JOB SATISFACTION											
S. No	**Particulars**	**CHC1**									
1	**Organization**	**Lohandiguda**	**Bakawand**	**Tokapal**	**Pharasgaon**	**Lohandiguda**	**Bakawand**	**Badanjee**	**Kinjoly**	**Dimarapal**	**Alore**
i	Clear Goal's & Targets	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
ii	Reporting structure very easy and clear	No	Yes	No	NK	NK	Yes	Yes	Yes	Yes	Yes
iii	Feedback is given on important issues	Yes	Yes	Yes	NK	NA	Yes	Yes	Yes	Yes	Yes
iv	Facilitate Team work	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
v	Employees are considered as an assets	No	No	No	No	No	No	Yes	Yes	Yes	Yes
2	**General Working Conditions**										
i	Hours worked each week	35 hours	35 hours	36 hours	70 hours	50 hours	36 hours	42 hours	42 hours	42 hours	42 hours
ii	Activities involves field tours	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
iii	Location of work/safe working conditions	No	Yes	No	No	No	No	Yes	Yes	Yes	Yes
iv	Paid vacation/sick leave offered	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
v	Stress free working condition	Yes	No	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes
3	**Pay & promotion potential**										
i	salary - timely payments	Regular	Regular	Irregular	Regular	Irregular	Regular	Yes	Yes	Yes	Yes
ii	Opportunity of promotion	No	No	No	No	Contra	No	Yes	Yes	Yes	Yes

iii	Compensation for additional work	No	Yes	No	No	No	No	No	No	No	No

iv	**Job Security**										
v	Recognition of work	Yes	Yes	No	Yes	Yes	Yes				
4	Work Relationship										
i	Relationship with coworkers	Coordial	Coordial	Coordial	Coordial	Coordial	Good				
ii	relationship with supervisors	Coordial	Coordial	Good	Good	Good	Good				
iii	relationship with subordinates	Good	Good	Good	Good	Good	Good				
iv	Discuss and acceptance of views	Yes	Yes	No	No	No	No				
v	Accountability to Boss	Yes	No	Yes	No	Yes	Yes				

5	**Use of Skills and Abilities**											
i	Opportunities to utilize skills & talents	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
ii	Opportunities to learn new skills	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
iii	Support for additional training	Yes	Yes	Yes	NO	NO	Yes	Yes	Yes	Yes	Yes	Yes
iv	It is a challenging Job	Yes	Yes	Yes	No	No	No	Yes	Yes	Yes	Yes	Yes
v	Provides all resources& Logistics	No	No	No	No	No	Yes	No	Yes	Yes	Yes	Yes
6	**Work Activities**											
i	Variety of job responsibilities	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
ii	Independence of your work Role	Yes	Yes	Yes	No	No	No	Yes	Yes	Yes	Yes	Yes
iii	Opportunities for periodic changes in duties	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
iv	Flexibility of Scheduling	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
v	Fixed duty rosters	Yes	No	NO	No	No	Yes	No	Yes	Yes	Yes	Yes
7	**Personal**											
i	Residential accommodation provided	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
ii	Transportation arranged for duties	Yes	Yes	No	No	No	Yes	Yes	No	No	No	No
iii	benefits for children education	No	No	NA	No	No	Yes	Yes	No	No	No	No
iv	Health insurance of family members	Yes	Yes	NA	No	No	No	Yes	No	No	No	No
v	Risk coverage/life insurance	Yes	Yes	NA	No	No	No	Yes	No	No	No	No

Patient's SATISFACTION											
S. No	**Particulars**	**P1**	**P2**	**P3**	**P4**	**P5**	**P6**	**P7**	**P8**	**P9**	**P10**
1	**Socio-economic correlation**										
I	Age	25	35	15	35	15					
Ii	sex	F	M	F	M	M					
Iii	Education	Illterate	Illterate	Illterate	Illterate	Illterate					
Iv	Race										
V	Marital status	Married	Married	Married	Married	Married					
Vi	Family size	9	6	6	6	6					
Vii	Occupation	Argricul	Argricul	Argricul	Argricul	Argricul					
Viii	Income	1000	2000	2000	5000	5000					
Ix	Social class	IV	IV	IV	IV	IV					
2	**Art of Care**										
I	Friendliness	Yes	Yes	Yes	Yes	No					
Ii	Patience, sincerity	Yes	Yes	Yes	Yes	Yes					
Iii	Consideration, concern										
Iv	Disrespect, embarrassment	No	No	No	No	No					
V	Hurt, insult	No	No	No	No	No					
Vi	Making worry, abruptness	No	No	No	No	No					
2	**Technical Quality of Care**										
I	Ability, accuracy	Yes	Yes	Yes	Yes	Yes					
ii	Experience, thoroughness	Yes	Yes	Yes	Yes	Yes					
Iii	training	NA	NA	NA	NA	NA					
Iv	defective equipments	NA	NA	NA	NA	NA					
V	over prescribing	NA	NA	NA	NA	NA					
Vi	outdated regimens	NA	NA	NA	NA	NA					

Vii	Taking unnecessary risk	NA	NA	NA	NA	NA					

3	**Accessibility/Convenience**										
I	easy appointment	Yes	Yes	Yes	Yes	Yes					
Ii	care facility is far away(>3Km)	Yes	Yes	Yes	Yes	Yes					
Iii	Lot of time and efforts to get care	No	Yes	No	Yes	No					
Iv	convenience location	No	Yes	No	Yes	No					
V	conveyance timing	Yes	Yes	Yes	Yes	Yes					
Vi	long waiting time	No	No	No	No	No					
Vii	telephonic consultation available	No	No	No	No	No					
Viii	home care provided	No	Yes	No	Yes	No					
4	**Finance**										
I	Care services are free of cost	Yes	Yes	Yes	Yes	Yes					
Ii	Drugs are provided free of cost & adequate	Yes	Yes	Yes	Yes	Yes					
Iii	Investigations are undertaken in hospital free of cost	Yes		Yes		Yes					
Iv	Have to pay consultation fee	No	NA	No	NA	No					
V	have to pay for drugs	No	NA	No	NA	No					
Vi	have to pay for tests	No	NA	No	NA	No					
Vii	have to bribe to get services	No	NA	No	NA	No					
			NA		NA						
5	Physical Environment										
I	Pleasant atmosphere	Yes	Yes	Yes	Yes	Yes					
Ii	comfort of seating	Yes	Yes	Yes	Yes	Yes					
Iii	Attractiveness of waiting room	No	No	No	No	No					
Iv	clarity of sign & directions	Yes	No	Yes	No	Yes					
V	good lighting	Yes	Yes	Yes	Yes	Yes					

Vi	quite	Yes	No	Yes	No	Yes					
Vii	Neat & clean	Yes	No	Yes	No	Yes					
Viii	Orderly facility & equipment	Not known	No	Not known	No	Not known					
6	**Availability of care**										
I	Adequate # care providers	Yes	Yes	Yes	Yes	Yes					
Ii	Adequate # of facilities/clinics	Yes	Yes	Yes	Yes	Yes					
Iii	Adequate quantity of drugs	Yes	Yes	Yes	Yes	Yes					
Iv	adequate counselors	Yes		Yes		Yes					
V	adequate lab facilities	Yes	No	Yes	No	Yes					
7	**Continuity of care**		No		No						
I	care is available regularly	Yes	No	Yes	No	Yes					
Ii	It is on fixed timing and days	Yes		Yes		Yes					
Iii	it is available occasionally	Yes		Yes		Yes					
Iv	not available	Yes	Yes	Yes	Yes	Yes					
V	Medical records are maintained	Yes	Yes	Yes	Yes	Yes					
			No		No						
8	**Efficacy/outcome of care**		Yes		Yes						
I	Disease cured completely	NA	Yes	NA	Yes	NA					
Ii	Developed complications	NA	Yes	NA	Yes	NA					
Iii	developed resistance	NA	Yes	NA	Yes	NA					
Iv	disease has relapsed	NA	Not known	NA	Not known	NA					
V	spreaded to other contacts	NA		NA		NA					