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## Dairy farmers opinion on veterinary service delivery of SDAH: A study in Chhattisgarh

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### Abstract

In India livestock acts as a backbone to support the livelihood of poor livestock farmers. To strengthen this support, the GOI delivers veterinary services through its Department of Animal Husbandry and Dairying to the livestock owners throughout the country. The present study was carried out to know the opinion of dairy farmers on different veterinary services delivered by the State Department of Animal Husbandry (SDAH) in Raipur Division of Chhattisgarh. The analysis of data revealed that majority of the dairy farmers opined medium availability with average level of effectiveness of veterinary services provided by the SDAH. Most of them indicated medium level of satisfaction towards veterinary services delivered. Regarding accessibility of veterinary service providers, majority of the farmers expressed frequent accessibility of AVFO whereas, rare accessibility of VAS and never accessibility of PAIW/MAITRIs. Majority of the farmers were satisfied with the veterinary services provided by AVFO followed by VAS and PAIW and dissatisfaction with the services provided by the dairy cooperatives and NGOs. Most of the farmers expressed their opinion that they had to travel short distance (one to four km) to access the veterinary dispensary to avail the veterinary services of SDAH.

**Keywords:** Dairy farmers, veterinary service delivery SDAH, Chhattisgarh

### Introduction

Livestock plays an important role in Indian economy. It provides livelihood to about 20.5 million people in general and two third of rural community, in particular. Among various livestock enterprises in India, Dairy farming is the major one where small and marginal farmers are engaged to earn their livelihood. For profitable dairy enterprise, effective and efficient delivery of animal health and production services is considered as vital and hence, prompt delivery of livestock services has become a subject of rising concern to many national and international organizations including FAO. A whole range of need based livestock services are required to support the poor households to exploit the full potential of their livestock production and productivity. With this background, it is necessary to analyze the viewpoint of the actual stakeholder involved in availing the public livestock service delivered by the SDAH for improving the same.

### Materials and Methods

Three districts belonging to the same agro climatic zone *viz.* Raipur, Mahasamund and Dhamtari were selected purposively. From each selected district two blocks were selected randomly and from each selected block two revenue villages were selected randomly. From each revenue village 10 dairy farmers each having at least two milch animals (1 to 2 large animals), were selected randomly for the study. Thus, in total 120 farmers were studied.

The data were collected through personal interview method and subjected to simple statistical analysis by giving scores and categorizing the respondents in different categories on the basis of equal class interval between obtained minimum and maximum scores.

### Results and Discussion

**Availability of veterinary services:** Majority of the respondents (60 percent) opined medium availability of veterinary services provided by SDAH followed by high (23.33 percent) and low (16.67 percent) availability, respectively (Table 1).

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Similar findings were also observed by Jain (2016) [1]. Among the various veterinary services available, majority (73.85 percent) of the respondents opined that curative services were always available followed by extension services (69.40 percent), prophylactic services (62.22 percent), production services (51.17 percent) and diagnostic services (41.23 percent), respectively (Table 2). Similar findings were also observed by Rathod *et al.* (2014) [3] who reported that 56 percent farmers perceived timely availability of extension services but were not in line with Nawaz *et al.* (2016) [2] who reported that more than half of the respondents stated only vaccination facility available to them whereas, only 12.50 percent reporting the availability of extension services.

**Table 1:** Distribution of respondents as per availability of veterinary services

(N=120)		
Category	F	%
Low availability (19 - 24)	20	16.67
Medium availability (25 - 30)	72	60.00
High availability (31 -36)	28	23.33

**Table 2:** Service-wise availability of the veterinary services to the respondents

Veterinary services delivered	Mean score	%
Production services	7.165	51.17
Diagnostic services	2.474	41.23
Prophylactic services	3.733	62.22
Curative services	5.908	73.85
Extension services	9.716	69.40

**Satisfaction level of respondents on veterinary services**

Table 3 reveals that the majority (70 percent) of the respondents expressed medium level of satisfaction towards veterinary services delivered by the SDAH followed by high (18.33 percent) and low (11.67 percent) level of satisfaction, respectively. Table 4 reveals that maximum respondents were satisfied with curative services (69.17 percent) delivered by SDAH followed by prophylactic services (62.22 percent), extension services (60.59 percent) whereas majority of the farmers were dissatisfied with production and diagnostic services (53.93 percent and 69.17 percent), respectively.

**Table 3:** Distribution of respondents as per satisfaction level on veterinary services (N=120)

Category	F	%
Low satisfaction (9 -12)	14	11.67
Medium satisfaction (13 – 16)	84	70.00
High satisfaction (17 - 20)	22	18.33

**Table 4:** Service-wise satisfaction level of respondents on veterinary services

Veterinary services delivered	Satisfied		Not Satisfied	
	Mean score	%	Mean score	%
Production services	55.28	46.07	64.72	53.93
Diagnostic services	37.00	30.83	83.00	69.17
Prophylactic services	74.67	62.22	45.33	37.78
Curative services	83.00	69.17	37.00	30.84
Extension services	72.71	60.59	47.29	39.41

**Effectiveness of veterinary services delivered:** Majority (55 percent) of the respondents opined average level of effectiveness of veterinary services delivered by SDAH followed by poor (25.83 percent) and excellent (19.17 percent) level, respectively (Table 5). Among different veterinary services delivered by the SDAH, maximum respondents (79.50 percent) believed that the curative services were effective followed by production services (62.81 percent), prophylactic services (54.56 percent), extension services (53.69 percent) and diagnostic services (43.44 percent), respectively (Table 6).

**Table 5:** Distribution of respondents as per effectiveness of veterinary services delivered

(N=120)		
Category	F	%
Poor (18 - 30)	31	25.83
Average (31 - 43)	66	55.00
Excellent (44 - 56)	23	19.17

**Table 6:** Service-wise effectiveness of veterinary services delivered

Type of veterinary service delivered	Mean score	%
Production services	13.19	62.81
Diagnostic services	3.91	43.44
Prophylactic services	4.91	54.56
Curative services	9.54	79.50
Extension services	11.27	53.69

**Accessibility of veterinary service providers:** Table 7 indicates that VAS were rarely accessed by majority of the respondents (52.50 percent) whereas, AVFO were frequently accessed by 50 percent of the farmers. PAIW/MAITRIs were never accessed by almost half of the farmers (58.33 percent). Dairy cooperatives and NGOs had been never contacted by most of the farmers (95.83 percent and 91.67 percent), respectively. Similar findings were also observed by Shweta (2014) who indicated that the State Department of Animal Husbandry and Veterinary Services as the main and primary provider of veterinary services apart from other private agencies, Dairy cooperatives and Non-Governmental Organizations, which function at the regional level.

**Table 7:** Distribution of farmers as per accessibility of veterinary service providers

Service Providers	Frequently		Often		Rare		Never	
	f	%	f	%	F	%	f	%
VAS	8	6.67	27	22.50	63	52.50	22	18.33
AVFO	60	50.00	21	17.50	35	29.17	4	3.33
PAIW/ MAITRI	44	36.67	5	4.17	1	0.83	70	58.33
Dairy co-operatives	0	0.00	0	0.00	5	4.17	115	95.83
NGO	10	8.33	0	0.00	0	0.00	110	91.67

**Satisfaction level of respondents towards veterinary services providers:** Table 8 clearly depicts that majority (86.67 percent) of the respondents were satisfied with veterinary service provided by AVFO followed by VAS (79.17 percent), PAIW (38.33 percent) while majority of them were not satisfied with dairy cooperatives (96.67 percent) and NGOs (92.50 percent).

**Table 8:** Distribution of farmers as per perceived satisfaction towards veterinary services providers

(N=120)

Service providers	Satisfied		Not Satisfied	
	<i>f</i>	%	<i>f</i>	%
VAS	95	79.17	25	20.83
AVFO	104	86.67	16	13.33
PAIW/ MAITRI	46	38.33	74	61.67
Dairy co-operatives	4	3.33	116	96.67
NGO	9	7.5	111	92.50

**Accessibility to the veterinary institutions for availing veterinary services:** Table 9 reveals that majority (41.67 percent) of the respondents had short distance (0-4 Km) to travel to veterinary hospital followed by 33.33 percent with medium distance (5-8 Km) and 25 percent with long distance (8-12 Km), respectively.

**Table 9:** Distribution of farmers as per distance from nearest veterinary institution

(N=120)

Category	F	%
Short (0 - 4 Km)	50	41.67
Medium (5 - 8 Km)	40	33.33
Long (8 - 12 Km)	30	25.00

### Conclusion

Since majority of the dairy farmers opined medium availability with medium level of satisfaction and effectiveness of veterinary services delivered by SDAH, therefore the SDAH should take specific measures to satisfy the farmers by providing effective and accessible veterinary services.

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