

# Satisfaction of Beneficiaries from Anganwadi Workers (AWW) of Jaipur Zone, Rajasthan

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## Abstract—

**Background:** - Integrated Child Development Service (ICDS) is India's response to the challenge of meeting the holistic needs of children below six years of age, adolescent girls expectant and nursing mothers through the network of Anganwadis. **Objectives:** - To assess the satisfaction of beneficiaries with the services of Anganwadi Workers of Jaipur Zone (Rajasthan) India. **Materials and methods:** - 8 AWCs were selected from each of the 5 Zones of Jaipur. So, total 40 AWCs were included in the present survey. Performance of each of the AWW from identified AWCs was assessed as per the 'Form no. (2) to (6)' of ICDS. Performance of various districts and various activities were analyzed with chi-square/ANOVA wherever applied **Results:** - 75% mothers were satisfied for themselves and 73.75% for their children with the services of AWWs. 83.75% of Adolescents were satisfied themselves with the services of AWWs. 90% of community leaders were satisfied with the services of AWWs. Average mean time opening of AWCs of Jaipur zone was 18.8 minutes less than the ideal duration of 240 minutes per day. Supplementary nutrition distribution was 84.94%. 23.33% children of 3-6 years of age group attended PSE for more than 20 days. 65% 12-24 years children were fully immunized **Conclusion:** - Majority of mothers were satisfied for themselves and for their children with the services of AWWs. Even adolescent girls and community leaders were satisfied with the services of AWWs.

**Key words** –Anganwadis, AWW, AWC, ICDS, PSE, HNE, Supplementary Nutrition

## 1. Introduction

Integrated Child Development Service (ICDS) is India's response to the challenge of meeting the holistic needs of the child, launched Initially in 33 blocks (5<sup>th</sup> Five year plan), on October 2, 1975. Government of India with partnership of the international agencies like UNICEF, CARE and WFP provides a package of services to children below six years of age, adolescent girls, expectant and nursing mothers through the network of Anganwadis.<sup>1</sup>

Integrated The package of services provided by Anganwadis are Supplementary Nutrition (SN), Non-formal pre-school education (PSE), Immunization, Health Check-ups, Referral services and Nutrition and health Education (NHE).

Out of these six services, three viz Immunization, Health Check-ups and referral are designated to be delivered through the primary health care infrastructure. While providing SN, PSE and NHE are

the primary task of *Anganwadis* workers, responsibility of coordination with the health functionaries for provision of other services also rest with AWW.

This study was conducted to find out the level of satisfaction of beneficiaries with the services of AWWs at AWCs of Jaipur Zone.

## 2. Methodology

A descriptive qualitative study of was done at Anganwadi Centres of Jaipur Zone. The present study was carried out in Jaipur Zone. Jaipur zone consist of five prime districts of Rajasthan namely Jaipur, Dausa, Alwar, Jhunjhunu and Sikar.

### Selection of Anganwadi Centres and Anganwadi Workers:

**Inclusion Criteria for AWC's:-** Must be functioning for more than one year.

- Jaipur Zone has five districts v.i.z. Jaipur, Dausa, Alwar, Jhunjhunu and Sikar
- Total **8 AWCs** was selected from **each district**.
- So, total **40 AWCs** were selected from **Jaipur Zone**.

**Selection of Anganwadi Workers:** 40 AWW, one from each selected anganwadi Centre

**The list of Aganwadis:** Aganwadis were selected are as follows:-

| S.No. | District | CHC           | PHC       | AWC   |
|-------|----------|---------------|-----------|---|
| 1     | Jaipur   |               |           | Gulabi Nagar No. 2, Sushilpura (Sodala), Jaipur |
| 2     |          | Jamwa Ramgarh |           | Jamwa Ramgarh AWC No. 5                         |
| 3     |          |               | Naila     | Naila AWC No. 1                                 |
| 4     |          |               |           | Raniawas nearest AWC                            |
| 5     |          |               |           | Papad AWC No. 2 farthest AWC                    |
| 6     |          |               | Kharkada  | Kharkada AWC No. 1                              |
| 7     |          |               |           | Sarjoli 1 <sup>st</sup> nearest                 |
| 8     |          |               |           | Booj AWC No. 1 <sup>st</sup> Farthest           |
| 9     | Alwar    |               |           | Alwar AWC No. 6                                 |
| 10    |          | Bansoor       |           | Bansoor Lalawali                                |
| 11    |          |               | Gunta     | Gunta AWC No. 2                                 |
| 12    |          |               |           | Shahpur AWC No. 1 nearest                       |
| 13    |          |               |           | Bhabedi AWC No. 2 farthest                      |
| 14    |          |               | Harsora   | Harsora AWC No. 3 <sup>rd</sup>                 |
| 15    |          |               |           | Dheerpur AWC No. 2 nearest                      |
| 16    |          |               |           | Mugalpur farthest AWC                           |
| 17    | Dausa    |               |           | Dausa AWC No. 3                                 |
| 18    |          | Sikandara     |           | Sikandra AWC No. 1                              |
| 19    |          |               | Bhandarej | Bhandarej AWC No. 18                            |
| 20    |          |               |           | Bhadana AWC No. 1 nearest                       |
| 21    |          |               |           | Jirota AWC No. 1 farthest                       |
| 22    |          | Garh          |           | Garh AWC No. 2                                  |
| 23    |          |               |           | Ranoli AWC No. 3 nearest                        |
| 24    |          |               |           | Mochingpura AWC No. 1 Farthest                  |
| 25    | Sikar    |               |           | Sikar AWC No. 2                                 |
| 26    |          | Piprali       |           | Piprali AWC No. 3                               |
| 27    |          |               | Kolida    | Kolida Patwar Bhawan, AWC No. 1 <sup>st</sup>   |
| 28    |          |               |           | Swarooppura nearest AWC                         |
| 29    |          |               |           | Beri AWC No. 1 farthest AWC                     |
| 30    |          |               | Tarpura   | Tarpura Comm. Rest House AWC No. 4              |

|    |           |          |      |  |
|----|-----------|----------|------|--|
| 31 |           |          |      | Govt.Pri.Sch.Ramchandrawali Jori, nearest    |
| 32 |           |          |      | Ghorana AWC No. 1 <sup>st</sup> farthest AWC |
| 33 | Jhunjhunu |          |      | Jhunjhunu ward No. 30 (37) AWC               |
| 34 |           | Malsisar |      | Malsisar AWC No. 7                           |
| 35 |           |          | Kant | Kant AWC                                     |
| 36 |           |          |      | Anandpura Nearest AWC                        |
| 37 |           |          |      | Bhutiawas Farthest AWC                       |
| 38 |           | Ladusar  |      | Ladusar AWC No. 1                            |
| 39 |           |          |      | Dhanuri AWC No. 1 <sup>st</sup> nearest AWC  |
| 40 |           |          |      | Jaitpura farthest AWC                        |

Related data were collected in 'Form No. 1: Functioning of AWC/AWW Schedule: Respondent AWW'.

Data thus collected were compiled in the form of master chart in MS Excel 2007 worksheet. These data were classify and analyzed as per the objectives.

To find out significance of difference in proportion chi-square test and to find out significance of difference in means ANOVA/ Post-hoc test were used with the help of statistical software Primer (version 6). For Significance p value equal to or less than 0.05 was considered significant.

### 3. Results

This present study shows that 83.75% adolescent girls were satisfied with working of AWWs, only 16.25% adolescent girls were not satisfied. This satisfaction level has significant (<0.001) variation district wise i.e. 100% in Alwer and Dausa followed by Jaipur, Sikar and lowest in Jhunjhunu. (Table 1)

Table 1

#### Beneficiaries Satisfaction: Adolescent Girls

| S. No. | District                                 | Beneficiaries Assessed<br>N (%) | Yes<br>N (%) | No<br>N (%) |
|--------|--|---------------------------------|--------------|-------------|
| 1      | Jaipur                                   | 16 (100)                        | 14 (87.5)    | 2 (12.5)    |
| 2      | Alwar                                    | 16 (100)                        | 16 (100)     | 00          |
| 3      | Dausa                                    | 16 (100)                        | 16 (100)     | 00          |
| 4      | Sikar                                    | 16 (100)                        | 12 (75)      | 4 (25)      |
| 5      | Jhunjhunu                                | 16 (100)                        | 9 (56.25)    | 7 (43.75)   |
| 6      | Total Adolescent girls<br>assessed N (%) | 80 (100)                        | 67 (83.75)   | 13 (16.25)  |

Chi-square = 16.165 with 4 degrees of freedom; P = 0.003

LS=S

It is also evident from this study that majority of the mothers (73.75%) were satisfied with the working of AWWs for their children. There was no significant (p=0.124) variation observed district wisely. Satisfaction level varies from 83.33% of Jaipur to 62.5% of Dausa district. (Table 2)

Table No.2

#### \*Beneficiaries Satisfaction: Mother's Satisfaction for Children

| S. No. | District | Beneficiaries Assessed<br>N (%) | Yes<br>N (%) | No<br>N (%) |
|--------|----------|---------------------------------|--------------|-------------|
| 1      | Jaipur   | 48 (100)                        | 40 (83.33)   | 8 (16.67)   |
| 2      | Alwar    | 48 (100)                        | 39 (81.25)   | 9 (18.75)   |
| 3      | Dausa    | 48 (100)                        | 30 (62.5)    | 18 (37.5)   |

|   |                              |                  |                    |                   |
|---|------------------------------|------------------|--------------------|-------------------|
| 4 | <b>Sikar</b>                 | 48 (100)         | 34 (70.83)         | 14 (29.17)        |
| 5 | <b>Jhunjhunu</b>             | 48 (100)         | 34 (70.83)         | 14 (29.17)        |
| 6 | Total Mothers assessed N (%) | <b>240 (100)</b> | <b>177 (73.75)</b> | <b>63 (26.25)</b> |

Chi-square = 7.232 with 4 degrees of freedom; P = 0.124

LS=NS

It is also evident that 75% mothers (Lactating & Pregnant) were satisfied with AWCs services provided for them but 25% mothers were not satisfied. Satisfaction level varies from 83.33% of Jaipur to 62.5% of Dausa district. District wise variation was not significant ( $p=0.119$ ) (Table 3)

Table No. 3

**\*Beneficiaries Satisfaction: For Mothers**

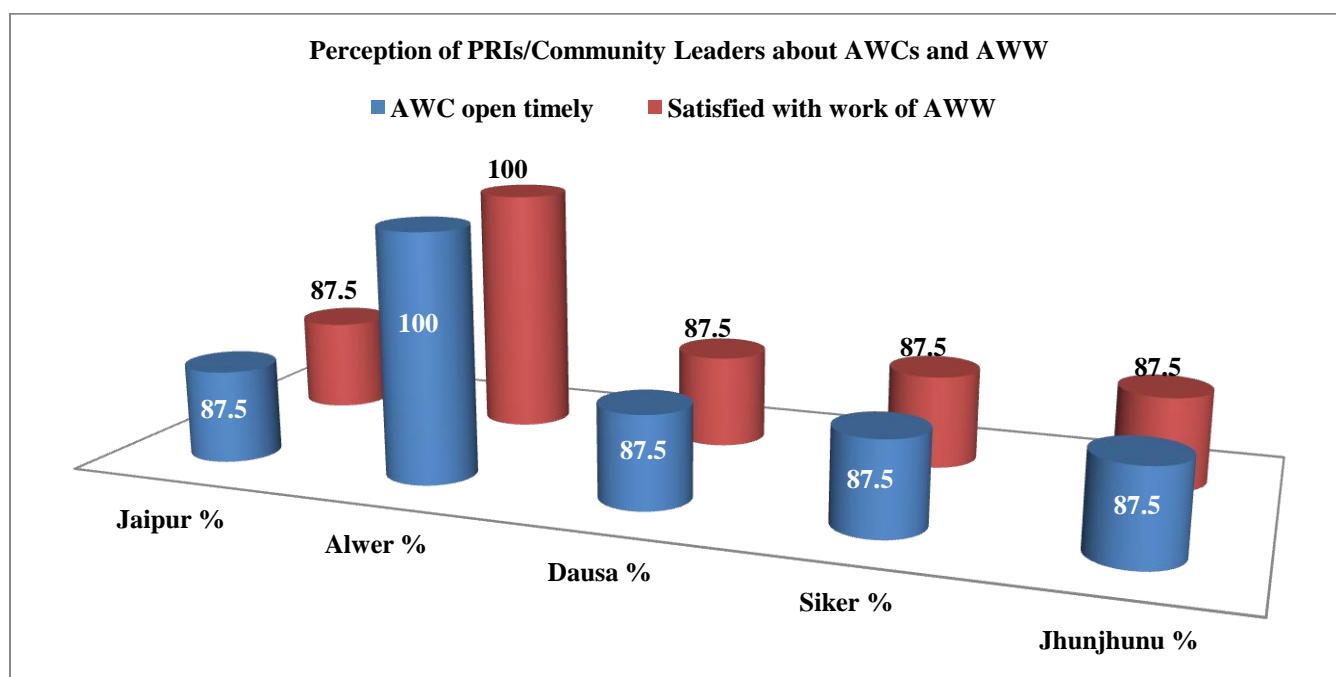
| S. No. | District                     | Beneficiaries Assessed N (%) | Yes N (%)      | No N (%)       |
|--------|------------------------------|------------------------------|----------------|----------------|
| 1      | <b>Jaipur</b>                | 48 (100)                     | 40 (83.33)     | 8 (16.67)      |
| 2      | <b>Alwar</b>                 | 48 (100)                     | 39 (81.25)     | 9 (18.75)      |
| 3      | <b>Dausa</b>                 | 48 (100)                     | 30 (62.5)      | 18 (37.5)      |
| 4      | <b>Sikar</b>                 | 48 (100)                     | 34 (70.83)     | 14 (29.17)     |
| 5      | <b>Jhunjhunu</b>             | 48 (100)                     | 37 (77.08)     | 11 (22.92)     |
| 6      | Total Mothers assessed N (%) | <b>240 (100)</b>             | <b>180(75)</b> | <b>60 (25)</b> |

Chi-square = 7.333 with 4 degrees of freedom; P = 0.119

LS=NS

Majority of community leaders were respondent to find out beneficiaries satisfaction with the AWWs working, were *Sarpanch*, *Punch* and *Parshads*. 90% of PRIs or Community Leaders were satisfied with the work of AWWs. They mentioned that the AWCs were opened timely and AWWs performed their responsibilities properly. Only 10% of PRIs or Community Leaders had mentioned that the AWWs were not performing their responsibilities properly; these AWW were from Dausa district (Bhandarej AWC), Sikar district (Kolira Patwar Bhawan AWC), Jaipur district (Sarjoli AWC) and Jhunjhunu district (Bhutia Was AWC). (Fig 1)

Figure: 1



#### 4. Discussion:

In this present In the present study it was observed that 83.75% of Adolescent girls, 73.75% mothers for their children and 75% mother for themselves were satisfied with the services given by AWWs. Well comparable observations were of the study conducted by Sen.(2004)<sup>3</sup> and N.C. Dash (2006),<sup>4</sup> in that they observed beneficiaries satisfaction level more than 70%.

Regarding timing of AWCs remaining open per day with distribution of time for various activities; it was found in the present study that average mean time AWCs of jaipur zone remaining open was 221.1 minutes which was only 18.8 minutes lesser than the norms of ICDS.

Average mean time spent on various activities were well in resonance with study of Population Research Centre Department of Economics University of Kashmir Srinagar (2009)<sup>5</sup> i.e. on preparation, serving food and feeding of the children was 44.4 v/s 87 minutes, PSE 50.8 v/s 53 minutes etc.

84.94% of surveyed mothers were satisfied regarding supplementary nutrition. These findings are well supported by N.C. Dash (2006)<sup>4</sup> who found in his study that 96% mothers of children received SN from AWCs. Whereas Forum for Creche Child Care Service (2005)<sup>6</sup> found that 62% of eligible children (0-6 yrs) and 64% pregnant and lactating mothers beneficiaries have received SN at AWCs.

Health and nutritional Education was given to each of surveyed beneficiaries during the HNE session conducted by AWWs. Well comparable finding were of NIPCCD (2004)<sup>1</sup> and Sen.(2004)<sup>3</sup> they found that almost all AWWs conducted HNE session.

The present study revealed that 65% of surveyed 12-24 months children were fully immunized where as 28.33% were partially immunized and 6.67% were not immunized at all. Whereas Mehra, et al, (1990)<sup>7</sup> who surveyed. 210 children in rural an 212 children in urban area aged 12 to 23 months, observed that fully children were only 30.0% and 37.3% in the two zones rural and urban respectively). Non immunized in rural area were 8% and in urban area were 2.3%.<sup>7</sup>

Further in the present study it was found that 43.33% mothers received tetanus toxoid, which is significantly higher than Bhansali (1988)<sup>8</sup> where 26.2% mothers received tetanus toxoid. The other study were Burman (2001),<sup>9</sup> NIPCCD (2006)<sup>10</sup> and N,C, Dash (2006).<sup>4</sup> They found that 54.25%, 76.2% and 27.67% mothers received complete doses of tetanus toxoid respectively.

This study revealed that 25% of surveyed mothers (pregnant & lactating) received health check up. These observations are supported by the NIPCCD (2006)<sup>10</sup> study where 18.68% were observed to go through health checkups. Other comparable studies are Bhomik (2001),<sup>11</sup> NIPCCD(2004)<sup>1</sup> and SEEDS Haryana (2005)<sup>12</sup> where it was found 13.16%, 43.33% and 15% of mothers received health check-up respectively.

According to the type of responder, it was found that 27.50% *Sarpanch and GramPanch*, 7.50% *parshad* and 37.50% community leader were interviewed to find out their perception about AWW's services and their involvement in AWC's activities. Whilst every attempt was made to interview *sarpanch, panch or parshad*, when efforts failed to contact them the school teacher or a village elder as community leader was interviewed.

Further in the present study it was found that 90% PRIs or community leaders were satisfied with the timing and work of AWWs. Observations of present study were well supported by Society for Economic Development and Environmental Management (2005)<sup>13</sup>: a study in 5 districts (Ajmer, Alwar, Jaisalmer, Nagaur & Sikar) of Rajasthan and found that nearly 98% PRI or Community leaders believed that AWWs were performing their duties and responsibilities properly. None stated any deficiency.<sup>13</sup>

## CONCLUSIONS

Average mean time of opening of AWCs of Jaipur zone was a little less than the ideal duration. Maximum gap in registration was observed in adolescent registration. Although HNE and distribution of supplementary nutrition was observed excellent but Services for adolescent girls were very poor. Other services like PSE, Immunization, Health Checkups etc were also quite deficient.

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