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# Performance of National Rural Health Mission with regard to human resources and community knowledge in selective districts of Himachal Pradesh

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## Abstract

Health management is amongst most critical and challenging area of growth for all the nations throughout the globe. In Indian context National Rural Health Mission (NRHM) is amongst the most eminent policy framed for needed development in the field of health services, its performance is a key element in building a strong and reliable health system. This paper is an attempt to reveal the performance of NRHM with regard to Human Resources, and Community Knowledge in selective districts of Himachal Pradesh (Solan and Bilaspur). Research discloses that out of total 400 respondents for rating of importance Community knowledge (awareness) was rated important by 23% and for Human resources 22%. Amongst Human resources 44.5% said performance was satisfactory for discipline, 69% rated attendance to be good, 41.25% rated job knowledge to be good Where as problem solving was rated average by 27.75%. Amongst Community Knowledge 57.25% were satisfied as they could recognize different schemes, 69% were satisfied for being informed and 27% rated average for awareness about various schemes.

**Keywords:** National Rural Health Mission (NRHM), Community Health Centre (CHC), Primary Health centre (PHC) and Sub Centre (SC)

## Introduction

Health Sector being one of the most essential part of economy has involved the attention of researchers for all times but since covid19 pandemic hit all corners of world, it has left the economies around the world to rebuild their strategies to manage such situations effectively and efficiently. Health management is amongst most critical and challenging field for all the nations around the globe. This has been seen in past outbreaks and the COVID-19 pandemic. According to WHO publication, in an age of globalization, where regions, countries and cities are more interconnected than ever before, cities share responsibility with national authorities and other stakeholders for their inhabitants (regardless of legal status), each other, and the wider global community<sup>[1]</sup>. National Rural Mission (NRHM) is amongst the most eminent policy framed for needed development of public health services in developing economy like India. The NRHM policy statement reveals that one of its prime objective is providing accessible, affordable, accountable effective and reliable primary health care facilities, especially, to the poor and vulnerable sections of the population<sup>[2]</sup>.

Through NRHM Indian government has taken significant steps to enhance the level of health facilities throughout country, its performance is a key element in building a strong and reliable Public Health System. NRHM is a wide policy covering several significant aspects of health system, although its evaluation can be done from various aspects, amongst which Human Resources and community knowledge hold significance. The health workforce has a vital role in building the resilience of communities and health systems to respond to disasters caused by natural or artificial hazards, as well as related environmental, technological and biological hazards and risks<sup>[3]</sup>. The role of awareness generation, community sensitization and mobilization effort is very crucial for achieving high coverage in both enrolled and non-enrolled population and management of adverse events<sup>[4]</sup>. Under the National Rural Health Mission (NRHM) now the National Health Mission, Village Health Sanitation and Nutrition Committees (VHSNC), are envisaged as platforms for 'local action' on health at community level and serve as key programme component of communalization, across the country<sup>[5]</sup>.

## Performance evaluation of Human Resources

In order to understand the performance of human resources, the performance was evaluated

In terms of different factors related to Human resources. Discipline, attendance at work place, Job knowledge, quality of work, Communication, Problem solving, service orientation and helping role of the human resources were considered for evaluating the performance of overall Human resources.

**Discipline**

When asked about the discipline of Human resources involved in NRHM, 44.5 percent of the total respondents said that the performance is satisfactory, 33.75 believed that discipline among the Human Resources is good, while 13 percent believe that its average. Almost 7.25 percent of the

respondents rated the Human resources in terms of discipline as excellent while 2.5 rated them unsatisfactory. Overall, majority of the respondents rated Human Resources as average or good.

**Attendance**

In terms of attendance 69 percent of total respondents believe that attendance is good, while 17.25 respondents rated attendance as average. 6 percent of the total respondents rated attendance as excellent, 5.75 percent as satisfactory while 2 percent rated it unsatisfactory. Overall, majority of the respondents rated attendance either good or average.

**Table 1:** Performance evaluation of Human Resources

	Excellent	Good	Satisfactory	Average	Unsatisfactory
Discipline	7.25	32.75	44.5	13	2.5
Attendance	6	69	5.75	17.25	2
Job Knowledge	17.25	41.25	24.5	13	4
Quality of work	19	44.25	20	13.75	3
Communication	4	59.25	8.75	19.75	8.5
Problem solving	5	51	14.75	27.75	1.5
Service oriented	4.5	51	32	7.5	5
Helping role	3.5	55.75	24	15.75	1

**Job Knowledge**

When asked to rate the job knowledge of Human resources involved in NRHM 41.25 rated it as good, 24.5 percent of the total respondents rated it satisfactory. In terms of job knowledge 17.25 percent of the total respondents rated it as excellent, 13 percent rated it average while 4 percent rated it unsatisfactory. Overall, maximum respondents believe that job knowledge of human resources was either good or satisfactory.

**Quality of Work**

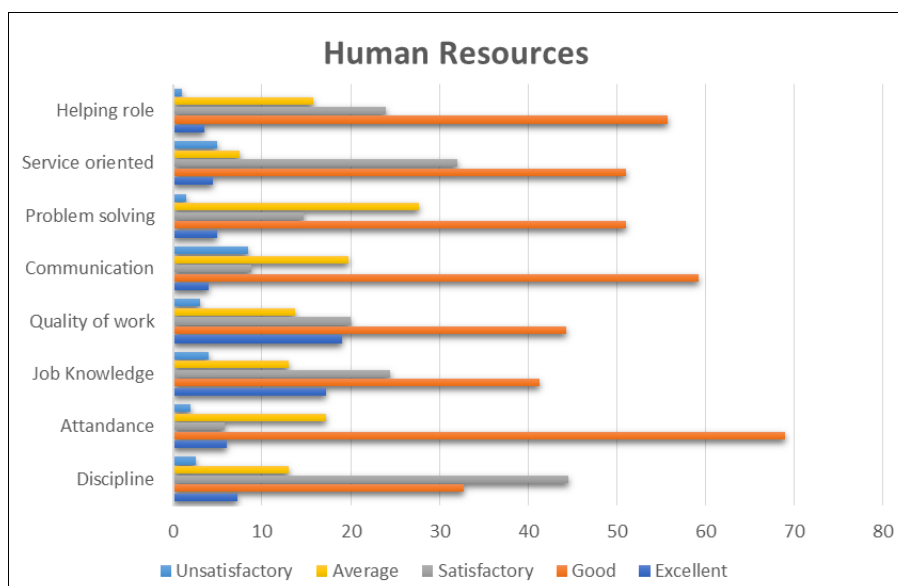
In terms of quality of work being done by Human resources, 44.25 percent of the total respondents rated quality of work as good, 20 percent as satisfactory while 19 percent rated it as excellent. Almost 13.75 percent rated quality of services as average while 3 percent rated it as unsatisfactory. Hence, in terms of quality of work, performance of Human resources was either good, satisfactory or excellent.

**Communication**

When asked to rate the communication skills of the Human Resources, 59.25 percent of the total respondents rated it as good, 19.75 as average while 8.75 as good. There were 8.5 percent of the total respondents who rated communication skills as unsatisfactory while 4 percent rated it as excellent. Overall, maximum respondents rated communication skills as either good or average.

**Problem solving**

In terms of problems being solved by Human Resources, 51 percent of the total respondents rated problem solving approach as good, 27.25 percent as average. Whereas, 14.75 percent rated it as satisfactory, 5 percent as excellent while 1.5 percent rated it as unsatisfactory. Overall, the problem solving approach of the Human Resources, maximum respondents rated it as Good or average.



**Fig 1:** Human Resources

**Service Oriented**

Regarding the service orientation of the Human resources, 51 percent of the total respondents rated service oriented approach as good, 7.5 percent as average. Whereas, 32 percent rated it as satisfactory, 4.5 percent as excellent while 5 percent rated it as unsatisfactory. Overall, the problem Service Oriented approach of the Human Resources, maximum respondents rated it as Good or average.

**Helping Role**

When asked about the helping role being played by Human resources, 55.75 percent of the total respondents rated it as good, 15.75 as Average while 24 percent as Satisfactory. There were 1 percent of the total respondents who rated Helping Role as unsatisfactory while 3.5 percent rated it as excellent. Overall, maximum respondents rated communication skills as either good, average or satisfactory.

**Evaluation of Community Knowledge**

Community knowledge means whether the target audience or people in general were aware of the different schemes/facilities being provided under NRHM. In order to evaluate the performance community knowledge, respondents were asked to give their views related to three factors, i.e. Awareness, developing recognition and Information.

**Awareness**

When respondents were asked about their views regarding the awareness of the different schemes under NRHM, 43.5 percent of respondents rated condition as satisfactory, 27 percent rated it average while 21.75 rated condition as good. Among the respondents, 6.75 percent rated this as excellent while 1 percent rated it as unsatisfactory. Overall, majority of respondents rated satisfactory, average or good.

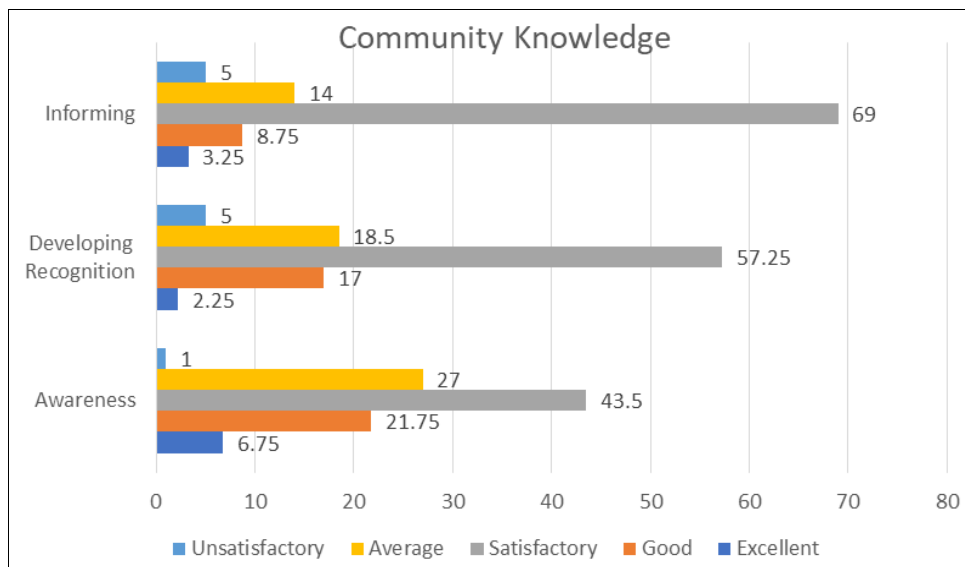
**Table 2:** Evaluation of Community Knowledge

	Excellent	Good	Satisfactory	Average	Unsatisfactory
Awareness	6.75	21.75	43.5	27	1
Developing Recognition	2.25	17	57.25	18.5	5
Informing	3.25	8.75	69	14	5

**Developing Recognition**

When respondents were asked about their views regarding whether they can recognize the different schemes under the program, 57.25 percent of respondents rated recognition as satisfactory, 18.5 percent rated it average while 17 percent

rated recognition as good. Among the respondents, 2.25 percent rated this as excellent while 5 rated it as unsatisfactory. Overall, majority of respondents rated satisfactory, average or good.



**Fig 2:** Community Knowledge

**Informing**

When respondents were asked about their views regarding the availability of relevant information, 69 percent of the total respondents rated it as satisfactory, 14 percent rated it

average while 8.75 percent rated condition as good. Among the respondents, 3.25 percent rated this as excellent while 5 rated it as unsatisfactory. Overall, majority of respondents rated satisfactory, average or good.

**Table 3:** H<sub>0</sub>: There is no significant difference in the perception of performance of NRHM on the basis of Place of residence

	Solun		Bilaspur		t-Value	P-Value
	Mean	SD	Mean	SD		
Human resources	33.08	6.08	34.25	5.10	-2.085	.038
Service quality	18.47	3.96	18.78	3.68	-.803	.423
Physical infrastructure	20.05	5.40	20.51	5.04	-.884	.377
Community knowledge	5.24	1.91	4.90	1.53	-1.971	.049
Overall performance	36.02	3.05	35.25	3.00	-2.08	.041

In order to check this hypothesis independent t-test was used as we were having two categories only. In order to compare the mean of two categories for place of residence i.e., Solan District and Bilaspur District, independent t-test was appropriate as it tests if there is statistically significant difference between the means of two groups.

The table above shows that the mean value for all the factors among two different categories i.e. Solan District and Bilaspur District. The mean value of human resources for the Solan District is 33.08 with a standard deviation of 6.08 whereas the mean value for the Bilaspur District is 34.25 with standard deviation of 5.10. Similarly, for service quality the value of mean for the Solan District is 18.47 with standard deviation of 3.96 and for the Bilaspur District it is 18.78 with a standard deviation 3.68. Further for physical infrastructure and community knowledge the value of mean for the Solan District is 20.05 and 5.24 and standard deviation of 5.40 and 1.91 respectively. For the Bilaspur District the value of mean for physical infrastructure and community knowledge are 20.51 and 4.90 with standard deviation of 5.04 and 1.53 respectively. For Overall Performance, the value of mean for the Solan District is 36.02 with standard deviation of 3.05 and for the Bilaspur District it is 35.25 with a standard deviation 3.00.

The result of t-test shows that all the F-values for different factors of performance of NRHM are statistically non-significant as the p-value is greater than the .05, except for human resources, community knowledge and Overall Performance. There values are smaller than the prescribed values. Hence, it can be concluded on the basis of the results of t-test that, we fail to accept null the hypothesis partially that there is no significant difference perception of performance of NRHM on the basis of Place of residence.

### Conclusion

It can be concluded on the basis of research that Physical Infrastructure was rated important by 25%, Community knowledge (awareness) by 23% and for Human resources 22%. Amongst Human resources 44.5% said performance was satisfactory for discipline, 69% rated attendance to be good, 41.25% rated job knowledge to be good whereas problem solving was rated average by 27.75%. For Community Knowledge 57.25% were satisfied as they could recognize different schemes, 69% were satisfied for being informed and 27% rated average for awareness about various schemes. We fail to accept null the hypothesis partially that there is no significant difference perception of performance of NRHM on the basis of Place of residence.

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