

How India treats its Elderly



Photo Credit: Anuj Anand

A HelpAge India National Report – 2017

*Research conducted by
MaRS Monitoring and Research Systems Private Limited*



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1. 0. Introduction and objectives

HelpAge India has been conducting annual multi city surveys over the past 7 years on elder abuse in India. In 2017, HelpAge India carried out the survey with the objective of understanding how the Indian society deal with the elders as they step out of home

More specifically, study focused on assessing

- The general state of mind of the elderly as he/she steps out of home
- Experiences of the elderly as they interact with people and service providers in their outdoor activities
- Safety mechanisms they employ as well as actions taken to avert unpleasant encounters, behaviors and treatments
- Their perceived and experienced support system among family members and friends

2.0. Research Methodology

Both Quantitative and Qualitative methods of data collection were used.

Quantitative research methodology:

It consisted of face to face interviews with pen and paper using structured questionnaire at household level.

Sample respondents consisted of

- Both male and female, equally divided
- Age over 60 years
- SEC A, B, C based on household asset ownership.
- Educated with at least some amount of schooling,
- Having carried out at least 2 of following activities recently
 - Aailed public transport like bus, train, auto rickshaw, cycle rickshaw, rented car, taxi
 - Went shopping in malls, departmental stores, *kirana* stores, fruit/vegetable markets
 - Visited restaurants, cinema halls, theaters, cultural functions, community celebrations
 - Visited bank, post office, paid bills of electricity/phone/other utilities in person
 - Visited hospital, treatment centers, chemists shop
 - Regularly goes out for walk , places of worship

Qualitative research methodology:

Focus group discussion (FGD) among asset class B and C were carried out in four major metros among age group 65-72 years and above 72 years

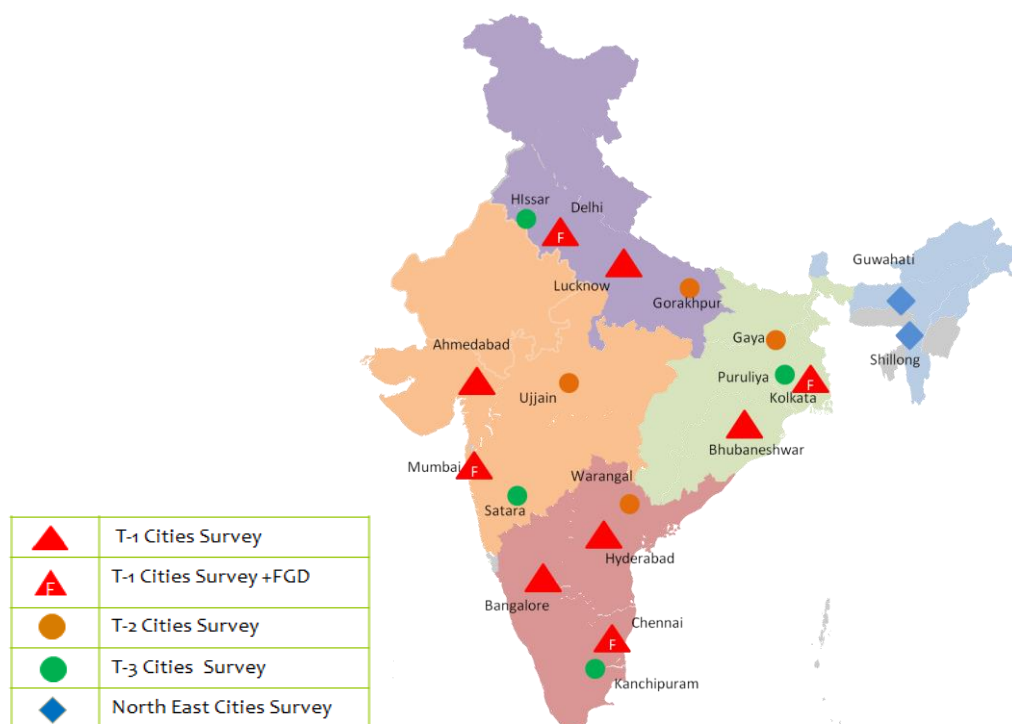
3.0. Sample Size

The study was carried out in 19 towns, 11 tier 1, 4 tier 2 and 4 tier 3 towns

Total achieved sample size was 4615

List of sample towns and sample spread are given below

Chart-3.1.: Study locations across zones



Note: Location map is illustrative and not to accurate scale

Table -3.1: Sample size across locations

Quantitative survey			
North Zone total = 903		South Zone total =1496	
Delhi (Tier-1)	402	Chennai (Tier-1)	405
Lucknow (Tier-1)	200	Hyderabad (Tier-1)	403
Hissar (Tier-3)	151	Bangalore(Tier-1)	384
Gorakhpur(Tier-2)	150	Kanchipuram (Tier-3)	154
East zone total = 914		Warangal (Tier-2)	150
Kolkata (Tier-1)	415	North east Zone total= 401	
Bhubaneshwar (Tier-1)	199	Guwahati (Tier-NE)	201
Gaya (Tier-2)	150	Shillong (Tier-NE)	200
Puruliya (Tier-3)	150	Total respondents = 4615	
West zone total = 901			
Mumbai (Tier-1)	400		
Ahmedabad (Tier-1)	200		
Ujjain (Tier-2)	151		
Satara (Tier-3)	150		

Qualitative Focus Group	
	Nos. of FGD
Delhi	3
Mumbai	3
Kolkata	3
Chennai	3
Total	12

4.0. Summary of findings

Mindset:

- ❑ Elders are more comfortable visiting places relating to routine lifestyle rather than going out to new places. Perceived vulnerability to risk determines their movement
- ❑ Elders, in general discussions, often use the word 'we' rather than 'I'. This perhaps implies that they are hesitant to label or acknowledge odd personal negative experience as issue in itself.
- ❑ Majority of elders, 64%, like going out, a significant minority, 36%, do not like to do so. 17% don't like but go-out regularly while 15% like but go-out less often
- ❑ South zone has registered the highest proportion of elders who liked going out, (75%), while it's low in East (46%) and North east (56%). Among towns, it was Bangalore with the most, 90%, elders liked going out. In Kolkata, Bhubaneswar and Shillong less than 1 in 2 likes to go out. Tier-1 city registers higher proportion compared to Tier-2 and Tier-3 cities
- ❑ A significant proportion, 24% feel vulnerable to cheating and theft in public

Experience:

- ❑ 2 out of 3 among those who take public bus reported that they are offered seats regularly in their journey by bus. 16% reported having experienced rude behavior from bus conductors and drivers. However most of those who do not take bus have a negative perception about elders travelling by bus. Almost the same is true about metro rides
- ❑ North is most elder friendly in offering seats (85%) regularly in bus to elders. East (37%) and north east (33%) scores low on this.
- ❑ While about half of the elders feel that the people will help them if they require and seek help when they are outdoors for walks, the other half is not so sure. This perception requires immediate attention
- ❑ About half of them also have serious concern about challenges posed by motorists and two wheeler riders on the road. These concerns stem from the disregard shown by the drivers about the elders
- ❑ More than 7 out of 10 in Bangalore and Bhubaneswar find motorists behavior a serious challenge. A significant proportion in Bangalore (68%) and Kolkata (63%) reports 2-wheelers drivers' behavior on road as serious challenge. Regarding safety and security issues including law and order on road most people find it as serious challenge in Bangalore (48%) and Mumbai (46%)
- ❑ About 14% of them (18% male and 11% female) had sought employment post retirement. Very few of them had satisfactory experience

- ❑ On service delivery points, small but fairly significant proportions of elders, ranging from 11% to 19%, have received rude behaviour from the service delivery persons. These incidents are most at post offices (19%) followed closely at public hospitals (12%) and at banks (13%).
- ❑ South zone reports 18% of elderly says bank staffs behave badly. Among cities, the bad behavior by bank staff is more in Bhubaneswar (21%), Mumbai (19%) and Chennai (18%).
- ❑ Significantly higher proportion of elders receives good treatment at private hospitals compared to public hospitals. Elders have received rudeness even at the points of commercial transactions, such as chemists or vegetable vendors.

This is a very serious concern, the proportions indicate that at different interaction points one elder out of every five to ten receive rude behaviour from service delivery persons.

Acceptability and tolerance:

- ❑ 44% report experiencing (self/others) elder abuse in public places. 64% says it's easy to get away despite being rude to elders. South has more abuse and ease in getting away. 58% reports feeling distressed and helpless in public places. 53% says Indian society discriminates against elders. 57% in South have experienced abuse (self/other elders) in public places. In Bangalore such abuses are reported by 70% of elders and in Hyderabad its 60%.
- ❑ These proportions provide damning indictment of the Indian Society's attitude and behaviour to the elders
- ❑ 61% says people get impatient with slowness of elders, 52% say that an elder not dressed well invites more rudeness and 54% say younger people get priority in a shop over older person
- ❑ Avoiding carrying valuables (63%), taking help of attendants (54%) and using mobile phone for emergency need (51%) are common steps taken by elders
- ❑ 7 out of 10, share unpleasant incidents with their family. More men share their experiences with their wives than women do with their husbands. Women do so more with their children.
- ❑ In discussions they state that they may not always complain about the slights they receive but they are always observing, noting them in their minds and take personal precautions against them
- ❑ Elders really believe that the societal value and norms have changed significantly. They aver that they are not looking for any special privileges for being elders, just empathy about the fact they are not young anymore

Wish list:

- ☐ Their wish from the society is not complicated or elaborate and consonant with their basic attitude that they are not looking for any special privileges. They want to be heard, most of all and require occasional help that will cost the people nothing
- ☐ The top five wish list are
 - I wish people would speak more politely with the elderly
 - I wish people would take the trouble to listen to what an older person is saying
 - I wish strangers would just make the time to talk to the elderly
 - I wish people would give a place to the elderly to sit in public transport/in a bank etc.
 - I wish people would help elderly to cross the road
- ☐ And it will be so much the better, if the people could respect them and treat them as intelligent human beings
 - I wish people would not assume the old are deaf and talk loudly with them
 - I wish people would not make fun of elderly people
 - I wish people would not try and cheat the elderly/ fool an old person

4.1. Highlights of the Survey

- ❑ 84% in North, highest among zones steps out regularly. North-east has the lowest; 41% regularly steps out. Among state capitals Lucknow has highest percentage (86%) of regular going out. Elders in Tier-1 and Tier-2 cities go more regularly than Tier-3 cities
- ❑ South has highest liking (75%) in going out while it's low in East (46%) and North east (56%). In Bangalore 90% Elders likes to go out. In Kolkata, Bhubaneswar and Shillong less than 1 in 2 likes to go out. Tier-1 city shows more liking in going out compared to Tier-2 and Tier-3 cities.
- ❑ Overall, 10% directly points out misbehavior of public as top most concern in going out. A significant proportion, 24% feels vulnerable to cheating and theft in public
- ❑ North is most elder friendly in offering seats (85%) regularly in bus to elders. East (37%) and north east (33%) scores low on this.
- ❑ 70% in Guwahati and 48% in Bhubaneswar sometimes experiences rudeness from bus conductors and drivers. More than 1 in 2 in Kolkata are not always offered seat in metro; only sometimes they get lucky.
- ❑ Shillong shows least support to elderly walkers with 10% says they have rude experiences from people on road. Overall, eastern zone scores low on support front with 39% says they always get help on road
- ❑ More than 7 out of 10 in Bangalore and Bhubaneswar find motorists behavior is a serious challenge. A significant proportion in Bangalore (68%) and Kolkata (63%) reports 2-wheelers drivers' behavior on road as serious challenge. Regarding safety and security issues including law and order on road most people find it as serious challenge in Bangalore (48%) and Mumbai (46%)
- ❑ Avoiding carrying valuables (63%), taking help of attendants (54%) and using mobile phone for emergency need (51%) are common steps taken by elders.
- ❑ South zone reports 18% of elderly says bank staffs behave badly. Among cities, the bad behavior by bank staff is more in Bhubaneswar (21%), Mumbai (19%) and Chennai (18%).
- ❑ South zone reports 27% of elderly says post office staffs behave badly. Among cities, the bad behavior by post office staff is more in Hyderabad (39%), Chennai (21%) and Bangalore (20%).

- ❑ In electricity bill payment queues, in South zone 23% of elderly reports bad behavior by others. Among cities, the bad behavior in electricity bill payment queue staff is more in Hyderabad (32%) and Chennai (22%).
- ❑ In South 21% says chemist shop staffs behave badly. Among cities, the bad behavior by chemist shop staff is more in Bhubaneshwar (32%) and Bangalore (29%).
- ❑ 23% in South reports bad treatment by mall staffs. In Bhubaneshwar, 31% of elders and in Bangalore 27% reports bad treatment by mall staffs. In Tier-3 towns, 29% of elders and in Tier-2 towns 21% reports bad treatment by mall staff.
- ❑ 16% in South and 15% in North says government hospital staffs behave badly with elders. In Delhi, 26% of elders and in Bangalore 22% reports bad treatment by government hospital staffs.
- ❑ 20% in South says private hospital staffs behave badly with elders. In Bangalore, 27% of elders and in Hyderabad and Delhi 23% reports bad treatment by private hospital staffs.
- ❑ There is demand for post-retirement work, though not among many. Demand is more among men (18%) than women (11%), perhaps expectedly. In East (19%) and South (16%) more elders want to work compared to other zones. Shillong (23%) Kolkata (19%) reports higher proportion of elders willing to work. This is followed by Bangalore and Delhi with 17% of elder intenders to work.
- ❑ Over 60% of cases, they did not get the job applied for. In other cases many could not continue because of adverse circumstances.
- ❑ In East and South almost 7 out of 10 says it's easy to get away despite being rude with elders. In Bhubaneshwar it is as high as 9 out of 10.
- ❑ 57% in South have experienced abuse (self/other elders) in public places. In Bangalore such abuses are reported by 70% of elders and in Hyderabad its 60%.
- ❑ 71% of elders in East and 61% in South think Indian society discriminates against elders. Among cities, 9 out of 10 Hyderabad and almost 8 out of 10 in Kolkata says Indian society discriminates against elders. In Tier-1 (54%) and Tier-2 (68%) such perceived discriminations are higher compared to Tier-3 (31%).
- ❑ Almost 1 in 6 feel distressed and feel helpless when people behave rudely in public places. Bangalore has the highest figure with 76% of feeling distressed followed by Lucknow (73%) and Mumbai (65%).
- ❑ 61% of elders in East says elder not dressed well invites more rudeness from others. Guwahati (77%), Bangalore (70%) and Kolkata (62%) have highest proportion of elders endorses with this statement.

- ❑ East (77%) and South (67%) have higher proportion of elders reported that younger person is attended to first than elder in shop. 86% in Bhubaneswar, 79% in Bangalore and Hyderabad, 78% in Guwahati agrees with such type of discrimination.
- ❑ Almost 3 in 4 in North East say people get impatient with Elders for being slow. Among cities in other zones, 82% Bangalore echoes the similar experiences.
- ❑ In alignment with national figure (72%), 78% in North and 77% in West share unpleasant encounters and treatment first with their family. In East, 30% of elders, highest among all zones shares with friends as well.
- ❑ 1 in 10 among women in South are not comfortable sharing unpleasant incidences in sharing with anybody in the family. Nationally, 49% men share unpleasant incidences with wife while 55% of women share with children.

5.0. Detailed Findings

5.1. Mindset: Going out- Attitudes and Practices

Elders go out of their houses for various purposes. Some of these trips are part of routine lifestyle; some are undertaken for specific purposes. Some of the key attitudinal insights are:

- Elders prefer to visit places which they are more familiar with
- This is more so when they need to avail public buses, metros or hired vehicles
- For most of these trips, they are happy to go out alone
- To go to any place, most of them prefer a younger companion, preferably a family member
- Most of them, 64%, like going out, a significant minority, 36%, do not like to do so.

Chart-5.1.1.: Frequency of stepping out out

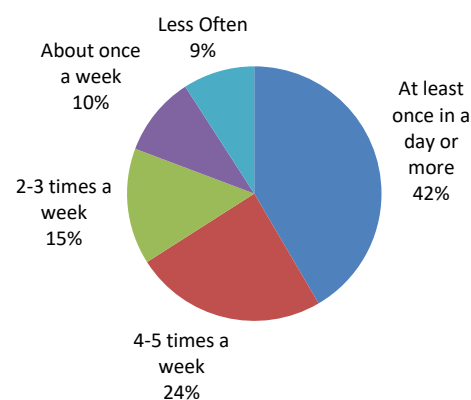
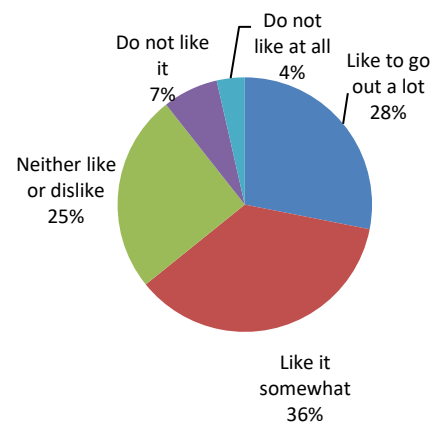


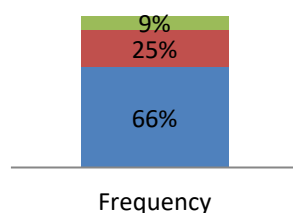
Chart-5.1.2.: Attitude to stepping



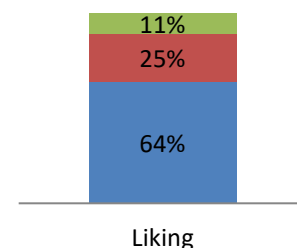
Base: Total

- Less often: Less than once a week
- Sometimes : 2-3 times a week or once a week
- Regular: More than 4-5 times a week

- Like
- Indifferent
- Do not like



Frequency



Liking

84% in North, highest among zones step out regularly. North-east has the lowest, 41%. Among state capitals Lucknow has the highest percentage (86%) of elders stepping out regularly. Elders in Tier-1 and Tier-2 cities go more regularly than Tier-3 cities.

Chart-5.1.3.: Frequency of stepping out: Zone-wise

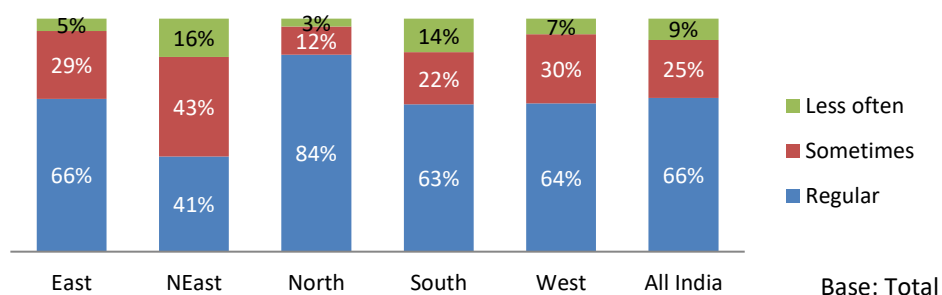


Chart-5.1.4.: Frequency of stepping out: State capital-wise

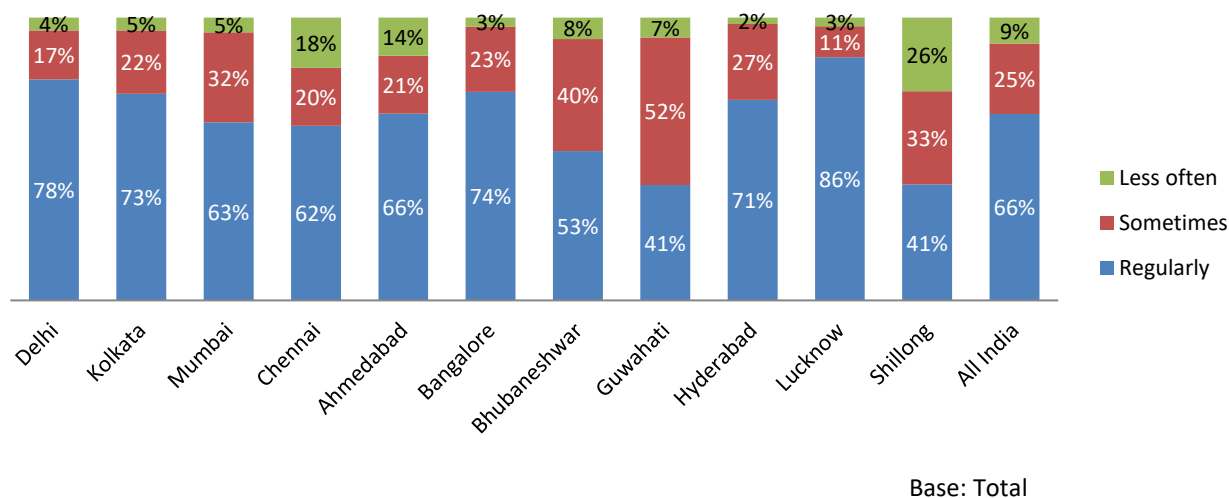
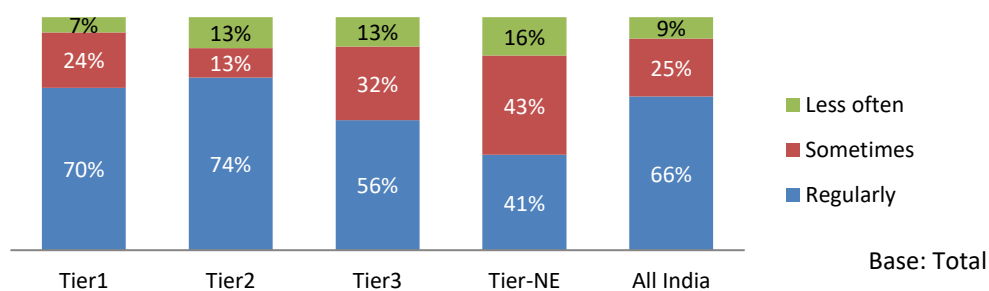


Chart-5.1.5.: Frequency of stepping out: Tier - wise



South has highest liking (75%) in going out while it's low in East (46%) and North east (56%). In Bangalore 90% Elders like to go out. In Kolkata, Bhubaneshwar and Shillong less than 1 in 2 likes to go out. Tier-1 city shows more liking in going out compared to Tier-2 and Tier-3 cities.

Chart-5.1.6.: Attitude to stepping out: Zone-wise

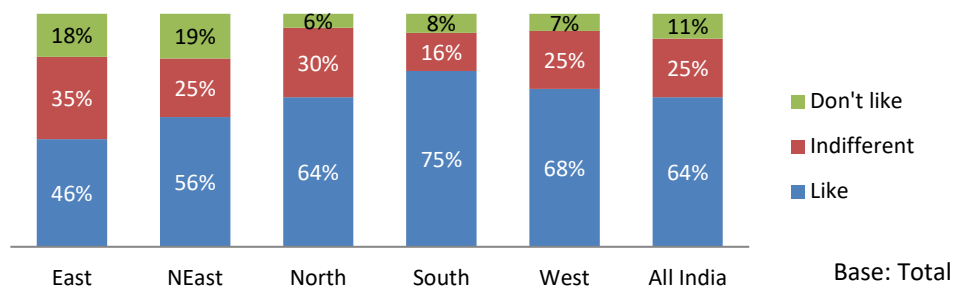


Chart-5.1.7.: Attitude to stepping out: State capital-wise

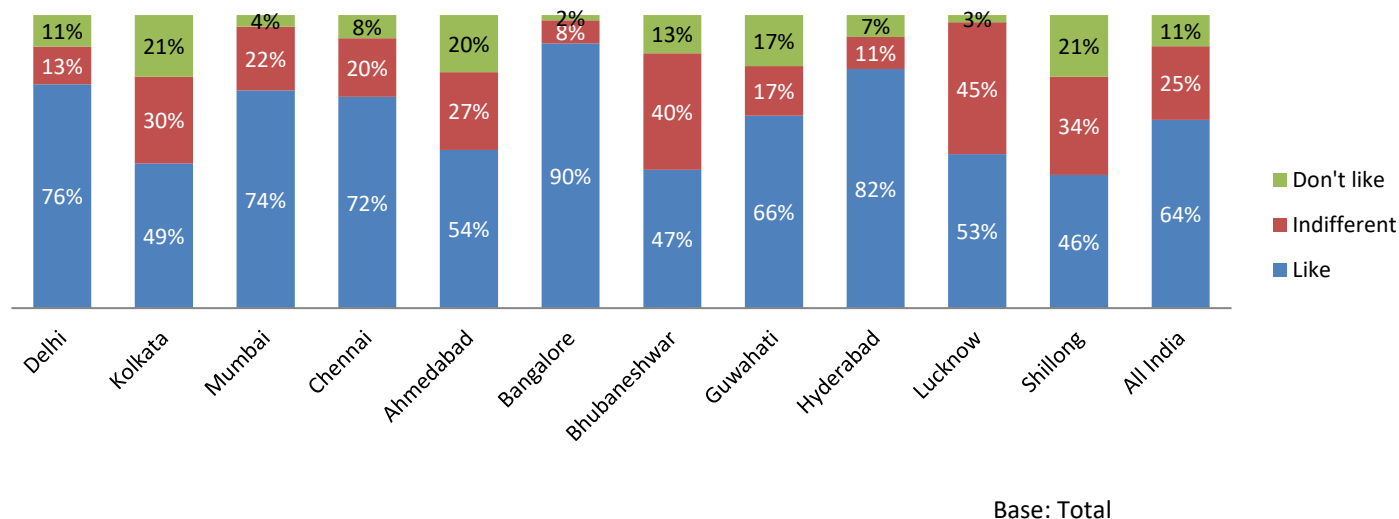
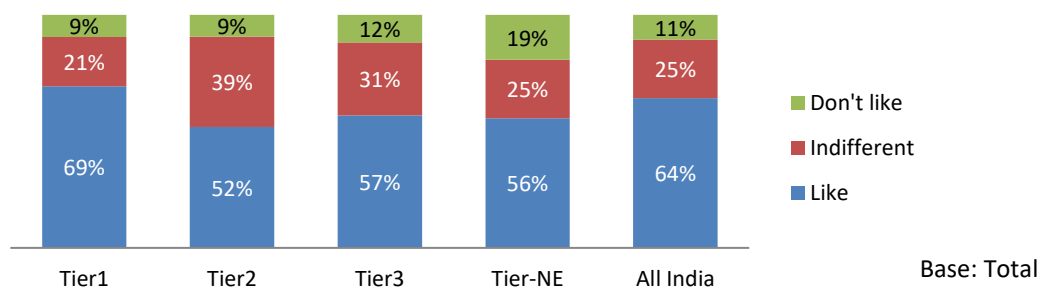


Chart-5.1.8.: Attitude to stepping out: Tier - wise



About 49% of elders can be classified as outdoor types; they like to go out and also do go out. 17% are aspirers who like to go out but are not able to do so regularly for some reason or the other. There is

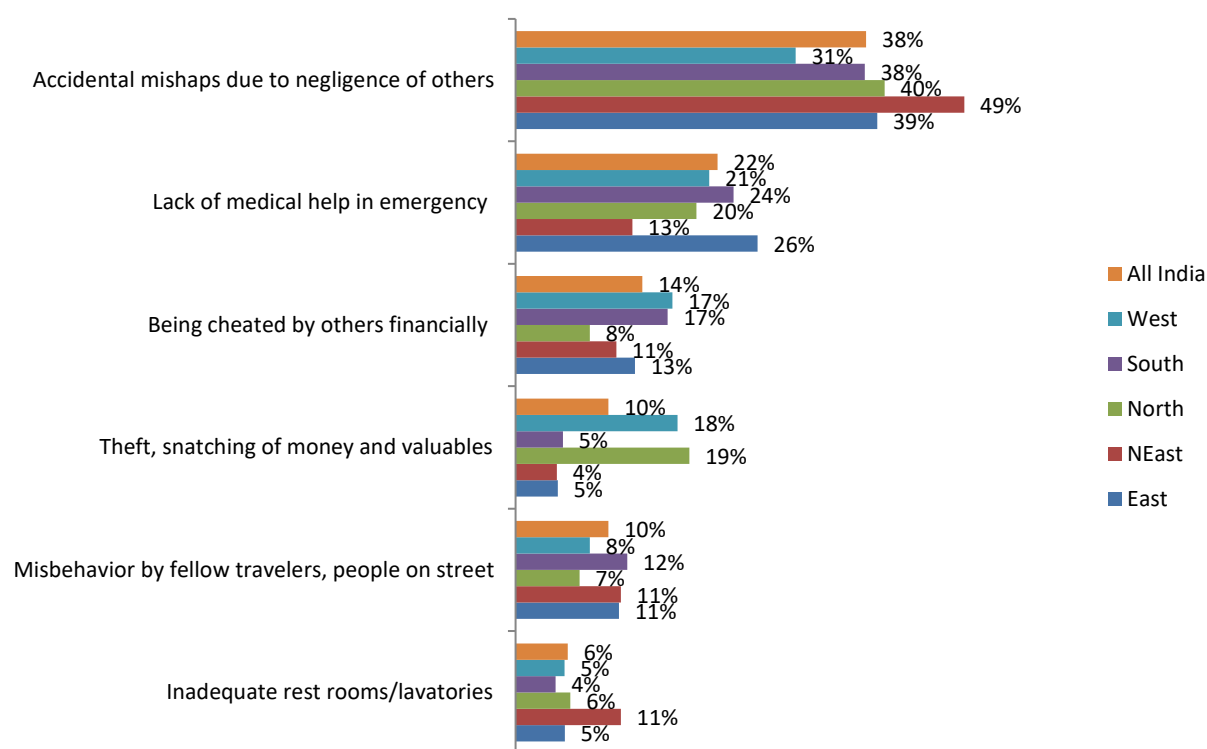
also reluctant 17% who have to go out regularly for various purposes but are not very fond of going out. Finally, the rest 17% are the indoor types

Table -5.1.1.: Frequency and liking in going out

		Frequency of stepping out	
		Regularly	Sometimes / Less often
Attitude to stepping out	Like	Outdoor type 49%	Aspirer 15%
	Indifferent or Do not like	Reluctant 17%	Indoor type 19%

Overall, 10% directly points out misbehavior of public as top most concern in going out. A significant proportion, 24% feels vulnerable to cheating and theft in public.

Chart-5.1.9. Top most concerns in going out: Zone wise



Base: Total

5.2. Interaction Experience

The study covers interaction experience of elders with others when they use public transport like bus and metro, go for walk, visit utility services like bank , post office , electricity bill payment, avail health care facilities in government and private hospitals and go to market places like vegetable venders, shopping mall or chemist shop.

5.2.1. Interaction Experience: Public transport and walks

78% travel by public bus. In Ahmedabad (49%) and Shillong (57%) lesser proportion of elders take public bus.

Chart-5.2.1.1: Travel by public bus: Zone-wise

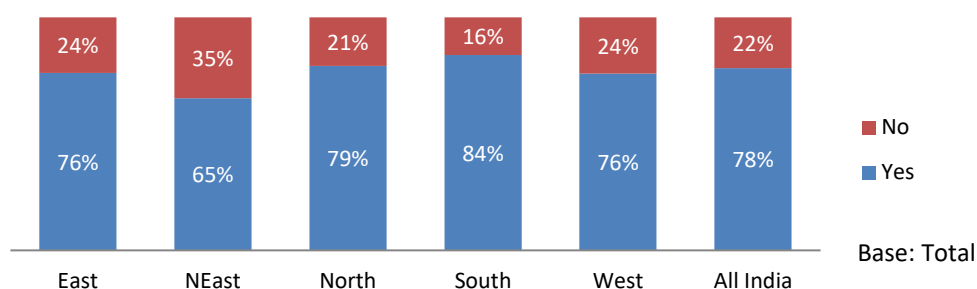


Chart-5.2.1.2: Travel by public bus: State capital-wise

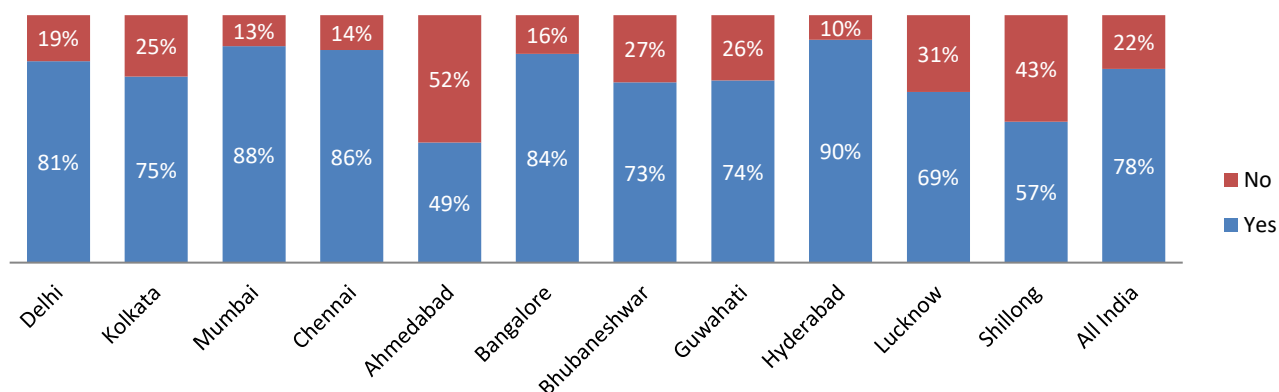
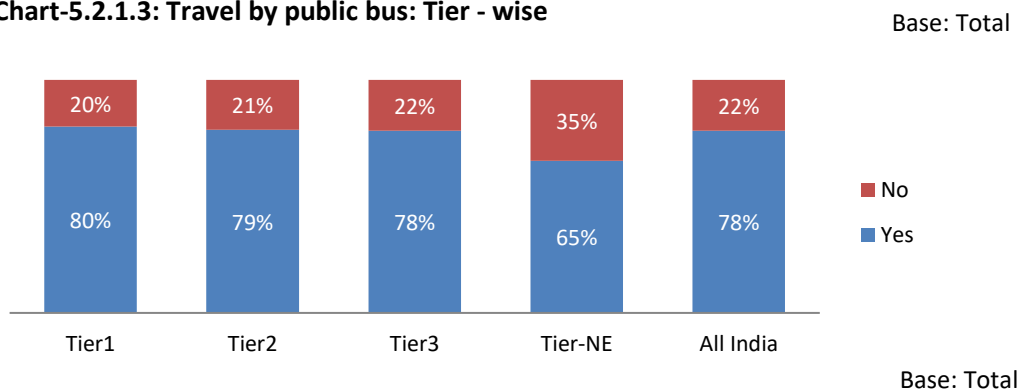
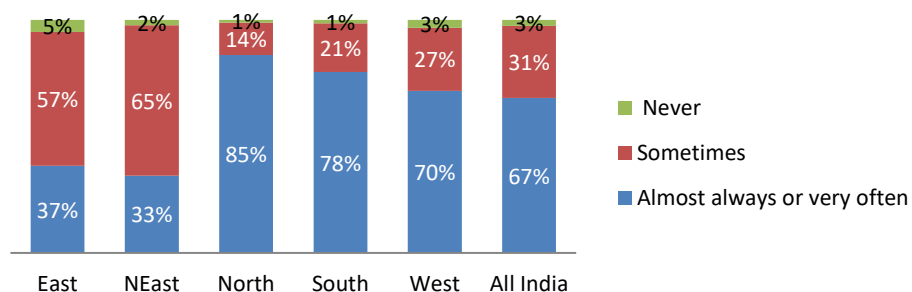


Chart-5.2.1.3: Travel by public bus: Tier - wise



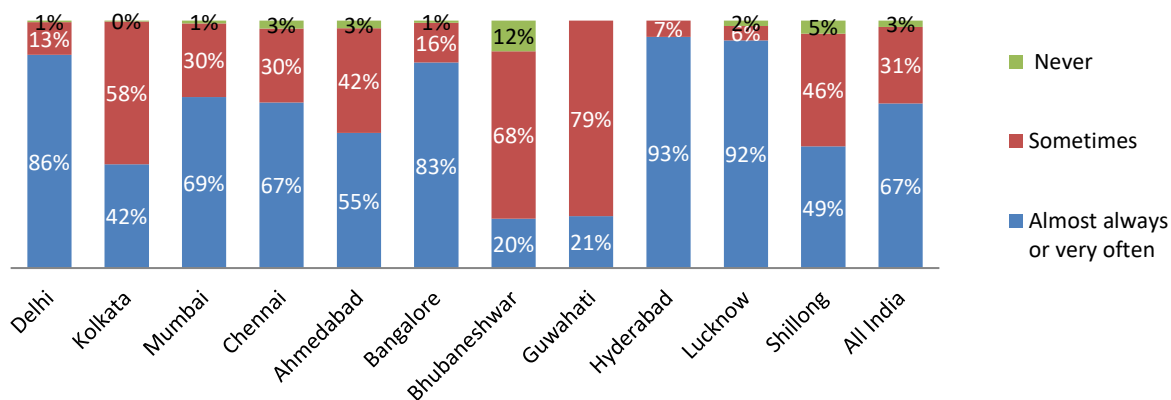
Two thirds of the elders reported that they have been regularly offered seats in bus. North is most elder friendly in offering seats (85%) regularly in bus to elders. East (37%) and north east (33%) scores low on this.

Chart-5.2.1.4: Offered a seat in public bus because of older person: Zone-wise



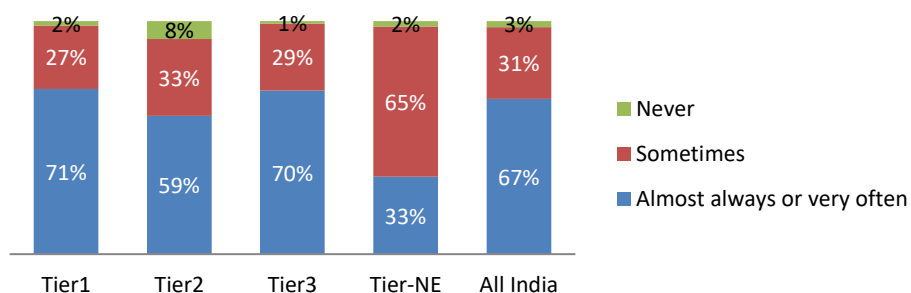
Base: Those availed of public bus

Chart-5.2.1.5: Offered a seat in public bus because of older person: State capital-wise



Base: Those availed of public bus

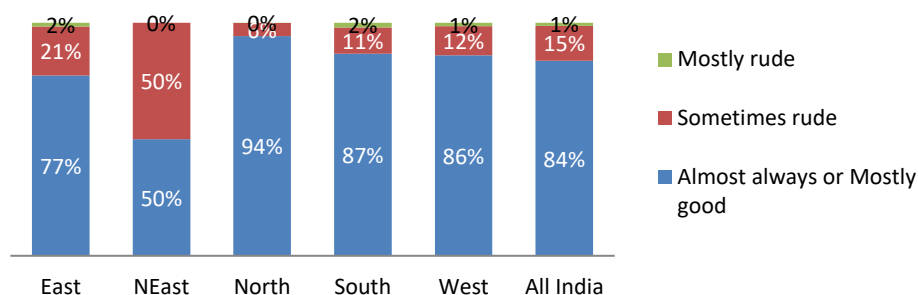
Chart-5.2.1.6: Offered a seat in public bus because of older person: Tier - wise



Base: Those availed of public bus

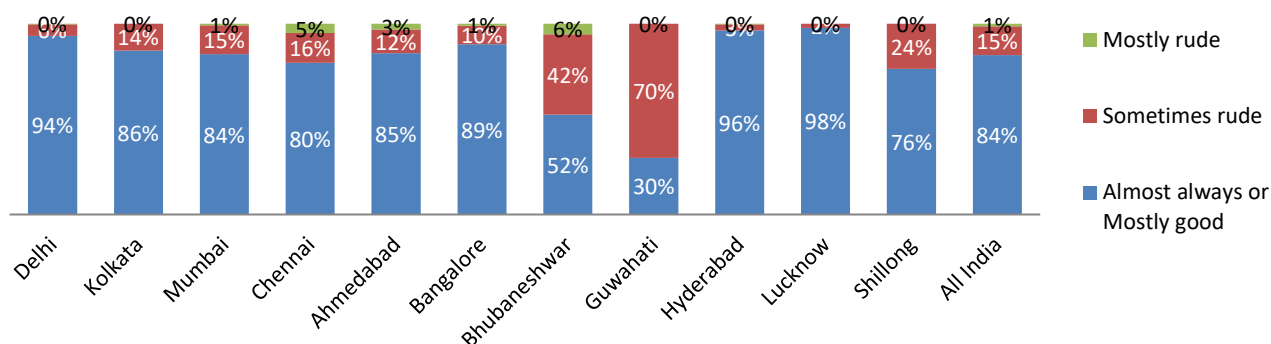
Among bus users, 16% elders sometimes experience rudeness by bus conductors and drivers. 70% in Guwahati and 48% in Bhubaneswar sometimes experience rudeness from bus conductors and drivers.

Chart-5.2.1.7: Experience with bus conductors and drivers: Zone-wise



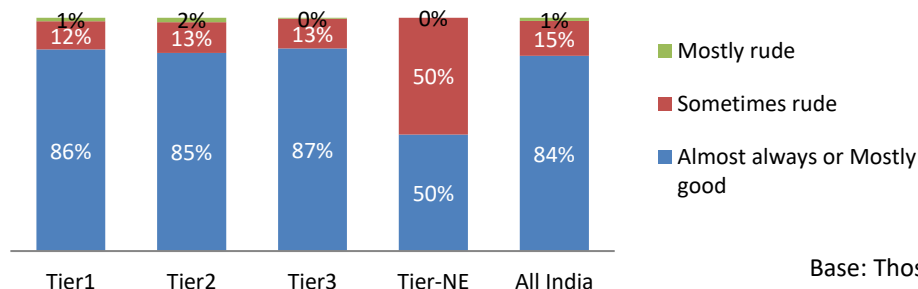
Base: Those availed of public bus

Chart-5.2.1.8: Experience with bus conductors and drivers: State capital-wise



Base: Those availed of public bus

Chart-5.2.1.9: Experience with bus conductors and drivers: Tier - wise



Base: Those availed of public bus

In Kolkata, 63% of elders travel by metro. More than 1 in 2 in Kolkata are not always offered seat in metro; only sometimes if they get lucky.

Chart-5.2.1.10: Travel by Metro: Places where metro available

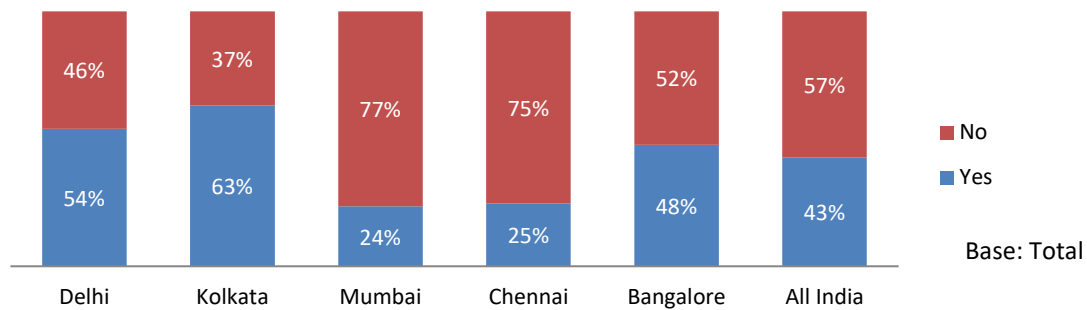
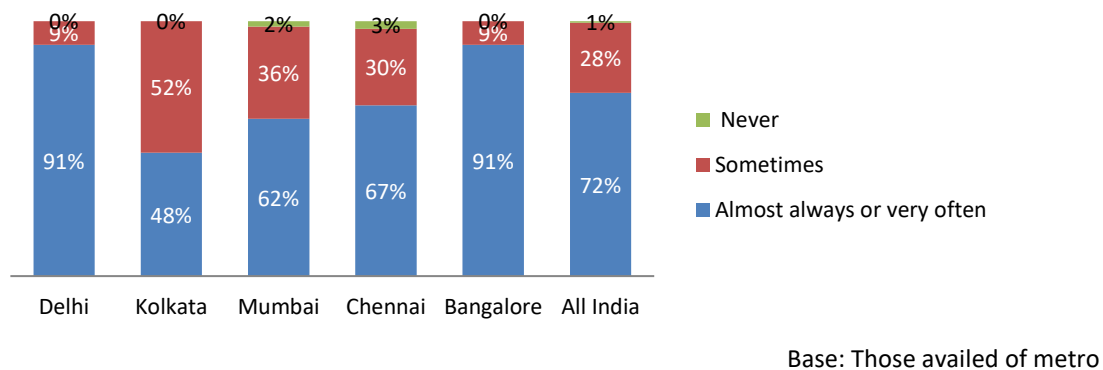


Chart-5.2.1.11: Offered a seat in metro because of older person: Places where metro available



63% go out for morning or evening walk. Lesser proportion of elders in East (44%) and N-east (30%) go out for walk.

Chart-5.2.1.12: Go-out for morning/evening walk: Zone-wise

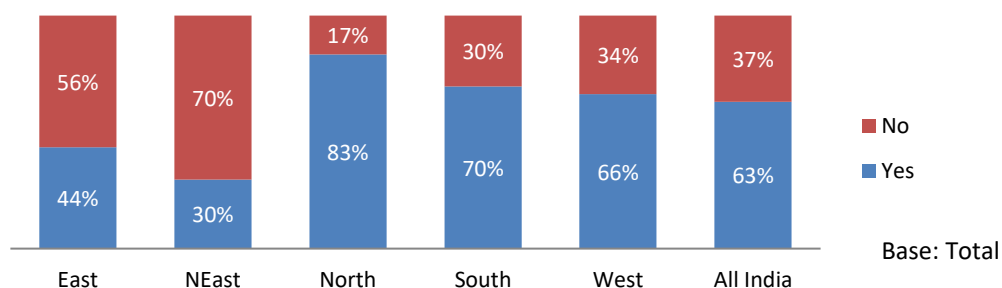


Chart-5.2.1.13: Go-out for morning/evening walk: State capital-wise

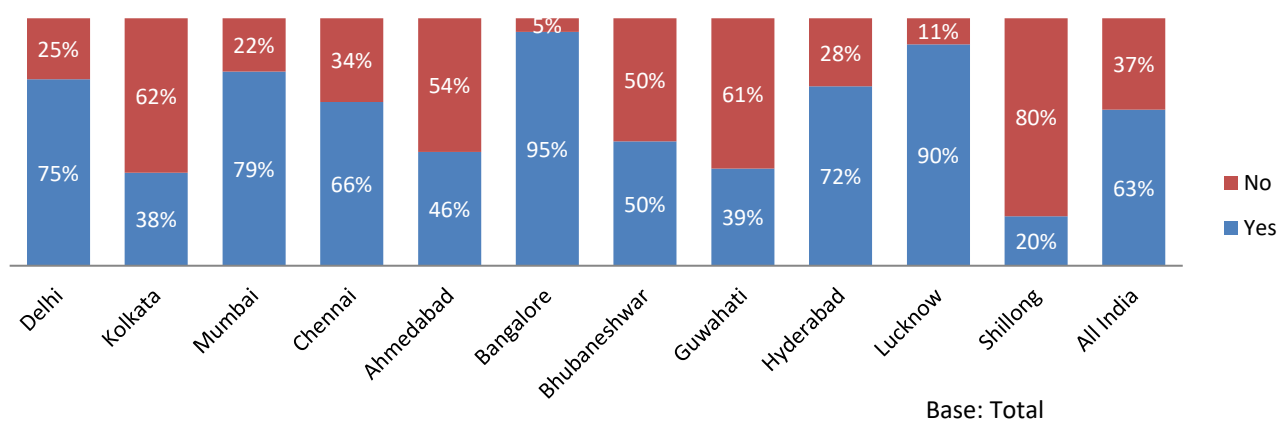
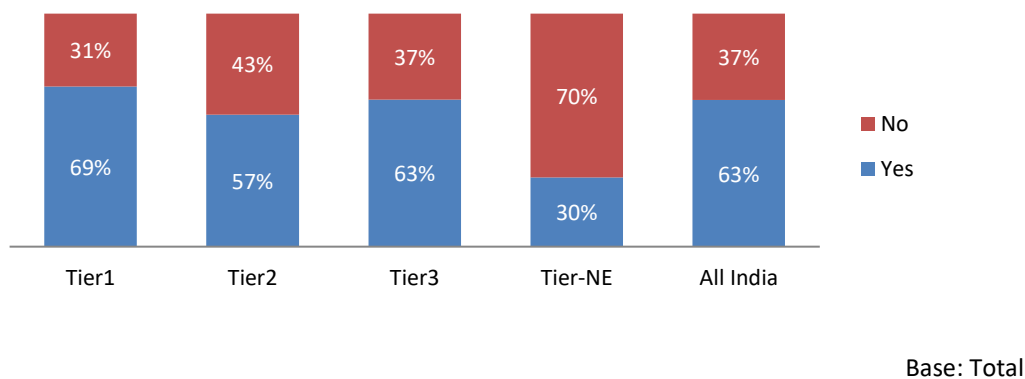
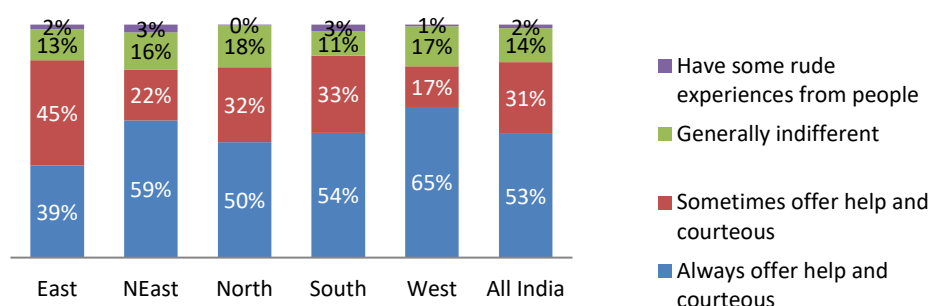


Chart-5.2.1.14: Go-out for morning/evening walk: Tier - wise



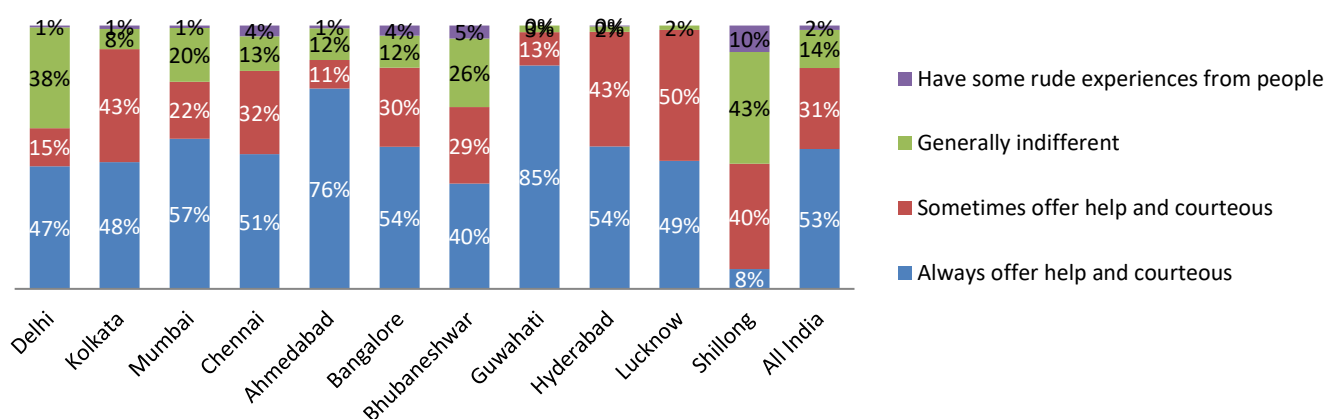
Only about half of the elders say that they find help always, if asked for. Shillong shows least support to elderly walkers. Overall, East zone scores low on support front.

Chart-5.2.1.15: How other people behave while walking: Zone-wise



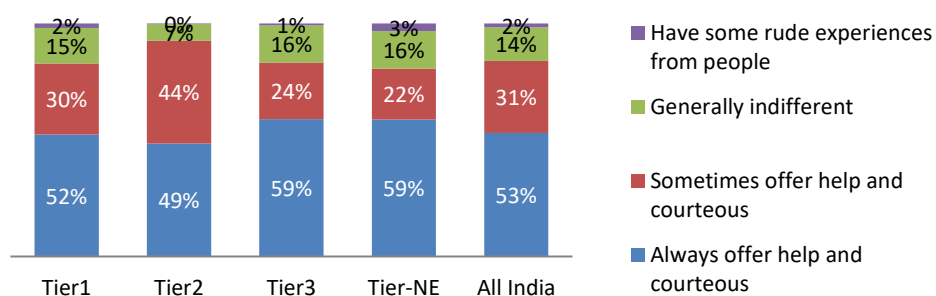
Base: Those who go for morning/evening walks

Chart-5.2.1.16: How other people behave while walking: State capital-wise



Base: Those who go for morning/evening walks

Chart-5.2.1.17: How other people behave while walking: Tier - wise



Base: Those who go for morning/evening walks

About half of the elders find the behavior of motorists and two wheeler drivers a serious challenge for them when they step out. This proportion is much higher, about 70%, in Bangalore and Bhubaneswar. On safety and security issues including law and order on road, overall about 30% find it as a serious challenge

Chart-5.2.1.18: How serious are the challenges of motorists' behavior on road: State capital-wise

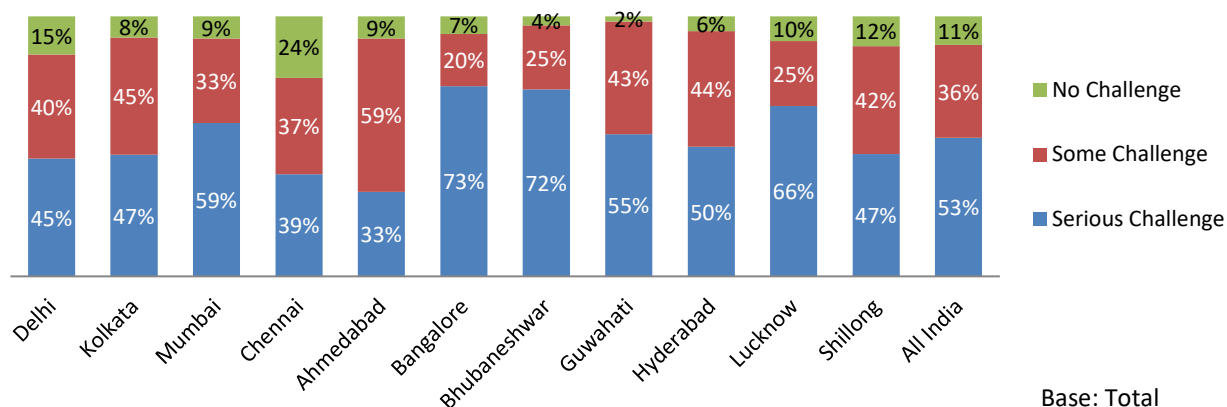


Chart-5.2.1.19: How serious are the challenges of 2-wheelers Drivers' behavior on road: State capital-wise

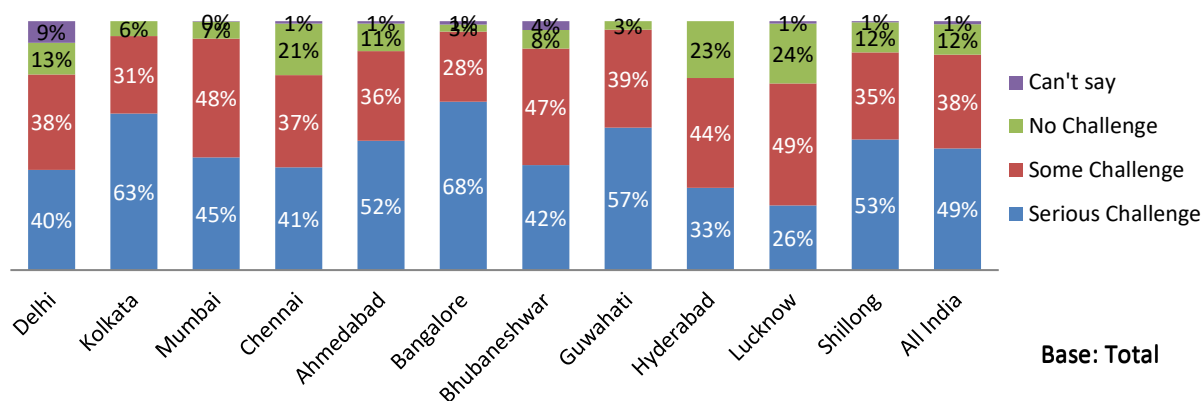
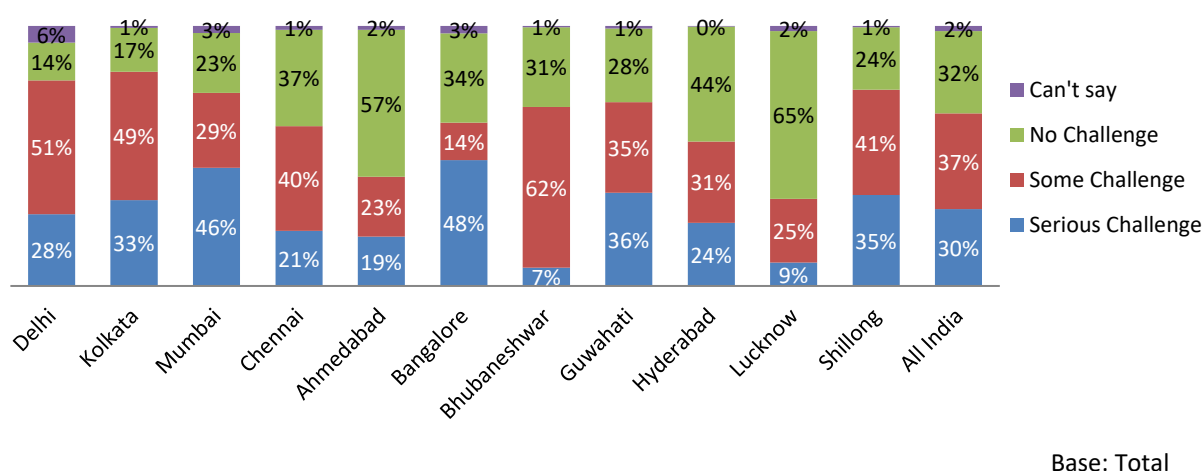
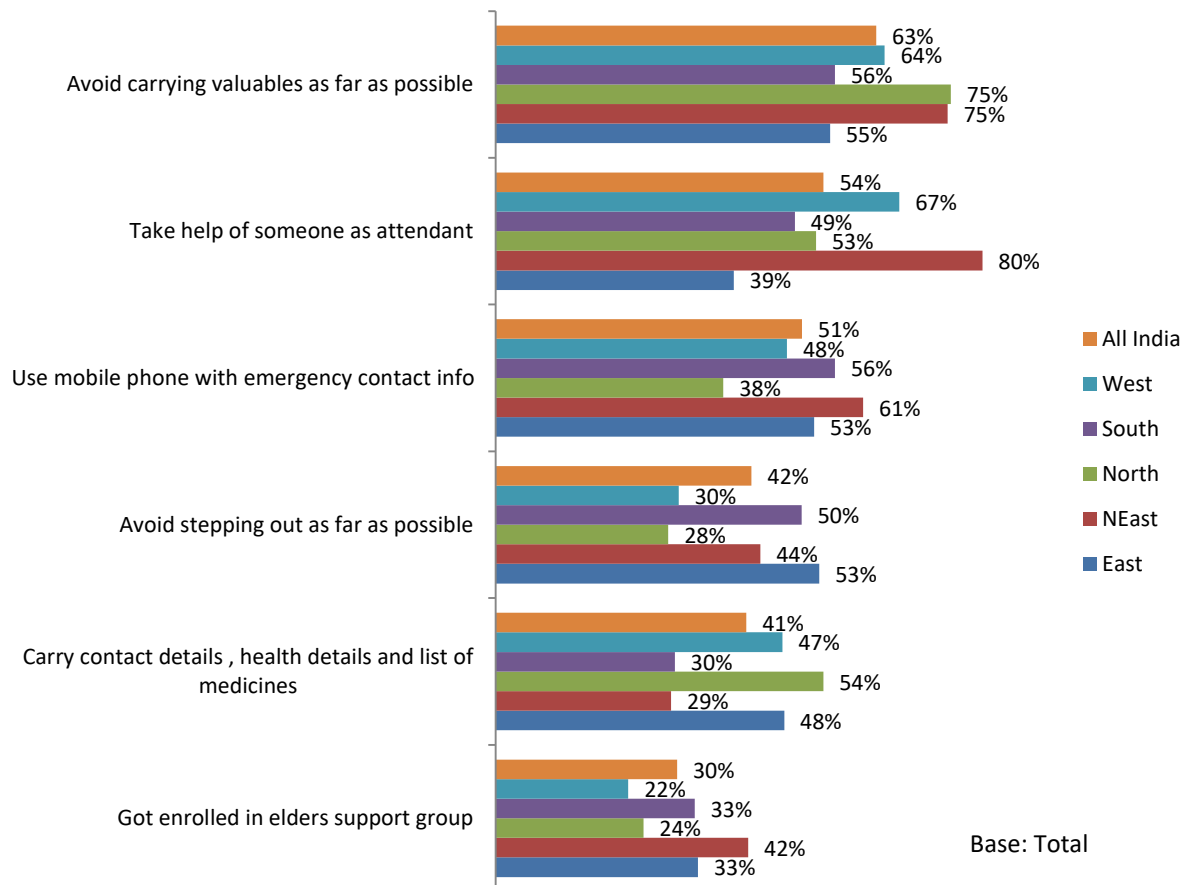


Chart-5.2.1.20: How serious are the challenges of Safety and security issues including law and order on road: State capital-wise



Avoiding carrying valuables (63%), taking help of attendants (54%) and using mobile phone for emergency need (51%) are some of the more common steps taken by elders.

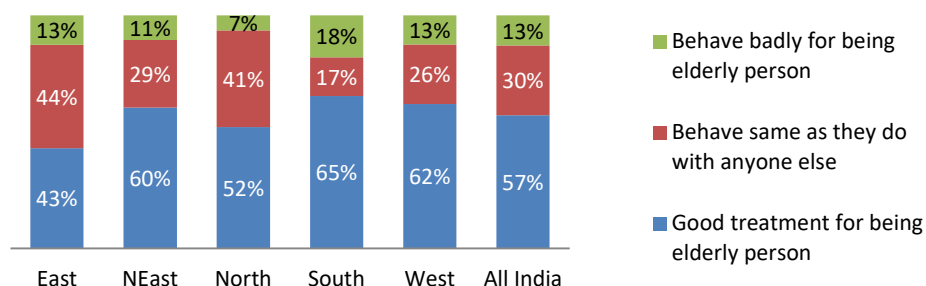
Chart-5.2.1.21: Steps adopted by elders to cope with the issues outside: Zone wise



5.2.2. Interaction Experience: Utility services

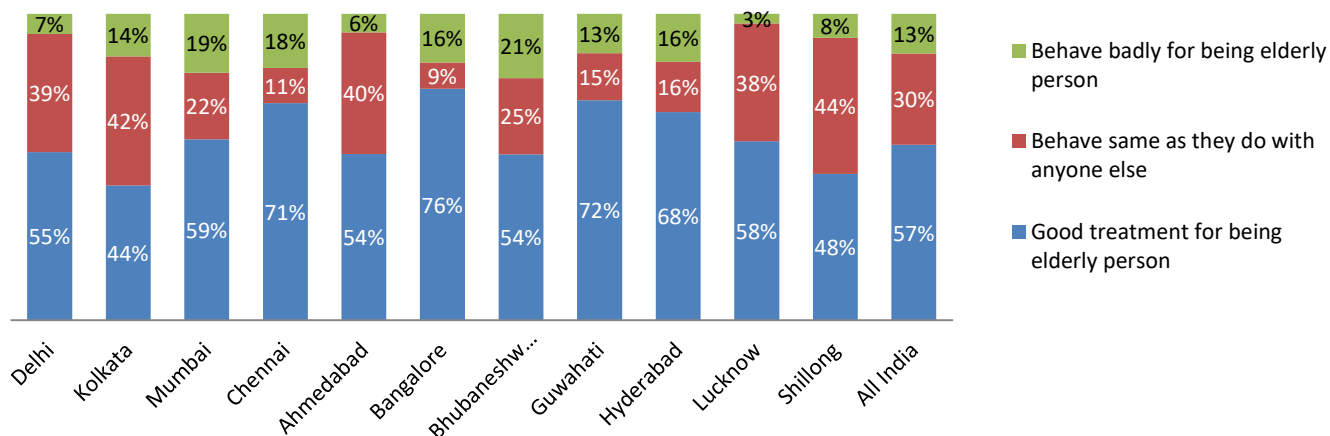
In the country, 13% of the elders say that they have been treated rudely by bank staff “because they are elderly”. This proportion is higher in South zone (18%). Among cities, rude behavior by bank staff is reported most in Bhubaneshwar (21%), followed by Mumbai (19%) and Chennai (18%).

Chart-5.2.2.1: How bank staffs behave: Zone-wise



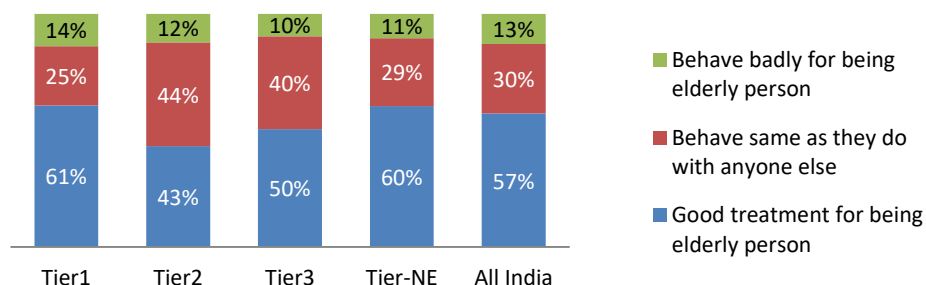
Base: Those who visit banks

Chart-5.2.2.2: How bank staffs behave: State capital-wise



Base: Those who visit banks

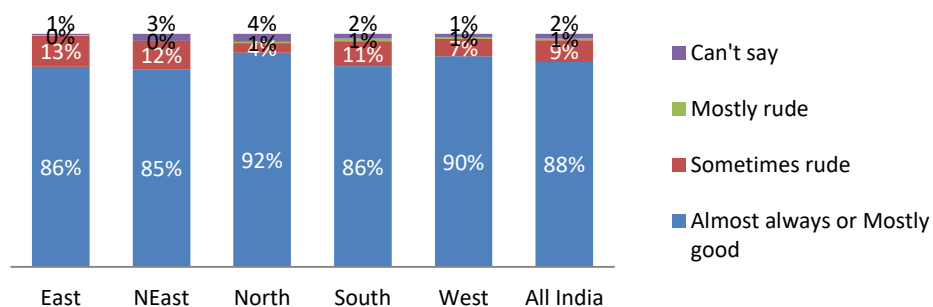
Chart-5.2.2.3: How bank staffs behave: Tier - wise



Base: Those who visit banks

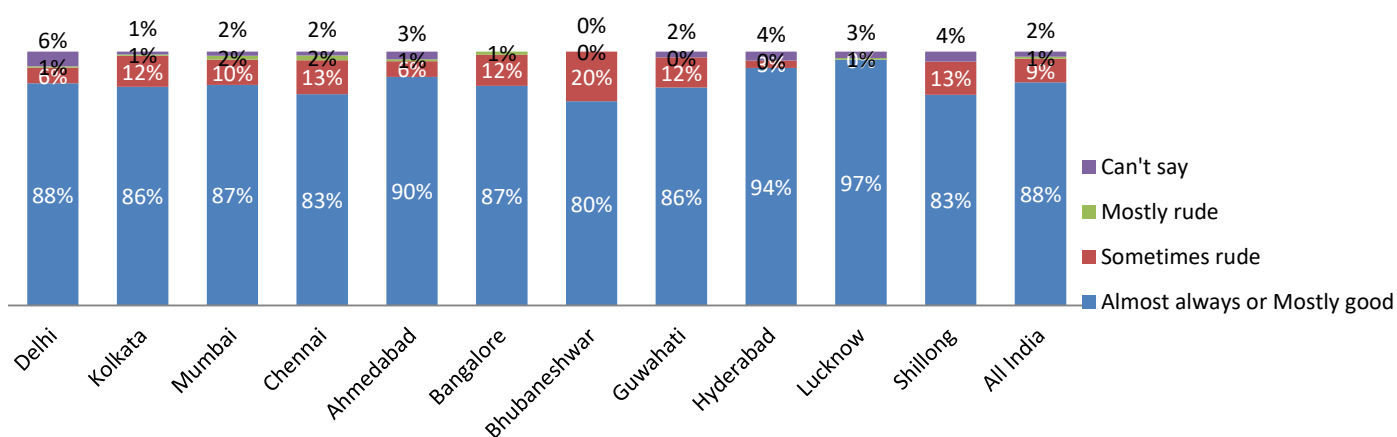
10% of elders say others customers in bank sometimes behave rudely. In Bhubaneshwar this figure is as high as 20% followed by Chennai 15%.

Chart-5.2.2.4: How other customers of bank behave: Zone-wise



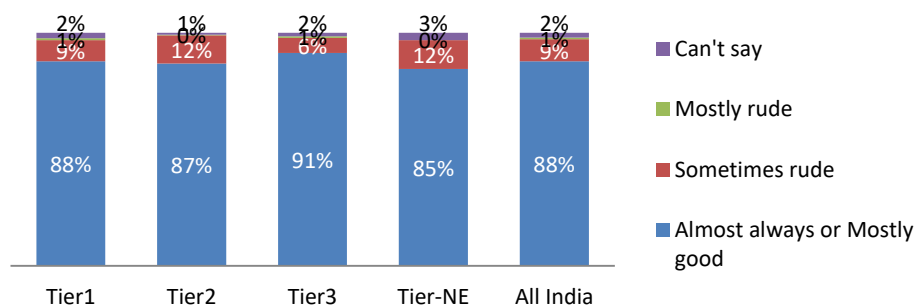
Base: Those who visit banks

Chart-5.2.2.5: How other customers of bank behave: State capital-wise



Base: Those who visit banks

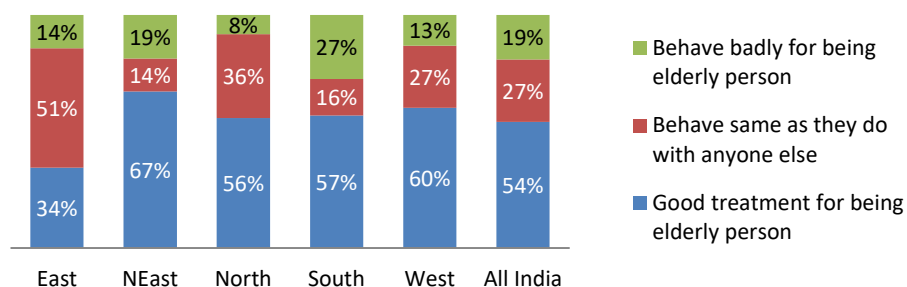
Chart-5.2.2.6: How other customers of bank behave: Tier - wise



Base: Those who visit banks

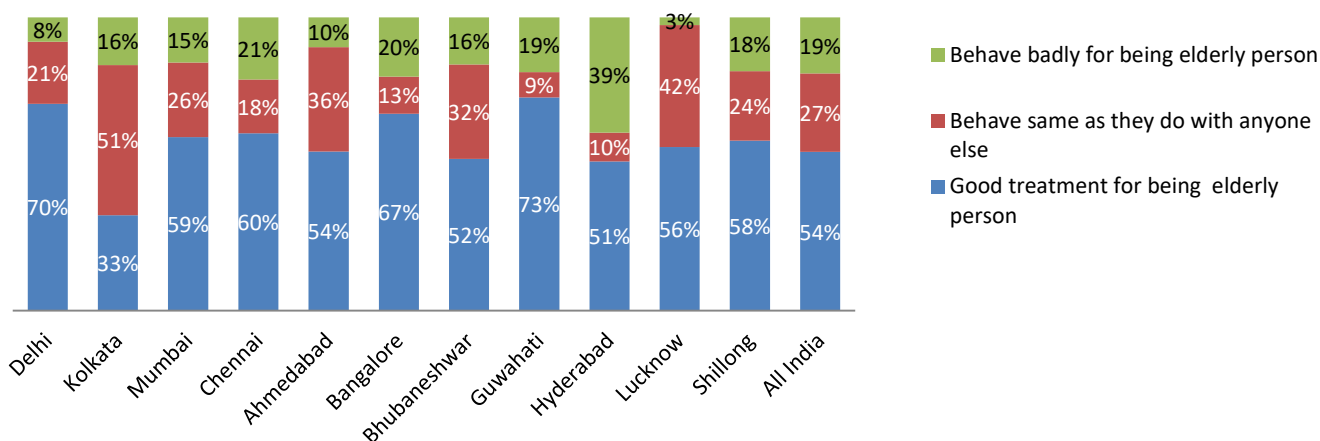
Nationally, 19% of the elders say that they have been treated rudely by post office staff “because they are elderly”. This proportion, again, is the most in South zone (27%). Among cities, rude behavior by post office staff has been reported most in Hyderabad (39%), followed by Chennai (21%) and Bangalore (20%).

Chart-5.2.2.7: How post office staffs behave: Zone-wise



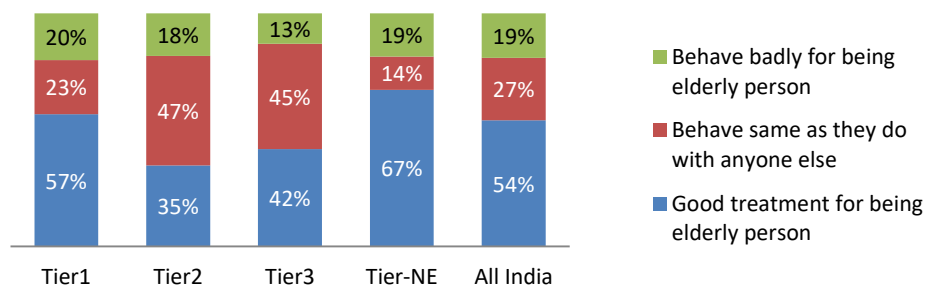
Base: Those who visit post office

Chart-5.2.2.8: How post office staffs behave: State capital-wise



Base: Those who visit post office

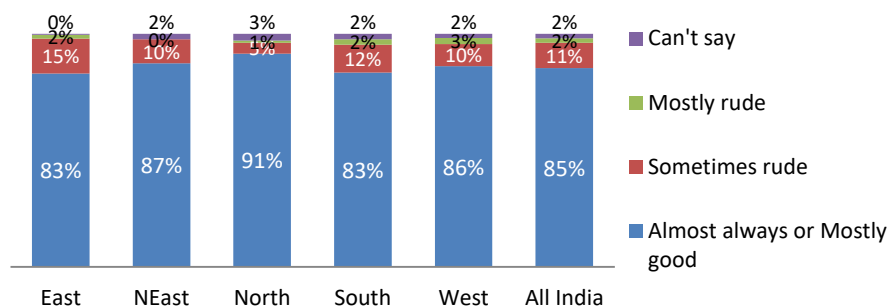
Chart-5.2.2.9: How post office staffs behave: Tier - wise



Base: Those who visit post office

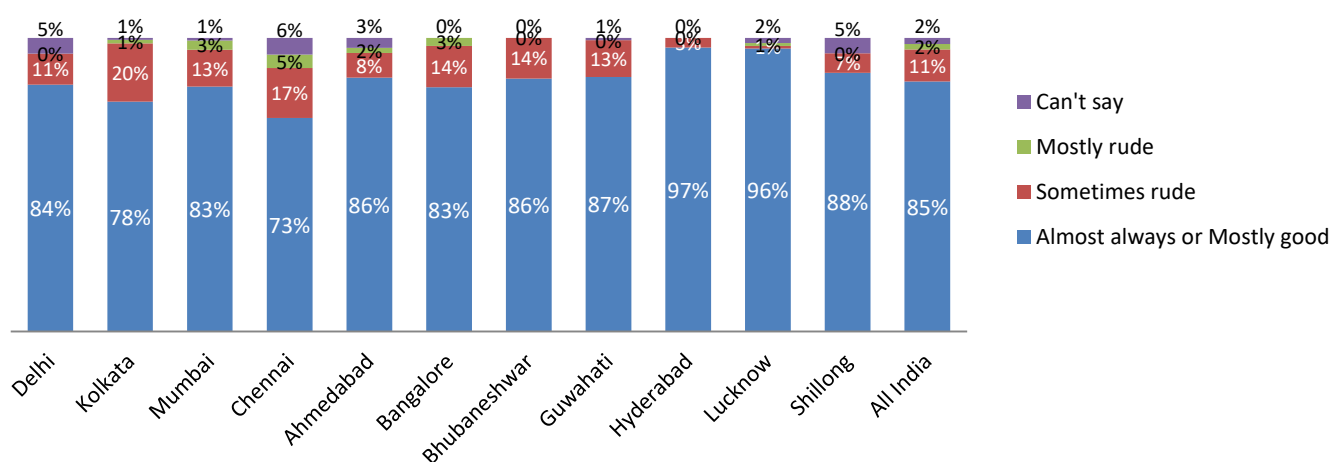
13% of elders say other customers in post office have been rude sometimes. In Chennai 22% of elders say so followed by 21% in Kolkata.

Chart-5.2.2.10: How other customers in post office behave: Zone-wise



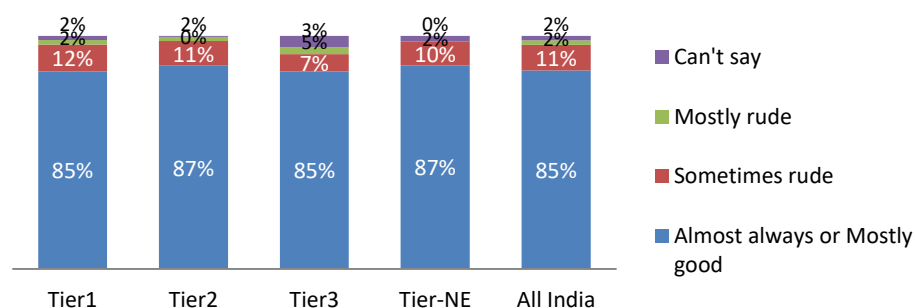
Base: Those who visit post office

Chart-5.2.2.11: How other customers in post office behave: State capital-wise



Base: Those who visit post office

Chart-5.2.2.12: How other customers in post office behave: Tier - wise

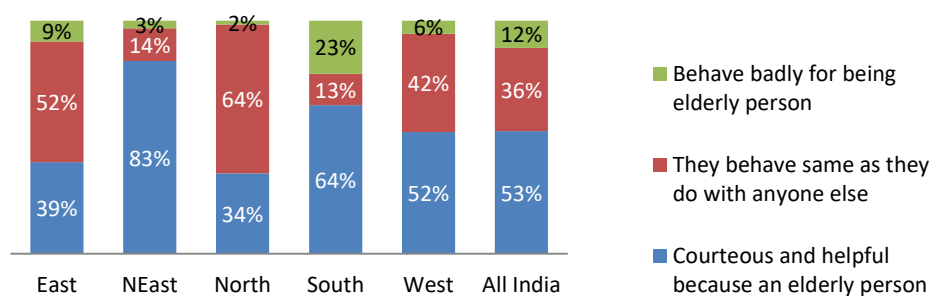


Base: Those who visit post office

At all India level, 12% of the elders have said that they have been treated rudely by others in queue for being elderly when making payments for utility services.

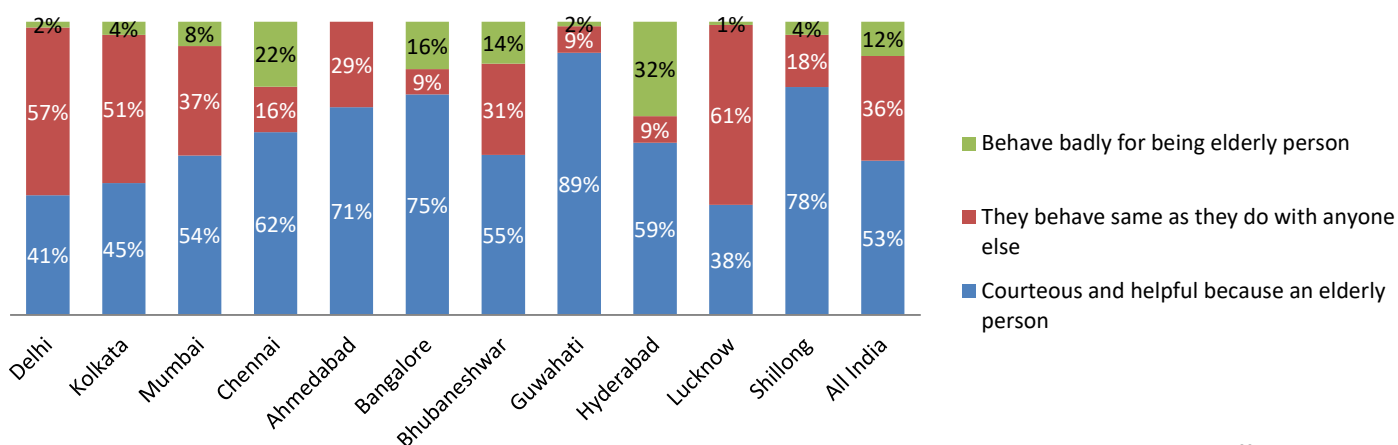
In electricity bill payment queues, in South zone 23% of elders report bad behavior by others. Among cities, the same is most in Hyderabad (32%) and Chennai (22%).

Chart-5.2.2.13: How others behave in electricity bill payment queue: Zone-wise



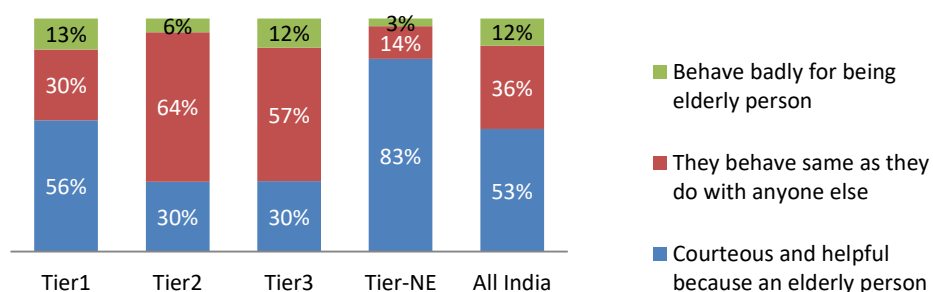
Base: Those who pay electricity bill offline

Chart-5.2.2.14: How others behave in electricity bill payment queue: State capital-wise



Base: Those who pay electricity bill offline

Chart-5.2.2.15: How others behave in electricity bill payment queue: Tier - wise

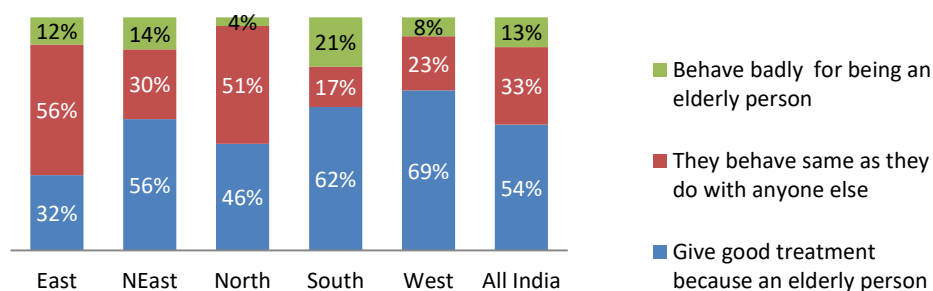


Base: Those who pay electricity bill offline

5.2.3. Interaction Experience: Market Places

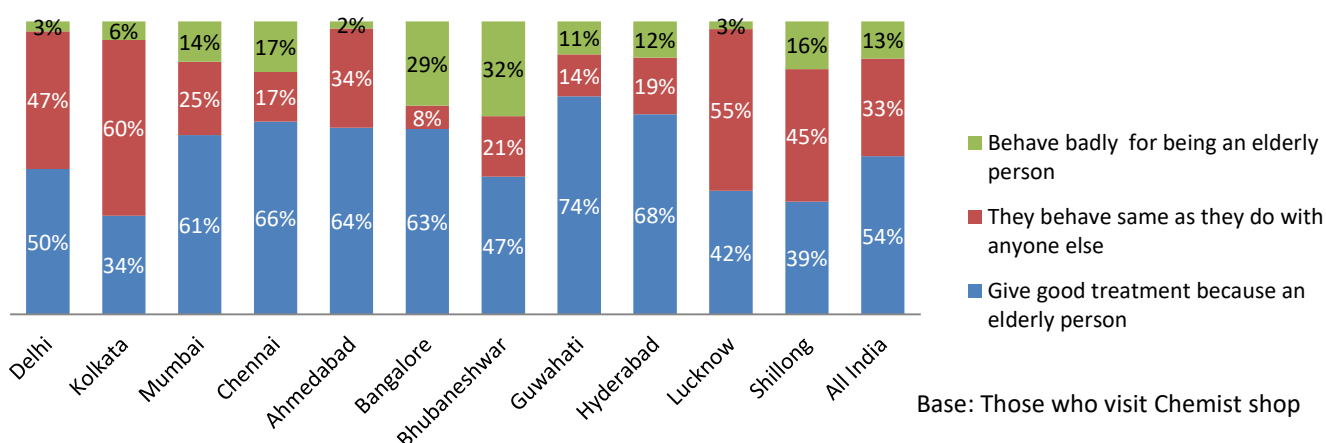
Nationally, 13% of the elders have said that they have been treated rudely by chemist staffs “because they are elderly”. In South 21% says chemist shop staffs behave badly. Among cities, the bad behavior by chemist shop staff is more in Bhubaneshwar (32%) and Bangalore (29%).

Chart-5.2.3.1: How staffs of chemist shop behave: Zone-wise



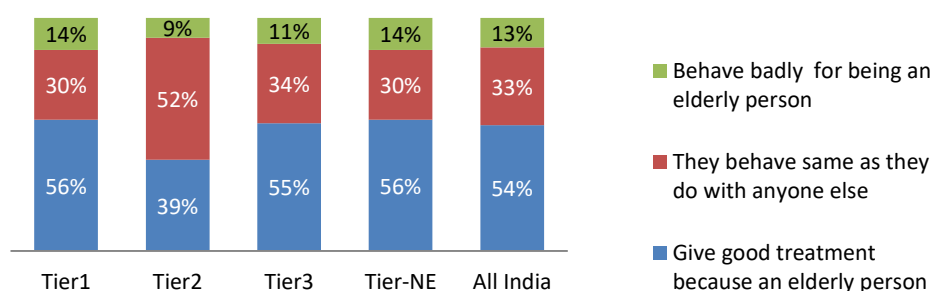
Base: Those who visit chemist shop

Chart-5.2.3.2: How staffs of chemist shop behave: State capital-wise



Base: Those who visit Chemist shop

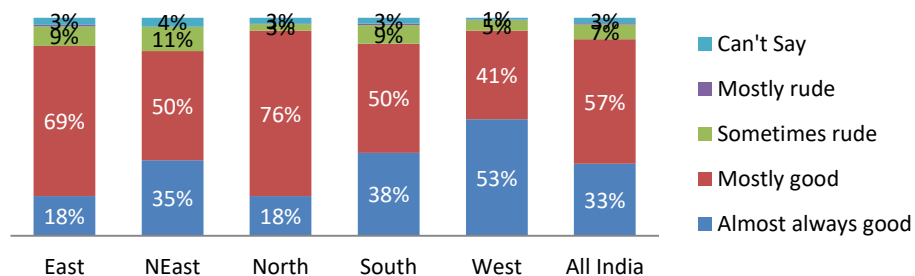
Chart-5.2.3.3: How staffs of chemist shop behave: Tier - wise



Base: Those who visit Chemist shop

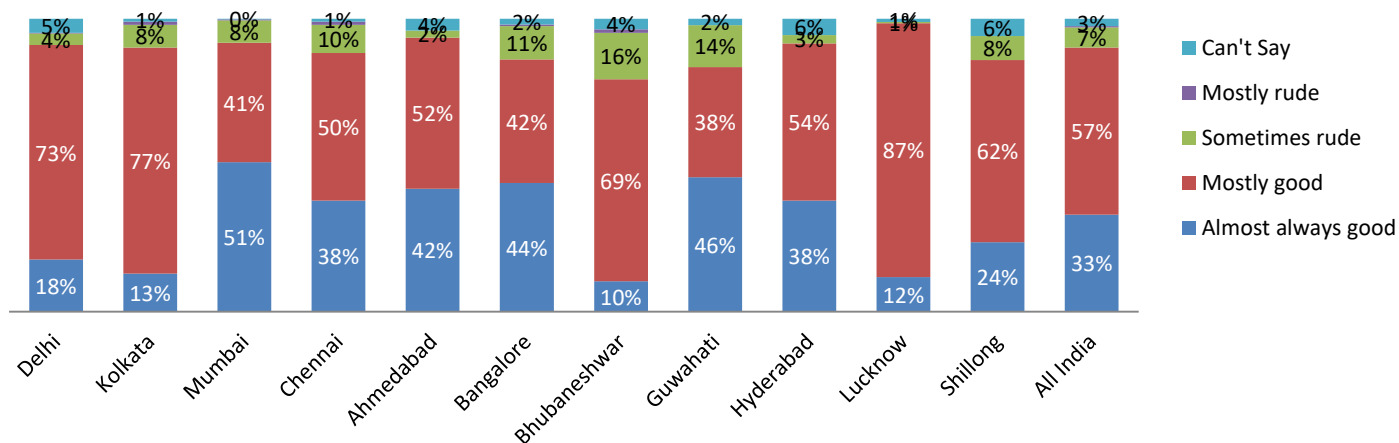
Overall 7% of elders say other customers at chemist shop behave rudely sometimes. In Bhubaneswar 17% of elders says so followed by Guwahati 14%.

Chart-5.2.3.4: How other customers at chemist shop behaves: Zone-wise



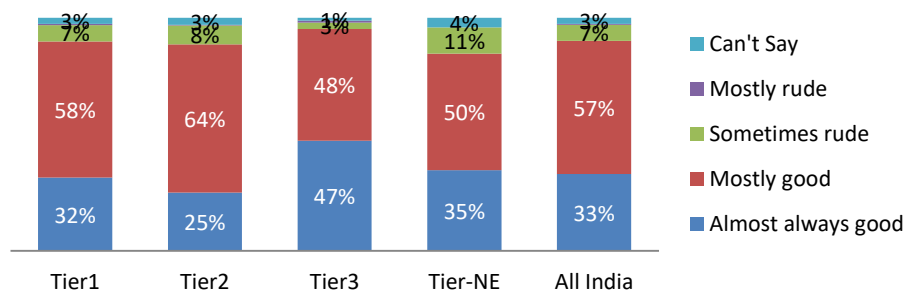
Base: Those who visit chemist shop

Chart-5.2.3.5: How other customers at chemist shop behaves: State capital-wise



Base: Those who visit Chemist shop

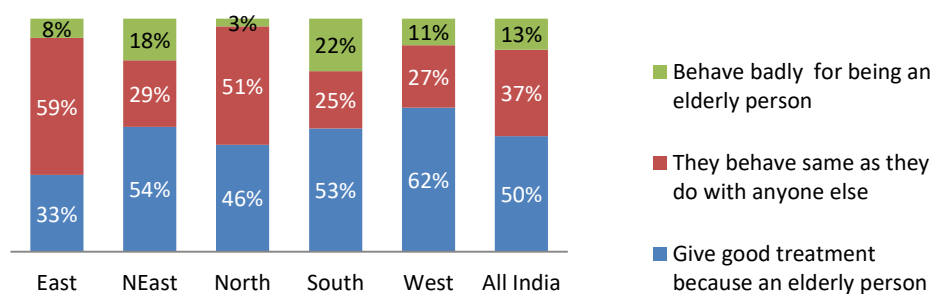
Chart-5.2.3.6: How other customers at chemist shop behaves: Tier - wise



Base: Those who visit Chemist shop

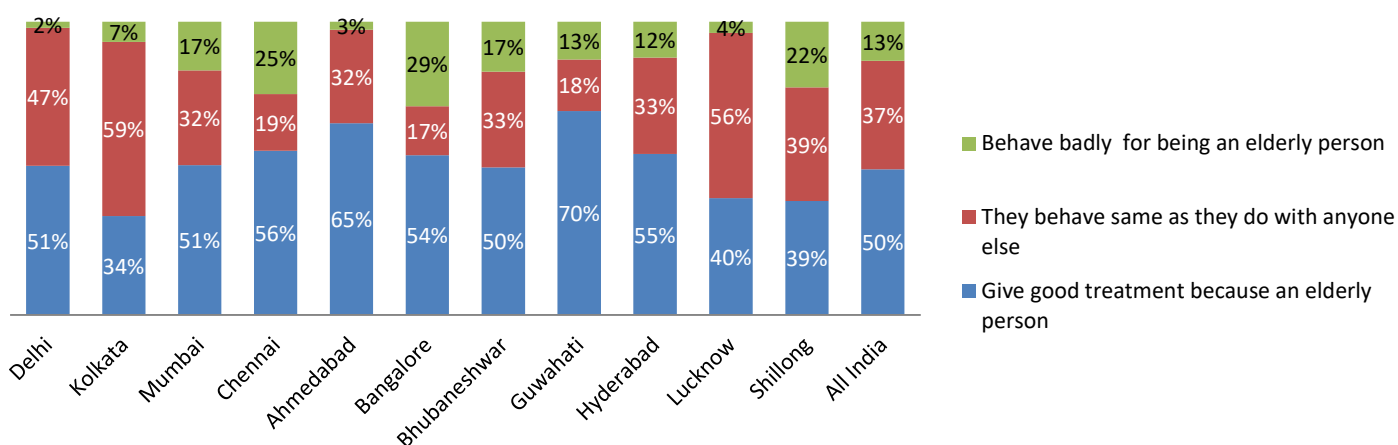
Overall 13% elders have reported bad behavior by vegetable vendors. This proportion is higher in South (22%) and in North East (18%). Among cities, bad behavior by vegetable vendors is more in Bangalore (29%) and Chennai (25%).

Chart-5.2.3.7: How vegetable vendor behave: Zone-wise



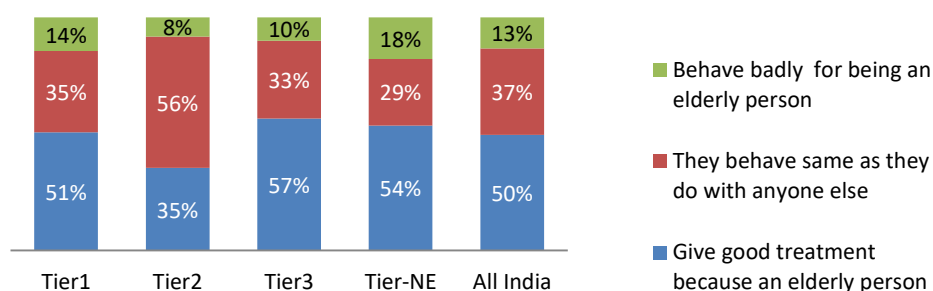
Base: Those who visit vegetable vendor

Chart-5.2.3.8: How vegetable vendor behave: State capital-wise



Base: Those who visit vegetable vendor

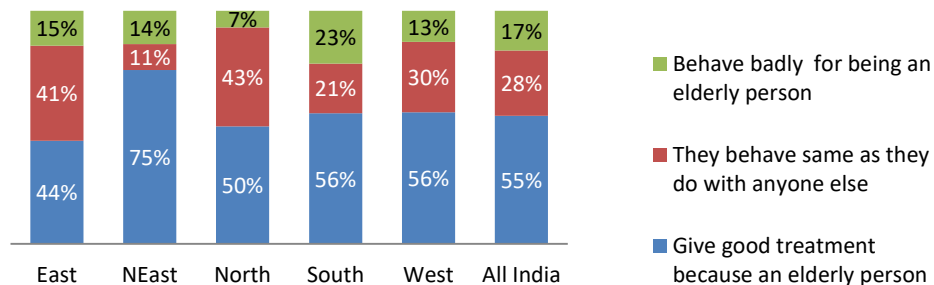
Chart-5.2.3.9: How vegetable vendor behave: Tier of City- wise



Base: Those who visit vegetable vendor

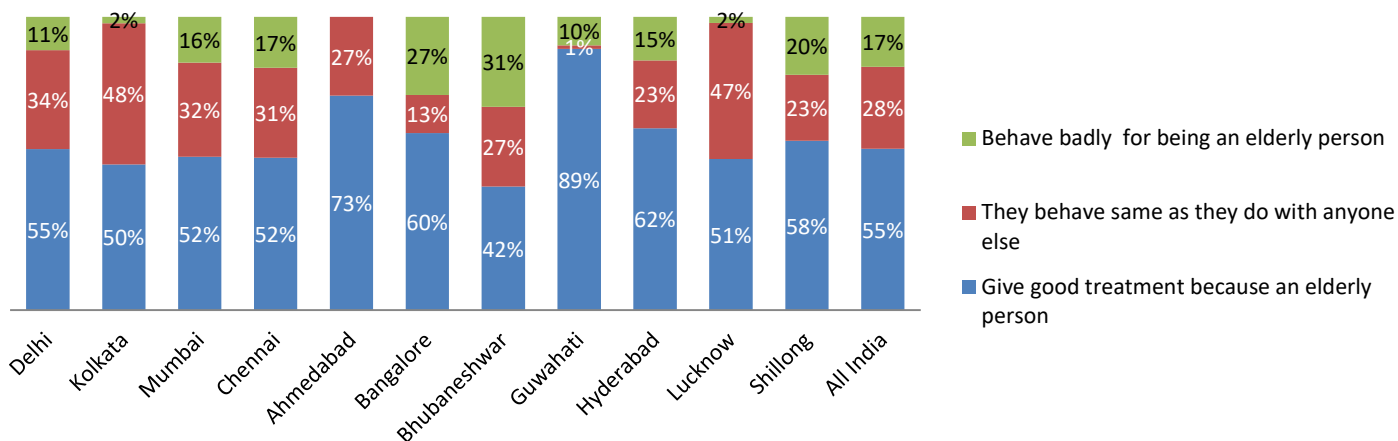
Overall, 17% reported bad behavior by mall staffs for being elder. 23% elders in South report bad treatment by mall staffs. In Bhubaneshwar, 31% of elders and in Bangalore 27% report bad treatment by mall staffs. Incidence of such treatment is much higher in Tier 1 towns than in the lower tiers.

Chart-5.2.3.10: How mall staffs behave: Zone-wise



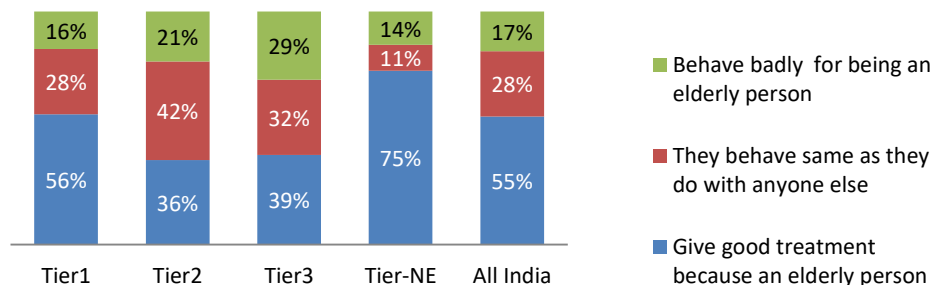
Base: Those who visit mall

Chart-5.2.3.11: How Mall staffs behave: State capital-wise



Base: Those who visit mall

Chart-5.2.3.12: How Mall staffs behave: Tier - wise

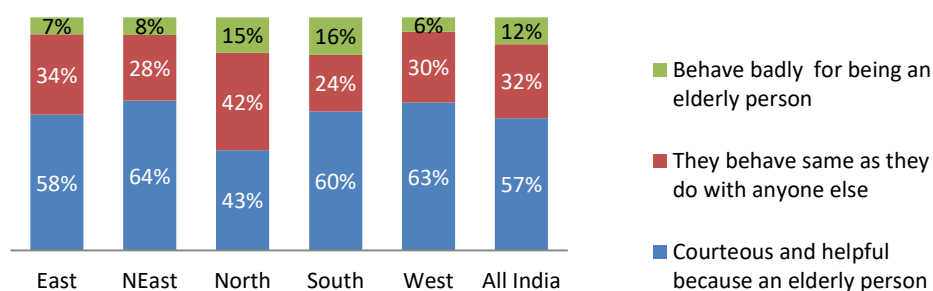


Base: Those who visit mall

Nationally, 12% reports bad behavior by hospital staffs in government hospitals, the same being 16% in South and 15% in North. In Delhi, 26% of elders and in Bangalore 22% report bad treatment by government hospital staffs.

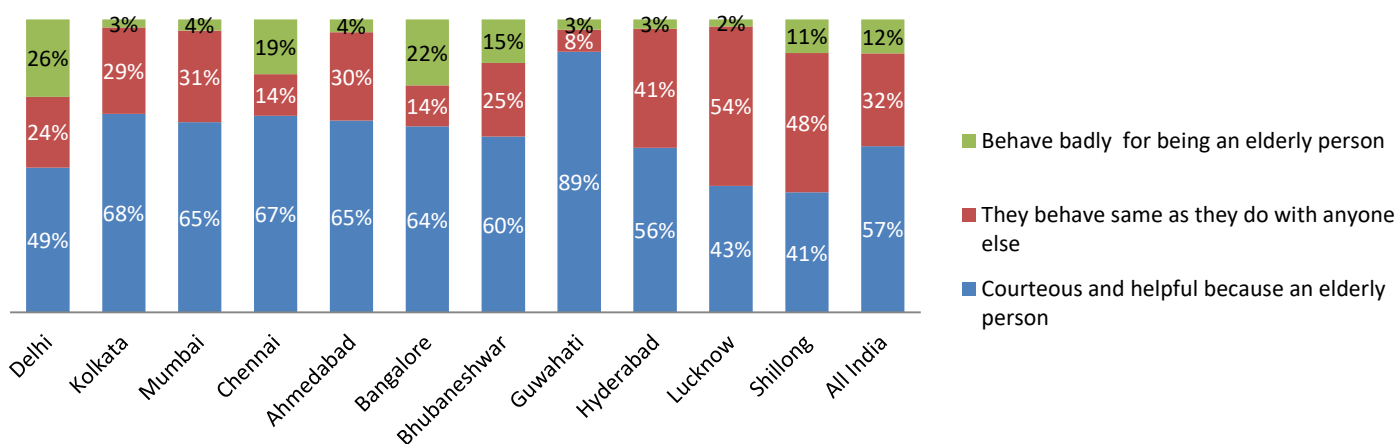
5.2.4. Interaction Experience: Hospitals

Chart-5.2.4.1: How staffs in government hospital behave: Zone-wise



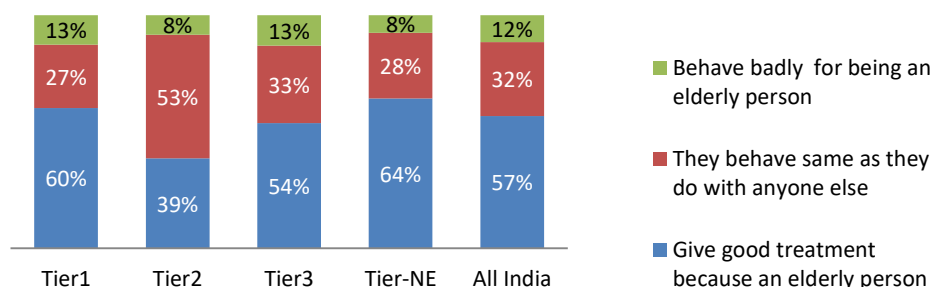
Base: Those who visit government hospital

Chart-5.2.4.2: How staffs in government hospital behave: State capital-wise



Base: Those who visit government hospital

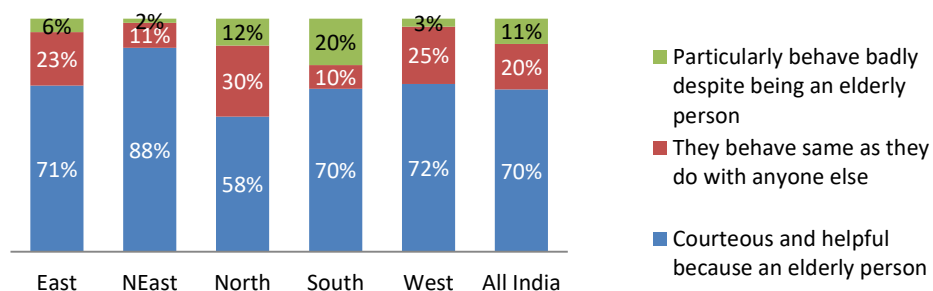
Chart-5.2.4.3: How staffs in government hospital behave: Tier - wise



Base: Those who visit government hospital

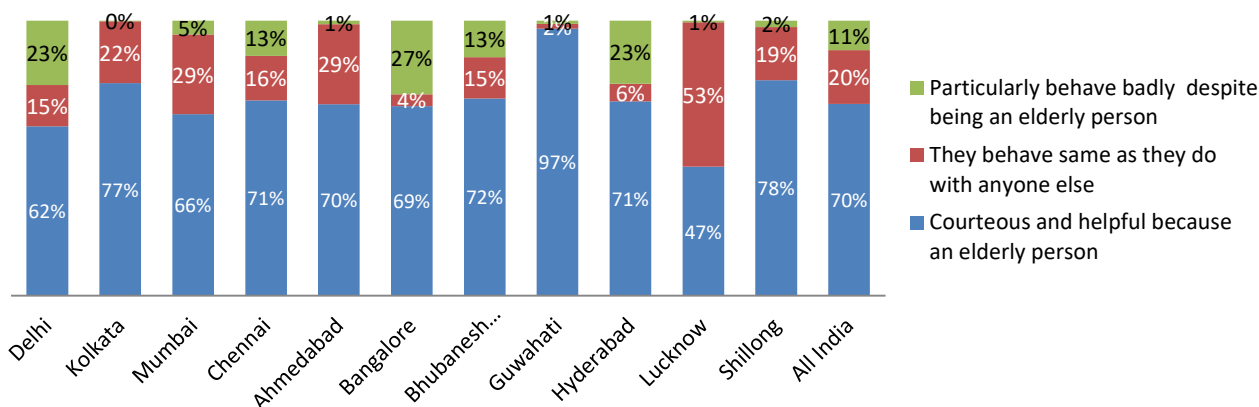
Nationally, 11% reports bad behavior by hospital staffs in private hospitals, the same being 20% in South. In Bangalore, 27% of elders and in Hyderabad and Delhi 23% report bad treatment by private hospital staffs.

Chart-5.2.4.4: How staffs in private hospital behave: Zone-wise



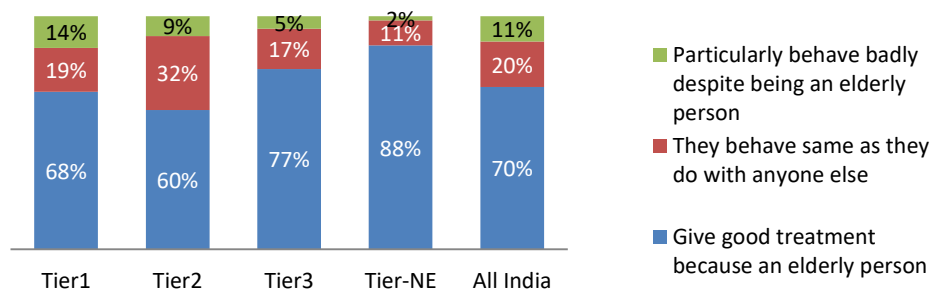
Base: Those who visit private hospital

Chart-5.2.4.5: How staffs in private hospital behave: State capital-wise



Base: Those who visit private hospital

Chart-5.2.4.6: How staffs in private hospital behave: Tier-wise

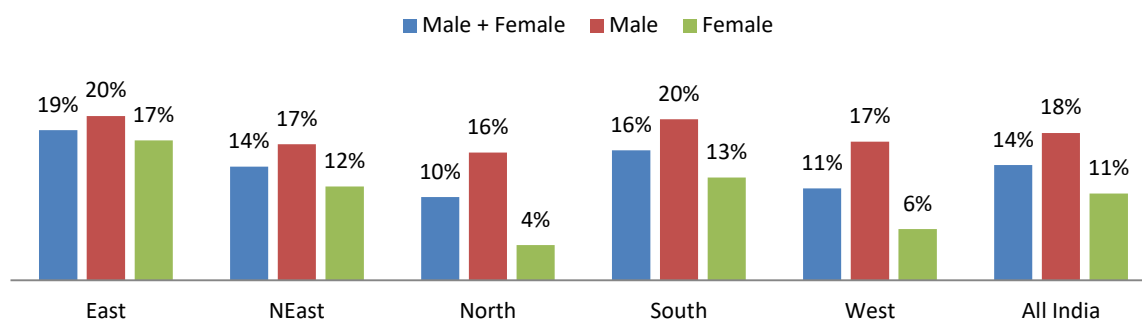


Base: Those who visit private hospital

5.2.5. Interaction Experience: Elders employment

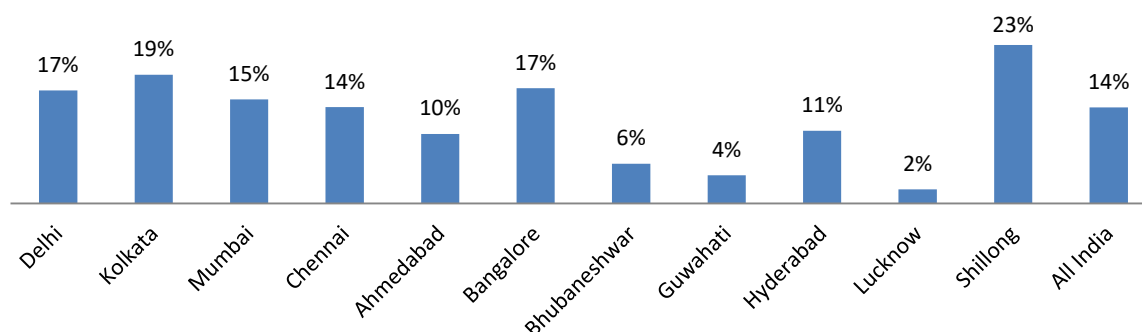
There is demand for post-retirement work, though not among many. Demand is more among men (18%) than women (11%), perhaps expectedly. East (19%) and South (16%) report somewhat higher demand than other zones. Shillong (23%) Kolkata (19%) report higher proportion of elders willing to work, followed by Bangalore and Delhi with 17%.

Chart-5.2.5.1: Proportion of elders wants to work post retirement age: Zone-wise



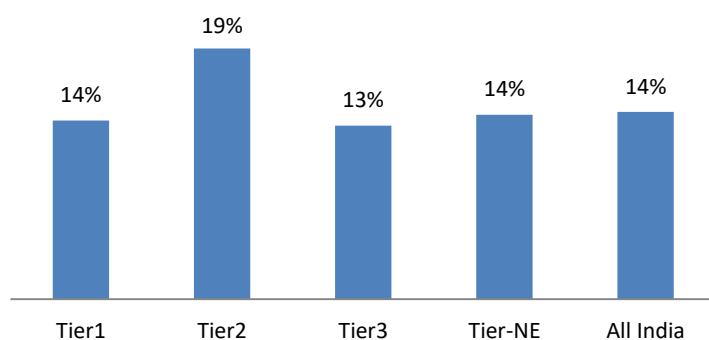
Base: Those not working

Chart-5.2.5.2: Proportion of elders wants to work post retirement age: State capital-wise



Base: Those not working

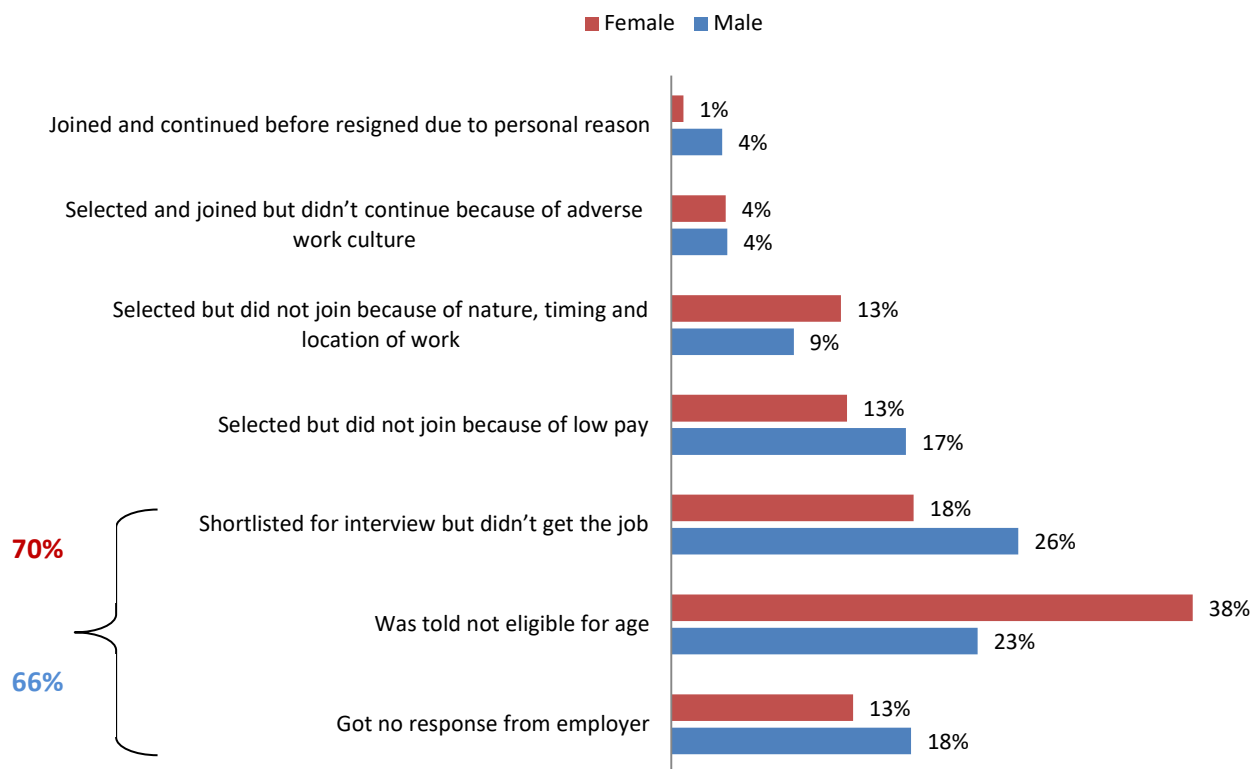
Chart-5.2.5.3: Proportion of elders wants to work post retirement age: Tier-wise



Base: Those not working

Over 60% of cases, they did not get the job applied for. In other cases many could not continue because of adverse circumstances

Chart-5.2.5.4: Outcome of elders' application for job



Base: Those ever applied for job post-retirement age

6.0. Decoding elders perceptions and understanding of societal behavior

Most elders believe that the problem is rooted in the society. Nationally, almost two thirds (64%) believe that these kinds of behavior occur because it is easy to get away despite being rude with elders. In East and South almost 7 out of 10 say so. In Bhubaneshwar it is as high as 9 out of 10.

Chart-6.1.1: % agree with its easy to escape / get away despite being rude with elders: Zone-wise

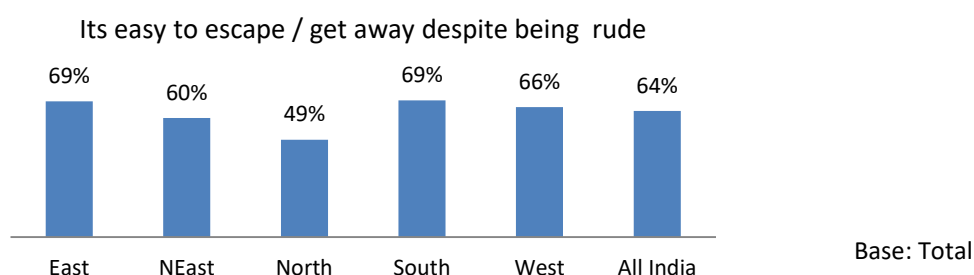


Chart-6.1.2: % agree with its easy to escape / get away despite being rude with elders: State capital wise

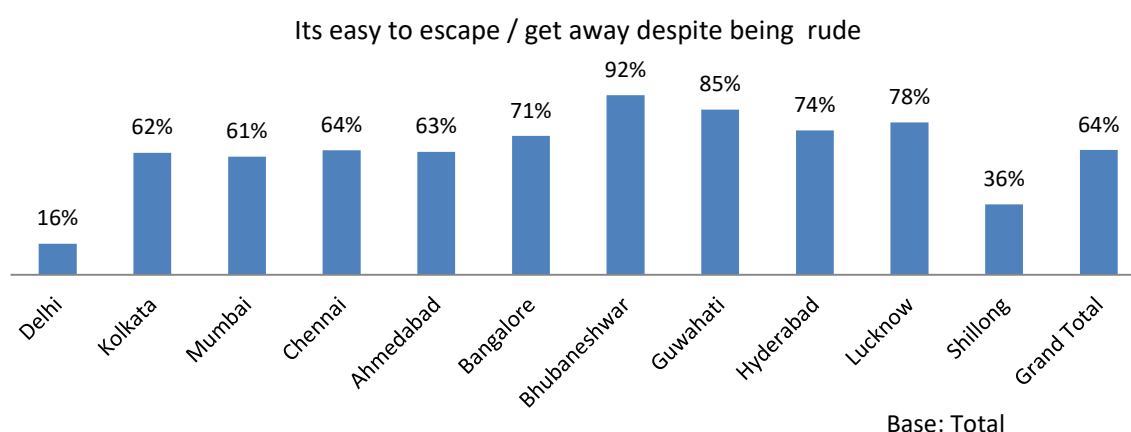
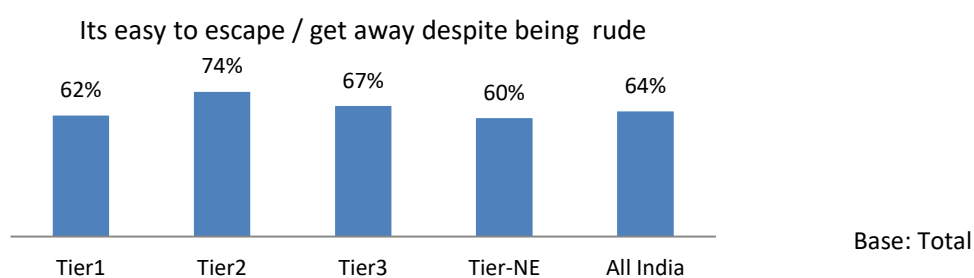


Chart-6.1.3: % agree with its easy to escape / get away despite being rude with elders: Tier-wise



Nationally, 44% of elders have experienced abuse (self/other elders) in public places. 57% in South have experienced abuse (self/other elders) in public places. In Bangalore such abuses are reported by 70% of elders and in Hyderabad its 60%.

Chart-6.1.4: % have experienced abuse (self/other elders) in public places: Zone-wise

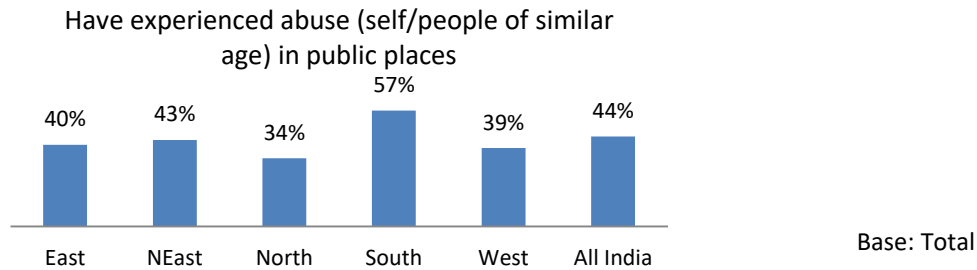


Chart-6.1.5: % have experienced abuse (self/other elders) in public places: State capital wise

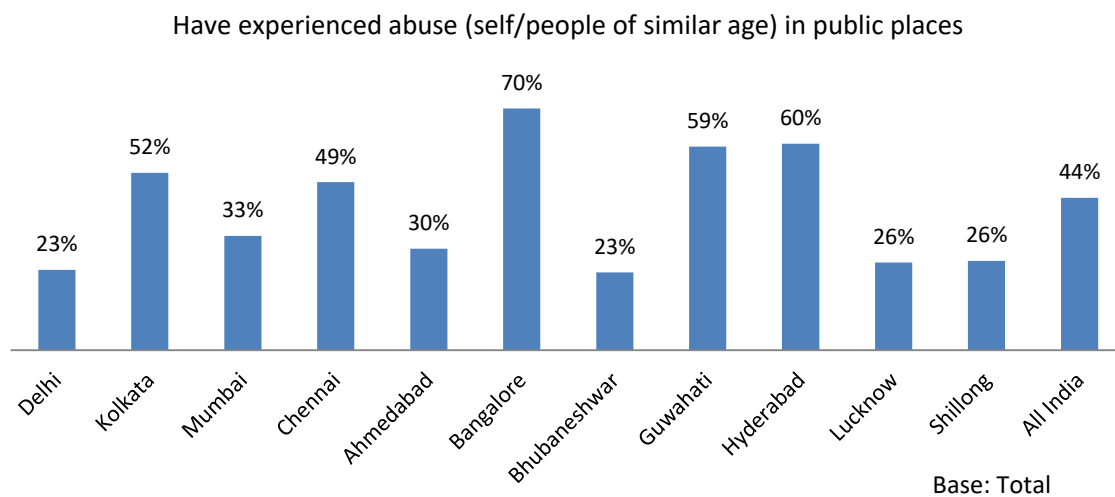
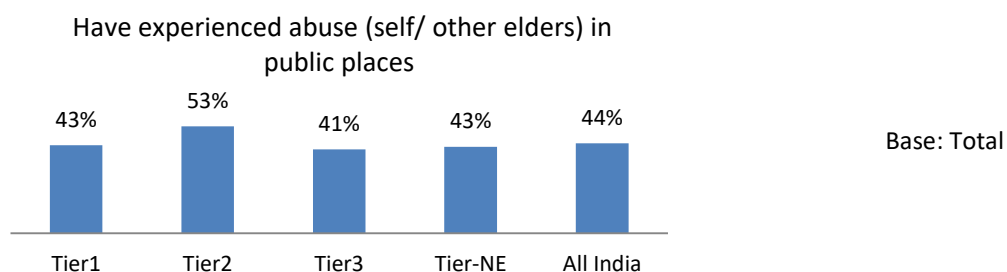


Chart-6.1.6: % have experienced abuse (self/other elders) in public places: Tier-wise



Nationally, 53% of elders think that Indian society discriminates against elders. 71% of elders in East and 61% in South think the same. Among cities, 9 out of 10 Hyderabad and almost 8 out of 10 in Kolkata think Indian society discriminates against elders. In Tier-1 (54%) and Tier-2 (68%) such perceived discriminations are higher compared to Tier-3 (31%).

Chart-6.1.7: Indian Society Discriminate against Elderly: Zone-wise

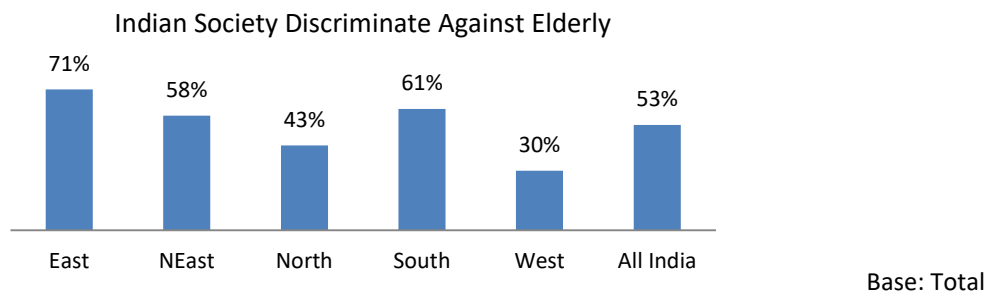


Chart-6.1.8: Indian Society Discriminate against Elderly: State capital wise

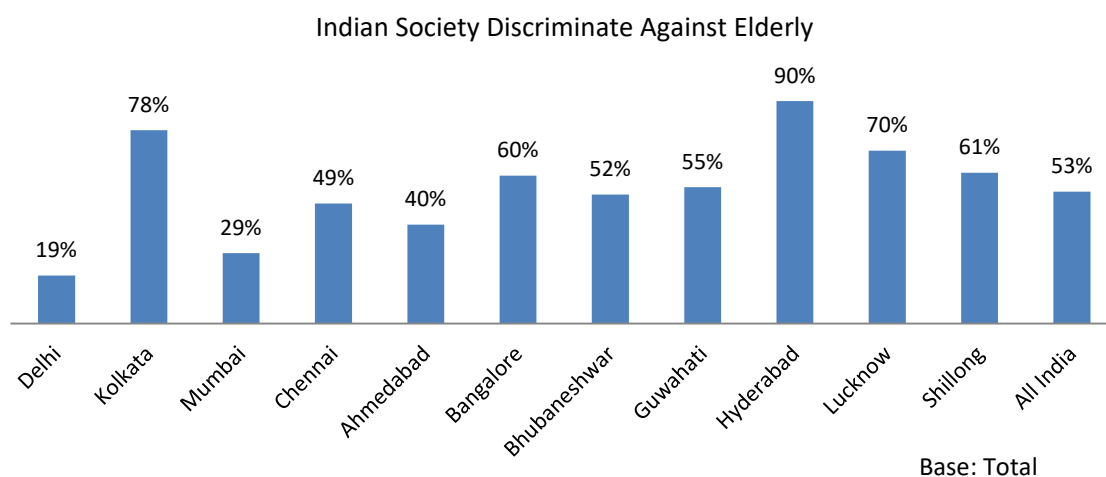
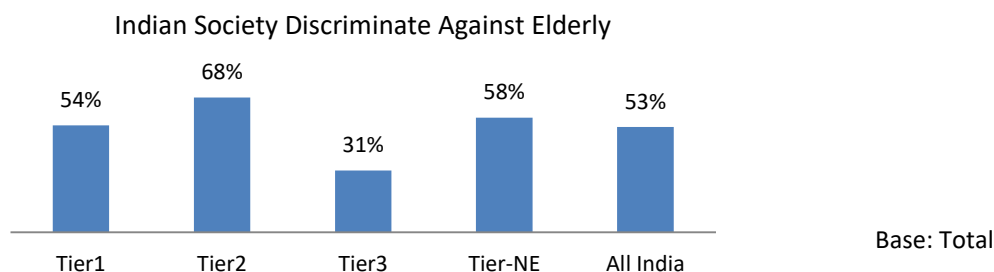


Chart-6.1.9: Indian Society Discriminate against Elderly: Tier-wise



More than 1 in 2 feel distressed and feel helpless when people behave rudely in public places. Bangalore has the highest figure with 76% of feeling distressed followed by Lucknow (73%) and Mumbai (65%).

Chart-6.1.10: % agree feel distressed and helpless when people behave rudely in public places: Zone-wise

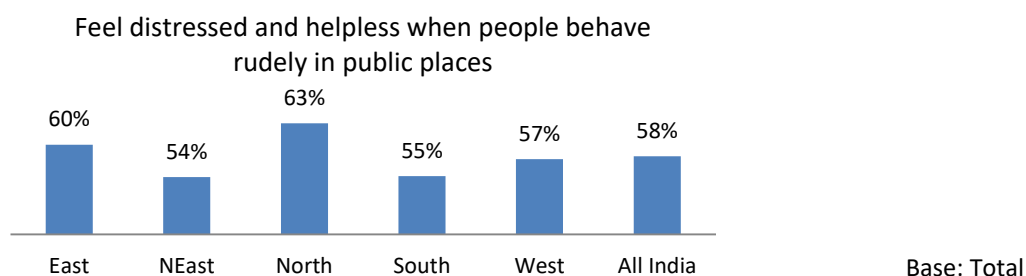


Chart-6.1.11: % agree feel distressed and helpless when people behave rudely in public places: State capital wise

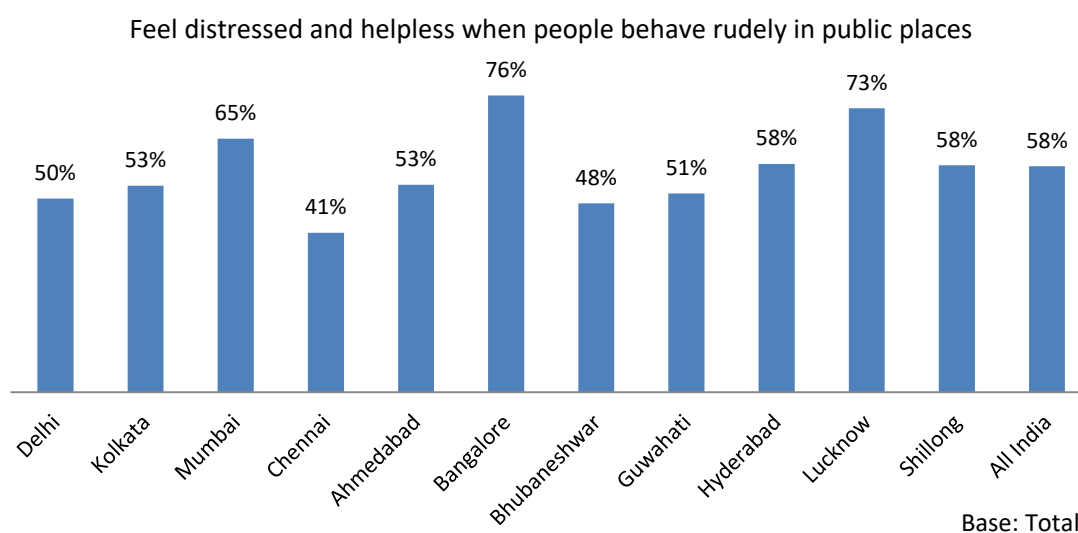
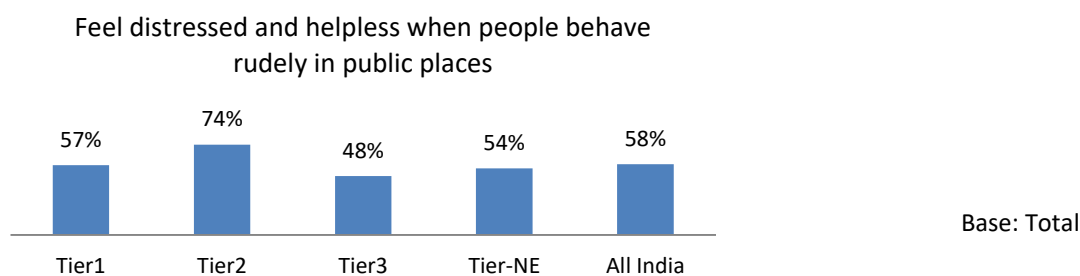


Chart-6.1.12: % agree feel distressed and helpless when people behave rudely in public places: Tier-wise



61% of elders in East say that elders not dressed well invite more rudeness from others. Nationally, the figure is 52%. Guwahati (77%), Bangalore (70%) and Kolkata (62%) have highest proportion of elders endorsing this statement.

Chart-6.1.13: % agree an elder not dressed well invites more rudeness from others: Zone-wise

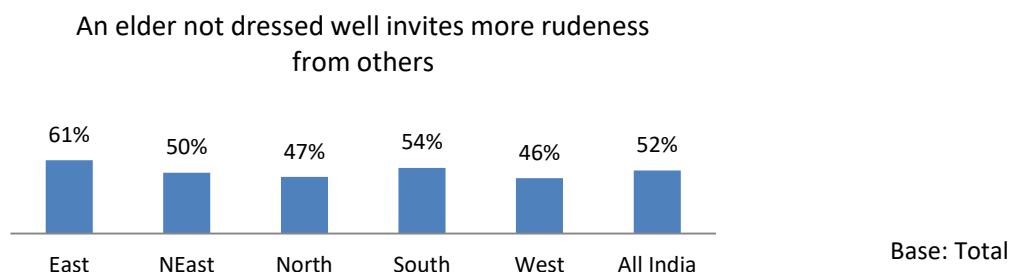


Chart-6.1.14: % agree Elder not dressed well invites more rudeness from others: State capital wise

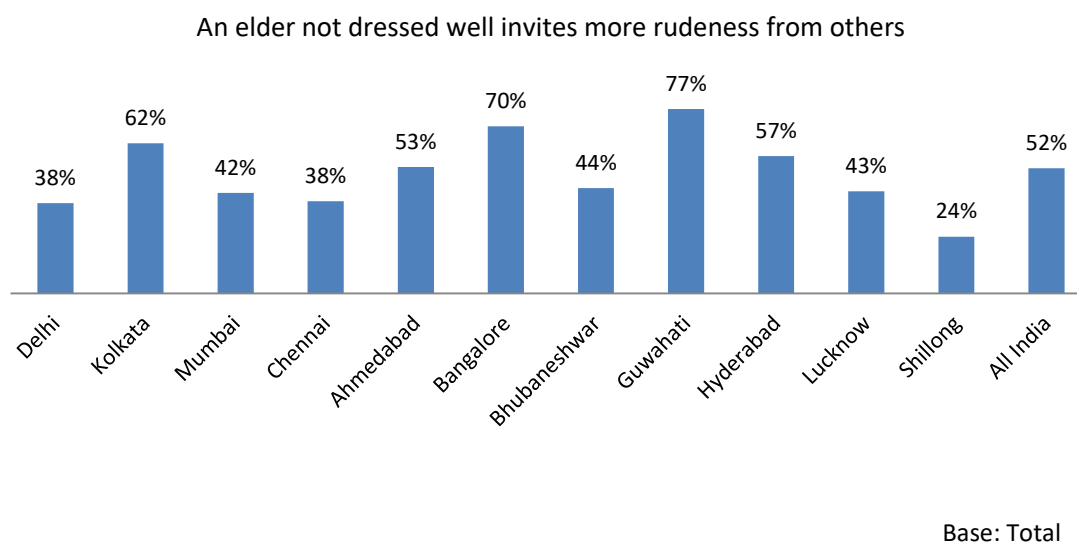
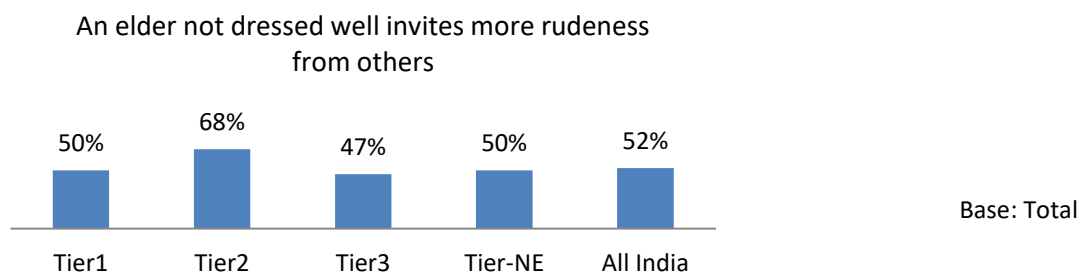


Chart-6.1.15: % agree an elder not dressed well invites more rudeness from others: Tier -wise



At national level, 54% of elders say that a younger person is attended before an elder in a shop. This proportion is higher in East (77%) and South (67%). 86% in Bhubaneswar, 79% in Bangalore and Hyderabad and 78% in Guwahati endorse this view.

Chart-6.1.16: % agree in a shop, the younger person is attended to first than elder: Zone-wise

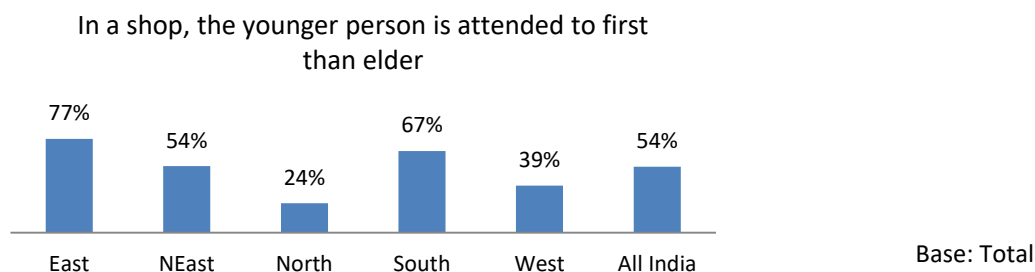


Chart-6.1.17: % agree: In a shop, the younger person is attended to first than elder: State capital wise

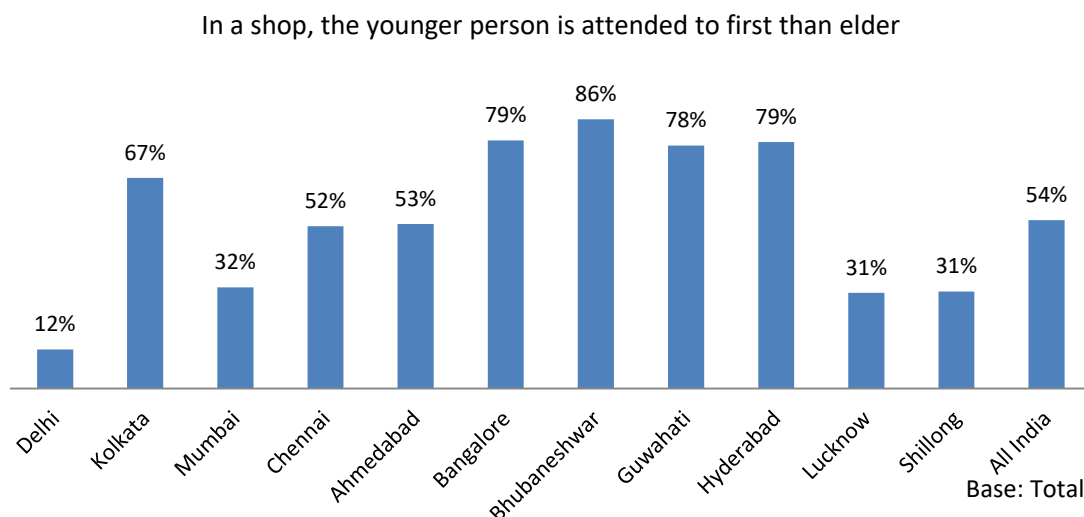
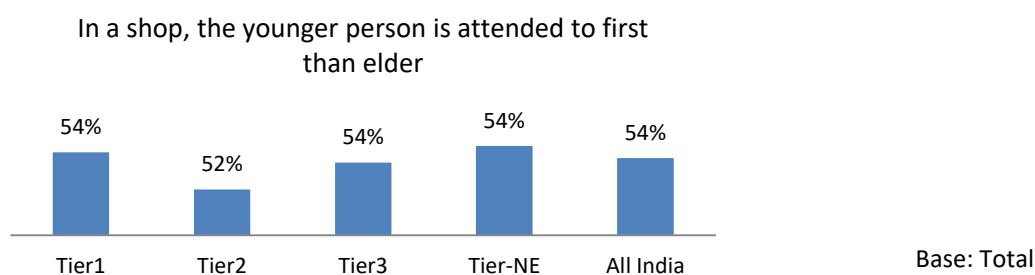


Chart-6.1.18: % agree in a shop, the younger person is attended to first than elder: Tier-wise



A significant majority, 61%, agree that people get impatient with Elders for being slow. This proportion is the highest in Bangalore, 82%, and in the North-East, 74%.

Chart-6.1.19: % agree since elders are slow, people get impatient with them: Zone-wise

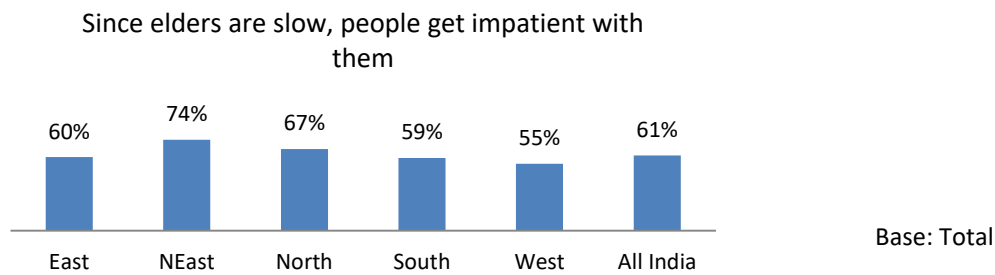


Chart-6.1.20: % agree since elders are slow, people get impatient with them: State capital wise

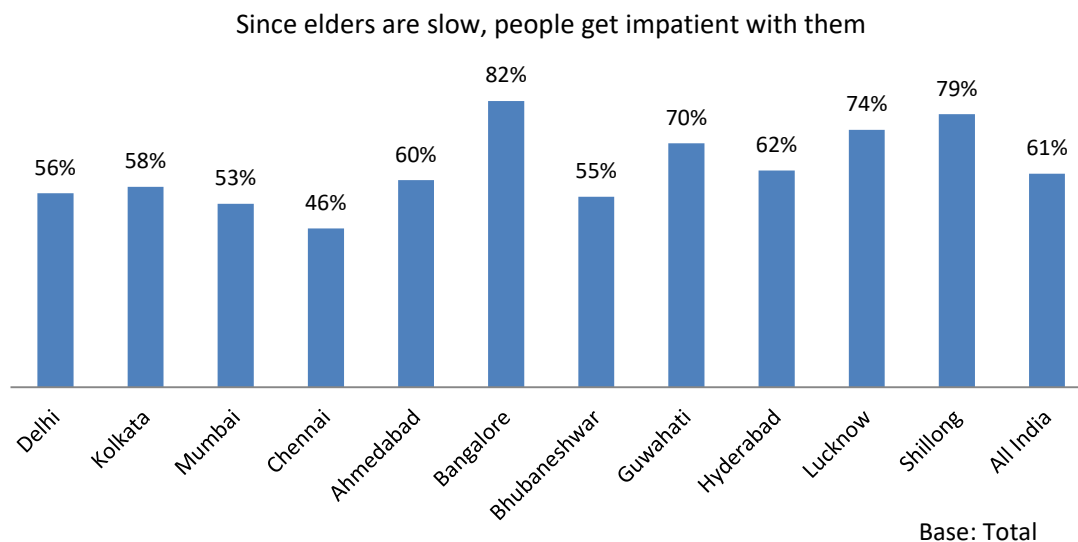
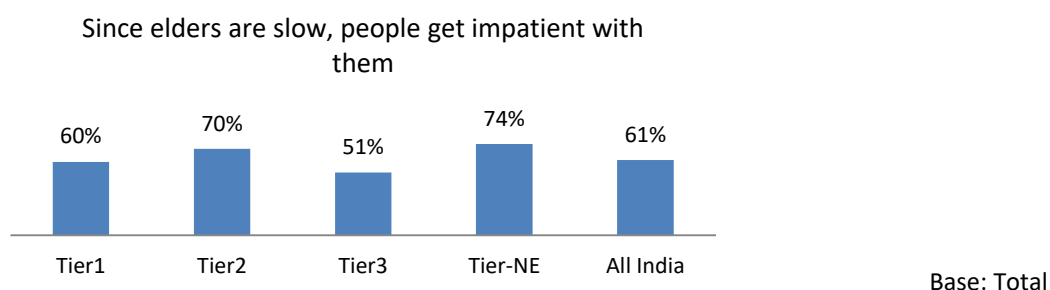


Chart-6.1.21: % agree since elders are slow, people get impatient with them: Tier -wise



7.0. Support system: Family and friends

The most important support system for elder is the family. Overall almost three quarters of elders at national level (72%) and in North (78%) and in West (77%) share unpleasant experiences first with their family. In East, 30% of elders, highest among all zones, share with friends as well.

Chart-7.1.1: Sharing unpleasant encounters and treatment -First to share with: Zone-wise

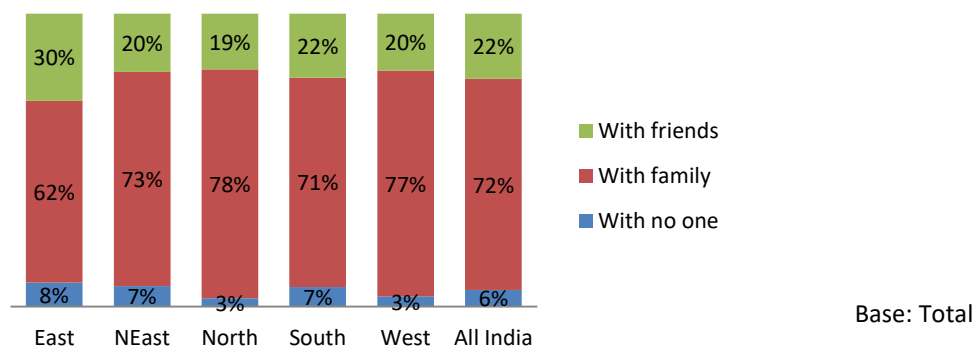


Chart-7.1.2: Sharing unpleasant encounters and treatment - First to share with: State capital wise

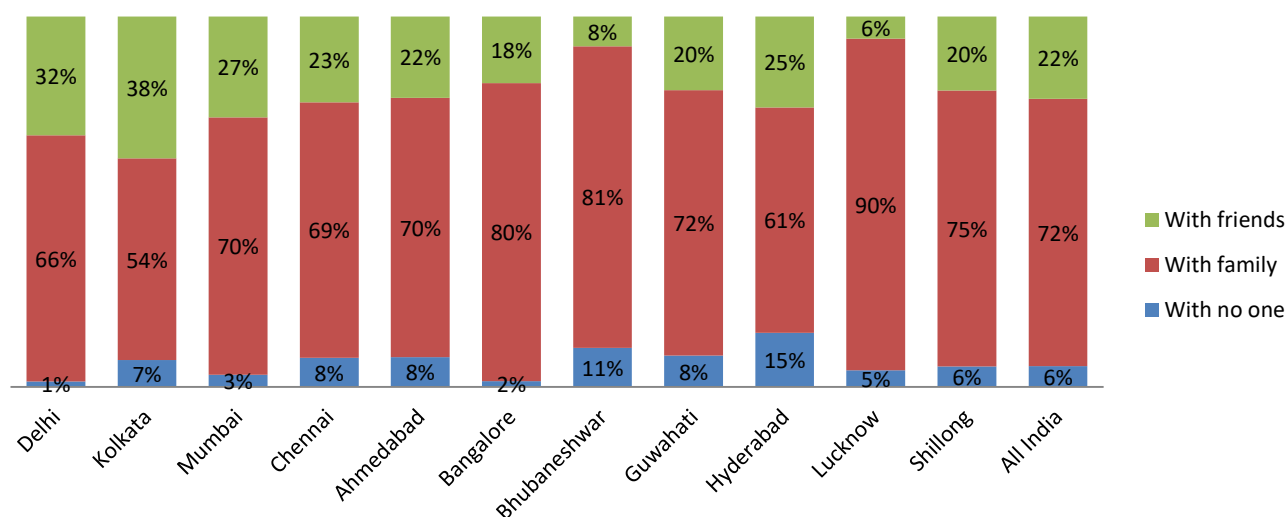
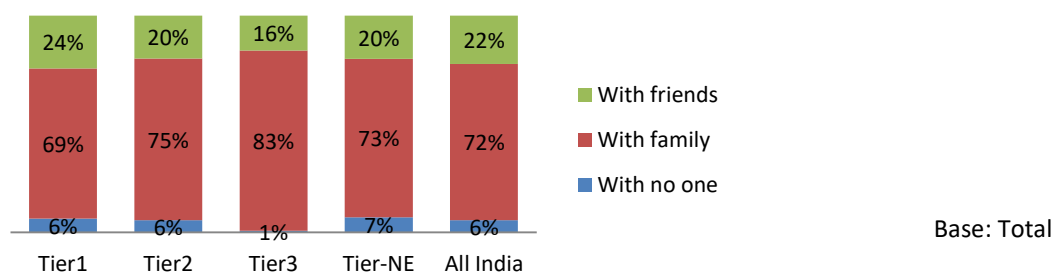
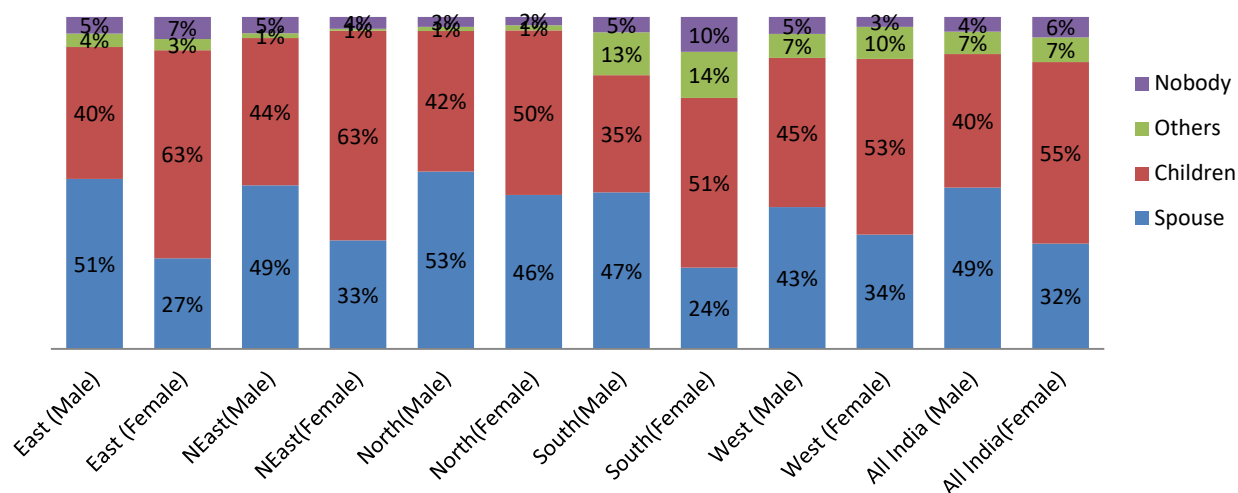


Chart-7.1.3: Sharing unpleasant encounters and treatment - First to share with: Tier-wise



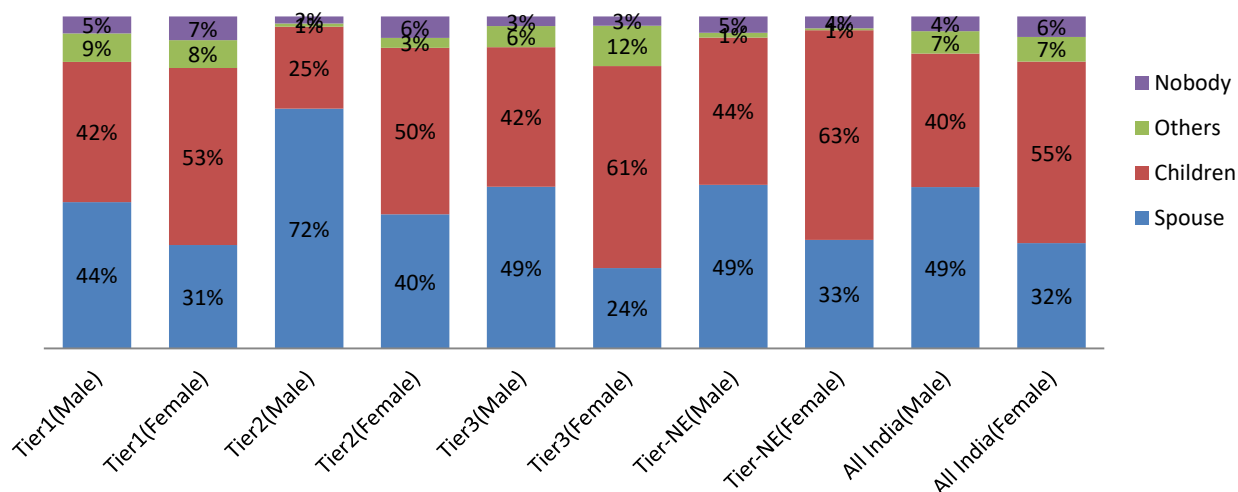
About half of the men (49%) men share the unpleasant incidents with wife whereas the same is only 32% among women sharing these with their husbands. Generally more women share these with their children (55%) compared to men (40%).

Chart-7.1.4: Comfortable in sharing unpleasant incidences within family: Zone-wise



Base: Total

Chart-7.1.5: Comfortable in sharing unpleasant incidences within family: Tier-wise



Base: Total

8.0. Questionnaire

Project ISE (Indian Society and Elderly)

Good morning/afternoon. Dear Sir/Madam, my name is _____. I am coming to you on behalf of MaRS Monitoring and Research Systems, a national level research agency. We are conducting a study on elders. I want to ask you a few questions on your experience when you step outside of your home. This will take only a few minutes of your time. Please note that your responses will be used for research only and will be kept confidential.

May we proceed?

Yes	Continue
No	Terminate

RESPONDENTS HOUSE/OFFICE ADDRESS- (Write in Capital letters)																
RESPONDENT NAME											SUR NAME:					
HOUSE/BLDG NO.											FLOOR NO.					
Area											STREET/ROAD NAME					
PINCODE											MOBILE					
PHONE NO. (Res)																
PHONE NO. (Off)														Extn.		
e-mail ID																
FIELD CONTROL INFORMATION																
PLACE OF INTERVIEW	Home – 1 (CONTINUE)										Other places -2 (TERMINATE)					
INTERVIEWER NAME																
INT Start Time											INT End Time				Total Time (min)	
TYPE OF INTERVIEW	Face to face with pen and paper -1(CONTINUE)										Others -2 (TERMINATE)					
QUALITY CHECK DETAILS																
BACK CHECK ACCOMPANIMENT DETAILS																
DESG	Yes	No	Date													
SUP	1	2														
Manager	1	2														
Scrutinized	1	2														

Important Note for interviewer: All response codes are to be encircled (3) and not ticked ✓

R1. Can you please tell me which of these assets do you have at home?

		R2. Interviewer to mark SEC depending on total numbers of assets						
Assets detail	Code	SEC-A	A	SEC-B	B	SEC -C	C	
Colour TV	1	Mark 'A' if the respondent house has 4 or more assets		Mark 'B' if the respondent house has 3 assets		Mark 'C' if the respondent house has 2 assets		TERMINATE if the respondent house has 1 asset or none of the assets listed
Refrigerator	2							
Washing Machine	3							
Two Wheeler	4							
Car/Jeep/Van	5							

R3. Please tell education status of yourself			
Below SSC/HSC	1	(TERMINATE)	
SSC/HSC	2	Graduate/ Post graduate: General	
Some College	3	Graduate/ Post graduate: Professional	
			4
			5

A. Name of the cities

Metro Cities	
City	Code
Delhi	1
Kolkata	2
Mumbai	3
Chennai	4
Bangalore	5
Hyderabad	6

North - Non Metro	
Lucknow	7
Gorakhpur	8
Hissar	9
East - Non Metro	
Bhubaneswar	10
Gaya	11
Puruliya	12

West - Non Metro	
Ahmedabad	13
Ujjain	14
Satara	15
South - Non Metro	
Warrangal	16
Kanchipuram	17
North east - Non Metro	
Guwahati	18
Shillong	19

C. Age group**B. Gender**

Male	1
Female	2

Below 60	1	TERMINATE
60-65	2	
66-70	3	
71-75	4	
76-80	5	
81 and above	6	

D. Type of living arrangements

Never married, staying with other family members	1
Never married, staying alone	2
Alone – widowed/divorced	3
With spouse only	4
With spouse and other members	5
With children	6
With other relations and non-relations	7

E. Current occupation status

Full time employed/in business	1
Retired from job but part time employed/in business	2
Retired, not occupied at all	3

F. In last 3 months which of the following activities have you done by stepping outside your home? Multiple answers possible

Availed public transport like bus, train, auto rickshaw, cycle rickshaw, rented car, taxi	1
Went shopping in malls, departmental stores, kirana stores, fruit/vegetable markets	2
Visited restaurants, cinema halls, theaters, cultural functions, community celebrations	3
Visited bank, post office, paid bills of electricity/phone/other utilities in person	4
Visited hospital, treatment centers, chemists shop	5
Regularly goes out for walk , places of worship	6

In QUESTION 'F', IF respondent CHOOSE NO code or single code TERMINATE
CONTINUE IF RESPONDENT HAS CHOSEN MORE THAN ONE CODE

G. Do you financially depend on other family members for your livelihood and other necessities? Single answer

Yes : totally dependent	1
Yes : Partially dependent	2
No : I am financially independent	3

1	How often do you step out/ go out of home? Single answer			
At least once in a day or more	1			
4-5 times a week	2			
2-3 times a week	3			
About once a week	4			
Less often	5			

2	How much you like in stepping out/going out of home in general? Single answer			
Like to go out a lot	1			
Like it somewhat	2			
Neither like or dislike, if I have to go out, will do so	3			
Do not like it	4			
Do not like at all	5			

3	ASK ALL: Do you take public bus to travel?		Yes	1	No	2	
4	IF NO (Code '2' in Q3) ASK, Do you think senior citizens in your town can comfortably travel in public buses?		Yes	1	No	2	
5	IF YES (Code '1' in Q3), How often you have been offered a seat because you are an older person? Here we are talking about normal seats apart from seats reserved for elders.						
Almost always	1	Very often	2	Sometimes	3	Never	4

6	And what has been your experience with bus conductors and drivers?							
Almost always good	1	Mostly good	2	Sometimes rude	3	Mostly rude	4	

7	ASK ALL: Do you take METRO to travel?		Yes	1	No	2	No metro in town	3
8	IF NO (Code '2' in Q7) ASK, Do you think senior citizens in your town can comfortably travel in METROS?		Yes	1	No	2		
9	IF YES (Code '1' in Q7) ASK, How often you have been offered a seat because you an older person? Here we are talking about normal seats apart from seats reserved for elders.							
Almost always	1	Very often	2	Sometimes	3	Never	4	

10	ASK ALL: Do you take morning or evening walks regularly or sometimes?		Yes	1	No	2
11	IF YES (Code '1' in Q10), How people in general behave with you when you are walking? Single answer					
Always offer help and courteous (polite)	1	Sometimes offer help and courteous (polite)	2			
Generally don't pay attention	3	Have some rude experiences from people	4			

12	ASK ALL: When you visit banks, how do the bank staffs behave with you? Single answer	
They give you good treatment because you are an elderly person	1	
They particularly behave badly with you though you are an elderly person	2	
They behave with you same as they do with anyone else	3	
Do not visit banks	4	

13	IF VISITED BANK (code '1'/'2'/'3' in Q12), what has been your experience with <u>other</u> customers in the bank? Single answer	
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Almost always good	1	Mostly good	2	Sometimes rude	3	Mostly rude	4
14	ASK ALL: When you visit Post offices, how do the staffs behave with you? Single answer						
They give you good treatment because you are an elderly person							1
They particularly behave badly with you though you are an elderly person							2
They behave with you same as they do with anyone else							3
Do not visit post offices							4
14A	IF VISIT Post Office (code '1'/'2'/'3' in Q14) - what has been your experience with <u>other</u> customers at the post offices? Single answer						
Almost always good	1	Mostly good	2	Sometimes rude	3	Mostly rude	4
15	When you go to buy medicines at the chemists, how does the staff behave with you? Single answer						
They give you good treatment because you are an elderly person							1
They particularly behave badly with you though you are an elderly person							2
They behave with you same as they do with anyone else							3
Do not go/have not gone in a long time							4
16	IF VISIT CHEMISTS (code '1'/'2'/'3' in Q15) - what has been your experience with <u>other</u> customers at the chemist? Single answer						
Almost always good	1	Mostly good	2	Sometimes rude	3	Mostly rude	4
17	When you go to buy vegetables at the market, how does the vendor behave with you? Single answer						
They give you good treatment because you are an elderly person							1
They particularly behave badly with you though you are an elderly person							2
They behave with you same as they do with anyone else							3
Do not go/have not gone in a long time							4
18	When you go to a mall, how do the security and other mall staff behave with you? Single answer						
They give you good treatment because you are an elderly person							1
They particularly behave badly with you though you are an elderly person							2
They behave with you same as they do with anyone else							3
Do not go/have not gone in a long time							4
19	When you visit a government hospital for a treatment, how does hospital staff treat you? Single answer						
Have never gone to a government hospital							1
They are courteous and helpful because you are an elderly person							2
They particularly behave badly with you though you are an elderly person							3
They behave with you same as they do with anyone else							4
20	When you visit a Private hospital for a treatment, how does the hospital staff treat you? Single answer						
Have never gone to a private hospital							1
They are courteous and helpful because you are an elderly person							2
They particularly behave badly with you though you are an elderly person							3
They behave with you same as they do with anyone else							4

21	When you go to pay bills like electricity bill and others, how do other people in Q treat you? Single answer		
Have never gone to pay any bill			1
They are courteous and helpful because you are an elderly person			2
They particularly behave badly with you though you are an elderly person			3
They behave with you same as they do with anyone else			4
22	Elderly people face many challenges when they step out of house. I am reading out some of them. For each tell me, if it is a serious challenge for you or some challenge for you or no challenge at all? Single answer for each row		
		Serious challenge	No challenge
22a.Behavior of motorists on the road		1	3
22b. Behavior of 2 wheeler drivers on the road		1	3
22c. Safety and security issues including law and order		1	3
22d. Others- specify		1	3
23	What are the top 3 concerns you have when you step outside your home? (Single answer for each column) Show Card 1		
		23a.First concern (Single answer)	23c. Third concern (Single answer)
Accidental mishaps due to negligence of others		1	1
Lack of medical help in emergency		2	2
Being cheated by others financially		3	3
Misbehavior by fellow travelers, people on street		4	4
Inadequate rest rooms/lavatories		5	5
Theft , snatching of money and valuables		6	6
Others concern- specify		7	7
24	What precautions have you taken or can you take to avert risk when you step outside your home? Multiple answers possible		
Avoid stepping out as far as possible			1
Take help of someone as escort / attendant			2
Avoid carrying valuables as far as possible			3
Got enrolled / registered in elders support group			4
Use mobile phone with emergency contact information of relatives and police			5
Carry contact details , health details and list of medicines			6
Others please specify			7
25	With who do you generally <u>first share</u> unpleasant encounters and treatment, in case it happens with you, when you step outside your home? Single answer		
With no one.... Generally I don't share such unpleasant incidents with anyone			1
Share with my immediate family members			2
Share with a particular friend			3
Share with a group of friends			4

Share with my senior citizen group				5	
Share with my neighbour				6	
Other please specify				7	
26	Within your family with whom are you <u>most comfortable</u> in sharing unpleasant encounters, behaviors and treatment in case it happens with you when you step outside your home? Single answer				
Spouse		1	Children		2
Grandchildren		3	None		4
Other please specify			5		
27	In your opinion, does Indian society discriminate against elderly? Single answer				
Yes		1	No		2
ASK 28, 29, 30 ONLY IF RETIRED and NOT OCCUPIED CURRENTLY (Code '2'/'3' in QE)					
28	Do you want to work?		Yes	1	No 2
29	Have you ever applied for a job post retirement?		Yes	1	No 2
30	ASK IF YES (CODE '1' in Q29) What was the response or outcome of the job you applied last (most recently)? (Single answer)				
I got no response					1
I was told I'm not eligible to apply for the job because of my age					2
My application was shortlisted for interview but I didn't get the job					3
I was selected but did not join because of the low remuneration					4
I was selected but did not join because of the working hours, workplace distance or nature of job					5
I was selected and joined but didn't continue because of the adverse work culture within organization					6
I joined and continued for some time before I resigned due to my personal reason					7
ASK ALL					
31	I am going to read aloud some statements. For each statement, please tell me if you agree or disagree with it (Single answer for each statements in row)				
Statements				Agree	Disagree
(Q31a) In our culture it is easy to escape / get away despite being rude to elders				1	2
(Q31b) I have experienced abuse to me or people of my age in public places				1	2
(Q31c) Since elders are slow, people get impatient with them				1	2
(Q31d) If an elder and a younger person are in a shop, the younger person is attended to first				1	2
(Q31e) People generally stand up to protest rude behavior against elderly on the spot				1	2
(Q31f) I feel distressed and helpless when people behave rudely with me in public places				1	2
(Q31g) An elder not dressed well invites more rudeness from others				1	2
32	Can our senior researchers contact you to discuss more on your experience when you step out of home? They will contact you only if required at later stage of the study.				
Yes		1	No		2

Thank the respondent and close interview