	May be	Cert ainly	Total
Household	0	33	66	99	0%	33%	67%	100%
Business	1	9	15	25	4%	36%	60%	100%
Service	0	4	13	17	0%	24%	76%	100%
Labour	1	28	63	92	1%	30%	68%	100%
Agri. workers	0	11	26	37	0%	30%	70%	100%
Others	0	0	3	3	0%	0%	100%	100%
Total	2	85	186	273	1%	31%	68%	100%

241

Table 8.3.62 — Annual Out-of-Pocket Expenditure on Health

Occupation	Yes	No	Total	<1000	1000-3000	3000-10000	>10000	Total	Yes	No	Total	<1000	1000-3000	3000-10000	>10000	Total
				If Yes, Expenditure								If Yes, Expenditure				
Ahmedabad																
Household	19	12	31	12	6	1	0	19	61%	39%	100%	63%	32%	5%	0%	100%
Business	5	1	6	2	3	0	0	5	83%	17%	100%	40%	60%	0%	0%	100%
Service	2	2	4	0	0	1	1	2	50%	50%	100%	0%	0%	50%	50%	100%
Labour	31	7	38	15	12	2	2	31	82%	18%	100%	48%	39%	6%	6%	100%
Agri workers	8	2	10	2	5	1	0	8	80%	20%	100%	25%	63%	13%	0%	100%
Others	0	1	1	0	0	0	0	0	0%	100%	100%	0%	0%	0%	0%	0%
Total	65	25	90	31	26	5	3	65	72%	28%	100%	48%	40%	8%	5%	100%
Bharuch																
Household	19	13	32	9	5	2	3	19	59%	41%	100%	47%	26%	11%	16%	100%
Business	3	5	8	3	0	0	0	3	38%	63%	100%	100%	0%	0%	0%	100%
Service	2	1	3	1	1	0	0	2	67%	33%	100%	50%	50%	0%	0%	100%
Labour	17	12	29	8	3	4	1	16	59%	41%	100%	50%	19%	25%	6%	100%
Agri workers	8	7	15	5	2	0	0	7	53%	47%	100%	71%	29%	0%	0%	100%
Others	0	1	1	0	0	0	0	0	0%	100%	100%	0%	0%	0%	0%	0%
Total	49	39	88	26	11	6	4	47	56%	44%	100%	55%	23%	13%	9%	100%
Junagadh																
Household	17	18	35	11	3	1	0	15	49%	51%	100%	73%	20%	7%	0%	100%
Business	5	6	11	4	1	0	0	5	45%	55%	100%	80%	20%	0%	0%	100%
Service	4	6	10	4	0	0	0	4	40%	60%	100%	100%	0%	0%	0%	100%
Labour	10	15	25	7	2	0	0	9	40%	60%	100%	78%	22%	0%	0%	100%
Agri workers	7	5	12	4	3	0	0	7	58%	42%	100%	57%	43%	0%	0%	100%
Others	1	0	1	1	0	0	0	1	100%	0%	100%	100%	0%	0%	0%	100%
Total	44	50	94	31	9	1	0	41	47%	53%	100%	76%	22%	2%	0%	100%
All Districts																
Household	55	43	98	32	14	4	3	53	56%	44%	100%	60%	26%	8%	6%	100%
Business	13	12	25	9	4	0	0	13	52%	48%	100%	69%	31%	0%	0%	100%
Service	8	9	17	5	1	1	1	8	47%	53%	100%	63%	13%	13%	13%	100%
Labour	58	34	92	30	17	6	3	56	63%	37%	100%	54%	30%	11%	5%	100%
Agri workers	23	14	37	11	10	1	0	22	62%	38%	100%	50%	45%	5%	0%	100%
Others	1	2	3	1	0	0	0	1	33%	67%	100%	100%	0%	0%	0%	100%
Total	158	114	272	88	46	12	7	153	58%	42%	100%	58%	30%	8%	5%	100%

Table 8.3.63

Willingness to Pay for Better Services

Ahmedabad

Occupation	Yes	No	Total	Yes	No	Total
Household	25	6	31	81%	19%	100%
Business	6	0	6	100%	0%	100%
Service	4	0	4	100%	0%	100%
Labour	31	4	35	89%	11%	100%
Agri. workers	9	1	10	90%	10%	100%
Others	1	0	1	100%	0%	100%
Total	76	11	87	87%	13%	100%

Bharuch

Occupation	Yes	No	Total	Yes	No	Total
Household	24	8	32	75%	25%	100%
Business	5	3	8	63%	38%	100%
Service	5	3	8	63%	38%	100%
Labour	5	3	8	63%	38%	100%
Agri. workers	5	3	8	63%	38%	100%
Others	5	3	8	63%	38%	100%
Total	49	23	72	68%	32%	100%

Junagadh

Occupation	Yes	No	Total	Yes	No	Total
Household	25	6	31	81%	19%	100%
Business	8	2	10	80%	20%	100%
Service	6	4	10	60%	40%	100%
Labour	18	4	22	82%	18%	100%
Agri. workers	6	4	10	60%	40%	100%
Others	1	0	1	100%	0%	100%
Total	64	20	84	76%	24%	100%

All Districts

Occupation	Yes	No	Total	Yes	No	Total
Household	74	20	94	79%	21%	100%
Business	19	5	24	79%	21%	100%
Service	15	7	22	68%	32%	100%
Labour	54	11	65	83%	17%	100%
Agri. workers	20	8	28	71%	29%	100%
Others	7	3	10	70%	30%	100%
Total	189	54	243	78%	22%	100%

8.4 Multiple Linear Regression Analysis

Based on the data obtained from the survey, detailed statistical analysis was conducted to identify the key factors regarding the demand and supply of services. Multiple linear regression for key dependent and independent variables were performed on the Statistical Package for Social Sciences (SPSS) version 19.

8.4.1 Health Workers: Target Achievement and Motivation

In case of health workers, Target Achievement (TarAch) and Motivation (Mot) are the key output factors which are influenced by many other factors. From the survey, the independent variables indentified were involvement in decision making, pay and allowances, condition of health centre, facilities, performance evaluation, interpersonal relations, burden of work, clarity of work, financial powers, promotion, availability of drugs and equipments, adequacy and quality of training, time management, reporting and review. On performing multiple linear regression on all these variables, R^2 obtained is 0.368. Thus all these variables can explain 36.8% of performance of the health workers in terms of target achievement. From the analysis of regression parameters, it is observed that the factors which have significant (Sig $<=$ 0.05) impact on target achievement are involvement in decision making (IDecM), burden of work (BWrk), chances for promotion (CProm) and reporting(Rep). These factors explain 23.2% of performance (R^2 = 0.232). The β coefficients are 0.267, 0.290, 0.149 and -0.171. It can be observed that increase in the first three factors have positive impact on performance whereas reporting has adverse impact on target achievement. This could be due to too much of time spent on reporting which affect the performance of workers.

$$TarAch = 1.757 + 0.273 * IdecM + 0.583 * Bwrk + 0.149 * Cprom - 0.171 * Rep$$

Regression for motivation as dependent variable was performed on all the independent variables with an estimated R^2 of 0.525. Thus these factors explain 52.5% of level of motivation of health workers. Finer analysis reveal that key factors like involvement in decision making (IdecM), evaluation of work (EvaWrk) and review of work (RevWrk) significantly explain the level of motivation (R^2 = 0.411). The coefficients are 0.301, 0.315 and 0.230 respectively for these three factors. Thus any improvement in these factors would enhance the motivation level significantly.

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Motivation =   -0.282+ 0.301*IdecM+0.315*EvaWrk+0.230*RevWrk

A comparison of common factors clearly show that involvement in decision making and monitoring emerge as key factors for target achievement whereas promotion and evaluation of work are important for motivation of health workers.

1. Target Achievement
1a. MLR with All Variables

Table 8.4.1 Model	Variables Entered
TrgQuality, Burden, Rep&Maint, Clarity, TimetoWork, TrgAdequ, LocalTrans, Pay & Allow, Interpersonal, Promotion, RepNum, TimeMgmt, Evaluation, CondHC, EquipAvai, RevNum, Vehicle, DrugsAvai, EmergPur, RevUtil, Involvement, RepUtil, Facility	

Model Summary

Table 8.4.2 Model 1	R	R Square	Adjusted R Square	Std. Error of the Estimate
	.607[a]	.368	.241	.954

Model Summary

Table 8.4.3 Model 1	Change Statistics				
	R Square Change	F Change	df1	df2	Sig. F Change
	.368	2.887	23	114	.000

ANOVA[b]

Table 8.4.4 Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	60.377	23	2.625	2.887	.000[a]
Residual	103.659	114	.909		
Total	164.036	137			

a. Predictors: (Constant), TrgQuality, Burden, Rep&Maint, Clarity, TimetoWork, TrgAdequ, LocalTrans, Pay&Allow, Interpersonal, Promotion, RepNum, TimeMgmt, Evaluation, CondHC, EquipAvai, RevNum, Vehicle, DrugsAvai, EmergPur, RevUtil, Involvement, RepUtil, Facility

b. Dependent Variable: Target Achievement

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Coefficients a

Table 8.4.5 Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations		
	B	Std. Error	Beta			Zero-order	Partial	Part
(Constant)	1.650	1.027	1.650	1.607	.111			
TimetoWork	-.193	.213	-.084	-.905	.367	-.034	-.084	-.067
Vehicle	.321	.179	.173	1.798	.075	-.018	.166	.134
LocalTrans	-.180	.157	-.102	-1.150	.253	-.090	-.107	-.086
CondHC	.043	.128	.040	.336	.737	.140	.031	.025
Facility	-.019	.131	-.018	-.147	.884	.113	-.014	-.011
DrugsAvai	-.339	.146	-.235	-2.322	.022	.057	-.212	-.173
EquipAvai	-.007	.135	-.005	-.051	.959	.028	-.005	-.004
Interpersonal	-.031	.025	-.104	-1.220	.225	-.124	-.113	-.091
Involvement	.289	.108	.291	2.679	.008	.353	.243	.199
Evaluation	.111	.113	.103	.986	.326	.292	.092	.073
RepNum	.230	.122	.196	1.890	.061	.000	.174	.141
RepUtil	-.298	.143	-.232	-2.080	.040	-.032	-.191	-.155
RevNum	-.206	.118	-.167	-1.741	.084	-.073	-.161	-.130
RevUtil	.033	.154	.023	.214	.831	.070	.020	.016
TimeMgmt	.232	.140	.154	1.657	.100	.154	.153	.123
Pay&Allow	.004	.146	.002	.025	.980	.151	.002	.002
Burden	.556	.180	.273	3.093	.002	.310	.278	.230
Clarity	.055	.105	.049	.523	.602	.091	.049	.039
Promotion	.176	.082	.190	2.161	.033	.275	.198	.161
Rep&Maint	.180	.096	.186	1.880	.063	.209	.173	.140
EmergPur	-.008	.107	-.008	-.078	.938	.083	-.007	-.006
TrgAdequ	.038	.173	.019	.222	.825	.023	.021	.016
TrgQuality	-.063	.103	-.062	-.610	.543	.030	-.057	-.045

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1b. MLR with Significant Variables

Table 8.4.6 Model 2	Variables Entered
Promotion, Burden, RepUtil, Involvement	

Model Summary

Table 8.4.7 Model 2	R	R Square	Adjusted R Square	Std. Error of the Estimate
	.482[a]	.232	.213	.970

Model Summary

Table 8.4.8 Model	Change Statistics				
	R Square Change	F Change	df1	df2	Sig. F Change
2	.232	12.036	4	159	.000

ANOVA[b]

Table 8.4.9 Model	Sum of Squares	df	Mean Square	F	Sig.
2 Regression	45.309	4	11.327	12.036	.000[a]
Residual	149.642	159	.941		
Total	194.951	163			

a. Predictors: (Constant), Promotion, Burden, RepUtil, Involvement
b. Dependent Variable: Target Achievement

Coefficients a

Table 8.4.10 Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations		
	B	Std. Error	Beta			Zero-order	Partial	Part
(Constant)	1.757	.402	1.757	4.371	.000			
Involvement	.273	.076	.267	3.579	.000	.331	.273	.249
RepUtil	-.216	.089	-.171	-2.418	.017	-.080	-.188	-.168
Burden	.583	.142	.290	4.113	.000	.327	.310	.286
Promotion	.140	.069	.149	2.030	.044	.236	.159	.141

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2. Motivation of Health Workers
2a. MLR with All Variables

Table 8.4.11 Model 1	Variables Entered
TrgQuality, Clarity, TimetoWork, Rep&Maint, Burden, TrgAdequ, LocalTrans, Interpersonal, Promotion, Pay&Allow, RepNum, TimeMgmt, Evaluation, EquipAvai, CondHC, RevNum, Vehicle, DrugsAvai, EmergPur, RevUtil, Involvement, RepUtil, Facility	

Model Summary

Table 8.4.12 Model 1	R	R Square	Adjusted R Square	Std. Error of the Estimate
	.725[a]	.525	.430	.855

Model Summary

Table 8.4.13 Model 1	Change Statistics				
	R Square Change	F Change	df1	df2	Sig. F Change
	.525	5.489	23	114	.000

ANOVA[b]

Table 8.4.14 Model 1	Sum of Squares	df	Mean Square	F	Sig.
Regression	92.336	23	4.015	5.489	.000[a]
Residual	83.381	114	.731		
Total	175.717	137			

a. Predictors: (Constant), TrgQuality, Clarity, TimetoWork, Rep&Maint, Burden, TrgAdequ, LocalTrans, Interpersonal, Promotion, Pay&Allow, RepNum, TimeMgmt, Evaluation, EquipAvai, CondHC, RevNum, Vehicle, DrugsAvai, EmergPur, RevUtil, Involvement, RepUtil, Facility

b. Dependent Variable: Motivation

Coefficients

Table 8.4.15 Model 1	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations		
	B	Std. Error	Beta			Zero-order	Partial	Part
(Constant)	-.356	.921	-.356	-.386	.700			
TimetoWork	.227	.191	.095	1.188	.237	.034	.111	.077
Vehicle	-.217	.161	-.112	-1.350	.180	-.153	-.125	-.087
LocalTrans	-.004	.141	-.002	-.028	.978	-.047	-.003	-.002
CondHC	-.191	.115	-.171	-1.662	.099	.174	-.154	-.107
Facility	.191	.115	.172	1.657	.100	.238	.153	.107
DrugsAvai	.011	.127	.007	.084	.933⁻	.280	.008	.005
EquipAvai	-.080	.121	-.052	-.665	.507	.136	-.062	-.043
Interpersonal	-.003	.023	-.009	-.125	.900	-.117	-.012	-.008
Involvement	.323	.097	.314	3.322	.001	.555	.297	.214
Evaluation	.444	.101	.399	4.392	.000	.588	.380	.283
RepNum	.052	.109	.043	.475	.636	.044	.044	.031
RepUtil	-.092	.129	-.069	-.720	.473	.265	-.067	-.046
RevNum	-.014	.106	-.011	-.133	.895	.089	-.012	-.009
RevUtil	.291	.137	.199	2.113	.037	.382	.194	.136
TimeMgmt	.133	.126	.085	1.058	.292	.238	.099	.068
Pay&Allow	.157	.132	.095	1.188	.237	.235	.111	.077
Burden	-.177	.162	-.084	-1.087	.279	.182	-.101	-.070
Clarity	-.166	.096	-.140	-1.735	.085	-.073	-.160	-.112
Promotion	-.026	.074	-.027	-.358	.721	.226	-.034	-.023
Rep&Maint	.080	.086	.080	.935	.352	.213	.087	.060
EmergPur	-.081	.095	-.073	-.847	.399	.281	-.079	-.055
TrgAdequ	.216	.156	.102	1.388	.168	.102	.129	.090
TrgQuality	-.029	.093	-.027	-.311	.756	.289	-.029	-.020

2b. MLR with Significant Variables

Table 8.4.16 Model 2	Variables Entered
RevUtil, Evaluation, Involvement	

a. All requested variables entered.
b. Dependent Variable: Motivation

Model Summary

Table 8.4.17 Model 2	R	R Square	Adjusted R Square	Std. Error of the Estimate
	.641[a]	.411	.400	.871

Model Summary

Table 8.4.18 Model 2	Change Statistics				
	R Square Change	F Change	df1	df2	Sig. F Change
	.411	36.332	3	156	.000

Table 8.4.19 Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	82.671	3	27.557	36.332	.000[a]
Residual	118.323	156	.758		
Total	200.994	159			

Coefficients a

Table 8.4.20 Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations		
	B	Std. Error	Beta			Zero-order	Partial	Part
(Constant)	-.282	.373	-.282	-.756	.451			
Involvement	.309	.078	.301	3.989	.000	.532	.304	.245
Evaluation	.345	.082	.315	4.202	.000	.533	.319	.258
RevUtil	.331	.091	.230	3.632	.000	.363	.279	.223

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8.4.2 Beneficiaries: Quality of Service & Repeat Visit

In case of beneficiaries, the dependent factors identified were quality of service availed (QualServ) and repeat visit to the health centre (RepVist). Linear multiple regressions were performed on socio-economic variables: gender, age, income, poverty, occupation, family size, caste and education and health delivery variables: vehicle availability and road connectivity to health centre, utility of awareness programs, waiting time in health centre, counselling, cleanliness and amenities in health centre which were obtained in the survey.

Regression performed for quality of services with all socio-economic factors as independent variables generated an estimated R^2 of 0.066 which indicate that socio-economic factors do not explain the quality of service availed by beneficiaries. None of the factors have significant impact on the quality of services.

The R^2 for regression performed on service delivery factors is 0.57, which indicates that a substantial 57% of quality of services is explained by these factors. Among the factors, utility of awareness programs (UtilAwar), vehicle availability (VehAval), cleanliness (Clean) and counselling (Couns) emerge as statistically significant factors affecting the dependent variable. MLR performed on these four factors has an estimated R^2 of 0.499, which indicates that 50% of quality of services is explained by these factors. The β coefficients of these variables are 0.148, 0.142, 0.275 and 0.374 which shows that any positive change in these factors would have positive impact on quality of service.

QualServ = 0.178+0.148*UtilAwar+0.142*VehAval+0.275*Clean+0.374*Couns

In case of repeat visit to health centre, the regression results show an R^2 of 0.151, similar to the findings in case of quality of services. Among the factors, income, poverty and education were found to have significant impact on the dependent variable with sig $<= 0.05$. MLR on these three factors gives an estimated R^2 of 0.145 with β coefficients of -0.156, 0.293 and 0.196. Thus with increase in income, it can be observed that the quality tends to decline. But with poverty and education the perception of quality increases.

Regression performed on Health delivery factors generates an R^2 of 0.247. Only quality of service (QualServ) is found to have statistically significant impact on repeat

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service to health centre. Simple linear regression performed on this factor generated an R^2 of 0.208 and β coefficient of 0.456.

$$RepVisit = 0.279 + 0.456 * QualServ$$

Thus among beneficiaries utility of awareness programs, vehicle availability, cleanliness and counselling are the key and significant factors in improving the quality of services as well as repeat visit of beneficiaries.

3. Quality of Services
3a. MLR with All Socio-Economic Variables

Table 8.4.21 Model 1	Variables Entered
Caste, Male/ Female, Monthly Income, Family, BPL , Occupation, Educn, Age	

a. All requested variables entered.
b. Dependent Variable: Quality of Service

Model Summary

Table 8.4.22 Model 1	R	R Square	Adjusted R Square	Std. Error of the Estimate
	.257[a]	.066	.030	.759

Model Summary

Table 8.4.23 Model 1	Change Statistics				
	R Square Change	F Change	df1	df2	Sig. F Change
	.066	1.856	8	210	.068

Table 8.4.24 Model 1	Sum of Squares	df	Mean Square	F	Sig.
Regression	8.564	8	1.071	1.856	.068[a]
Residual	121.116	210	.577		
Total	129.680	218			

a. Predictors: (Constant), Caste, Male/ Female, Monthly Income, Family, BPL , Occupation, Educn, Age
b. Dependent Variable: Quality of Service

Coefficients

Table 8.4.25 Model 1	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations		
	B	Std. Erorr	Beta			Zero-order	Partial	Part
(Constant)	3.114	.448	3.114	6.955	.000			
Male/ Female	.118	.125	.072	.947	.345	.080	.065	.063
Age	-.003	.006	-.038	-.492	.624	-.114	-.034	-.033
Family	-.002	.030	-.004	-.055	.956	-.031	-.004	-.004
Occupation	-.001	.035	-.002	-.034	.973	-.038	-.002	-.002
Monthly Income	.051	.052	.070	.986	.325	.138	.068	.066
BPL	.158	.109	.103	1.452	.148	.165	.100	.097
Educn	.109	.063	.128	1.719	.087	.179	.118	.115
Caste	.041	.049	.058	.851	.396	.106	.059	.057

3b. MLR with All Health Delivery Variables

Table 8.4.26 Model 2	Variables Entered
Amenity, Waiting Time, Aware Utility, Vehicle, Counselling, Road, Cleanliness	

a. All requested variables entered.
b. Dependent Variable: Quality of Service

Model Summary

Table 8.4.27 Model 2	R	R Square	Adjusted R Square	Std. Error of the Estimate
	.729	.532	.518	.556

Model Summary

Table 8.4.28 Model 2	Change Statistics				
	R Square Change	F Change	df1	df2	Sig. F Change
	.532	37.523	7	231	.000

ANOVA[b]

Table 8.4.29 Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	81.203	7	11.600	37.523	.000[a]
Residual	71.416	231	.309		
Total	152.619	238			

a. Predictors: (Constant), Amenity, Waiting Time, Aware Utility, Vehicle, Counselling, Road, Cleanliness
b. Dependent Variable: Quality of Service

Coefficients a

Table 8.4.30 Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations		
	B	Std. Error	Beta			Zero-order	Partial	Part
(Constant)	.015	.312	.015	.048	.962			
Aware Utility	.156	.058	.129	2.708	.007	.331	.175	.122
Vehicle	.123	.051	.144	2.406	.017	.401	.156	.108
Road	-.053	.042	-.077	-1.259	.209	.343	-.083	-.057
Waiting Time	.024	.079	.014	.299	.765	.179	.020	.013
Cleanliness	.171	.067	.181	2.567	.011	.597	.167	.116
Counselling	.468	.066	.425	7.056	.000	.664	.421	.318
Amenity	.110	.061	.120	1.795	.074	.538	.117	.081

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3c. MLR with Significant Health Delivery Variables

Table 8.4.31 Model 2	Variables Entered
Cleanliness, Aware Utility, Vehicle, Counselling	

Model Summary

Table 8.4.32 Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
	.706[a]	.499	.490	.568

Model Summary

Table 8.4.33 Model 2	Change Statistics				
	R Square Change	F Change	df1	df2	Sig. F Change
	.499	61.133	4	246	.000

ANOVA[b]

Table 8.4.34 Model 2	Sum of Squares	df	Mean Square	F	Sig.
Regression	78.887	4	19.722	61.133	.000[a]
Residual	79.360	246	.323		
Total	158.247	250			

a. Predictors: (Constant), Cleanliness, Aware Utility, Vehicle, Counselling
b. Dependent Variable: Quality of Service

Coefficients a

Table 8.4.35 Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations		
	B	Std. Error	Beta			Zero-order	Partial	Part
(Constant)	.178	.267	.178	.667	.505			
Aware Utility	.177	.057	.148	3.127	.002	.335	.196	.141
Vehicle	.123	.043	.142	2.842	.005	.405	.178	.128
Counselling	.393	.059	.374	6.690	.000	.610	.392	.302
Cleanliness	.264	.057	.275	4.653	.000	.594	.284	.210

4. Repeat Visit to Health Centre
4a. MLR with all Socio-Economic Variables

Table 8.4.36 Model	Variables Entered
Caste, Male/ Female, Monthly Income, Family, BPL , Occupation, Educn, Age	

Model Summary

Table 8.4.37 Model 1	R	R Square	Adjusted R Square	Std. Error of the Estimate
	.388[a]	.151	.120	.435

Model Summary

Table 8.4.38 Model 1	Change Statistics				
	R Square Change	F Change	df1	df2	Sig. F Change
	.151	4.392	8	211	.000

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ANOVA[b]

Table 8.4.39 Model 1	Sum of Squares	df	Mean Square	F	Sig.
Regression	6.642	8	.830	4.392	.000[a]
Residual	39.886	211	.189		
Total	46.527	219			

a. Predictors: (Constant), Caste, Male/ Female, Monthly Income, Family, BPL , Occupation, Educn, Age

b. Dependent Variable: Repeat Visit

Coefficients a

Table 8.4.40 Model 1	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations		
	B	Std. Error	Beta			Zero-order	Partial	Part
(Constant)	2.396	.256		9.349	.000			
Male/ Female	-.058	.071	-.060	-.814	.417	-.102	-.056	-.052
Age	.002	.003	.042	.570	.569	.018	.039	.036
Family	-.007	.017	-.029	-.429	.668	-.083	-.030	-.027
Occupation	.012	.020	.041	.595	.553	.038	.041	.038
Monthly Income	-.067	.030	-.153	-2.258	.025	-.062	-.154	-.144
BPL	.278	.062	.302	4.465	.000	.279	.294	.285
Educn	.088	.036	.173	2.420	.016	.187	.164	.154
Caste	-.048	.028	-.113	-1.717	.087	-.051	-.117	-.109

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4b. MLR with Significant Socio-Economic Variables

Table 8.4.41 Model 2	Variables Entered
Educn, Monthly Income, BPL	

a. All requested variables entered.

b. Dependent Variable: Repeat Visit

Model Summary

Table 8.4.42 Model 2	R	R Square	Adjusted R Square	Std. Error of the Estimate
	.381[a]	.145	.134	.446

Model Summary

Table 8.4.43 Model 2	Change Statistics				
	R Square Change	F Change	df1	df2	Sig. F Change
	.145	13.284	3	235	.000

ANOVA[b]

Table 8.4.44 Model 2	Sum of Squares	df	Mean Square	F	Sig.
Regression	7.931	3	2.644	13.284	.000[a]
Residual	46.771	235	.199		
Total	54.703	238			

a. Predictors: (Constant), Educn, Monthly Income, BPL

b. Dependent Variable: Repeat Visit

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Coefficients a

Table 8.4.45 Model 2	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations		
	B	Std. Error	Beta			Zero-order	Partial	Part
(Constant)	2.185	.108		20.284	.000			
Monthly Income	-.074	.030	-.156	-2.475	.014	-.043	-.159	-.149
BPL	.281	.061	.293	4.592	.000	.310	.287	.277
Educn	.101	.033	.196	3.079	.002	.241	.197	.186

4c. MLR with all Health Delivery Variables

Table 8.4.46 Model 2	Variables Entered
Amenity, Waiting Time, Aware Utility, Vehicle, Counselling, Road, Quality of Service, Cleanliness	

a. All requested variables entered.
b. Dependent Variable: Repeat Visit

Model Summary

Table 8.4.47 Model 2	R	R Square	Adjusted R Square	Std. Error of the Estimate
2	.496[a]	.246	.219	.433

Model Summary

Table 8.4.48 Model 2	Change Statistics				
	R Square Change	F Change	df1	df2	Sig. F Change
	.246	9.356	8	230	.000

ANOVA[b]

Table 8.4.49 Model 3	Sum of Squares	df	Mean Square	F	Sig.
Regression	14.050	8	1.756	9.356	.000[a]
Residual	43.172	230	.188		
Total	57.222	238			

a. Predictors: (Constant), Amenity, Waiting Time, Aware Utility, Vehicle, Counselling, Road, Quality of Service, Cleanliness

b. Dependent Variable: Repeat Visit

Coefficients a

Table 8.4.50 Model 2	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations		
	B	Std. Error	Beta			Zero-order	Partial	Part
(Constant)	1.477	.243		6.074	.000		.285	.258
Quality of Service	.231	.051	.377	4.506	.000	.470	-.098	-.085
Aware Utility	-.068	.046	-.092	-1.492	.137	.086	-.016	-.014
Vehicle	-.010	.040	-.019	-.241	.810	.218	.030	.026
Road	.015	.033	.036	.459	.647	.217	.052	.046
Waiting Time	.049	.061	.047	.794	.428	.131	.008	.007
Cleanliness	.006	.053	.010	.114	.909	.340	.066	.058
Counselling	.058	.057	.085	1.009	.314	.384	.067	.058
Amenity	.049	.048	.088	1.020	.309	.340	.285	.258

4d. MLR with Significant Health Delivery Variable

Table 8.4.51 Model 3	Variables Entered
Quality of Service	

a. All requested variables entered.
b. Dependent Variable: Repeat Visit

Model Summary

Table 8.4.52 Model 3	R	R Square	Adjusted R Square	Std. Error of the Estimate
	.456[a]	.208	.205	.434

Model Summary

Table 8.4.53 Model 3	Change Statistics				
	R Square Change	F Change	df1	df2	Sig. F Change
	.208	72.236	1	275	.000

ANOVA[b]

Table 8.4.54 Model 4	Sum of Squares	df	Mean Square	F			Sig.
Regression	13.614	1	13.614	72.236			.000[a]
Residual	51.830	275	.188				
Total	65.444	276					

a. Predictors: (Constant), Quality of Service
b. Dependent Variable: Repeat Visit

Coefficients a

Table 8.4.55 Model 3	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations		
	B	Std. Error	Beta			Zero-order	Partial	Part
(Constant)	1.597	.129		12.403	.000			
Quality of Service	.279	.033	.456	8.499	.000	.456	0.456	0.456

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