Tables sample size (100 people)

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| Questions  | Poor  | Average  | Satisfactory  |  Excellent  |
| 1. What do you think the present state of VA leadership?
2. What kind of support and treatment level you have from VA if you have suffered from PSTD, TBI or from Military Sexual Trauma?
3. Please rate the service of VA for settling compensation or disability claims
 | 907070 | 52015 | 51015 | 000 |

 Reasons

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| --- | --- | --- | --- | --- |
| Questions  | Respondents numbers (100)  | Poor leadership | Rising veterans population | Poor funding  |
| 1. Why reasons you offer for present state of VA leadership?
2. What do you think; leadership or rising numbers of patients is responsible for poor treatment of veterans suffering from PSTD, TBI, or MST?
3. Why do you think that service is delayed and not up to the mark?
4. Why do you think that service is delayed and not up to the mark?
 | Male Female Male Female MaleFemaleMaleFemale | 3030404040303535 | 20209102071213 | 00100350 |

The findings of the hypothesis justify the previous conclusions about the VA poor leadership. Almost 90 percent of veterans have responded that there is lack of effective leadership at top and senior leaders are involved in corrupt practices that have resulted in various kinds of scandals. The question ‘what do you think the present state of leadership’ 90 respondents have allocated a poor category. The second question what reason you offer for present state of leadership shows various reasons such as lack of concern towards patients, lack of effective leadership practices, unclear roles and responsibilities of employees, internal conflicts within VA, lack of empathy and sensitivity from top leaders, pleasing employees and hiding their faults, and lack of training to handle the complex situation and rising numbers of veterans. This again confirms that veterans are not happy at all with the leadership approach to resolve these issues. Question related with treatment of TBI and support from VA reveals that out of 60 male and female veterans, 40 veterans are not satisfied with the support of VA to treat the TBI. They complain about the complex procedure of enrolment and access to health care facility. They also have grievances with the untimely scheduling and delays in treatments. Many have preferred to choose the private health care system where they believe that the mortality rate is low in comparison with VA health care system. Veterans suffering from TBI and PTSD respond that this complex situation of them is not addressed satisfactorily and out of 60 male and female veterans, 45 veterans have compliant against the VA system. The reasons they offer is ineffective and delinquent leadership that believes in serving its own ends. Asking about the role of lack of government funding and rising numbers of veterans for health care service, their answer is that it can be effectively handled with good leadership practices. Again this findings rejects the null hypothesis and accepts alternative hypothesis. Out of 25 females suffered from MST, 20 have confirmed that they needed social support and proper treatment as the utilization of healthcare services are more by them but the related issues such as PTSD is not treated properly. The question of delay caused by poor leadership or poor funding or rising number of patients answered against the poor leadership and out of 100 70 respondents have blamed it for poor leadership. Asking about the compensation and disability claims, 66 out of 100 respondents say that due to poor leadership, there is backlog of compensation and disability claims and the other reasons they offer are centralized system, unclear goals and lack of coordination. The rating offered by respondents is mostly for poor category. The pitiable level of service of VA is associated to ineffective leadership approach by most of the veterans and 70 out of 100 confirm once again the role of leadership. The delay of health care service according to veterans are many such as lack of staffing, lack of coordination, corruption and inefficiency, unclear roles and responsibilities, missing accountability, unethical practices but the main cause they assume is poor leadership due to these issues have emerged and hampered the delivery of health care service.