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Perception of SDAH personnel towards veterinary service delivery: An ex-post facto research in Chhattisgarh

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Abstract

Chhattisgarh is blessed with an unparalleled bounty of livestock, a treasure trove of different species and to cater this huge livestock, the state is having State Department of Animal Husbandry which provides veterinary services to the livestock producers. For improving the quality of these services and their usefulness, it is necessary to know the perception of SDAH personnel towards Veterinary Service Delivery of state animal husbandry department. Keeping in view the present study was carried out in Raipur Division of Chhattisgarh. 60 veterinary personnel, 6 VAS and 14 AVFO were selected randomly from 3 districts viz. Raipur, Dhamtari and Mahasamund. Findings of the present study revealed that. 81.67 per cent of the SDAH personnel expressed medium (10-12) positive perception towards veterinary service delivery, while 15 per cent low and 3.33 per cent high positive perception towards veterinary services delivery. The results also depict that 96.67 per cent of the SDAH personnel opined that occurrence of diseases and mortality of animals can be reduced by the effective veterinary service delivery of SDAH, followed by 95 per cent agreeing with supply of good quality feed and fodder seeds to the dairy farmers by the SDAH as well as overall satisfactory performance of the department, 93.33 per cent with ability to cater the expected quality health service delivery, 91.67 per cent with ability of veterinary service delivery to improve the productivity of dairy animals, 85 per cent with encouraging working environment in the department, supportive and proactive in solving the farmers problems. 78.33 per cent of the personnel opined that the extension services of SDAH can strengthen the technical know-how of the dairy owners whereas, 66.67 per cent opined that good performing veterinarians have been awarded by the department. 63.33, 61.67 and 58.33 per cent of the personnel believed in ability to provide all need based livestock services by the SDAH, satisfaction of the veterinarians on the type of health service provided to the dairy farmers and supply of adequate quantity of good quality vaccines and medicines to the veterinary hospitals, respectively. Whereas, 26.67 per cent opined sufficient number of veterinary institutions in the state to provide veterinary services to the dairy farmers, 21.67 per cent opined that SDAH is having required number of staff to cover the entire cattle population in the state and 20 per cent opined that the veterinary staffs of the veterinary hospitals are over burdened with paper work than the actual technical work.

Keywords: Perception, SDAH, SDAH personnel, veterinary service delivery

Introduction

Chhattisgarh is blessed with an unparalleled bounty of livestock, a treasure trove of different species. As per the 2019 livestock census, Chhattisgarh has a cattle population of 99.83 lakh, buffalo 11.74 lakh, goat 40.05 lakh, sheep 1.80 lakh, pig 5.26 lakh. To cater this huge livestock population, the state is having State Department of Animal Husbandry (SDAH). This department provides services related to animal breeding, veterinary extension service delivery and disease control, feed and fodder development. Among all these services, animal health care and breeding services are the most important services provided to the livestock producers. Improving the quality of these services and their usefulness to the producer is the prime consideration under the new policy. Accordingly, it is important to provide empirical evidence by critically

analyzing the viewpoint of the actual stakeholder involved in public livestock service delivery such as veterinarian, Para veterinarian and livestock farmers regarding the various options for improving the particular aspect of the public sector livestock services. In view of all these above facts, an attempt was made to know the perception of SDAH personnel towards Veterinary Service Delivery in Raipur Division of Chhattisgarh.

Materials and Methods

Three districts viz. Raipur, Mahasamund and Dhamtari were selected purposively from Raipur division of Chhattisgarh because of same agro climatic conditions. Two blocks were selected randomly from each selected district and 6 VAS and 14 AVFO were selected randomly from each selected district for the study. Thus, in total 60 veterinary personnel

were studied.

The data pertaining to perception of SDAH personnel were collected through structured interview schedule having 15 statements. Responses of the respondents were recorded against each statement with the help of 2- point continuum i.e “Yes” or “No” assigning score 1 and 0. Further, the mean score and standard deviation was calculated and the respondents were categorized into 3 groups as Low, Medium and High positive perception category. The data were also analyzed by simple statistical tools such as frequency and percentage.

Results and Discussions

1. Distribution of personnel of SDAH as per their overall perception level

The data obtained through structured interview was analyzed and presented in Table 1. The results show that 81.67 per cent of the SDAH personnel expressed medium positive perception towards veterinary service delivery, while 15 per cent low and 3.33 per cent high positive perception. Only 3.33 percent of State Department of Animal Husbandry (SDAH) personnel had high positive perception on the overall veterinary service delivery, spoke a lot of improvements are required in veterinary service delivery provided by SDAH. However, majority of veterinary personnel expressed medium positive perception that spoke veterinary service delivery had a scope for improvement.

The results were in line with Deekshit *et al.* (2017) ^[1], Jain (2016) ^[2], Rathod *et al.* (2014) ^[4] and Rajput (2006) ^[3] they found that majority of the respondents had medium positive perception.

2. Distribution of SDAH personnel according to their perception towards veterinary service delivery (N=60)

The data collected was analyzed and presented in Table 2. The results obtained revealed that 96.67 per cent of the SDAH personnel opined that occurrence of diseases and

mortality of animals can be reduced by the effective veterinary service delivery of SDAH, followed by 95 per cent agreeing with supply of good quality feed and fodder seeds to the dairy farmers by the SDAH as well as overall satisfactory performance of the department, 93.33 per cent with ability to cater the expected quality health service delivery, 91.67 per cent with ability of veterinary service delivery to improve the productivity of dairy animals, 85 per cent with encouraging working environment in the department, supportive and proactive in solving the farmers problems. 78.33 per cent of the personnel opined that the extension services of SDAH can strengthen the technical know-how of the dairy owners whereas, 66.67 per cent opined that good performing veterinarians have been awarded by the department. 63.33, 61.67and 58.33 per cent of the personnel believed in ability to provide all need based livestock services by the SDAH, satisfaction of the veterinarians on the type of health service provided to the dairy farmers and supply of adequate quantity of good quality vaccines and medicines to the veterinary hospitals, respectively. 46.67 per cent of the personnel opined existence of well-equipped veterinary institutions with infrastructure facilities whereas, 26.67 per cent opined sufficient number of veterinary institutions in the state to provide veterinary services to the dairy farmers, 21.67 per cent opined that SDAH is having required number of staff to cover the entire cattle population in the state and 20 per cent opined that the veterinary staffs of the veterinary hospitals are over burdened with paper work than the actual technical work.

Table 1: Distribution of SDAH personnel as per their overall perception level (N=60)

Category	Pooled	
	f	%
Low (Up to 9)	9	15.00
Medium (10-12)	49	81.67
High (More than 12)	2	3.33

Table 2: Distribution of SDAH personnel according to their perception towards veterinary service delivery (N=60)

Sl. No.	Statement	f	%
1.	Whether you perceive that the SDAH is able to provide all need based livestock service to the dairy farmers?	38	63.33
2.	Whether you perceive that the SDAH is having required number of staff to cover the entire cattle population in the state?	13	21.67
3.	Whether you perceive that the number of veterinary institutions in the state is sufficient to provide veterinary services to the dairy farmers?	16	26.67
4.	Whether you perceive that the veterinary institutions are well equipped with infrastructure facilities to provide veterinary services?	28	46.67
5.	Whether you perceive that the veterinary staffs of the veterinary hospitals are over burdened with paper work than the actual technical work?	12	20.00
6.	Whether you perceive that the vaccines and medicines supplied to the veterinary hospitals are of good quality and in adequate quantity?	35	58.33
7.	Whether you perceive that the SDAH is supplying good quality feed and fodder seeds to the dairy farmers of the state?	57	95.00
8.	Whether you perceive that the occurrence of diseases and mortality of animals can reduced by the effective veterinary service delivery of SDAH?	58	96.67
9.	Whether you perceive that the extension services of SDAH can strengthen the technical know-how of the dairy owners?	47	78.33
10.	Whether you perceive that the veterinary service delivery can improve the productivity of dairy animals of the state?	55	91.67
11.	Whether you perceive that the Dept. is able to cater the expected quality health service delivery to the dairy farmers?	56	93.33
12.	Whether you perceive that the veterinarians are satisfied on the type of health service provided to the dairy farmers?	37	61.67
13.	Whether you perceive that some good performing veterinarians have been awarded by the department?	40	66.67
14.	Whether you perceive that the working environment in the Dept. is encouraging, supportive and proactive in solving the farmers problems?	51	85.00
15.	Whether you perceive that the overall performance of the Dept. is satisfactory as expected?	57	95.00

Conclusion

A majority of SDAH personnel expressed a medium positive perception towards veterinary service delivery. Only a small percentage had a high positive perception. The majority believe that effective veterinary service delivery can reduce the occurrence of diseases and mortality in animals. High percentages were also recorded for opinions on supply of good quality feed and fodder seeds, overall satisfactory performance of the department and the ability to cater expected quality health service delivery. Despite positive perceptions in some areas, there are concerns raised by personnel that indicate potential areas for improvement. A notable percentage felt that SDAH needs to improve in providing all need-based livestock services to dairy farmers. Staffing levels, infrastructure facilities, and workload management were identified as areas needing attention. The overall perception of SDAH personnel towards veterinary service delivery is medium positive, a significant proportion suggesting that improvements are necessary. Addressing concerns related to livestock services, staffing, infrastructure, and workload management could enhance overall performance and satisfaction. Recognizing and addressing these areas for improvement may lead to a more robust and effective veterinary service delivery system by SDAH.

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