

Remarking An Analisation To Study about the Satisfaction with the Services of Anganwadi Centres in Rural Areas

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Abstract

Anganwadi Centres are one of the prominent service delivery institutions in rural areas in Haryana. The main services which are provided through the Anganwadi Centres are to ensure nutrition diet to the children 0 to 6 years old, pre-schooling basic education, games, immunization, health check-up and other services related to health and nutrition for women and child. The rural people are highly benefited with these Centres but there are some issues related to the services, quality of food, quantity of food and functioning of the Anganwadi Centres, which are among the major challenges in achieving the decided goals of establishing them. Therefore to study the service delivery system and satisfaction of the community people with Anganwadi Centres, researcher has conducted a study in five villages of the Sonapat District, Haryana. The descriptive cum diagnostic research design has been adopted by the researcher with the sample size of 200 respondents, who are selected through purposive sampling method. The major findings of the study are that community people are not satisfied with the services of the Anganwadi Centres.. The quality and quantity of the food, provided by the Centres is not satisfactory. Hence, Government, Gram Panchayat, community people and Parents of the children may play an important role to ensure improvement in the services, quality and quantity of the food.

Keywords: Anganwadi Centres, ASHA Workers, Nutrition, ICDS, Malnourishment, Mental Health.

Introduction

India is a welfare state which provides welfare facilities to the people at large scale. The basic welfare services available in India are related to food, health, accommodation, sanitation, education and employment etc. ICDS is one of major and comprehensive programme for large scale welfare services for children, which was started in 1975. ICDS (Integrated Child development Services) works on providing safeguards to the children on inclusive physical and mental health of the children. The programme has various benefits for children in order to minimize the impact of poverty, lack of resources, inadequate access to health services for children and improper facilities of food and nutrition for children. The ICDS programme is governed in India under the Ministry of Family and Child Welfare. The main thrust areas of ICDS are health, nutrition and pre-school education of the children. In connection to these areas, Anganwadi Centres provides nutrition diet, immunization, pre-schooling education and recreational activities of children of up to 6 years. These services have great impact especially for the children of the families with economically poor condition. The Anganwadi Centres are working in India since 1975. Anganwadi Centres are one of the main institutions working on fulfilling the objectives of the UNICEF and UNDP to protect the health, nutrition and providing basic education of the children. As we know that Anganwadi Centres are very important to provide health, nutrition and various other important facilities for child welfare but one the major fact is also observed that the delivery of services, management and execution of the Anganwadi Centres is not found up to the mark in many parts of the country. Similar situation is also found in Haryana state. Some issues are observed regarding poor quality of food, lack of sufficient diet, lack of regular and timely opening of the Centres and lack of proper supervision of the Centres by the Block level and District level authorities. Therefore, the present study would be an attempt to study the satisfaction level of family members of the

Remarking An Analisation

beneficiaries (family members of the children) with the services provided by Anganwadi Centres.

Review of Literature

Gangbar, J. (2014) conducted a study on impact of ICDS programme and found that this is flagship programme for providing pre-schooling facilities and various health facilities in rural communities in India. The beneficiaries under the programme are 0-6 year children and various reproductive health services for women. However, there are various issue related to implementation and delivery of the services to the people. Hence, there is need of taking some important steps to improve the quality and management of the ICDS programme.

Merta, R.B. (2011) conducted a study on impact of ICDS on children in Karnataka. It is found that the programme is very important in providing basic education facility to the children up to age of 6 years. Children are provided food, game activities and various other health facilities to the children. These services are provided to the children through Anganwaadi Centres established in the community. It is concluded that the administration and services should be improved.

Naskar, T et al (2018) conducted a study on impact of Mid-Day Meal in Rural areas of West Bengal. It is found that Mid-Day Meal has proved important in universalization of school education to the children. It has helped in improving the attendance and regularity of the students in the school and has mitigated the number of dropout rate of the children. The programme has also successful in improving the education system of the school, as the improvement in attendance of the students helped bringing positive and learning environment in the schools. Thus, it can be concluded that the Mid Day meal programme is one of the important programme in improving the education system in the school of West Bengal.

Rajpal, S et al, (2016) conducted a study and explored that ICDS programme is one of the prominent programme in India to provide nutrition, food and various other health and pre-schooling facilities to the children and mothers. It is found that the women and children in rural areas are highly benefits through this programme. The programme is important in mitigating the ill-effects of food scarcity and lack of health services. It is concluded that the programme is very beneficial in providing free of cost food and health facilities to the people.

John et al (2020) conducted a study on evaluation of the performance of the Anganwadi centres in Bihar. It is found that Anganwadi centres are very beneficial for the children of poor people in the rural areas. The migrant people belongs to very poor family condition. In these conditions, Anganwadi centres prove very important in providing nutrition food to their children. Author suggested that there is need of improvement in the management and

Analysis and interpretation

functioning of the Anganwadi centres. The Gram Panchayat and families of the beneficiary children have important role in improving the quality of food and services of the Anganwadi centres in Bihar.

Majumdar (2020) conducted a study on assessment of infrastructure of an Anganwadi centres in West Bengal. It is found that Anganwadi centres are very important in providing nutrition food to the children up to 6 years old. The scheme is very important in mitigating the morbidity, mortality, malnutrition, school drop outs among the beneficiaries. It is found that 67.00 percent children have improvement in the nutrition level. 64.00 percent children have improvement in the morbidity rate of the children. It may be concluded that Anganwadi centres are very important to provide nutrition food to its beneficiaries.

Rational of the Study

Anganwadi Centres are very important institutions to provide the nutrition diet to the children 0 to 6 years old, pre-schooling basic education, games, immunization, health check-ups and other assignments related to health and nutrition for various sections of the society. The rural people are benefited with these Centres, however, there are some issues related to the service, quality of food, quantity of food and functioning of the Anagawari Centres. Therefore, researcher wants to know the satisfaction level of family members of the beneficiaries with service delivery, quality and quantity of food and other services by the Anganwadi Centres in rural areas of Haryana.

Objectives of the Study

1. To study the services provided through Anganwadi Centres in rural areas, Haryana.
2. To know about the satisfaction level of community people about the Anganwadi Centres.
3. To provide suggestions to mitigate the issues related to Anganwadi Canters.

Research Design

The descriptive cum diagnostic research design has been adopted by the researcher. The primary data is collected from five villages of Sonapat District Haryana. The secondary data is also utilized by the researcher as per requirement, which is taken from Anganwadi Centres, websites of Ministries, books, journals with repute and various other online sources.

Sampling Method and Collection of Data

Researcher has selected 200 respondents from five villages of Sonapat District Haryana through purposive sampling method. The primary data is collected through interview schedule and secondary data is also utilized as and when required. The respondents include community people, ASHA workers, Anganwadi Workers, helper, members of Gram Panchayat.

Table- 1.1- Socio-economic Profile of Respondents

Sir. No.	Respondents	Number of Respondents	Percentage
1	Sex wise Distribution of Respondents		
A	Male	59	29.5
B	Female	141	70.5

Remarking An Analisation

	Total Respondents	200	100
2	Age wise Distribution of Respondents		
A	Upto 20 Years	26	13
B	20 to 40 Years	59	29.5
C	40 to 60 Years	87	43.5
D	60 Above	28	14
	Total Respondents	200	100
3	Category Wise Distribution of Respondents		
A	General Category	81	40.5
B	Backward Class	74	37
C	Scheduled Cast	45	22.5
	Total Respondents	200	100
4	Education Level wise Distribution of Respondents		
A	Illiterate	35	17.5
B	Up to Primary Schooling	58	29
C	Up to Secondary Schooling	52	26
D	Up to Senior Secondary Schooling	27	13.5
E	Graduation and Above	28	14
	Total Respondents	200	100
5	Marital Status wise Distribution of the Respondents		
A	Married	132	66
B	Unmarried	46	13
C	Widow	12	6
D	Widower	3	1.5
E	Separate	4	2
F	Divorcee	3	1.5
	Total Respondents	200	100
6	Occupation Wise Distribution of the Respondents		
A	Agriculture	54	27
B	Landless Farmers	19	9.5
C	Daily Wagers	32	16
D	Self- Employment	9	4.5
E	Service	17	8.5
F	Unemployment	64	32
G	Any Other	5	2.5
	Total Respondents	200	100

About Sex wise distribution of the respondents: 29.5 percent respondents are Male and 70.5 percent respondents are Female. About Age wise Distribution of Respondents: 13.00 percent respondents belong to up-to 20 years, 29.5 percent respondents belong to the age group of 20-40 years, 43.5 percent respondents belong to the age group of 40-60 years and 14.00 percent respondents belong to above 60 years. About Category wise distribution of Respondents: The highest number 40.5 percent respondents are belong to general category, 37.00 percent respondents belong to backward class and 22.5 percent are from scheduled cast. The Education Level wise distribution of Respondents: 17.5 percent respondents are illiterates, 29 percent are up-to primary level, 26 percent are up-to secondary level, 13.5 percent are up-to senior secondary level and 14 percent respondents are graduates and above. Distribution of the respondents according to their Marital Status: the highest 66.00 percent respondents are married, 13.00 percent are

unmarried, 6.00 percent respondents are widow, 1.50 percent are widower, 2.00 percent are separate and 1.50 percent respondents are divorcee.

The facts regarding occupations of respondents: 27.00 percent respondents involved in agriculture work. They have owned agriculture land for agriculture, 9.50 percent are involved in agriculture work but they don't have any personal land for agriculture, 16.00 percent are daily wages worker, 4.50 percent are self-employed (which include personal business and shop keepers), 8.50 percent are engaged in services include government and private sectors, 32.00 percent respondents are unemployed (in this category there are maximum respondents belong to up-to 20 years age category and female) and 2.50 percent respondents are involved in any other work category which include seasonal work, part time work and animal husbandry.

Table-1.2 Responses about the services by Anganwadi Centres

Sir. No.	Responses	Percentage
Family wise number of children going to Anganwadi Centres		
A	1 to 2	90.50
B	2 to 4	9.50
	Multiple Responses	100
Timing of Anganwadi Centres		

Remarking An Analisation

A	9 to 12	89.50
B	9 to 3	10.50
	Multiple Responses	100
Opinion about activities/Services in Anganwadi Centres		
A	Care taking of Children	23.00
B	Games	17.50
c	Pre School Education	13.00
D	Food for Children	59.50
E	Immunization	22.50
F	All of above	21.00
Opinion about quantity of food is sufficient		
A	Yes	21.00
B	No	71.00
C	Any Other	8.00
	Multiple Responses	100
Opinion about the quality of food		
A	Good	29.50
B	satisfactory	47.50
C	Poor	23.00
	Multiple Responses	100
Opinion about steps should be taken to improve the quality and quantity of food		
A	Quantity of food should be increase	63.50
B	There should be variation in the food	41.50
C	Delivery of the service should be improve	51.00
E	Quality of food should be improved	58.00
Opinion about the management of Anganwadi Centres is up to the mark		
A	Yes	16.50
B	No	72.00
C	Any other	11.50
	Multiple Responses	100
Opinion about steps should be taken to improve the functioning of Anganwadi Centres		
A	Gram Panchayat should monitor the AWC	43.00
B	Supervisor should regularly visit the AWC	26.00
C	A village level committee should be constitute	12.50
D	Punctuality and Regularity of Anganwadi Staff	13.50
E	Regular Monitoring and Auditing by Government	5.00

The table-1.2 explore the facts received about the services by Anganwadi Centres. About the family wise number of children going to Anganwadi Centres 90.50 percent respondents told 1 to 2 children and 9.50 percent respondents told 2 to 4 children went to the Anganwadi Centres. About the timing of Anganwadi Centres 89.50 percent people said the timing of Anganwadi Centres is 9.00 am to 12.00 pm and 10.50 percent told that 9.00 am to 3.00 pm is the timing of Anganwadi Centres. Activities/services in the Anganwadi Centres 23.00 percent respondents told that Anganwadi Centres taking care of children, 17.50 percent respondents told that children play different games in Anganwadi Centres, 13.00 percent respondents told Pre-School education activity in, 59.50 percent respondent said that Anganwadi Centres provide food to children. 22.50 peoples said that Anganwadi Centres provide immunisation facility to pregnant women and infant children to protect different disease. 21.00 percent respondents told that all above activities are done by the Anganwadi Centres

About the quantity of food is sufficient or not 21.00 percent respondents said that the quantity of food is sufficient, 71.00 percent respondents said that it is not sufficient and it should be increase, 8.00

percent respondents can't reply to this questions. About the satisfaction with the quality of food, 29.50 percent respondents told good, 47.50 percent respondents told satisfactory, 23.00 percent respondents told poor.

About the suggestions/steps should be taken to improve the quantity and quality of food 63.50 percent respondents told quantity of food should be improved, 41.50 percent respondents told that the variety of the food should be improved, 51.00 percent respondents told that delivery of services should be improved, 58.00 percent respondents told that quality of the food should be improved. About the management of the Anganwadi Centres is up to the mark or not, 16.50 percent respondents told that yes, 72.00 percent respondents told that no and 11.50 percent respondents told that can't say.

About the steps which should be taken to improve the functioning of the Anganwadi Centres, 43.00 percent respondents told that Gram Panchayat should monitor the Anganwadi Centres, 26.00 percent respondents told that supervisor should regularly visit the Anganwadi Centres, 12.50 percent respondents told that a village level committee should be constituted, 13.50 percent respondents told that there should be punctuality and regularity of Anganwadi

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Staff and 05.00 percent respondents told that regular monitoring and auditing by Government.

Major Findings

1. Majority of respondents are female i.e. 70.50 percent.
2. Majority of respondents i.e. 43.50 percent belongs to 40-60 years of their age.
3. 40.50 percent respondents belongs to general Castes and 22.50 percent belongs to Scheduled castes.
4. More than seventy percent respondents belongs to educational qualification up to matriculation.
5. More than sixty five percent respondents are married.
6. Majority of respondents belongs to family occupation agriculture or allied activities.
7. 90.50 percent respondents told that the 1-2 children from their family are going to Anganwadi Centres.
8. Slightly less than 90.00 percent respondents told that they are not aware about the proper timing of the Anganwadi Centres.
9. Slightly less than sixty percent respondents told that food is main service provided by the Anganwadi Centres is only food. It is very surprising fact found that only 13.00 percent respondents told that pre-schooling education is main objectives of the Anganwadi Centres.
10. More than seventy percent respondents are not satisfied with the quantity of the food.
11. 47.50 percent respondents told that the quality of the food is satisfactory.
12. The major suggestions given by the respondents that the quantity of the food should be increased, The role of Gram Panchayat and Government should ensure proper supervision and monitoring of the Anganwadi Centres.

Conclusion

Majority of respondents are female. Majority of respondents i.e. 43.50 percent belongs to 40-60 years of their age. More than 70.00 percent respondents belongs to educational qualification up to matriculation. More than sixty five percent respondents are married. Majority of respondents belongs to family occupation agriculture or allied activities. Slightly less than sixty percent respondents told that food is main service provided by the Anganwadi Centres is only food. It is very surprising fact found that only 13.00 percent respondents told that pre-schooling education is main objectives of the Anganwadi Centres. More than seventy percent respondents are not satisfied with the quantity of the food. Important facts are received that 47.50 percent respondents told that the quality of the food is satisfactory. Overall we can say that Anganwadi Centres have very important role in providing nutrition, food and pre-schooling education in Haryana but there is requirement of strengthening the functioning and service delivery of the Anganwadi Centres.

Suggestions

The workers and other staff of the Anganwadi Centres should be more responsible towards their duty to ensure the implementation of the all services for the children. Anganwadi supervisors should ensure

Remarking An Analisation

regular periodic meetings and monitoring of the Anganwadi Centres. The community people and Gram Panchayat should actively check the services of the Centres and attendance of the Anganwadi Centres. The family members of the beneficiary children should regularly check the quality of the services. The toys and other game activities should be enhanced in the Centres.

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Remarking An Analisation

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