

Labour and Delivery					
8.	a) Assess the fetal position	1	0	1	0
	b) Assess progress of labour	1	0	1	0
	c) Use a Partograph to monitor labor	1	0	1	0
	d) Manage normal labour and delivery	1	0	1	0
	e) Administer intravenous fluids	1	0	1	0
	f) Perform active management of third stage of labor: i.e. Administer uterotonic <u>and</u> uterine massage <u>and</u> controlled cord traction	1	0	1	0
Procedures for Newborn Care					
9.	a) Perform routine newborn care	1	0	1	0
	b) Perform newborn resuscitation with bag and mask	1	0	1	0
Bleeding in Pregnancy					
10.	a) Recognize antepartum hemorrhage	1	0	1	0
	b) Recognize postpartum hemorrhage	1	0	1	0
	c) Perform vacuum aspiration for retained products (with electric suction/vacuum)	1	0	1	0
	d) Perform vacuum aspiration for retained products (with manual suction/vacuum)	1	0	1	0
	e) Perform curettage for retained products	1	0	1	0
	f) Administer parenteral (intravenous or injection) uterotonics for post-partum hemorrhage	1	0	1	0
	g) Repair vaginal or cervical tears	1	0	1	0
	h) Administer blood transfusion	1	0	1	0
High Blood Pressure Problems					
11.	a) Recognize preeclampsia	1	0	1	0
	b) Recognize eclampsia	1	0	1	0
	c) Administer magnesium sulphate for the management of eclampsia/ pre-eclampsia	1	0	1	0
	d) Administer other anticonvulsants for the management of eclampsia/ preeclampsia	1	0	1	0

Infection in Pregnancy, Labor and Delivery					
12.	a) Recognize antepartum sepsis (amnionitis)	1	0	1	0
	b) Recognize postpartum sepsis (endometritis)	1	0	1	0
	c) Administer parenteral (intravenous or injection) antibiotics	1	0	1	0
Complicated Delivery					
13.	a) Perform a forceps delivery	1	0	1	0
	b) Perform a vacuum delivery	1	0	1	0
	c) Perform and repair an episiotomy	1	0	1	0
	d) Perform manual removal of placenta	1	0	1	0
Other Conditions Affecting Labour and Delivery					
14.	a) Manage malaria in pregnancy	1	0	1	0
	b) Manage an HIV-positive pregnant woman during labour and delivery	1	0	1	0
	c) Provide PMTCT regimen to mother and Newborn	1	0	1	0
	d) Manage pregnant mother with TB during labor and delivery	1	0	1	0
Surgical Procedures (Note; This section should be administered to medical officers or clinical officers with post graduate RH training)					
15.	a) Perform a caesarean section	1	0	1	0
	b) Perform uterine artery ligation	1	0	1	0
	c) Repair a ruptured uterus	1	0	1	0
	d) Repair an acute bladder injury	1	0	1	0
	e) Perform a subtotal hysterectomy	1	0	1	0
	f) Perform a laparotomy for ectopic pregnancy	1	0	1	0
Anaesthesia					
16.	a) Perform local anaesthesia of perineum	1	0	1	0
	b) Perform regional anaesthesia for caesarean section or laparotomy	1	0	1	0
	c) Perform spinal anaesthesia	1	0	1	0
	d) Perform ketamine anaesthesia	1	0	1	0
	e) Perform endotracheal intubation	1	0	1	0

22.	How much support do you feel you get from this organization	No support	1		
		A little support	2		
		Considerable support	3		
		A great amount of support	4		
23.	Do you usually receive your salary on time?	1	0	98	Yes (<i>skip to 26</i>)
24.	If no, how frequently are your salary payments late?	Often		1	
		Sometimes		2	
		Rarely		3	
25.	Do you feel you are well-paid for the job that you do?	1		0	
26.	In comparison to other cadres of health workers working in your area, do you feel your pay reflects your contribution to the team?	Yes, I get paid the right amount for the contribution I make			1
		No, I get paid <u>too little</u> for the contribution I make			2
		No, I get paid <u>too much</u> for the contribution I make			3
27.	In the past year, how many hours per week did you work, on average?	[][]			hours per week
28.	In a typical week, how many hours do you work on units other than those to which you are permanently assigned?	[][]			hours per week
29.	Do you work on-call duty?	1 yes		0- No	If no skip 33
30.	If yes, how many scheduled days are you on-call in an average month?	[][]			Days
31.	How many scheduled shifts (rosters) do you work in an average month?	[][]			Days
32.	In the past month, how often did you have unscheduled shift (roster) changes from your regularly scheduled shift (roster)?	None		1	
		Once		2	
		Twice		3	
		Other (Please specify):		88	
33.	On average, about how many hours per week did you work the following types of unscheduled time in the last one month? (Enter number of hours or 0 if none)	I did not work any unscheduled time		0	
		Mandatory (required) unscheduled time	[][]		
		Other paid unscheduled time	[][]		
		Unpaid unscheduled time	[][]		

34.	Which of the following best describes how you are paid for unscheduled time?	Not paid in any form	1	
		Given compensatory time for hours worked	2	
		Paid regularly on hourly rate	3	
		Paid over time	4	
35.	Thinking of the LAST TIME you worked extra hours or unscheduled time, which of the following BEST describes why you worked extra hours?	You wanted to help out when the unit was busy or short staffed	1	
		You wanted the extra money	2	
		You wanted time off on another day	3	
		You felt pressured by your manager, supervisor or other staff	4	
		You were required (mandated) to work	5	
		Other specify	98	
		Not applicable	99	
36.	In the past year, has the amount of mandatory unscheduled time required of you...	Increased	1	
		Remained the same	2	
		Decreased	3	
		Not applicable	99	
38	In the past year, has the amount of voluntary unscheduled time required of you....	Increased	1	
		Remained the same	2	
		Decreased	3	
		Not applicable	99	
39	In the past year approximately how many days have you spent in training (continuing education) as part of your job?	CME Sessions attended		_____hrs
		Workshop(s) attended		_____days

51.	What do you think is the most significant change that has taken place in this facility since Heshima started		
52.	Please can you tell me how the Heshima project has affected you as an individual in the way you work (since Heshima started)		

Thank the provider and end the interview TIME INTERVIEW END: [RECORD TIME IN 24-HOUR CLOCK
[][]:[][][]

SECTION III								
<i>This section contains statements on JOB-RELATED FEELINGS. If you have never had this feeling, circle the "0" after the statement. Otherwise indicate how often you feel like this by circling the number (1-6) that best describes how frequently you feel that way.</i>								
NO		Never	A few times per year	Once a month or less	A few times per month	Once a week	A few times per week	Every day
49.	a) I feel emotionally drained from my work	0	1	2	3	4	5	6
	b) I feel used up at the end of the workday.	0	1	2	3	4	5	6
	c) I feel fatigued or tired when I get up in the morning and have to face another day on the job.	0	1	2	3	4	5	6
	d) I can easily understand how my patients feel about things.	0	1	2	3	4	5	6
	e) I feel I treat some patients as if they were impersonal objects	0	1	2	3	4	5	6
	f) Working with people all day is really a strain for me.	0	1	2	3	4	5	6
	g) I deal very effectively with the problems of my patients.	0	1	2	3	4	5	6
	h) I feel burned-out from my work.	0	1	2	3	4	5	6
	i) I feel I'm positively influencing other people's lives.	0	1	2	3	4	5	6
	j) I've become more callous/hardened toward people since I took this job.	0	1	2	3	4	5	6
	k) I worry that this job is hardening me emotionally.	0	1	2	3	4	5	6
	l) I feel very energetic.	0	1	2	3	4	5	6
	m) I feel frustrated by my job.	0	1	2	3	4	5	6
	n) I feel I'm working too hard on my job.	0	1	2	3	4	5	6
	o) I don't really care what happens to some patients.	0	1	2	3	4	5	6
	p) Working directly with people puts too much stress on me.	0	1	2	3	4	5	6
	q) I can easily create a relaxed atmosphere with my patients.	0	1	2	3	4	5	6
	r) I accomplish many worthwhile things in this job.	0	1	2	3	4	5	6
	s) I feel exhilarated after working	0	1	2	3	4	5	6

	closely with my patients.							
t)	I feel like I'm at the end of my rope.	0	1	2	3	4	5	6
u)	In my work, I deal with emotional problems very calmly.	0	1	2	3	4	5	6
v)	I feel patients blame me for some of their problems.	0	1	2	3	4	5	6

SECTION IV
With regard to your job performance, please indicate the extent to which you agree or disagree with the following statements. Please answer every question by ticking the appropriate box. Please do not leave any questions blank.

No. 50.	Question	Strongly Disagree ▼	Disagree ▼	Neither Agree Nor Disagree ▼	Agree ▼	Strongly Agree ▼
a)	I always reach my performance targets.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b)	I consider that my performance is reflective of my abilities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c)	Overall, I am a very good worker.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d)	I feel that my job conditions are not allowing me to perform at high levels.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e)	I consider my performance better than the average member of staff in this facility.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
51.						
a)	My work schedule is fair.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b)	I think that my level of pay is fair.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c)	I consider my workload to be quite fair.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d)	Overall the rewards I receive here are quite fair.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e)	I feel that my job responsibilities are fair.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f)	Job decisions are made by my manager in an unbiased manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g)	My manager makes sure that all staff concerns are heard before job decisions are made.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h)	To make job decisions, my manager collects accurate and complete	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION V

NO. 52.	<p>Which of the following methods of supervision are in place in your facility? Please tick the <u>one</u> that applies:</p> <p><input type="checkbox"/> Formal supervision process with regular pre-arranged supervision meetings.</p> <p><input type="checkbox"/> Supervision is available if I request it from my line manager.</p> <p><input type="checkbox"/> Supervision is supportive and continuous.</p> <p><input type="checkbox"/> Supervision consists of negative feedback when performance is poor.</p> <p><input type="checkbox"/> I never receive any supervision or feedback on my performance.</p> <p><input type="checkbox"/> Other (please explain _____)</p>
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Based on the process for supervision that you have indicated above, please indicate the extent to which you agree or disagree with the following statements, if you are unsure please choose what you think is the most appropriate answer.

Please answer every question by ticking the appropriate box. Please do not leave any questions blank.

No 53.	Question	Strongly Disagree ▼	Disagree e ▼	Neither Agree Nor Disagree e ▼	Agree ▼	Strongly Agree ▼
a)	I think this is a fair supervision system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b)	I feel angry about this supervision system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c)	I feel good about this supervision system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d)	I feel frustrated with this supervision system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e)	I feel bad about this supervision system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f)	I feel taken advantage of by this supervision system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g)	I am satisfied with this supervision system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h)	The feedback I receive is unfair.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i)	The feedback I receive is fair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j)	Compared to other people doing similar work, I receive very little feedback on my performance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k)	I think my supervisor are knowledgeable for effective supervision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

54. Which of the following methods are used to decide who gets promoted in your facility?
 Please rank in order of importance from 1 (very important) to 5 (not important):

___ Seniority (i.e. length of time in job)

___ Supervisor’s assessment of merit/performance)

___ Merit/performance as judged at interview

___ Formal qualifications

___ Ethnicity

___ Other (please explain): _____

Based on the process for promotion that you have indicated above, please indicate the extent to which you agree or disagree with the following statements, if you are unsure please choose what you think is the most appropriate answer.
Please answer every question by ticking the appropriate box. Please do not leave any questions blank.

No 55.	Question	Strongly Disagree ▼	Disagree ▼	Neither Agree Nor Disagree ▼	Agree ▼	Strongly Agree ▼
a)	I think this is a fair promotion system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b)	I feel angry about this promotion system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c)	I feel good about this promotion system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
a)	I feel frustrated with this promotion system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b)	I feel bad about this promotion system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c)	I feel taken advantage of by this promotion system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d)	I am satisfied with this promotion system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e)	The promotion opportunities I have are unfair.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f)	The promotion opportunities I have are fair.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g)	Compared to other people doing similar work, my opportunities for promotion are fair.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION VI
Healthcare facilities have different systems for making decisions about staff in-service training. Some are more formal than others and some are perceived to be fairer than others.

56. How does your facility decide who should have access to in-service training?
 Please tick the one that applies:

- Opportunity to go for in-service training is offered by supervisor/manager.
- Training opportunities are offered based on a formal review of training needs of each employee.
- Training opportunities are offered based on performance review (focusing on skills required for the job).
- Other (please explain) _____

Based on the process for in-service training that you have indicated above, please indicate the extent to which you agree or disagree with the following statements.

Please answer every question by ticking the appropriate box, leave no questions blank.

NO.	Question	Strongly Disagree ▼	Disagree ▼	Neither Agree Nor Disagree ▼	Agree ▼	Strongly Agree ▼
57.						
a)	I think this is a fair system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b)	I feel angry about this system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c)	I feel good about this system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d)	I feel frustrated with this system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e)	I feel bad about this system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f)	I feel taken advantage of by this system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g)	I am satisfied with this system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h)	This system provides fair training opportunities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i)	The outcome of this system is that I get the training I deserve.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j)	I am adequately trained for all the tasks I perform.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k)	Most of the training I have received has improved or changed how I practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l)	I am sometimes asked to perform tasks for which I have not been adequately trained.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m)	The training I have received in general has been of a high quality.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n)	The facility management has offered me an opportunity to practice post in-service training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

58.	<p>In your opinion, what are the most important benefits of attending training events? <i>Please rank the following benefits in order of importance to you. 1 = the most important, 4 = the least important.</i></p> <p>___ Helps to update my skills</p> <p>___ Opportunity to meet other health workers</p> <p>___ Gives me a break from my job</p> <p>___ Per diems are an important source of income for me</p>
59.	<p>What are your main concerns about training in your facility or district? (<i>Please write below</i>):</p>

SECTION VII
Please indicate the extent to which you agree or disagree with these general statements given below. Please answer every question by ticking the appropriate box. Please do not leave any questions blank.

NO. 60.	Question	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
		▼	▼	▼	▼	▼
a)	I feel loyal to this facility / unit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b)	I sacrifice personal time outside the facility/ unit in order to get the work done.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c)	I expect to work for this facility / unit for a long time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d)	If it is up to me, I will continue to work for this facility / unit for quite some time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e)	I would consider working for another facility / unit.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f)	I have seriously thought about leaving this facility / unit.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g)	I am actively seeking other employment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h)	I go out of my way to make newer co-workers feel welcome.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i)	I go out of my way to help co-workers with work-related problems.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j)	I encourage others to try new and more effective ways of doing their job.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k)	I frequently communicate to co-workers suggestions as to how the team could be improved.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l)	I perform my duties with extra special care.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	d) Mothers unable to pay for maternity services should be detained in the facility to avoid losing the much needed revenue					
63.	In response to the following situations please tick the relevant column that best describes your response i.e. Do you Strongly agree, Disagree, Agree or Strongly agree	Strongly agree	Disagree	Mixed feelings	Agree	Strongly agree
	a) Treating mothers with care and respect during child birth does not necessary make clients come back to this facility					
	b) During labor and delivery being harsh to the mothers ensures that they cooperated with you during procedures					
	c) Sharing of beds in this facility is generally acceptable to the mothers during labour and delivery					
64.	Some clients have reported to have been disrespected during labour and delivery either in the media or other foras. Has any kind of disrespect happened to any client in this facility?			Yes	1	If no end interview
				No	0	
	If yes, which type of physical abuse have you witnessed/heard of in this facility? Circle the example observed /heard in your facility					
	Type of physical abuse witnessed					
	a) Pinching				1	
	b) Slapping				2	
	c) Pushing				3	
	d) Beating				4	
	e) Stitching episiotomy without anesthesia				5	
	f) Performed FGM during labor				6	
	g) Re-stitching FGM scar Only If Applicable				7	
	h) Threatening mothers if they do not cooperate				8	
	i) Using harsh language/tone while talking the mother				9	
	j). Restoring FGM scar				10	
K) Other specify				88		
.....						
.....						
.....						
65.	While working in this unit/ward which of these types of physical aggression have you witnessed another provider committing in the course of her/his work during?					
66.	Please explain your answer					

67.	What circumstances led to your behaviour