

Questionnaire – Qualitative – Inductive approach

The following is a qualitative survey questionnaire for the research topic: A sustainable strategic business model of refractive eye care services for Sundarbans, West Bengal, India. The questionnaire aims to explore the perceptions and experiences of the stakeholders involved in refractive eye care services, such as the service providers, the beneficiaries, the policymakers, and the donors. The questionnaire consists of four sections, each corresponding to one of the research questions. The questions are open-ended and semi-structured, allowing the respondents to express their views and opinions freely. The questions are also designed to elicit rich and detailed data that can be analysed using thematic analysis (a six-step process: familiarization, coding, generating themes, reviewing themes, defining and naming themes, and writing up).

Section 1: Impact of sustainable refractive services on HDI

1. What are the main benefits of providing sustainable refractive services to the people of Sundarbans?
2. How do you measure the impact of sustainable refractive services on the human development indicators (HDI) of Sundarbans, such as health, education, income, and quality of life?
3. What are the challenges or barriers that hinder the provision or utilization of sustainable refractive services in Sundarbans?
4. How do you overcome or address challenges or barriers that hinder the provision or utilization of sustainable refractive services in Sundarbans?

5. What are the best practices or lessons learned from providing sustainable refractive services in Sundarbans?

Section 2: Dependence of service quality on affordable product quality

1. How do you ensure that the refractive products (such as spectacles, contact lenses, or low-vision devices) that you provide or receive are of good quality and affordable?
2. How do you assess the satisfaction or dissatisfaction of the beneficiaries with the refractive products that they receive?
3. How do you monitor or evaluate the compliance or adherence of the beneficiaries with the refractive error corrective products that they receive?
4. What are the factors that influence the compliance or adherence of the beneficiaries with the refractive error corrective products that they receive?
5. How do you improve or enhance the compliance or adherence of the beneficiaries with the refractive error corrective products that they receive?

Section 3: Role of awareness in building a sustainable community eye care service model

1. How do you raise awareness about the importance and availability of refractive eye care services among the people of Sundarbans?
2. What are the sources or channels that you use or access to obtain or disseminate information about refractive eye care services in Sundarbans?

3. How do you assess the effectiveness or impact of your awareness-raising activities or campaigns on the demand or utilization of refractive eye care services in Sundarbans?
4. What are the challenges or barriers that hinder your awareness-raising activities or campaigns in Sundarbans?
5. How do you overcome or address these challenges or barriers that hinder your awareness-raising activities or campaigns in Sundarbans?

Section 4: Contribution of optometrist's involvement and national identity-linked insurance to building sustainable eye care services

1. How do you involve or collaborate with optometrists in providing or receiving refractive eye care services in Sundarbans?
2. What are the roles or responsibilities of optometrists in providing or receiving refractive eye care services in Sundarbans?
3. How do you assess the performance or contribution of optometrists in providing or receiving refractive eye care services in Sundarbans?
4. How do you access or benefit from national identity-linked insurance schemes for refractive eye care services in Sundarbans?
5. How do you assess the adequacy or coverage of national identity-linked insurance schemes for refractive eye care services in Sundarbans?

Thank you for your time and cooperation.