

**STUDY TO ASSESS KNOWLEDGE AND PRACTICES OF ASHA  
IN PROVIDING HBNC AT BAHADURPUR BLOCK OF  
ALLAHABAD, U.P.**

**Dissertation  
At  
Indian Health Action Trust, UP-TSU**

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**Under the guidance of  
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**MBA Hospital & Health Management  
2013–15**

  
**Institute of Health Management Research  
Jaipur  
2015**

**TO WHOMSOEVER MAY CONCERN**

This is to certify that Dr. Atul B. Rairker, student of MBA Hospital and Health Management (2013-2015) from The IIHMR University, Jaipur has undergone internship training at India Health Action Trust UP-TSU from Feb 9, 2015 to April 30, 2015.

The Candidate has successfully carried out the study designated to him during internship training and his approach to the study has been sincere, scientific and analytical.

The Internship is in fulfillment of the course requirements.

I wish him all success in all his future endeavors.



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The certificate is awarded to

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In recognition of having successfully completed his  
Internship in  
**India Health action Trust UP-TSU**

And has successfully completed his Project on

**A Study to assess Knowledge and Practices of ASHA in providing  
HBNC in Bahadurpur block of Allahabad, U.P.**

He comes across as a committed, sincere & diligent person who has a  
Strong drive & zeal for learning

We wish him all the best for future endeavors



**Dr. Dinesh Singh**  
State Team Leader (P&D)  
India Health action Trust UP-TSU

**CERTIFICATE BY SCHOLAR**

This is to certify that the dissertation titled **A Study to assess Knowledge and Practices of ASHA in providing HBNC in Bahadurpur block of Allahabad, U.P.** and submitted by **Dr. Atul B. Rairker** Enrollment No 1429 18<sup>th</sup> Batch under the supervision of **Maj (Dr.) Vinod Kumar SV (MD), Associate Professor, The IIHMR University, Jaipur, India** for award of MBA Hospital and Health Management of the university carried out during the period from **Feb 9, 2015 to April 30, 2015** embodies my original work and has not formed the basis for the award of any degree, diploma associateship, fellowship, titles in this or any other Institute or other similar institution of higher learning.

Signature

Dr. Atul B. Rairker  
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2013-2015

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## List of Abbreviations

ANC : ANTE NATAL CARE  
ASHA : ACCREDITED SOCIAL HEALTH ACTIVIST  
BCS : BLOCK COMMUNITY SPECIALIST  
CHW : COMMUNITY HEALTH WORKER  
DCS : DISTRICT COMMUNITY SPECIALIST  
GoI : GOVERNMENT OF INDIA  
HBNC : HOME BASED NEW BORN CARE  
HEO : HEALTH EDUCATION OFFICER  
HW-F : HEALTH WORKER FEMALE  
IHAT : INDIA HEALTH ACTION TRUST  
IIHMR : INSTITUTE OF HEALTH MANAGEMENT RESEARCH  
IMR : INFANT MORTALITY RATE  
KMC : KANGAROO MOTHER CARE  
LBW : LOW BIRTH WEIGHT  
NMR : NEONATAL MORTALITY RATE  
PNC : POST NATAL CARE  
P&D : PNEUMONIA AND DIARRHOEA  
TBA : TRADITIONAL BIRTH ATTENDANT  
UP : UTTAR PRADESH  
UP-TSU : UTTAR PRADESH-TECHNICAL SUPPORT UNIT

## **DISSERTATION**

**A Study to assess Knowledge and Practices of ASHA in  
providing HBNC in Bahadurpur block of Allahabad, U.P.**

## **1.1 Abstract**

The guidelines of Government of India on HBNC expect ASHAs to make home visits to promote essential newborn care, identify illness, and refer infants if needed. Thus the knowledge and practices of ASHA is one of the crucial aspects of health systems to improve the coverage of community-based newborn health care programmes as well as adherence to essential newborn care practices at the household level.

This study was conducted to assess Knowledge and practices of ASHAs in provision of HBNC services.

The study covered 146 ASHAs of Bahadurpur block of Allahabad district in Uttar Pradesh, India. Data was collected by personal interviews through an interview schedule.

The data indicated that though the knowledge level is good but they become less efficient when it comes to practicing the services. Most of the ASHAs carry weighing machine and thermometer during home visit but leave other important items like medicine, dressing materials etc. Just, less than half of the ASHAs advice mother regarding vaccination, maintenance of temperature & birth registration of new born. Just one fifth of ASHAs talk about feeding of colostrum to the new born. Just half of the ASHAs advice regarding Kangaroo Mother Care. During home visits, apart from weight and temperature, rest other signs of the new born were examined by half or less than half of the ASHAs only. Lack of supplies of HBNC checklists and delayed payments of incentives to ASHAs also affected the provision of HBNC services. Ensuring refresher training, supply of checklist to all ASHAs, regular monitoring of filled checklist and on time payment of incentives can make provision of HBNC effective and thus help achieving the goal of reduction of neonatal mortality.

## **1.2 Introduction**

Reducing infant and child mortality is one of the foremost goals of National Health Mission (NHM). The country as a whole has made significant progress in reducing Infant Mortality Rates (IMR). However it is now clear that a high proportion of the infant death burden is related to new born deaths, and further gains in reducing IMR are likely only through a focused effort at implementing evidence based cost effective interventions that affect neonatal health outcomes. There is sufficient evidence to demonstrate that despite the increasing number of institutional deliveries a substantial proportion of neonatal deaths occur in the home. Thus the provision HBNC is critical. For effective promotion of Home-based newborn care (HBNC), NHM offers several platforms which include the presence of trained Accredited Social Health Activists (ASHA) in every village. The Government of India (GoI) released HBNC guidelines in 2011 to increase access to newborn care through ASHAs. The guidelines expect ASHAs to make home visits to promote essential newborn care, identify illness, and refer infants if needed. ASHAs receive a performance payment for conducting the visits.

## **1.3 Review of Literature**

- A Situational Analysis on performance of Accredited Social Health Activists to Provide Home-based Newborn Care by Emily Das et al showed that, though the guidelines of Government of India on HBNC expect ASHAs to make home visits to promote essential newborn care, identify illness, and refer infants if needed:- none of the trained ASHAs comprehensively covered all questions and signs, and they often skipped assessment items. ASHAs were more likely to ask about breastfeeding, newborn warmth, and crying but less likely to examine or assess for danger signs.<sup>1</sup>
- A study titled “Home-Based Neonatal Care: Summary and applications of the Field Trial in rural Gadchiroli, India (1993 to 2003)” by Abhay T. Bang et.al gives us the evidence that it is possible to provide HBNC to most (93%) neonates in the community, to reduce neonatal morbidity load (by 50%), to reduce neonatal mortality (by 70%) and finally, to reduce the IMR (by 57%) to a level of around 30.<sup>2</sup>

- A Study on the Effect of knowledge of community health workers on essential newborn health care by Praween K Agrawal et al. suggest that Community Health Worker's (CHW) knowledge is one of the crucial aspects of health systems to improve the coverage of community-based newborn health care programmes as well as adherence to essential newborn care practices at the household level.<sup>3</sup>
- A Study on Knowledge and skills of Female Health Workers regarding maternal care under RCH programme by Kaushik Lodhiya K et al. suggests that the knowledge, practice & skills of HW-F in regards to ANC & PNC services is very crucial aspects of maternal care for prevention of maternal mortality & morbidity. Therefore in service periodical sensitization & advocacy workshops & trainings of these HWs are recommended. Supervisory cadres are required to brace themselves for more strict & stringent vigilance & supervision of the functioning of HW-Fs. Encouraging research on health care system for proper implementation of national health programs is necessary.<sup>4</sup>
- A study on New born care practices and home-based postnatal new born care programme Mewat, Haryana, India, 2013 by Latika Nath Sinha et.al shows that mothers adopted a few safe practices; however, there were gaps in the adoption of several safe practices despite being informed of them. ASHAs seem to have played a key role in facilitating the adoption of safe practices; however, the quality of services can be further improved. There was a need for innovative training strategies to improve the ASHAs' skills and a need for engaging communities including elder family members and TBAs in counselling sessions to increase community acceptance of safe practices.<sup>5</sup>

#### **1.4 Statement of the problem**

Poor knowledge and practices of ASHAs, who happens to be the first point of contact for health services to the community can become one of the major reasons for poor health indicators related to neonatal health in the country.

#### **1.5 Rationale of the Study**

In cases of institutional delivery, where the baby and mother are discharged after 48 hours according to current guidelines, it is expected that care for the newborn during this period is provided in the institution. When the mother and baby return home, care is still required

to save baby during the critical first month. Any illness during this period could result in the newborn dying at home, unless the baby is provided with appropriate care or referred to a facility equipped to treat sick newborns. A significant proportion of mothers prefer to return home within a few hours after delivery, which means that home based newborn care needs to be available even for such babies born in institutions to tide them over the first day and thereafter. Furthermore for the home deliveries, home based newborn care, is essential even on the first day. The guidelines of Government of India on HBNC expect ASHAs to make home visits to promote essential newborn care, identify illness, and refer infants if needed. Thus the knowledge and practices of ASHA is one of the crucial aspects of health systems to improve the coverage of community-based newborn health care programmes as well as adherence to essential newborn care practices at the household level. IMR (Infant Mortality Rate) of Allahabad is 81 whereas NMR (Neonatal Mortality Rate) is 60 as per AHS (Annual Health Survey) 2012-13 which is much higher than the national average.

This study was conducted to assess Knowledge and practices of ASHAs in provision of HBNC services.

## **1.6 Research Question**

What are the Knowledge and Practices of ASHA in providing HBNC in Bahadurpur block of Allahabad, UP?

## **1.7 Objectives**

1. To assess the Knowledge of ASHA regarding HBNC.
2. To assess the Practices of ASHA in providing HBNC.
3. To study various factors influencing the effective provision of HBNC services.

## **1.8 Methodology**

Study Design- Descriptive cross sectional study

Study Area- Bahadurpur block of Allahabad (High Priority District)

Study Participants- ASHAs randomly selected from block who have undergone HBNC training / Module6-7 training.

Sampling- A focused Block (Bahadurpur) was selected out of 4 focused Blocks by Simple Random Sampling.

Bahadurpur has 245 working ASHAs

Sample size of ASHAs to be interviewed was calculated using the method given below:

Sample Size Calculation:

Sample Size = (Distribution of 50%) / ((Margin of Error% / Confidence Level Score) Squared)

Finite Population Correction:

True Sample = (Sample Size X Population) / (Sample Size + Population – 1)

At the 95 % confidence interval and 5 % margin of error,

Population= 245 ASHAs

No. of ASHA to be interviewed is coming out to be 150

Bahadurpur is divided into 5 clusters out of which 3 clusters were selected randomly to study 150 ASHAs

4 ASHAs did not want to be part of the study

So, final sample size of ASHAs interviewed was 146

## **1.9 Data Collection and Analysis**

Data Collection Technique-Personal Interview

Data Collection Tool- Interview Schedule

Data Analysis Plan- Filled interview schedule were checked for completeness and correctness and data was entered in MS Excel for further analysis.

## **1.10 Ethical Considerations**

Informed consent was taken before starting the interview. If anyone disagreed to become part of the data collection process they were not forced by any means. Prior information was given before visiting any health facility. It was ensured that the names of Interviewees will not be taken in the research process and in the final presentation.

## **1.11 Results**

### **1.11.1 Socio Demographic Characteristics of Population**

The socio-demographic characteristics of the respondents is summarized in Table 1.1 below. About a one third (35.6 percent) of ASHAs were in the age group of up to 30 years. More than half the ASHAs (56.2 percent) were of the age group 31 to 45 years and few ASHAs (8.2 percent) fell in the age group 46 years and above.

All the ASHAs studied, mentioned their religion as Hindu.

Almost half (49.3 percent) belonged to the OBC category while around one third ASHAs (30.1 percent) were from SC category whereas. 20.5 percent were from the others category.

Just around four percent of ASHAs were educated below 8<sup>th</sup> standard whereas major chunk (43.2 percent) mentioned their education level between 8<sup>th</sup> to 10<sup>th</sup> standard. It was encouraging to note that around one third ASHAs (30.1 percent) were educated between 10<sup>th</sup> to 12<sup>th</sup> standard and almost 27 percent were educated above the level of 12<sup>th</sup> standard.

Almost all the ASHAs (93.2 percent) were currently married whereas around one percent were widow. Around three percent were single, same percentage of ASHAs were separated/widow as well.

Agriculture (Own land) was family's main livelihood activity of around 23 percent of ASHAs. Around 19 percent of ASHA's families had self-employment as livelihood activity whereas 21 percent and 17 percent of ASHA's families had salaried employment, Govt. and Private respectively. Nineteen percent of the ASHA family did daily wage labor for livelihood. Just around one percent had no specific livelihood activity.

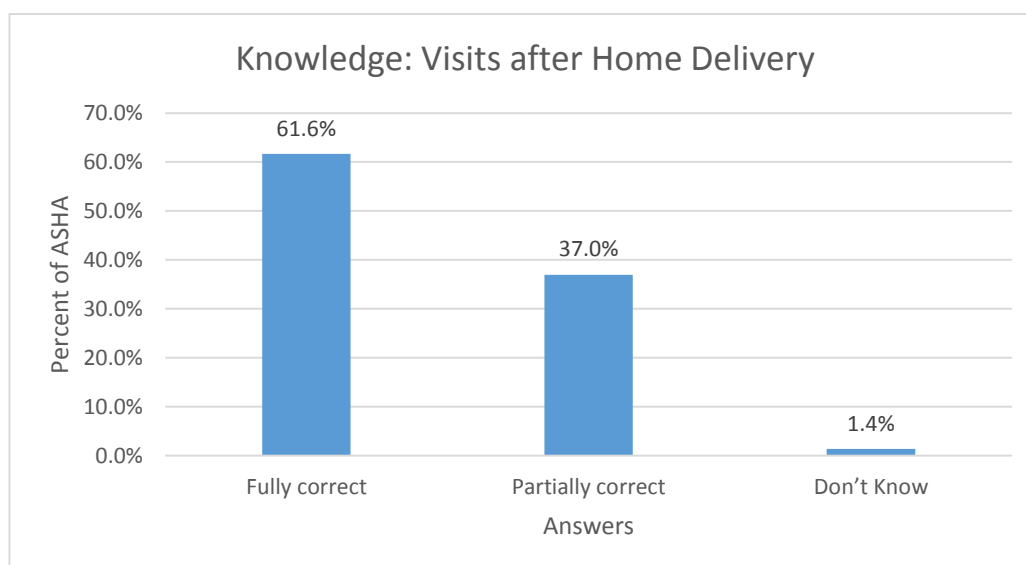
| Characteristics        | Percentage of respondents |
|------------------------|---------------------------|
| <b>Age</b>             |                           |
| Up to 30 Years         | 35.6                      |
| 31 to 45 Years         | 56.2                      |
| 46 and above Years     | 8.2                       |
| <b>Religion</b>        |                           |
| Hindu                  | 100                       |
| Muslim                 | 0                         |
| Christian              | 0                         |
| Buddhist               | 0                         |
| Others                 | 0                         |
| <b>Caste</b>           |                           |
| SC                     | 30.1                      |
| ST                     | 0                         |
| OBC                    | 49.3                      |
| Others                 | 20.5                      |
| <b>Education</b>       |                           |
| Below 8th              | 4.1                       |
| 8th-10 <sup>th</sup>   | 43.2                      |
| 10th-12th              | 30.1                      |
| Above 12 <sup>th</sup> | 22.6                      |
| Others                 | 0                         |
| <b>Marital Status</b>  |                           |
| Single                 | 2.7                       |
| Married                | 93.2                      |
| Separated/Divorced     | 2.7                       |

|                   |                           |      |
|-------------------|---------------------------|------|
|                   | Widow                     | 1.4  |
| <b>Livelihood</b> |                           |      |
|                   | Agricultural (own land)   | 23.3 |
|                   | Self-employed             | 18.5 |
|                   | Salaried employee (Govt.) | 20.5 |
|                   | Salaried employee (Pri.)  | 17.1 |
|                   | Daily wages labour        | 19.2 |
|                   | Others                    | 1.4  |

**Table-1.1: Socio Demographic Characteristics of ASHAs (n = 146)**

### **1.11.2 Knowledge: Number of Visits to be made to the new born after home delivery**

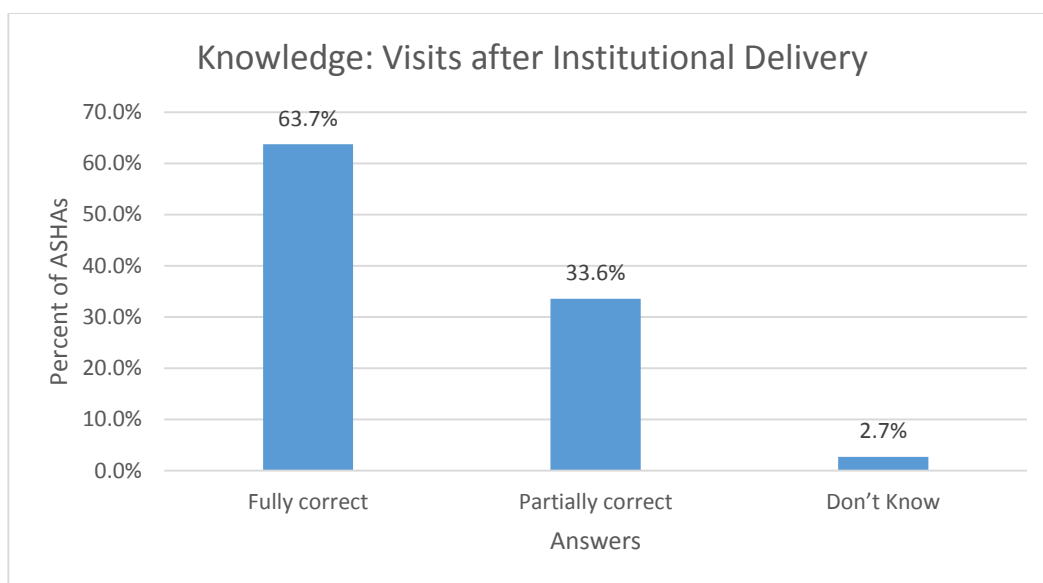
Around 62 percent of ASHAs were able to tell the correct number of visits. Thirty seven percent were partially correct and 1.4 percent didn't know. (Figure 1.1)



**Fig.1.1 Knowledge of ASHAs regarding number of visits to be made to the new born after home delivery (N=146)**

### **1.11.3 Knowledge: Number of Visits to be made to the new born after institutional delivery**

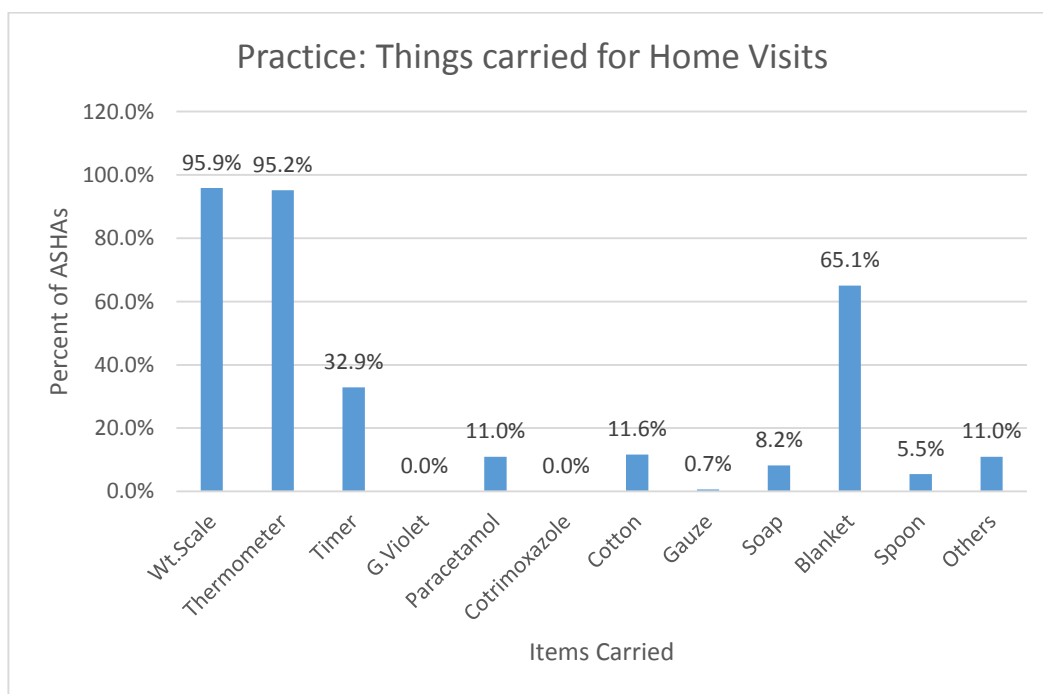
Around 64 percent of ASHAs were able to tell the correct number of visits. Thirty four percent were partially correct and 2.7 percent didn't know. (Figure 1.2)



**Fig.1.2 Knowledge of ASHAs regarding number of visits to be made to the new born after institutional delivery (N=146)**

#### **1.11.4 Practice: Things carried during the visit to new born**

Most of the ASHAs around 96 percent and 95 percent carry Weighing scale and Thermometer respectively. Sixty five percent carry blanket and 33 percent carry timer device. Rest all items are carried by below 12 percent ASHAs with none of the ASHAs carrying Gentian Violet and Tab. Cotrimoxazole (Figure 1.3).



**Fig.1.3: Practice of ASHAs regarding things carried during the visit to new born (N=146)**

### 1.11.5 Practice: Advice to mother regarding newborn care

Around 98 percent of ASHAs give advice regarding Breast Feeding and 73 percent give advice related to care of cord. Almost half (51.4 percent) of ASHAs give advice on Hand washing practices. Forty two percent of ASHAs give information about Vaccination and almost same percent of ASHAs advice regarding maintenance of warmth. Just three percent tell about Birth Registration of new born. (Figure 1.4).

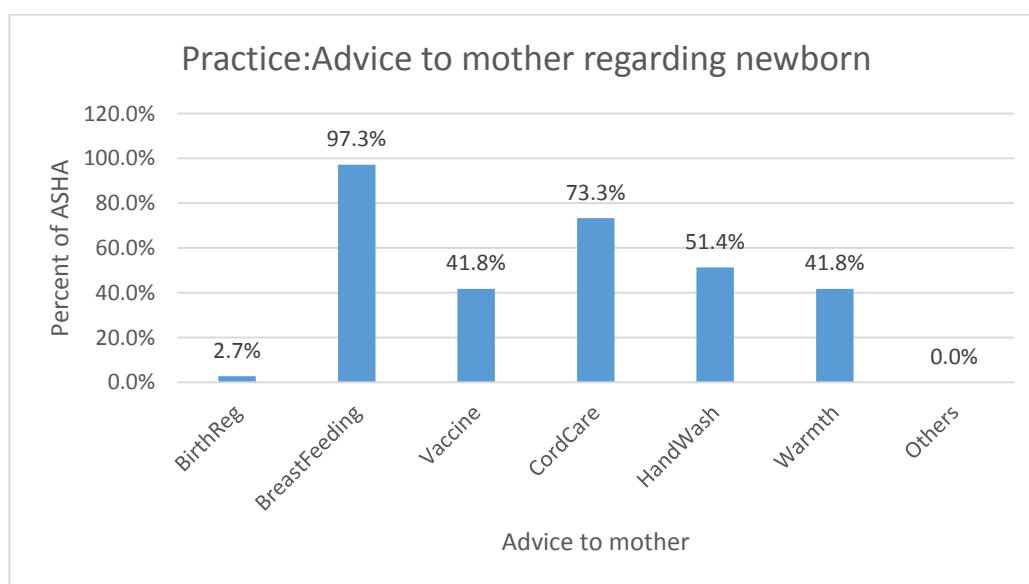
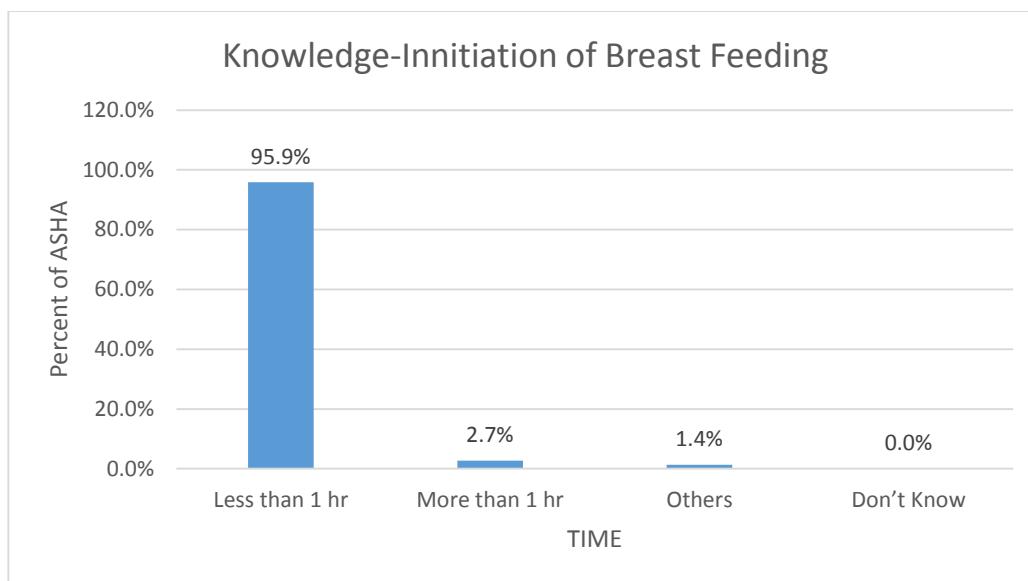


Fig.1.4: Practice of ASHAs in giving Advice to mother regarding newborn care (N=146)

### 1.11.6 Knowledge: Initiation of Breast feeding

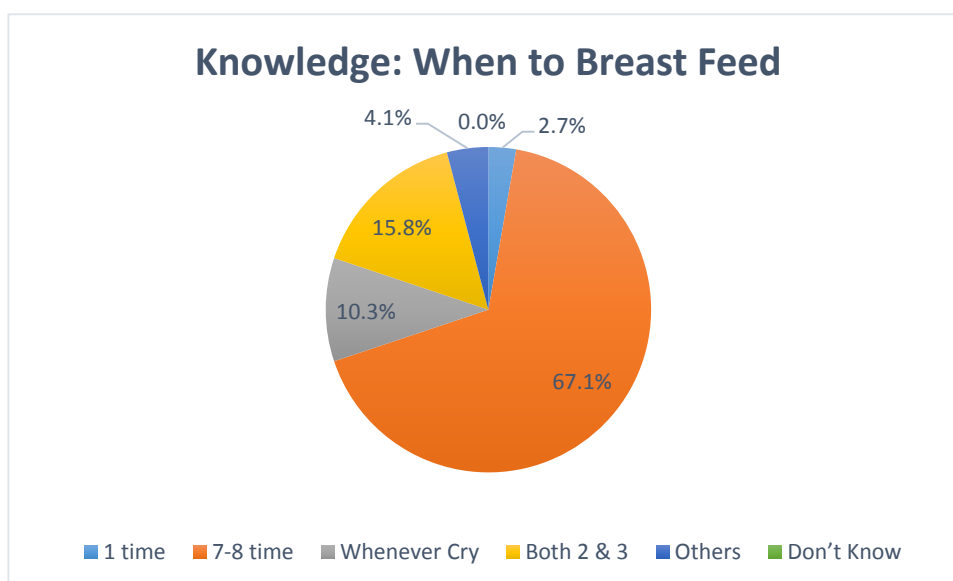
Almost all the ASHAs (95.9 percent) knew regarding early initiation of Breast Feeding i.e. within 1 hour of birth. Around three percent told more than 1 hour while just around 1 percent even answered others which included more than 1 or 2 days after birth. (Figure 1.5).



**Fig.1.5: Knowledge of ASHAs regarding initiation of Breast feeding to the new born (N=146)**

#### **1.11.7 Knowledge: Frequency of Breast Feeding / When to Breast Feed**

Majority of ASHAs (67.1 percent) answered 7-8 times while around 10 percent said whenever the child cries. Around 16 percent answered both the above options. Mere three percent also answered 1 time while around four percent also answered other than the options provided which included 12-15 times also. ( Figure 1.6).



**Fig.1.6: Knowledge of ASHAs regarding Frequency of Breast Feeding / When to Breast Feed (N=146)**

### 1.11.8 Practice: Advice to mother regarding Breast Feeding

Around 77 percent of total ASHAs give advice related to positioning of baby and 73 percent tell mother about exclusive breast feeding. About 62 percent give information about frequency of feeding whereas almost half (47.9 percent) advise about initiation of breastfeeding. Almost 19 percent also give advice on colostrum feeding. (Figure 1.7).

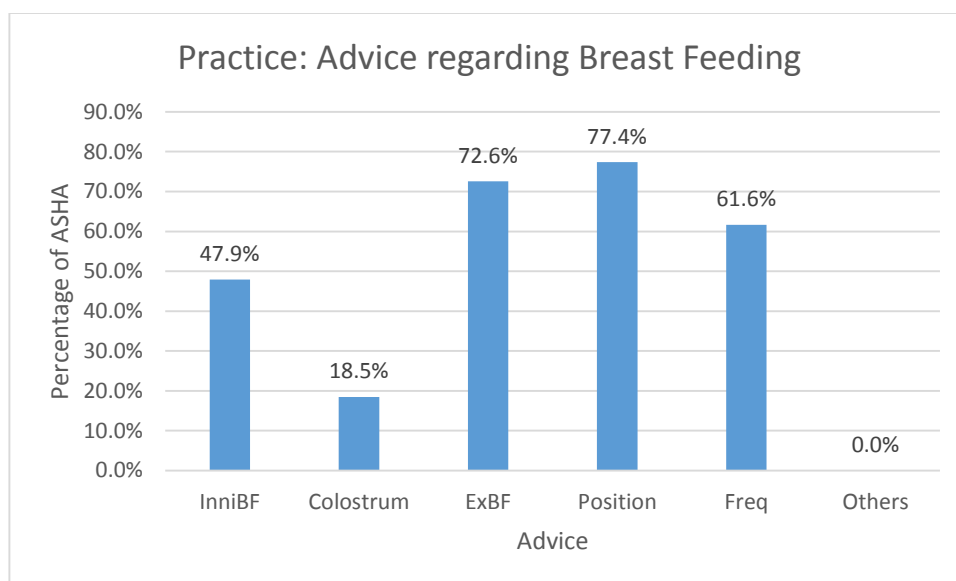
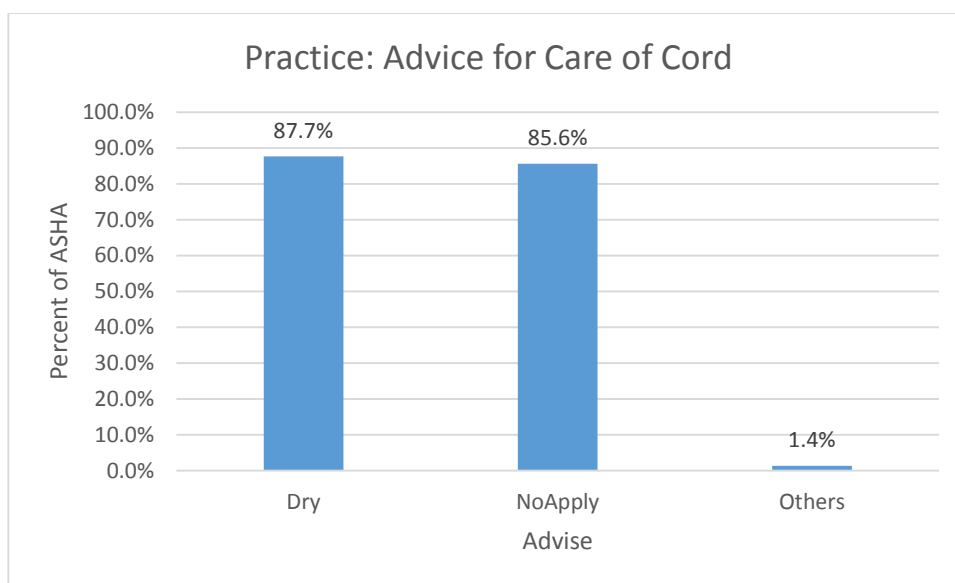


Fig.1.7: Practice of ASHAs in giving advice to mother regarding Breast Feeding (N=146)

### 1.11.9 Practice: Advice to mother for care of cord

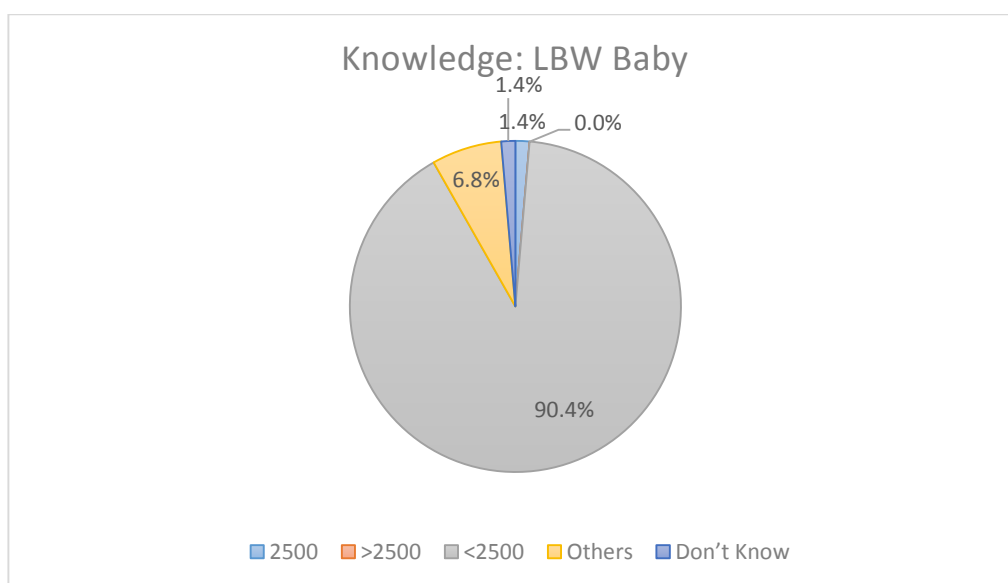
Around 88 percent of the total ASHAs advice mother that cord should be kept dry and almost 86 percent advise that nothing should be applied to the cord. Just one percent of ASHAs also answered others which included that it should be cleaned. (Figure 1.8).



**Fig.1.8: Practice of ASHAs in giving advice to mother for care of cord (N=146)**

#### **1.11.10 Knowledge: Weight of Low Birth Weight Baby**

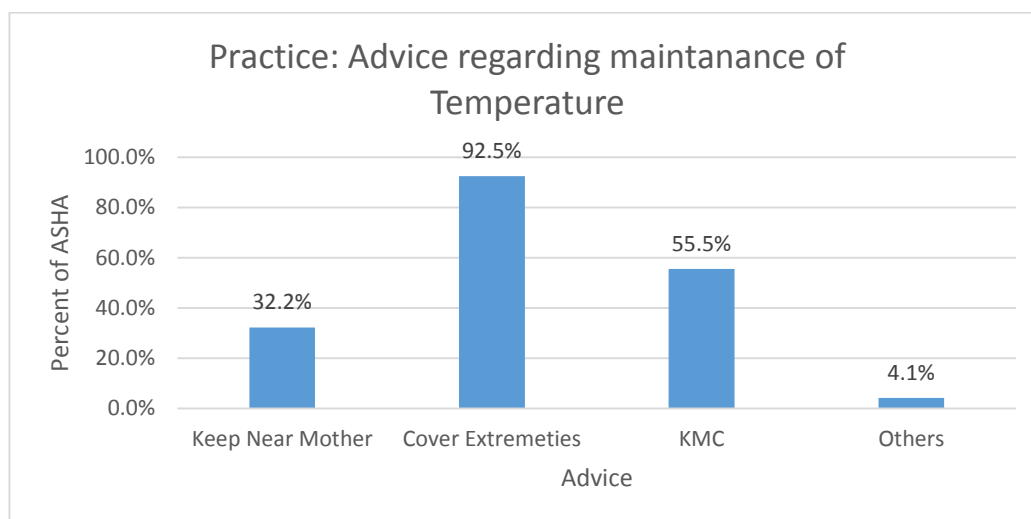
Majority of ASHAs (90.4%) answered correctly that newborn with a weight less than 2500 grams is termed as Low birth weight baby while around seven percent answered as others which majorly included weight less than 2000 grams. Just one percent answered weight more than 2500 grams while almost same percent of ASHAs didn't know. (Figure 1.9).



**Fig.1.9: Knowledge of ASHAs regarding Weight of Low Birth Weight Baby (N=146)**

### 1.11.11 Practice: Advice to mother regarding maintenance of temperature of new born

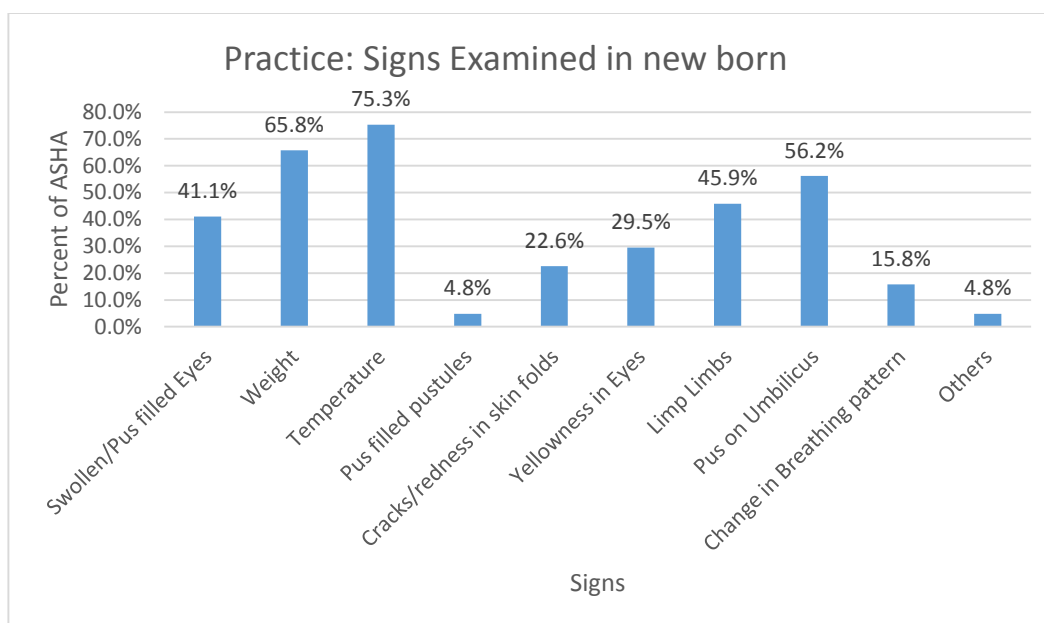
Almost all of the ASHAs (92.5%) advise to cover the extremities as a measure to maintain temperature while more than half (55.6 percent) of ASHAs advise for Kangaroo Mother Care. About 32 percent tell about keeping the new born near the mother. Some ASHAs around four percent advise other than the above options which majorly included keeping the room and bed warm. (Figure 1.10)



**Fig.1.10: Practice of ASHAs regarding advice to mother regarding maintenance of temperature of new born**

### 1.11.12 Practice: Signs examined in new born during home visits

Around three fourth (75.3 percent) of the total ASHAs look for temperature while about 66 percent check weight. Around 56 percent check for pus on umbilicus, about 46 percent look for limp limbs, about 41 percent look for pus/swollen eyes, about 30 percent look for yellowness in eyes, about 23 percent look for cracks/redness on skin folds, about 16 percent look for change in breathing patterns. Just around five percent look for pus filled pustules while the same percent of ASHAs looked for other signs which majorly included asking for feeding patterns, frequency of urine and stools. (Figure 1.11)



**Fig. 1.11: Practices followed by ASHAs for signs to examined in new born during home visits (N=146)**

#### **1.11.13 Percent of ASHAs who received checklist for HBNC and ones who filled the checklist for HBNC**

Around 66 percent of ASHAs received HBNC checklist while about one third (34.2 percent) did not receive.

Majority of ASHAs i.e. around 83 percent of the ASHAs who received HBNC checklist fill the checklist while about 17 percent don't fill. (Table 1.2)

| Received Checklist   | Response | Number of ASHAs | Percent |
|----------------------|----------|-----------------|---------|
| N=146                | Yes      | 96              | 65.8    |
|                      | No       | 50              | 34.2    |
| Filling of Checklist | Yes      | 80              | 83.3    |
|                      | No       | 16              | 16.7    |

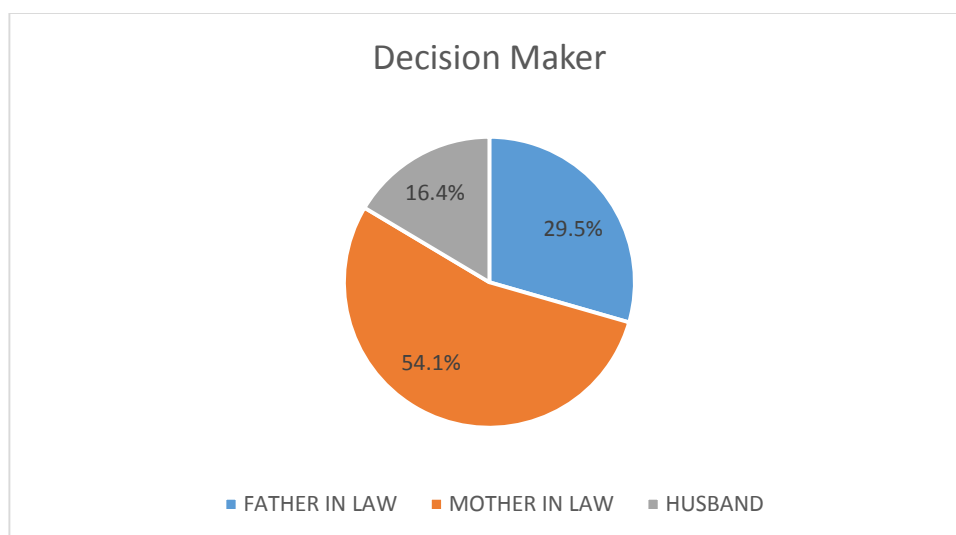
**Table 1.2: Percent of ASHAs who received checklist for HBNC (N=146) and filled the checklist for HBNC (N=96)**

#### **1.11.14 Number of ASHAs who have a knowledge regarding incentive to be received for HBNC (N=146)**

Around three fourth (76.7 percent) of ASHAs have knowledge regarding incentives to be received for HBNC while about one forth (23.3 percent) are unaware about the incentive.

#### 1.11.15 Decision maker in the family according to perception of ASHAs

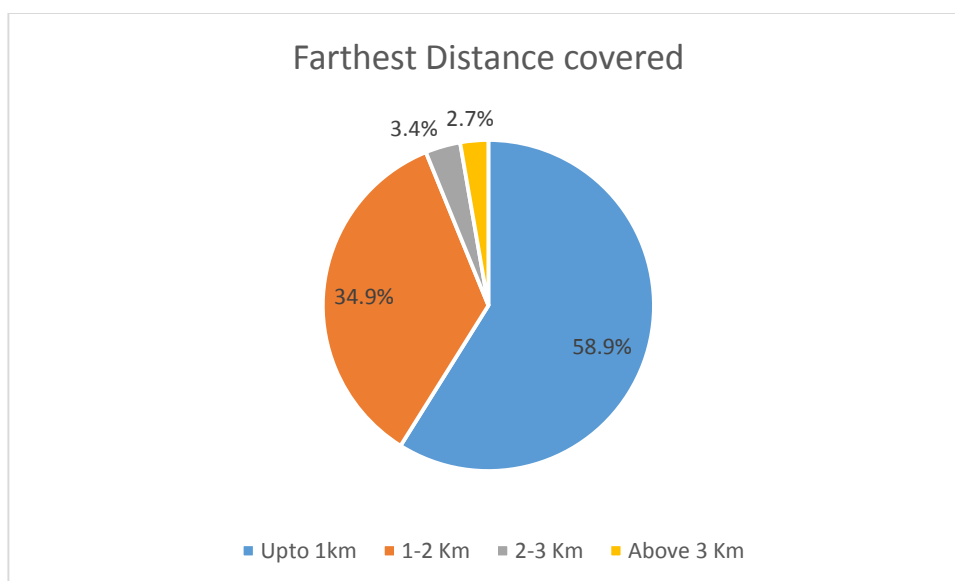
More than half (54.1) of the ASHAs feel mother in law as the decision maker, while around 30 percent feel father in law as the decision maker. According to around 16 percent of ASHAs husband is the decision maker for care seeking behavior of the mother (Figure 1.12).



**Fig. 1.12: Decision maker in the family according to perception of ASHAs (N=146)**

#### 1.11.16 Farthest distance covered by ASHA during home visit

Most of the ASHAs (58.9 percent) cover up to 1 km distance while around one third of the ASHAs (34.9 percent) cover up to 2 kms. About three percent have to go up to 3 kms. while just around three percent cover more than 3 kms. (Figure 1.13)



**Fig.1.13: farthest distance covered by ASHA during home visit (N=146)**

#### **1.11.17 Problems faced by ASHA during provision of HBNC services**

Majority of ASHAs (60.5 percent) complained about late receipt of incentive. Around 28 percent complained that the beneficiaries don't listen to them while just 12 percent said that conveyance was a problem (Table 1.5)

| Problems faced by ASHAs | Number of ASHAs | Percent |
|-------------------------|-----------------|---------|
| Don't listen            | 12              | 27.9    |
| Conveyance              | 5               | 11.6    |
| On time Incentive       | 26              | 60.5    |
|                         | N=43            |         |

**Table1.3: Problems faced by ASHA during provision of HBNC services (N=43)**

#### **1.11.18 Perception of ASHAs about HBNC Services**

Around 86 percent rated the HBNC services as good while just 14 percent said the services were average. (Table 1.6)

| Perception about HBNC Services | Number of ASHAs | Percent |
|--------------------------------|-----------------|---------|
| Good                           | 125             | 85.6%   |
| Average                        | 21              | 14.4%   |

|      |       |      |
|------|-------|------|
| Poor | 0     | 0.0% |
|      | N=146 |      |

**Table 1.4: Perception of ASHAs about HBNC Services (N=146)**

## **1.12 Discussion**

The objective of the study was to find out the knowledge and practices of ASHAs in Bahadurpur Block of Allahabad District.

Proper knowledge and practices of ASHAs about HBNC services is of utmost importance to improve child health.

The study covered 146 ASHAs in Bahadurpur blocks of Allahabad district, U.P. The ASHAs were interviewed about their knowledge and practices in relation to Home Based New Born Care through an interview schedule. Questions included their socio-demographic characteristics, Knowledge and Practices followed during provision of HBNC services and their perception and challenges regarding provision of effective HBNC services.

Near about 90 percent of ASHAs were of the age less than 45 years. Around 80 percent of ASHAs belonged to lower caste. As far as level of education is concerned more than half of the ASHAs were educated above 10<sup>th</sup> standard. Almost all the ASHAs (93.2 percent) were currently married whereas around one percent were widow. Around three percent were single, same percentage of ASHAs were separated/widow as well. Overall all ASHA had other important activity as main livelihood activity.

Around three fifth of ASHAs had a correct knowledge regarding the number and days of home visit for HBNC. As concluded in the study on A Situational Analysis on performance of Accredited Social Health Activists to Provide Home-based Newborn Care by Emily Das.et al it is again found that, almost all the ASHAs carried Weighing scale and Thermometer for home visits but major concern was that most of the other important items were carried by less than 12 percent ASHAs.

Talking of the advices given to mothers regarding new born around 98 percent of ASHAs give advice regarding Breast Feeding and 73 percent give advice related to care of cord. Almost half (51.4 percent) of ASHAs give advice on Hand washing practices. Less than half of the ASHAs advised about vaccination and maintenance of warmth. Just three percent tell about Birth Registration of new born.

Almost all the ASHAs (95.9 percent) knew regarding early initiation of Breast Feeding i.e. within 1 hour of birth. When asked about, when should the child be breast feeding, Majority of ASHAs (67.1 percent) answered 7-8 times while around 10 percent said whenever the child cries. Around 16 percent answered both the above options. Mere three percent also answered 1 time while around four percent also answered other than the options provided which included 12-15 times also. Around 77 percent of total ASHAs give advice related to

positioning of baby and 73 percent tell mother about exclusive breast feeding. About 62 percent give information about frequency of feeding whereas almost half (47.9 percent) advise about initiation of breastfeeding. Just 19 percent also give advice on colostrum feeding.

While asked about practices related to care of cord, majority of ASHAs advice mother that cord should be kept dry and nothing should be applied to the cord. Just one percent of ASHAs also answered others which included that it should be cleaned.

Knowledge about weight of a Low birth weight showed that majority of ASHAs (90.4%) answered correctly that newborn with a weight less than 2500 grams is termed as Low birth weight baby while around seven percent answered as others which majorly included weight less than 2000 grams. Just one percent answered weight more than 2500 grams while almost same percent of ASHAs didn't know

Practice regarding maintenance of temperature of new born showed that almost all of the ASHAs advised the mother to cover the extremities as a measure to maintain temperature while more than half of ASHAs advise for Kangaroo Mother Care. About 32 percent tell about keeping the new born near the mother. Some ASHAs around four percent advise other than the above options which majorly included keeping the room and bed warm.

Around three fourth (75.3 percent) of the total ASHAs look for temperature while about 66 percent check weight. Around 56 percent check for pus on umbilicus, about 46 percent look for limp limbs, about 41 percent look for pus/swollen eyes, about 30 percent look for yellowness in eyes, about 23 percent look for cracks/redness on skin folds, about 16 percent look for change in breathing patterns. Just around five percent look for pus filled pustules while the same percent of ASHAs looked for other signs which majorly included asking for feeding patterns, frequency of urine and stools. Other than just temperature and weight other signs should also be checked without any negligence.

Around 66 percent of ASHAs received HBNC checklist while about one third (34.2 percent) did not receive. Ensuring distribution of checklist to all must be looked into. Majority of ASHAs i.e. around 83 percent of the ASHAs who received HBNC checklist fill the checklist while about 17 percent don't fill. The major reason of not filling of checklist came out to be non-payment of the incentive on time.

Around three fourth (76.7 percent) of ASHAs have knowledge regarding incentives to be received for HBNC while about one forth (23.3 percent) are unaware about the incentive.

The mother was not involved in decision making for care seeking. More than half of the ASHAs feel mother in law as the decision maker, while around 30 percent feel father in law as the decision maker. According to around 16 percent of ASHAs husband is the decision maker for care seeking behavior of the mother.

Most of the ASHAs (58.9 percent) cover up to 1 km distance while around one third of the ASHAs (34.9 percent) cover up to 2 kms. About three percent have to go up to 3 kms., while just around three percent cover more than 3 kms.

Majority of ASHAs (60.5 percent) complained about late receipt of incentive. Around 28 percent complained that the care giver don't listen to them while just 12 percent said that conveyance was a problem

Around 86 percent rated the HBNC services as good while just 14 percent said the services were average

### **1.13 Conclusion**

The study aimed to assess the knowledge and practices of ASHAs of Bahadurpur block in provision of HBNC services. It is evident from the results and the discussions that though the knowledge level is good but they become less efficient when it comes to practicing the services. Most of the ASHAs had correct knowledge regarding the number of Home visits to be made for HBNC. Most of the ASHAs carry weighing machine and thermometer during home visit but leave other important items like Paracetamol, cotton, gauze, timer device, soap, spoon etc. Talking of advices given to the mothers it was appreciable to know that most of the ASHAs gave advices on Breast Feeding, Care of cord and Hand Washing practices but less than half of the ASHAs advice included other important issues like vaccination, maintenance of temperature & birth registration of new born. Most of the ASHAs had knowledge regarding early initiation of Breast Feeding. Advice regarding intake of colostrum remained a neglected practice by most of the ASHAs. Just half of the ASHAs advice regarding Kangaroo Mother Care. During home visits, checking weight and temperature was done by majority of ASHAs but rest other signs of the new born were examined by half or less than half of the ASHAs only, which showed there was a need of capacity building. Lack of supplies of HBNC checklists and delayed payments of incentives to ASHAs also affected the provision of HBNC services. Ensuring refresher training, supply of checklist to all ASHAs, regular supportive supervision and on time payment of incentives can make provision of HBNC effective and thus help achieving the goal of reduction of neonatal mortality.

## 1.14 Limitations of the Study

- This study is done in just 1 block of the district Allahabad, and the sample collected is small, and hence cannot be generalized over a large population.
- Time constraints for various activities of the project.

## 1.15 References

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6. ASHA Module 6 & 7
7. Home Based New Born Care: Operational Guidelines Revised 2014

## 2 Annexure

### 2.1 Interview Schedule for ASHA

**Informed consent:** I would like to thank you for taking the time to meet me. My name is Dr Atul B. Rairker. I would like to talk to you about your knowledge and practices for HBNC. There are no direct benefits for you as a part of this research, however your contribution will help the department of health to design and develop appropriate information resources to help all ASHAs effectively perform HBNC and thus helping to

reduce new born mortality. The interview should take about 15 minutes. The responses will be kept confidential. This means that the interview responses will be shared only with the research team and we will ensure that any information that we include in our report does not identify you as the respondent. Remember, you don't have to talk about anything that you don't want to and you can end the interview at any time.

Do you have any questions about what I just explained? \_\_\_\_\_

Are you willing to participate in the interview? \_\_\_\_\_

Start Time \_\_\_\_\_

End Time \_\_\_\_\_

1. Serial Number

|  |  |  |
|--|--|--|
|  |  |  |
|--|--|--|

2. Date of interview

|  |  |  |  |  |  |
|--|--|--|--|--|--|
|  |  |  |  |  |  |
|--|--|--|--|--|--|

(DD/MM/YY)

3. Name of Village

.....

| Section A – Background Characteristics |                                        |                   |                        |          |
|----------------------------------------|----------------------------------------|-------------------|------------------------|----------|
| Q. NO.                                 | QUESTIONS AND FILTERS                  | CODING CATEGORIES | INSTRUCTIONS           | RESPONSE |
| 1                                      | How old are you?<br>आपकी उमर कितनी है? |                   | Age in completed years |          |

|   |                                                                               |                                                              |    |                                                                                    |  |
|---|-------------------------------------------------------------------------------|--------------------------------------------------------------|----|------------------------------------------------------------------------------------|--|
| 2 | What is your Religion?<br>आपका धर्म क्या है ?                                 | Hindu हिंदू                                                  | 1  | In Case of Others as a response please specify<br><br>अगर उत्तर अन्य है तो कारण दे |  |
|   |                                                                               | Muslim मुस्लिम                                               | 2  |                                                                                    |  |
|   |                                                                               | Christian क्रिस्चन                                           | 3  |                                                                                    |  |
|   |                                                                               | Buddhist बौद्ध                                               | 4  |                                                                                    |  |
|   |                                                                               | Others अन्य                                                  | 98 |                                                                                    |  |
| 3 | Which Caste or Tribe, do you belong?<br>आपकी जाति क्या है?                    | Scheduled Caste<br>अनुसूचित जाति                             | 1  | In Case of Others as a response please specify<br><br>अगर उत्तर अन्य है तो कारण दे |  |
|   |                                                                               | Scheduled tribes<br>अनुसूचित जनजाति                          | 2  |                                                                                    |  |
|   |                                                                               | OBC<br>अन्य पिछड़ी जाति                                      | 3  |                                                                                    |  |
|   |                                                                               | Others<br>अन्य                                               | 98 |                                                                                    |  |
|   |                                                                               |                                                              |    |                                                                                    |  |
| 4 | What is the highest level of education obtained by you?<br>आप कहा तक पढ़ी है? | Below 8 <sup>th</sup> standard<br>८ वी से कम                 | 1  | In Case of Others as a response please specify<br><br>अगर उत्तर अन्य है तो कारण दे |  |
|   |                                                                               | 8 <sup>th</sup> to 10 <sup>th</sup> standard<br>८ से १० तक   | 2  |                                                                                    |  |
|   |                                                                               | 10 <sup>th</sup> to 12 <sup>th</sup> standard<br>१० से १२ तक | 3  |                                                                                    |  |
|   |                                                                               | Above 12 <sup>th</sup> standard<br>१२ से अधिक                | 4  |                                                                                    |  |
|   |                                                                               | Others<br>अन्य                                               | 98 |                                                                                    |  |
|   |                                                                               |                                                              |    |                                                                                    |  |
|   |                                                                               |                                                              |    |                                                                                    |  |

|   |                                                                                                 |                                                      |    |                                                                                    |  |
|---|-------------------------------------------------------------------------------------------------|------------------------------------------------------|----|------------------------------------------------------------------------------------|--|
| 5 | What is your Marital Status?<br><br>आपकी वैवाहिक स्थिति क्या है ?                               | Single<br>अविवाहित                                   | 1  |                                                                                    |  |
|   |                                                                                                 | Married<br>विवाहित                                   | 2  |                                                                                    |  |
|   |                                                                                                 | Separated / Divorced<br>अलग रहती / तलाकशुदा          | 3  |                                                                                    |  |
|   |                                                                                                 | Widow<br>विधवा                                       | 4  |                                                                                    |  |
| 6 | What is the main livelihood activity of your household?<br><br>आपके घर के आय का जरिया क्या है ? | Agricultural (own land)<br>खेती (स्वयं की)           | 1  | In Case of Others as a response please specify<br><br>अगर उत्तर अन्य है तो कारण दे |  |
|   |                                                                                                 | Self employed<br>स्वयं का व्यवसाय                    | 2  |                                                                                    |  |
|   |                                                                                                 | Salaried employee (Govt.)<br>सरकारी नौकरी            | 3  |                                                                                    |  |
|   |                                                                                                 | Salaried employee (Private)<br>निजी संस्था में नौकरी | 4  |                                                                                    |  |
|   |                                                                                                 | Daily wages labour<br>मजदूरी                         | 5  |                                                                                    |  |
|   |                                                                                                 | Others अन्य                                          | 98 |                                                                                    |  |

|   |                                                                                                       |  |  |                                          |  |
|---|-------------------------------------------------------------------------------------------------------|--|--|------------------------------------------|--|
| 7 | How much experience do you have working as an ASHA<br><br>बतौर आशा आप कितने वर्षों से काम कर रही है ? |  |  | Please specify period in completed years |  |
|---|-------------------------------------------------------------------------------------------------------|--|--|------------------------------------------|--|

| Section B – Knowledge and Practices |                                                                                                                          |                                                                                                                                                                                 |                  |                                                                                                                                         |          |
|-------------------------------------|--------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-----------------------------------------------------------------------------------------------------------------------------------------|----------|
| Q. NO.                              | QUESTIONS AND FILTERS                                                                                                    | CODING CATEGORIES                                                                                                                                                               | T<br>Y<br>P<br>E | INSTRUCTIONS                                                                                                                            | RESPONSE |
| 1                                   | When should you visit new born in case of home delivery?<br><br>घर में जन्मे नवजात शिशु को देखने आपको कब कब जाना चाहिए ? | 1 <sup>st</sup> , 3 <sup>rd</sup> , 7 <sup>th</sup> , 14 <sup>th</sup> , 21 <sup>st</sup> , 28 <sup>th</sup> , 42 <sup>nd</sup> day after birth<br><br>१,३,७,१४,२१,२८,४२ वे दिन | 1                | K<br><br>If respondent recalls some of the days correctly, write the 2 option<br><br>अगर आशा सातो दिन ठीक से ना बता पाए तो उत्तर 2 लिखे |          |
|                                     |                                                                                                                          | Partially correct<br><br>अंशतः सही                                                                                                                                              | 2                |                                                                                                                                         |          |
|                                     |                                                                                                                          | When family calls<br>जब परिवार बुलाये                                                                                                                                           | 3                |                                                                                                                                         |          |
|                                     |                                                                                                                          | Don't know पता नहीं                                                                                                                                                             | 99               |                                                                                                                                         |          |
| 2                                   | When should you visit new born in case of institutional delivery?<br><br>अस्पताल में जन्मे नवजात शिशु को देखने           | 1 <sup>st</sup> , 3 <sup>rd</sup> , 7 <sup>th</sup> , 14 <sup>th</sup> , 21 <sup>st</sup> , 28 <sup>th</sup> , 42 <sup>nd</sup> day after birth<br><br>३,७,१४,२१,२८,४२ वे दिन   | 1                | K<br><br>If respondent recalls some of the days correctly, write the 2 option<br><br>अगर आशा छेओ दिन ठीक से ना                          |          |
|                                     |                                                                                                                          | Partially correct                                                                                                                                                               | 2                |                                                                                                                                         |          |

|   |                                                                                                                               |                                     |    |   |                                                                                                                                                                                           |  |
|---|-------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|----|---|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
|   | आपको कब कब जाना चाहिए ?                                                                                                       | अंशतः सही                           |    |   | बता पाए तो उत्तर 2 लिखे                                                                                                                                                                   |  |
|   |                                                                                                                               | When family calls जब परिवार बुलाये  | 3  |   |                                                                                                                                                                                           |  |
|   |                                                                                                                               | Don't know पता नहीं                 | 99 |   |                                                                                                                                                                                           |  |
| 3 | What are the things you carry along with you during HBNC visits<br><br>HBNC के दौरान आप अपने साथ कौन कौन सी वस्तुएं रखती है ? | Weighing scale with sling वजन काटा  | A  | P | Multiple responses are allowed<br><br>एक से अधिक उत्तर संभव हैं<br><br>Kindly probe for answers<br><br>In Case of Others as a response please specify<br><br>अगर उत्तर अन्य हे तो कारण दे |  |
|   |                                                                                                                               | Thermometer थर्मामीटर               | B  |   |                                                                                                                                                                                           |  |
|   |                                                                                                                               | Timer device घड़ी                   | C  |   |                                                                                                                                                                                           |  |
|   |                                                                                                                               | Gentian Violet paint जेंशियन वयोलित | D  |   |                                                                                                                                                                                           |  |
|   |                                                                                                                               | Syrup Paracetamol पेरासिटामोल सिरप  | E  |   |                                                                                                                                                                                           |  |
|   |                                                                                                                               | Syrup Cotrimoxazole कोत्रिमजोल सिरप | F  |   |                                                                                                                                                                                           |  |
|   |                                                                                                                               | Cotton रुई                          | G  |   |                                                                                                                                                                                           |  |
|   |                                                                                                                               | Gauze गौज                           | H  |   |                                                                                                                                                                                           |  |
|   |                                                                                                                               | Soap with soap case साबुन           | I  |   |                                                                                                                                                                                           |  |
|   |                                                                                                                               | Baby blanket कम्बल                  | J  |   |                                                                                                                                                                                           |  |
|   |                                                                                                                               | Spoon चम्मच                         | K  |   |                                                                                                                                                                                           |  |
|   |                                                                                                                               | Others अन्य                         | 98 |   |                                                                                                                                                                                           |  |
| 4 |                                                                                                                               | Birth Registration                  | A  | P |                                                                                                                                                                                           |  |

|   |                                                                                                                                  |                                                                                                                                                                                                                                   |                                                        |   |                                                                                                                                                                                                  |  |
|---|----------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|---|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
|   | <p>What information related to baby you give to mother?</p> <p>नवजात से सम्बंधित, आप माता को कौन कौन सी जानकारीयां देती है ?</p> | <p>जन्म पंजीकरण</p> <p>Breast Feeding<br/>स्तन पान</p> <p>Vaccination<br/>टीकाकरण</p> <p>Care of cord<br/>नाभि नाल की देखभाल</p> <p>Hand washing<br/>हाथ धोना</p> <p>Maintenance of warmth<br/>गरमाहट रखना</p> <p>Others अन्य</p> | <p>B</p> <p>C</p> <p>D</p> <p>E</p> <p>F</p> <p>98</p> |   | <p>Multiple responses are allowed</p> <p>एक से अधिक उत्तर संभव हैं</p> <p>Kindly probe for answers</p> <p>In Case of Others as a response please specify</p> <p>अगर उत्तर अन्य हे तो कारण दे</p> |  |
| 5 | <p>When should the breast feeding be initiated after birth?</p> <p>जन्म के पश्चात स्तन पान की शुरुवात कब करनी चाहिए?</p>         | <p>Within 1 hour from birth<br/>जन्म के १ घंटे के अन्दर</p> <p>After 1 hour of birth<br/>जन्म के १ घंटे बाद</p> <p>Others अन्य</p> <p>Don't know पता नहीं</p>                                                                     | <p>1</p> <p>2</p> <p>98</p> <p>99</p>                  | K | <p>In Case of Others as a response please specify</p> <p>अगर उत्तर अन्य हे तो कारण दे</p>                                                                                                        |  |
| 6 | <p>How many times the baby should be fed in 24 hours?</p>                                                                        | <p>Once १ बार</p> <p>At least 7-8 times</p>                                                                                                                                                                                       | <p>1</p> <p>2</p>                                      | K | <p>In Case of Others as a response please specify</p>                                                                                                                                            |  |

|   |                                                                                                                        |                                                                   |    |   |                                                                                                                                                                                           |  |
|---|------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|----|---|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
|   | नवजात को दिन में कितनी बार दूध पिलाना चाहिए?                                                                           | ७-८ बार                                                           |    |   | अगर उत्तर अन्य हे तो कारण दे                                                                                                                                                              |  |
|   |                                                                                                                        | Whenever baby cries जब नवजात रोये                                 | 3  |   |                                                                                                                                                                                           |  |
|   |                                                                                                                        | Both 2 and 3 2 और 3 दोनों                                         | 4  |   |                                                                                                                                                                                           |  |
|   |                                                                                                                        | Others अन्य                                                       | 98 |   |                                                                                                                                                                                           |  |
|   |                                                                                                                        | Don't Know पता नहीं                                               | 99 |   |                                                                                                                                                                                           |  |
| 8 | What advice do you give mother regarding feeding practices?<br><br>आप माता को स्तन पान के सम्बंधित क्या सुझाव देती हे? | Initiation of breast feeding within 1 hour<br>स्तन पान की शुरुवात | A  | P | Multiple responses are allowed<br><br>एक से अधिक उत्तर संभव हैं<br><br>Kindly probe for answers<br><br>In Case of Others as a response please specify<br><br>अगर उत्तर अन्य हे तो कारण दे |  |
|   |                                                                                                                        | Intake of colostrum<br>पहला पीला -गाढ़ा दूध का पान                | B  |   |                                                                                                                                                                                           |  |
|   |                                                                                                                        | Exclusive breast feeding<br><br>सतत् स्तन पान                     | C  |   |                                                                                                                                                                                           |  |
|   |                                                                                                                        | Positioning of baby<br>स्तन पान की स्थिति                         | D  |   |                                                                                                                                                                                           |  |
|   |                                                                                                                        | Frequency of feeding<br>स्तन पान की बारम्बारता                    | E  |   |                                                                                                                                                                                           |  |
|   |                                                                                                                        | Other अन्य                                                        | 98 |   |                                                                                                                                                                                           |  |
| 9 |                                                                                                                        | Cord should be kept dry नाल सुखी रखे                              | A  | P | Multiple responses are allowed                                                                                                                                                            |  |

|   |                                                                                                                                 |                                                                                                                                                                       |                                                         |   |                                                                                                                                                                                                     |  |
|---|---------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|---|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
|   | <p>What practices for Cord Care do you advice mothers?</p> <p>नाभि नाल की देखभाल से सम्बंधित आप माता को क्या सुझाव देती है?</p> | <p>Nothing should be applied to cord नाल पर कुछ ना लगाये</p> <p>Others अन्य</p>                                                                                       | <p>B</p> <p>98</p>                                      |   | <p>एक से अधिक उत्तर संभव हैं</p> <p>Kindly probe for answers</p> <p>In Case of Others as a response please specify</p> <p>अगर उत्तर अन्य हे तो कारण दे</p>                                          |  |
| 7 | <p>Baby with weight ..... is low birth weight? नवजात का ..... वजन, कम वजन कहलाता हैं</p>                                        | <p>2500 gms २५०० ग्राम</p> <p>&gt; 2500 gms २५०० ग्राम से ज्यादा</p> <p>&lt; 2500 gms २५०० ग्राम से कम</p> <p>Others अन्य</p> <p>Don't Know पता नहीं</p> <p>No ना</p> | <p>1</p> <p>2</p> <p>3</p> <p>98</p> <p>99</p> <p>2</p> | K | <p>In Case of Others as a response please specify</p> <p>अगर उत्तर अन्य हे तो कारण दे</p> <p>In Case of Don't know as a response skip to 14</p> <p>अगर उत्तर पता नहीं हो तो १४ वे प्रश्न पर जाए</p> |  |
| 8 | <p>What do you do when you find a LBW baby?</p> <p>HBNC के दौरान कम वजन वाले नवजात मिलने पर आप क्या करती हैं?</p>               | <p>Counsel and Advise for feeding and warmth practices स्तन पान तथा तापमान सम्बंधित सुचनाएं व सुझाव</p> <p>Counsel and Advise for Referral to health centre</p>       | <p>A</p> <p>B</p>                                       | P | <p>Multiple responses are allowed</p> <p>एक से अधिक उत्तर संभव हैं</p> <p>Kindly probe for answers</p>                                                                                              |  |

|    |                                                                                                                                                     |                                                         |    |   |                                                |  |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|----|---|------------------------------------------------|--|
|    |                                                                                                                                                     | अस्पताल में रेफर सम्बंधित सुचनाएं व सुझाव               |    |   | In Case of Others as a response please specify |  |
|    |                                                                                                                                                     | Nothing कुछ नहीं                                        | C  |   | अगर उत्तर अन्य है तो कारण दे                   |  |
|    |                                                                                                                                                     | Others अन्य                                             | 98 |   |                                                |  |
| 9  | What advice do you give mothers regarding maintenance of temperature of baby?<br>नवजात के तापमान के नियंत्रण के लिए आप माता को क्या सुझाव देती है ? | Keep near mother<br>माता के पास रखना                    | A  | P | Multiple responses are allowed                 |  |
|    |                                                                                                                                                     | Cover head and extremities सर तथा हाथ-पैर ढक कर रखे     | B  |   | एक से अधिक उत्तर संभव हैं                      |  |
|    |                                                                                                                                                     | Kangaroo mother Care कंगारू मदर केयर                    | C  |   | Kindly probe for answers                       |  |
|    |                                                                                                                                                     | Others अन्य                                             | 98 |   | In Case of Others as a response please specify |  |
|    |                                                                                                                                                     |                                                         |    |   | अगर उत्तर अन्य है तो कारण दे                   |  |
| 10 | What are the signs to be examined in child during HBNC?<br>HBNC के दौरान, नवजात में किन-किन लक्षणों की जाँच आप करती है ?                            | Swollen \or pus filled eyes आँखों में सुजन या मवाद      | A  | P | Multiple responses are allowed                 |  |
|    |                                                                                                                                                     | Weight वजन                                              | B  |   | एक से अधिक उत्तर संभव हैं                      |  |
|    |                                                                                                                                                     | Temperature तापमान                                      | C  |   | Kindly probe for answers                       |  |
|    |                                                                                                                                                     | Pus filled pustules मवाद से भरे फोड़े                   | D  |   | In Case of Others as a response please specify |  |
|    |                                                                                                                                                     | Cracks or redness on skin folds त्वचा पर कटना या लालिमा | E  |   | अगर उत्तर अन्य है तो कारण दे                   |  |

|    |                                                                                                                         |                                                     |    |   |                                              |  |
|----|-------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|----|---|----------------------------------------------|--|
|    |                                                                                                                         | Yellowness in eyes<br>आँखों में पीलापन              | F  |   |                                              |  |
|    |                                                                                                                         | Limp limbs सुस्त हाथ-पैर                            | G  |   |                                              |  |
|    |                                                                                                                         | Pus on umbilicus<br>नाभि पर मवाद                    | H  |   |                                              |  |
|    |                                                                                                                         | Change in breathing<br>patterns साँस लेने में तकलीफ | I  |   |                                              |  |
|    |                                                                                                                         | Others अन्य                                         | 98 |   |                                              |  |
| 11 | Did you receive the checklist for HBNC?<br><br>क्या आपको HBNC प्रपत्र मिला है?                                          | Yes हाँ                                             | 1  |   | If the response is NO then skip to 18        |  |
|    |                                                                                                                         | No ना                                               | 2  |   | अगर उत्तर ना हो तो १८ वे प्रश्न पर जाए       |  |
| 12 | Do you fill the checklist for HBNC?<br><br>क्या आप HBNC प्रपत्र भरती है ?                                               | Yes हाँ                                             | 1  | P | If the response is NO then specify the cause |  |
|    |                                                                                                                         | No ना                                               | 2  |   | अगर उत्तर ना हो तो कारण बताएं                |  |
| 13 | Are you aware of the HBNC incentive you are entitled for?<br><br>आपको HBNC करने पर मिलने वाली राशि के बारे में पता है ? | Yes हाँ                                             | 1  | K | If the response is NO then skip to Section C |  |
|    |                                                                                                                         | No ना                                               | 2  |   | अगर उत्तर ना हो तो सेक्शन C में जाए          |  |

|                                              |  |
|----------------------------------------------|--|
| <b>Section C – Perception and Challenges</b> |  |
|----------------------------------------------|--|

| Q. NO. | QUESTIONS AND FILTERS                                                                                                                                                                                     | CODING CATEGORIES |   | INSTRUCTIONS                                                                 | RESPONSE |
|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|---|------------------------------------------------------------------------------|----------|
| 1      | According to you who is the decision maker for health seeking behaviour in majority of the family?<br>आपके मुताबिक ज्यादातर घरों में स्वास्थ्य सम्बंधित सेवाओं के अधिग्रहण में किसका निर्णय माना जाता है? | OPEN ENDED        |   |                                                                              |          |
| 3      | How much is the distance of the farthest area which comes under your service provision? आपके सेवा क्षेत्र में सबसे दूरी वाला इलाका कितनी दूर है ?                                                         |                   |   | Approximate distance in kilo meters<br><br>औसतन दूरी किलोमीटर में लिखे       |          |
| 4      | Do you face any problem regarding service provision of HBNC? क्या आपको HBNC सेवाएं प्रदान करने में कोई समस्या आती है?                                                                                     | Yes हाँ           | 1 | If the response is No skip to 6<br><br>अगर उत्तर ना हो तो ७ वे प्रश्न पर जाए |          |
|        |                                                                                                                                                                                                           | No ना             | 2 |                                                                              |          |
| 5      | What are some of the problems that you face in service provision of HBNC? अगर समस्या है तो उनका विवरण दे                                                                                                  | OPEN ENDED        |   |                                                                              |          |
| 6      | What do you think is the overall impact of HBNC service<br><br>आपके अनुसार HBNC सेवाओं का असर कैसा है?                                                                                                    | Good अच्छा        | 1 |                                                                              |          |
|        |                                                                                                                                                                                                           | Average औसत       | 2 |                                                                              |          |
|        |                                                                                                                                                                                                           | Poor खराब         | 3 |                                                                              |          |

Thank you for your time and valuable contribution.

Do you have any question for me?