

A STUDY ON MEASURING THE PERCEPTION FOR SELECTED HEALTH CARE SERVICES PROVIDED BY PRIMARY HEALTH CARE CENTERS (PHCS) IN SELECTED VILLAGES OF THE VADODARA DISTRICT

LIST OF TABLES

SR. NO.	TABLE NUMBER	PARTICULARS	PAGE NUMBER
01	1.1	National Health Policy (1983): Health Outcomes in India	08
02	1.2	Current Status of Healthcare Facilities in India	13
03	1.3	Current Status of India's Health Indicators	14
04	1.4	Year-Wise Progress in Health Infrastructure (as of March each Year)	15
05	1.5	Budget Allocation for Ministry of Health and Family Welfare (in Rs Crore):	15
06	1.6	Fund Provided Under Ministry for the Year 2020-21 (in Rs Crore):	16
07	1.7	Comparison of Budget estimates and the actual expenditure (2010-20) (in Rs Crore)	17
08	1.8	Vision of National Health Mission	18
09	1.9	Public Health Infrastructure Under National Health Mission	19
10	1.10	Population Norms of Health Care Infrastructure in Rural Areas	21
11	1.11	Number of Sub-Centers, PHCs and CHCs Functioning	23
12	1.12	Number of Sub-Centers, PHCs & CHCs Functioning as of 31 st March 2019	24
13	1.13	Number of Health Professionals in India	36
14	1.14	Allocations of the Ministry of Health and Family Welfare for 2020-21 (in Rs Crore)	38
15	1.15	Status of Implementation of Ayushman Bharat (as of January 2020):	44
16	1.16	State-wise Allocation of Funds for Ayushman Bharat-Health and Wellness Centres (AB-H&WCs) under the National Health Mission (NHM) in India (2019-2020)	45
17	1.17	State-wise Funds Released under Ayushman Bharat-Pradhan Mantri Jan Arogya Yojana (AB-PMJAY) in India (2018-2019 and 2019-2020- up to 25-11-2019)	46
18	1.18	Objectives of Poshan Bharat Abhiyaan	47
19	1.19	Progress in Health Related Indicators	52
20	1.20	Trends in Mortality Indicators	53
21	1.21	Perception and the Use of Senses	61
22	3.1	List of Selected References used for Drafting the Research Instrument	135
23	3.2	Reliability of Opinion of Users of Rural Primary Health Centres (PHC)	137
24	3.3	Comparison of Mean Scores Opinion of Users of Rural Primary Health Centres (PHCs)	137
25	3.4	Kolmogorov-Smirnov Test of Normality	138
26	4.1	Taluka Wise Responses Received	148
27	4.2	Demographic Profile of the Respondents	151
28	4.3	PHC Available in the Village	152

29	4.4	Nearby Village for Availing Services of PHC	152
30	4.5	Responses Received Based on PHC	153
31	4.6	Villages Covered under PHC	154
32	4.7	PHC is Located at a Convenient Place in All Villages	154
33	4.8	Distance from Your Village to Reach PHCs	155
34	4.9	Time to Reach PHCs	155
35	4.10	Doctors/Specialists visit at PHCs	156
36	4.11	Availability of Primary Health Centre in Your Village or Nearby Village (Appropriate option as I know, I have availed Services of PHCs, and I have not availed Services of PHCs)	157
37	4.12	Estimation for selected criteria of Rural Primary Health Centres(PHCs) with Regards to Accessibility	158
38	4.13	Estimation for selected criteria of Rural Primary Health Centres(PHCs) with Regards to Affordability	159
39	4.14	Estimation for selected criteria of Rural Primary Health Centres(PHCs) with Regards to Availability	160
40	4.15	Estimation for selected criteria of Rural Primary Health Centres(PHCs) with Regards to Environment	161
41	4.16	Estimation for selected criteria of Rural Primary Health Centres(PHCs) with Regards to Infrastructure	162
42	4.17	Estimation for selected criteria of Rural Primary Health Centres(PHCs) with Regards to Work Culture	163
43	4.18	Estimation for selected criteria of Rural Primary Health Centres(PHCs) with Regards to Service Delivery	164
44	4.19	Estimation for selected criteria of Rural Primary Health Centres(PHCs) with Regards to Community Engagement	165
45	4.20	Estimation for selected criteria of Rural Primary Health Centres(PHCs) with Regards to Perception for use of PHC Services	167
46	4.21	Estimation for selected criteria of Rural Primary Health Centres(PHCs) with Regards to Preference for PHC	169
47	4.22	Overall Opinion on Selected Dimensions for Rural Primary Health Centres(PHCs)	170
48	4.23	Overall Opinion for Behavioural Intention Toward Rural PHCs	172
49	4.24	Overall Suggestions on Selected Dimensions for Rural Primary Health Centres(PHCs)	173
50	5.1	Kendall's tau Correlations between Continue use, Recommendation, and Satisfaction with the Selected Factors	180
51	5.2	Results of the Chi-square Test Between Gender, Age, Education, Occupation, Monthly Income and Selected Criteria of Accessibility Factor	182
52	5.3	Results of the Chi-square Test Between Gender, Age, Education, Occupation, Monthly Income and Selected Criteria of Affordability Factor	183
53	5.4	Results of the Chi-square Test Between Gender, Age, Education, Occupation, Monthly Income and Selected Criteria of Availability Factor	184
54	5.5	Results of the Chi-square Test Between Gender, Age, Education, Occupation, Monthly Income and Selected Criteria of Environment Factors	185

55	5.6	Results of the Chi-square Test Between Gender, Age, Education, Occupation, Monthly Income and Selected Criteria of Infrastructure Factor	186
56	5.7	Results of the Chi-square Test Between Gender, Age, Education, Occupation, Monthly Income and Selected Criteria of Work Culture Factor	187
57	5.8	Results of the Chi-square Test Between Gender, Age, Education, Occupation, Monthly Income and Selected Criteria of Service Delivery Factor	188
58	5.9	Results of the Chi-square Test Between Gender, Age, Education, Occupation, Monthly Income and Selected Criteria of Community Engagement Factor	189
59	5.10	Results of the Chi-square Test Between Gender, Age, Education, Occupation, Monthly Income and Selected Criteria of 'Perception for the use of PHC Services' Factor	190
60	5.11	Results of the Chi-square Test Between Gender, Age, Education, Occupation, Monthly Income and Selected Criteria of Preference for PHC Factor	191
61	5.12	Ranking of The Selected Criteria of PHCs	192
62	5.13	Results of KMO and Bartlett's Test for the 'Accessibility' Factor of Selected PHCs	193
63	5.14	Total Variance on the 'Accessibility' Factor of Selected PHCs in the Selected Villages of the Vadodara District of the Gujarat State	193
64	5.15	Communalities and Rotated Component Matrix of Selected PHCs User's Perception on 'Accessibility' in the Selected Villages of the Vadodara District of the Gujarat State	194
65	5.16	Results of KMO and Bartlett's Test for 'Affordability' Factor of Selected PHCs	195
66	5.17	Total Variance on 'Affordability' Factor of Selected PHCs in the Selected Villages of the Vadodara District of the Gujarat State	196
67	5.18	Communalities and Rotated Component Matrix of Selected PHCs User's Experience on 'Affordability' in the Selected Villages of the Vadodara District of the Gujarat State	196
68	5.19	Results of KMO and Bartlett's Test for the 'Availability' Factor of Selected PHCs	198
69	5.20	Total Variance on 'Availability' Factor of Selected PHCs in the Selected Villages of the Vadodara District of the Gujarat State	198
70	5.21	Communalities and Rotated Component Matrix of Selected PHCs User's Perception on 'Availability' in the Selected Villages of the Vadodara District of the Gujarat State	199
71	5.22	Results of KMO and Bartlett's Test for the 'Environment' Factor of Selected PHCs	201
72	5.23	Total Variance on the 'Environment' Factor of Selected PHCs in the Selected Villages of the Vadodara District of the Gujarat State	202
73	5.24	Communalities and Rotated Component Matrix of Selected PHCs User's Experience on 'Environment' in the Selected Villages of the Vadodara District of the Gujarat State	202
74	5.25	Results of KMO and Bartlett's Test for 'Infrastructure (Physical facilities)' Factor of Selected PHCs	204

75	5.26	Total Variance on 'Infrastructure (Physical facilities)' Factor of Selected PHCs in the Selected Villages of the Vadodara District of the Gujarat State	205
76	5.27	Communalities and Rotated Component Matrix of Selected PHCs User's Experience on 'Infrastructure (Physical facilities)' in the Selected Villages of the Vadodara District of the Gujarat State	206
77	5.28	Results of KMO and Bartlett's Test for 'Work Culture Factor of Selected PHCs	208
78	5.29	Total Variance on the 'Work Culture' Factor of Selected PHCs in the Selected Villages of the Vadodara District of the Gujarat State	209
79	5.30	Communalities and Rotated Component Matrix of Selected PHCs User's Experience on 'Work Culture' at PHCs in the Selected Villages of the Vadodara District of the Gujarat State	210
80	5.31	Results of KMO and Bartlett's Test for the 'Service Delivery' Factor of Selected PHCs	212
81	5.32	Total Variance on 'Service Delivery' Factor of Selected PHCs in the Selected Villages of the Vadodara District of the Gujarat State	213
82	5.33	Communalities and Rotated Component Matrix of Selected PHCs User's Experience on 'Service Delivery' at PHCs in the Selected Villages of Vadodara District of the Gujarat State	214
83	5.34	Results of KMO and Bartlett's Test for 'Community Engagement' Factor of Selected PHCs	217
84	5.35	Total Variance on the 'Community Engagement' Factor of Selected PHCs in the Selected Villages of the Vadodara District of the Gujarat State	217
85	5.36	Communalities and Rotated Component Matrix of Selected PHCs User's Experience on 'Community Engagement' at PHCs in the Selected Villages of the Vadodara District of Gujarat State	218
86	5.37	Results of KMO and Bartlett's Test for 'Perception for the use of PHCs Services' Factor of Selected PHCs	221
87	5.38	Total Variance on 'Perception of the use of PHC Services' Factor of Selected PHCs in the Selected Villages of the Vadodara District of the Gujarat State	222
88	5.39	Communalities and Rotated Component Matrix of Selected PHCs User's Experience on 'Perception for the use of PHC Services' in the Selected Villages of Vadodara District of the Gujarat State	223
89	5.40	Results of KMO and Bartlett's Test for 'Preference for PHCs' Factor of Selected PHCs	225
90	5.41	Total Variance on 'Preference for PHCs' Factor of Selected PHCs in the Selected Villages of the Vadodara District of the Gujarat State	226
91	5.42	Communalities and Rotated Component Matrix of Selected PHCs User's Experience on 'Preference for PHC' in the Selected Villages of the Vadodara District of Gujarat State	227
92	5.43	List of the Selected Statements for the Selected PHCs Users Attributes	230
93	5.44	List of the Selected Statements for Behavioural intention and to Recommend for Use of PHC Services	231
94	5.45	Findings of Factor Loading, Convergent Validity, Composite Reliability and Cronbach Alpha of the Constructs	232

95	5.46	Findings of AVE Values and Fornell–Larcker Test of Discriminant Validity	233
96	5.47	Findings of AVE Values and Heterotrait - Monotrait (HTMT) Ratio Test of Discriminant Validity	234
97	5.48	Findings of Regression and Hypotheses Testing	236
98	6.1	A Brief Factual Profile of the Research Study	247
99	6.2	Kolmogorov – Smirnov Test of Normality	249
100	6.3	Reliability of Opinion of Users of Rural Primary Health Centers (PHCs)	250
101	6.4	Comparision of Mean Scores Opinion of Users of Rural Primary Health Centers (PHCs)	250
102	6.5	Demographic Profile of the Respondents:	251
103	6.6	Summary of important the Key Items of Selected PHCs Factors	259
104	6.7	Summary of Factor Wise Key Items of Selected for PHCs that Need Improvement	261
105	6.8	Summary of the Research Study's Hypotheses, findings, Conclusions, and Implications.	266
106	6.9	Summary of the Research Study's Objectives, findings, Conclusions, and Implications.	270