EVALUATION OF PASTORALISTS’ SATISFACTIONS REGARDING AVAILABILITY OF ANIMAL HEALTH SERVICES IN ARID ZONE OF RAJASTHAN*

Devi Singh Rajput¹, Hema Tripathi²

ABSTRACT
The success of pastoral animal husbandry depends largely on strategic disease control programs to reduce mortality. There is meager information on pastoralists’ satisfactions in relation to the availability of animal health care facilities to the pastoral animals in Rajasthan, India. The present study was conducted on 120 pastoralists belonging to Bikaner and Jaisalmer districts, situated in the arid zone of Rajasthan, through questionnaire and personal interview, to evaluate the satisfaction index and the level of satisfaction of pastoralists regarding the availability of animal health care services with respect to ten parameters viz., timely availability of services, availability of door-step service, competency of animal health service providers, fees charged for treatment, recovery from disease after treatment, prophylactic measures adopted during outbreak of diseases, behaviour of service providers, availability of treatment facilities, availability of services during holidays, and extension activities performed by service providers under two health care systems viz., service provided by the state veterinary officers and the service provided by the traditional healers. The study revealed that the satisfaction indices of the pastoralists on the nature of services provided by the traditional healer were higher than the state veterinary officer with respect to timely availability of services, availability of services on holidays, fees charged for treatment (P≤0.01), and the behaviour of the service providers (P≤0.05). However, the satisfaction indices with respect to competency and recovery from disease after treatment were in favour of the state veterinary officer as compared to the traditional healer (P≥0.05). There was a high level of dissatisfaction among the pastoralists with the state veterinary officer with respect to availability of services during holidays (92.5%), prophylactic measures adopted during epidemics (90%), availability of treatment facilities (89.17%), availability of doorstep services (75%), and timely availability of services (60.83%). They were dissatisfied with the traditional healer with respect to availability of treatment facilities (100%) and competency (86.67%). This paper has put forth some important connotations for improving the service amenities to the pastoralists by the state animal husbandry department.

KEY WORDS
Animal health service, Pastoralist, Rajasthan, Satisfaction index

Author attribution: ¹Assistant Professor, Department of Veterinary and Animal Husbandry Extension, College of Veterinary and Animal Science, Navania, Vallabhnagar, Udaipur, Rajasthan, India- 313601, ²Principal Scientist and Incharge, Krishi Vigyan Kendra, Indian Veterinary Research Institute, Izatnagar, Uttar Pradesh, India- 243122, ¹Corresponding author: visitdevisinghrajput@rediffmail.com  *an excerpt from the PhD thesis (Indian Veterinary Research Institute-Deemed University) of the first author. Date of Receipt: 19/07/2011, Acceptance: 17/09/2011.