

Original Research Article

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## Performance of *Maitris* in Delivering Veterinary Services in Chhattisgarh

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### ABSTRACT

#### Keywords

Maitris, Performances, Breeding, Healthcare, Extension

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The present investigation was carried out in four districts of Chhattisgarh state to assess the performance of *Maitris* as perceived by Veterinarians of the State in delivering the veterinary services in the rural areas. The study reveals that more than 70% of veterinary officers were highly satisfied with the respondents in respect to their AI target achievement, performance in conducting AI, breed identification, deworming of animals, providing livestock services in the remote areas, census work, providing first aid, report return and record maintenance. Whereas, most of the veterinarians perceive the performance of the *Maitris* in the areas of assisting gynaecological disorder, pregnancy diagnosis, assisting in Mobile Veterinary Works, awareness creation in the village for different government programmes are from average to poor

### Introduction

Chhattisgarh farming system is dominated by small and landless farmers who besides agriculture heavily depend on livestock for their livelihood. The state is bestowed with large number of livestock across the species but their productivity level is very low.

In the last two to three decades, it has been observed that the contribution of agriculture sector to gross domestic product (GDP) has been in declining trend whereas the contribution from livestock sector has been increasing. Unfortunately, the role of livestock sector in supporting the livelihood of poor people and that it could be a tool for social and economic empowerment, by and large, has not been fully realised despite the fact that

livestock sector supports the livelihood of 200 million of rural poor (Pradhan, T.K. 2014). Incidentally, majority of livestock owners, as in India and Chhattisgarh, are small and marginal farmers or even the landless who owns about 80 per cent of the total livestock population in a mixed farming system and continue to earn their livelihood from this occupation.

The livestock wealth of Chhattisgarh is impressive in numbers across all species, constituting a natural resource base with immense livelihood implications, even though productivity levels are very low. This sector is a major contributor to rural employment next to agriculture. Provision of adequate livestock service is a prerequisite for increasing the production potentiality of livestock. Outline

dispensaries and AI sub centres operated under the Livestock Development Department under Government of Chhattisgarh are the main source of veterinary services to all categories of livestock owners. The above institutions mostly provide curative health services, vaccination, artificial insemination and limited extension services.

In order to supplement the effort of the livestock development department to provide veterinary services to livestock owners of Chhattisgarh, Government of Chhattisgarh has introduced various private partners in the service delivery system. The private players like BAIF and JK Trust have been providing Artificial Insemination (AI) and Veterinary First Aid (VFA) services in the rural areas. Besides, Government of Chhattisgarh through National Project on Cattle and Buffalo Breeding (NPCBB) project has developed private AI workers named as Multipurpose Artificial Insemination Technician in Rural India (*Maitris*) in Chhattisgarh to provide AI services, vaccination, VFA at door step and also motivate farmers for genetic up-gradation of cattle and buffalo.

Since last 11 to 12 years, they have been providing services in the rural areas with active cooperation and guidance of the veterinary department.

In spite of the best effort of the Chhattisgarh Government to retain them in service, many of them are not showing much interest to continue in the profession and are periodically opting out. The probable causes could be that either they are not getting adequate support from the department or not getting enough income from the profession or not competent in delivering various services to the livestock farmers. The present investigation was carried out to ascertain the performance level of *Maitris* as perceived by veterinarians of the state.

## **Materials and Methods**

Four districts viz. Balodabazar, Dhamtari, Gariyaband and Mahasamund of Raipur Division of Chhattisgarh State was selected purposively for the study due to large population of livestock, good track record of A.I done and large number of *Maitris* working in these districts. From each district, 25 *Maitris* were selected randomly and in total 100 *Maitris* were selected as respondents of the study.

Besides, 40 veterinary officials, 10 from each District were also selected to study their perception towards the performance of *Maitris* in delivering livestock services. The perception of veterinarians towards the performance of *Maitris* in delivering veterinary services in the field was assessed with the help of 7 statements each related to breeding services, healthcare and management services and extension services which were validated by experts from Veterinary College and Animal Husbandry Department. Responses of the respondents were recorded against each statement with the help of 5-point continuum scale starting from strongly Agree to Strongly Disagree. Simple statistical tool like percentage was employed to draw the meaningful inferences from the data.

## **Results and Discussion**

### **Performance of *Maitris* as perceived by Veterinarians**

### **Performance of *Maitris* related to breeding services as perceived by veterinarians**

To assess the performance of the *Maitris* related to breeding services from veterinary officials' point of view, seven questions pertinent to the field were asked to the veterinary officers of the concerned areas. The responses of the veterinary officers are

compiled and presented in Table 1 reveals that 70% of veterinary officers were highly satisfied with the respondents in respect to their AI target achievement and rest 30% are satisfied for the same.

Similarly, when asked about common heat symptoms, 75% veterinarians said that they are highly satisfied with the knowledge of respondents regarding the common heat symptoms of cattle and buffaloes, where as 12.5% and 12.5 % of veterinarians expressed their opinion as satisfactory and good respectively.

75% of veterinarians said that the performance of respondents in conducting AI is highly satisfactory while, 12.5% said it as satisfactory and rest 12.5% veterinarians rated the same as good. When veterinarians were asked on assistance of respondents in gynaecological disorders, 62.5% rated them poor, 25% rated them average and only 12.5% rated as good. 80% of veterinarians were highly satisfied, 12.5% were satisfied and 7.5 % rated as good to the idea of respondents in different breed characteristics. 45 % of the veterinarians expressed that the performance of *Maitris* in managing heifer and pregnant cows is highly satisfactory followed by 45% and 10% of the veterinarians as satisfactory and good. Most of the veterinary doctors were not satisfied with pregnancy diagnosis skills of respondents.

52.5% veterinary doctors rated poor, and 42.5% rated average to the pregnancy diagnosis. This indicates that most of the respondents are very poor and mostly unable to detect pregnancy and its stages in pregnant animals. Similar types of findings have been reported by various authors in their studies of para-veterinarians providing livestock health services in the rural areas (Ahuja, *et al.*, (2003); Rajashree, B and Subramanina, R (2003); Kathiravan, G *et al.*, (2007); Bardhan, D (2010); Swain, D P and Das B C (2016)).

### **Performance of *Maitris* related to healthcare and general management services as perceived by veterinarians**

The opinion of veterinarians of Mahasamund, Gariyaband, Dhamtari and Balodabazar districts of Chhattisgarh on *Maitris* with respect to their knowledge and activity related to healthcare and management services is presented in Table 2. The analysis revealed that 62.5% of the veterinarians were highly satisfied where as 25% were satisfied with the respondents in their skills of vaccination and deworming of the animals. In relation to performance of respondents on census and other survey work, 87.5% of veterinarians were highly satisfied whereas 10.00% were satisfied with their activities. 75% of veterinarians were highly satisfied where as 12.5% were satisfied with respondents in their efficiency in providing first-aid services. During natural disasters, the activities of the respondents in selected district of Chhattisgarh were rated highly satisfactory by 52.5% of veterinarians, satisfactory by 25% and good by 22.5%. When it comes to day to day dispensary activities by *Maitris*, 37.5% veterinarians rated respondents activity as average for the same. Most of the veterinarians (90%) rated the respondent's involvement in report return and record maintenances is highly satisfactory. Similar findings were reported by Sastry NSR and Raju SR. (2005) in their study of para-veterinarians in Andhra Pradesh and Swain and Das (2016) in their study on *Gomitras* in Odisha.

### **Performance of *Maitris* related to extension services as perceived by veterinarians**

The analysis of the data related to the perception of veterinary officials towards the performance of *Maitris* in delivering extension services presented in Table 3 reveals that the performance of *Maitris* in conducting village

meeting is perceived by 50% of veterinarians as satisfactory followed by 25 % and 20% of veterinarians as good and average. Perception of veterinarians towards *Maitris* in creating

awareness about the various government programmes was found satisfactory by 50% followed 12.5 % and 37.5 % as good and average.

**Table.1** Performance of *Maitris* related to Breeding Services (n=40)

Sl. No.	Statements	Extent of opinion				
		HS	S	G	A	P
		No. (%)	No. (%)	No. (%)	No. (%)	No. (%)
1	Achieves the A.I target	28 (70)	12 (30)	0 (0.00)	0 (0.00)	0 (0.00)
2	Knows about the common heat symptoms	30 (75)	5 (12.5)	5 (12.5)	0 (0.00)	0 (0.00)
3	Performance of <i>Maitris</i> in conducting AI	30 (75)	5 (12.5)	5 (12.5)	0 (0.00)	0 (0.00)
4	Assist you in gynaecological disorder cases	0 (0.00)	0 (0.00)	5 (12.5)	10 (25)	25 (62.5)
5	Idea about different breed characteristics	32 (80)	5 (12.5)	3 (7.5)	0 (0.00)	0 (0.00)
6	Management of heifer and pregnant cow	18 (45)	18 (45)	4 (10)	0 (0.00)	0 (0.00)
7	Pregnancy diagnosis	0 (0.00)	0 (0.00)	2 (5)	17 (42.5)	21 (52.5)

(HS: Highly Satisfactory, S: Satisfactory, G: Good, A: Average and P: Poor)

**Table.2** Performance of *Maitris* related to Healthcare and General Management (n=40)

Sl. No.	Statements	Extent of opinion				
		HS	S	G	A	P
		No. (%)	No. (%)	No. (%)	No. (%)	No. (%)
1	Vaccination of the animal	25 (62.5)	10 (25)	5 (12.5)	0 (0.00)	0 (0.00)
2	Deworming of animal	30 (75)	10 (25)	0 (0.00)	0 (0.00)	0 (0.00)
3	Performance on census and other survey work	35 (87.5)	4 (10)	1 (2.5)	0 (0.00)	0 (0.00)
4	Efficiency in providing first-aid services	30 (75)	5 (12.5)	5 (12.5)	0 (0.00)	0 (0.00)
5	Activities during natural disaster	21 (52.5)	10 (25)	9 (22.5)	0 (0.00)	0 (0.00)
6	Helps in day today management in dispensary	0 (0.00)	10 (25)	10 (25)	15 (37.5)	5 (12.5)
7	Report return and record maintenances	36 (90)	2 (5)	2 (5)	0 (0.00)	0 (0.00)

**Table.3** Performance of *Maitris* related to Extension Services (n=40)

Sl. No.	Statements	Extent of opinion				
		HS	S	G	A	P
		No. (%)	No. (%)	No. (%)	No. (%)	No. (%)
1	Conducting village meeting	0 (0.00)	20 (50)	10 (25)	8 (20)	2 (5)
2	Making farmers aware about government programmes	0 (0.00)	20 (50)	5 (12.5)	15 (37.5)	0 (0.00)
3	Attending treatment and vaccination camp	11 (27.5)	19 (47.5)	5 (12.5)	5 (12.5)	0 (0.00)
4	Assisting in MVU work	0 (0.00)	0 (0.00)	0 (0.00)	5 (12.5)	35 (87.5)
5	Providing services in remote area	31 (77.5)	9 (22.5)	0 (0.00)	0 (0.00)	0 (0.00)
6	Attends the training programmes at various level	5 (12.5)	5 (12.5)	20 (50)	10 (25)	0 (0.00)
7	Helps in identification of beneficiaries for different programmes	5 (12.5)	30 (75)	5 (12.5)	0 (0.00)	0 (0.00)

Performance of the *Maitris* in attending treatment and vaccination programmes is perceived as satisfactory by 47.5 % of the veterinarians whereas 27.5 % of the veterinarians perceive the performance as highly satisfactory. Most of the veterinarians rated the activities of respondents in assisting Mobile Veterinary Unit (MVU) work as poor (87.5%). Whereas most of the veterinarians (77.5%) rated the respondents as highly satisfactory in the way they are providing services in remote areas of selected districts.

Similarly, most of the veterinarians rated the respondents either good (50%) or average (25%) in attending the training programmes at various levels. In relation to helping in identification of beneficiaries for different programmes, most of the respondents (75%) were rated satisfactory by veterinary doctors of the concerned areas. Similar types of findings were reported by Sangameswaran and Sunita (2016) in their study in Salem District of Tamil Nadu and Swain and Das (2016) in Odisha.

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