

## Perceptions of people about the Health services: A study of Almora town

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### Abstract

The current study was investigated in the Almora Town of Uttarakhand, the aim of this study was to study the perceptions of the people of the town about the health facilities and the reasons of the backwardness of respective system. To execute the study a sample 50 respondents 25 male respondents and 25 female respondents were taken for the study. These respondents were selected through sample random technique and the data were gathered from these respondents through interview method. The collected data was analysed with the help of SPSS, frequency and percentage were used to draw the findings. It was found from the study that the health facilities available in the town are miserable. The hospitals have a mighty load of the people. The study further observed that there are huge manpower crises in the hospitals of the town. The study also reported that few medicines are provided to the patents. The female hospital of the town also faces the manpower problems as it was found that there are only three permanent lady doctors. During the study it was revealed that most people called them Refer centres instead of hospitals.

**Keywords:** health facilities, almora town, manpower and Uttarakhand

### Introduction

*“The social conditions in which people live powerfully influence their chances to be healthy. Indeed factors such as poverty, social exclusion and discrimination, poor housing unhealthy early childhood conditions and low occupational status are important determinants of the most diseases, deaths and health inequalities between and within countries”*(WHO ). Good health is very important gift from God to Human beings on the earth. This good Health depends on many factors like Food, Environment, Geography and Income. In the period of welfare state it is the responsible of the state to give the health amenities to the citizens of the country but under the clench of L.P.G polices the Governments of third world countries are moving towards the market fundamentalism which results the poor citizens of these countries are facing hardships. In the framework of India as it is the welfare state hence it is fully responsibility of the govt. to provide the basic health facilities to the citizens but since some years under the pressure of privatisation the Indian Govt are proposing to give these facilities through P.P.P mode and in many states they have done this experiment. In India the health facilities provided by Govt are uneven as it is good in some areas and worse in other areas. There are many programs which were started in the post Independent period for the betterment of the health services in the country but the programmes were not enough for the mighty population of the country. Still there are many areas of the country where the health facilities are worse and the people are suffering a lot in these areas. Uttaraknad is the one the suffering state in the context of health facilities in particular the mountain region of the state. The state came into existence on 9 Nov. 2000. The Geographical area of the state is (sq km) 53,483 the number of Administrative districts is 13. The Population density of the state is 189 (persons per sq km). Total population of the state is (million) 10.1 Male population (million) 5.1 Female population (million) (Uttarakhand at a Glance, 2014-15, Directorate of Economics and Statistic). The state capital is Dehradun. The main problems which the health

system faces are lack of men- power, infrastructure, tough topography and lack of awareness among the hilly people. The state has 287 Primary health centres, 19 district hospitals, 27 sub district hospitals and 4 blood bank centres (Uttarakhand state report 2016). The state government planned an outlay of US\$ 22.59 million for reproductive and child health under National Rural Health Mission in the state, wherein, US\$ 7.79 million is proposed for maternal health, US\$ 0.72 million for child health, US\$ 1.21 million for family planning, US\$ 0.71 million for adolescent health under Rashtriya Kishore Swasthya Karyakaram Scheme, etc. (Budget 2015-16). In the same budget (2015-16) the state government announced its plans to reserve one special ward across all base hospitals and medical colleges of the state, for the people working in these hospitals.

### Hospitals of Uttarakhand as on Nov. 2015

Table 1

Hospitals	Total Facility	Active Facility
Sub-centres.	1,889	1,866
Primary health centres.	287	279
Community health centres.	63	59
Sub- district hospitals.	27	27
District hospitals.	19	19
Total	2,285	2,250

Source: (India brand equity foundation 2016)

### Health indictors of Uttarkhand on 2015

Table 2

Birth rate	1882
Death rate	6.1
Infant mortality rate	32

Source: (India brand Equity foundation 2016).

The perception of the common people about the Government

health facilities in the hilly region is distrustful. They are not satisfactory with the present Health system of the state. They feel that these are just Refer centres and the condition of the hospitals in the hill is worse. There is shortage of doctors and other essential staff. The people of the Almora town are facing lot of hardships during the period diseases especially the geriatric patents. Due to the lack of facilities for the geriatric persons, hence they face lot of challenges one due to the rigid geography and another lack of proper arrangement in the hospitals in the town (Farooq Ahmad & Asma).

**Objectives of the study**

- To study the perception of the people about the Health Facilities of Almora Town.
- To find out the reasons of backward health system in the town.

**Material and Methods**

The present study is conducted in the Almora town of Uttrakhand. Almora is one of the famous hill districts of the state. There are two Hospitals in the town one is called District Hospital in the Market, another is called BASE on lower mall road.

**Sample size and sampling Technique**

A total sample of 50 respondents (25 male and 25 female) in the two hospitals of the town. These respondents were selected through sample random sampling technique.

**Classification of respondents on the bases of religion**

**Table 5**

		Frequency	Percent	Valid Percent
	Hindu	40	80.0	80.0
	Muslim	10	20.0	20.0
	Total	50	100.0	100.0

From the above the data there are 80% belonging to Hinduism, 20% are Muslims.

**Caste wise classification**

**Table 6**

		Frequency	Percent	Valid Percent
	General	26	52.0	52.0
	OBC	10	20.0	20.0
	S.C.	14	28.0	28.0
	Total	50	100.0	100.0

The numbers of respondents are: - general 26%, OBC.10% and S.C. 14%.

**Health Facilities in Almora**

**Table 7**

		Frequency	Percent	Valid Percent
	GOOD	9	18.0	18.0
	POOR	41	82.0	82.0
	Total	50	100.0	100.0

It is apparent from the data from the table that 18% told that the health facilities are good while as 82% of respondents told that the health facilities are poor.

**Data collection**

The data from these respondents were collected by interview method.

**Analyses of data**

The gathered data was analysed with the help of SPSS by using descriptive statistics as well as the frequency and percentage.

**Respondent Profile and results Gender wise**

**Table 3**

	Frequency	Percent	Valid Percent
Male	25	50.0	50.0
female	25	50.0	50.0
Total	50	100.0	100.0

Total respondents are fifty in which 25 are Male and 25 are female.

**Monthly Income of respondents**

**Table 4**

	Frequency	Percent	Valid Percent
15 thousand	37	74.0	74.0
above 15 thousand.	13	26.0	26.0
Total	50	100.0	100.0

It is clear from the above table the respondents whose income is 15 thousand is 74%. While as 26% have income above 15 thousand.

**Availability of Doctors in the Hospitals**

**Table 8**

	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>
Yes	5	10.0	10.0
Partally	33	66.0	66.0
Not	12	24.0	24.0
Total	50	100.0	100.0

The 10% respondents told that there is availability of doctors in the hospitals of town, 66% told that the availability of doctors are partially available while as 24% of respondents

said that there is no availability of doctors in the hospitals of the town.

**Hospitals of the town are refer centres**

**Table 9**

	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>
Yes	27	54.0	54.0
No	4	8.0	8.0
Cant Say	19	38.0	38.0
Total	50	100.0	100.0

The 54% of respondents of the town told the Hospitals are only Refer centres while as 8% said against it. On the other hand 38% of respondents did not show any response.

**Challenges of Health system in the Town**

**Table 10**

		<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>
	Human resources	25	50.0	51.0
	Infrastructure	14	28.0	28.6
	Topography	10	20.0	20.4
	Total	49	98.0	100.0
Missing	System	1	2.0	
Total		50	100.0	

50% of respondents of the town told that the Human resource is the challenge, 28% said that infrastructure is the challenge on the other hand 20% told that topography of the region is the challenge for the health system of the area.

- It was revealed from the study that only few medicines are giving to the patents from the hospital and most of the medicines are taken from the market.
- Due to the lack of better health facilities a significant number of the people are using on the ayurvedic medicine.

**Findings**

- The study found that the satisfactions among the respondents about the health system of Almora are poor.
- Most of the respondents of the study area told these hospitals are just refer centres
- During the interview it was examined that the respondent's shows negative response about the health facility of the town, as one of the respondent told that the hospitals of Uttarakhand to Bareilly U.P should be banned and the people should be informed that they should not treat themselves in these hospitals. Another respondent told that these hospitals are the way of collection of money through different schemes and by various methods like P.P.P mode.
- It was depicted from the study that the situation of health facilities are worse, the hospitals of Almora are facing the Doctor crises.
- Many respondents told that the Condition of Health facility during the U.P period was good but after the formation of Uttarakhand the situation became miserable.
- It was reported from the study that there are only three permanent lady doctors available in the lady hospital of Almora.

**Conclusion**

It is clear from the above study that the health facilities of the town are not satisfactory of the study area. The people of the area are facing huge problems while treating themselves during the time of diseases mostly the females, old age persons and children. The facilities which are in the town regarding the health are not enough. It was seen during the study there are doctors' crises in these hospitals as doctor is the nucleus of any hospital if this nucleus is insufficient the rest health system did not work. The reasons for the backwardness of the health of the hill are lack of solid political intervention and tough terrain of the area. The doctors and other Para medical staff did not want to work in the hill due to the lack of basic facilities in the hill, therefore the topography is one of the cause of present worse condition of the health system of the hill. The govt need to address the problem on the priority bases.

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