



**RESEARCH ARTICLE**

**LEVEL OF KNOWLEDGE REGARDING THE COMMUNITY HEALTH SERVICES AND SERVICE SATISFACTION AMONG FAMILIES RESIDING AT SELECTED COMMUNITY AREAS, KOLLAM**

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**ABSTRACT**

The researchers took initiative to know about the knowledge and service satisfaction about the health services provided by Bishop Benziger Community Health Centre.

**Objectives:** To assess the knowledge regarding Community Health Services provided by Bishop Benziger Community Health Centre, Pallithottam; To assess the service satisfaction about the health services provided by Bishop Benziger Community Health Centre, To determine the association between knowledge about Community Health Services provided by Bishop Benziger Community Health Centre and selected socio demographic variables. The research design for the present study was a descriptive research design. A structured questionnaire was prepared to assess the level of knowledge regarding Community Health Services rendered by Bishop Benziger Community Health Centre and satisfactory rating scale were developed by the researchers for assessing the service satisfaction among families residing at Pallithottam, Kollam district. The study was conducted in 9 nagars of Pallithottam area of Kollam district. Stratified random sampling was adopted. The 9 nagars were divided into 9 strata and proportionally (4%) from each nagar, samples were selected by using lot method. Sample size was 61. The study also found that 30 families had (49%) average knowledge, 31 families (51%) had good knowledge. Services like home visit and awareness classes had 100% satisfaction, B.P Clinic (98.4%), Approach of the beneficiaries towards the medical officer (98.4%), safe environmental programme (95.1%), quality of medicine (96.72%), availability of medicine (93.44%) had above 90% of service satisfaction. The study concluded that most of the services provided by the Bishop Benziger Community Health Centre is beneficial to the nagars There is significant association between the socio demographic variables like Age and Gender, good knowledge and high level of service satisfaction among home visit and awareness classes.

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**INTRODUCTION**

Community Health Nursing Services is the synthesis of nursing and public health practice applied to promote and protect the health of population. It combines all the basic elements of professional, clinical nursing with public health and Community practice. Today community participation and involvement is getting a due attention before the occurrence of illness as life style changes to continue to play a significant role in morbidity and mortality.

**Statement**

A study to assess the level of knowledge regarding the Community Health services provided by Bishop Benziger

Community Health Centre, Pallithottam and service satisfaction among families residing at Pallithottam, Kollam.

**Objectives**

- To assess the knowledge regarding Community Health Services provided by Bishop Benziger Community Health Centre, Pallithottam.
- To assess the service satisfaction about the health services provided by Bishop Benziger Community Health Centre.
- To determine the association between knowledge about Community Health Services provided by Bishop Benziger Community Health Centre and selected socio demographic variables.

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## MATERIALS AND METHODS

The research design for the present study was a descriptive research design. A structured questionnaire was prepared to assess the level of knowledge regarding Community Health Services rendered by Bishop Benziger Community Health Centre and satisfactory rating scale were developed by the researchers for assessing the service satisfaction among families residing at Pallithottam. The study was conducted in 9 nagars of Pallithottam area of Kollam district. Stratified Random Sampling is adopted. The 9 nagars were divided into 9 strata and proportionally (4%) of the families of each nagar, were selected as samples by using lot method. Sample size was 61. Instruments used in the study were :- 1. Self administered structured knowledge questionnaire

**Section A:** Consist of selected socio demographic variables like Age, Gender, Nagars, Education, Monthly income, Occupation, Source of information.

**Section B:** Consist of knowledge questionnaire. 21 questions regarding service rendered by Bishop Benziger Community Health Centre.

2. Satisfactory rating scale consisting of 15 statements indicating health services rendered by Bishop Benziger Community Health Centre

### Data collection procedure

After obtaining permission from the concerned authority, the purpose of the study was explained and written consent was obtained from the families residing at Pallithottam. The families were requested to fill information regarding socio demographic characteristics in the self administered questionnaire. The level of knowledge regarding Community Health Services and service satisfaction among families residing at Pallithottam community area were assessed by using structured knowledge questionnaire and rating scale respectively. The researcher allowed 10 minutes for filling the questionnaire. It was further evaluated by the researcher.

## RESULTS

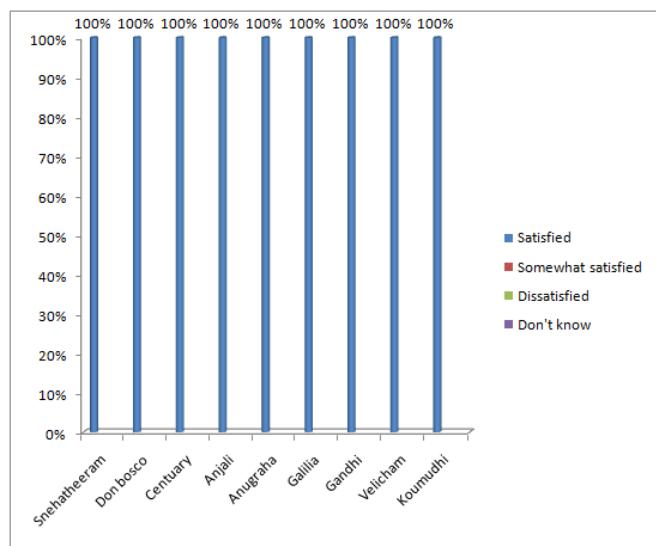
The study concluded that 30 (49%) had average knowledge and 31 (51%) had good knowledge. The rating scale is used for assessing service satisfaction among families residing at Pallithottam Community area. Services like home visit and awareness classes had 100% satisfaction, B.P Clinic (98.4%), Approach of the beneficiaries towards the medical officer (98.4%), safe environmental programme (95.1%), quality of medicine (96.72%), availability of medicine (93.44%) had above 90% of service satisfaction. Under five clinic (81.96%), Approach towards the beneficiaries by the staff members (83.6%) physical infrastructure (80.32%) aseptic technique (83.6%) had above 80% of service satisfaction. In fisherman development programme (57.4%), antenatal clinic (57.7%), postnatal clinic (50.8%), adolescent clinic (59.1%) had more than 50% of service satisfaction. Among the selected socio demographic variables like Age and Gender has significant association with the knowledge regarding Community Health Services provided by Bishop Benziger Community Health Center, Pallithottam.

**Table 1. The frequency and percentage distribution of samples according to the level of their knowledge regarding Community Health Services**

Category	Frequency	Percentage	Mean	SD
Average	30	49.1%		
Good	31	50.8%	0.3	17.34

The data depicted in table 1 shows that 50.8% were having good knowledge level and 49.1% were having average level of knowledge.

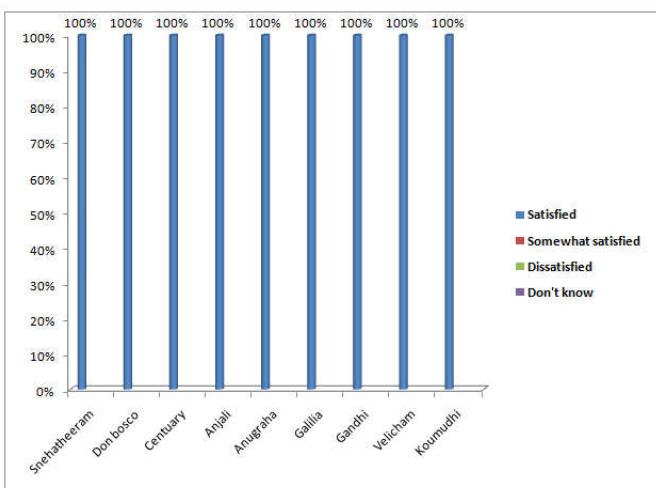
### Home visit



**Fig.1. The percentage distribution of satisfaction regarding Community Health Services regarding 9 nagars of Pallithottam**

The data depicted shows that samples in 9 nagars were having (100%) good service satisfaction for home visit.

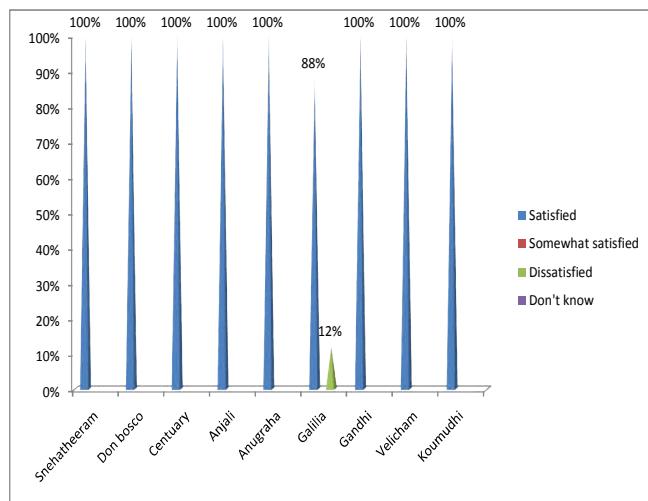
### Awareness class



**Fig.2. The percentage distribution of service satisfaction regarding Awareness Class in 9 nagars of Pallithottam**

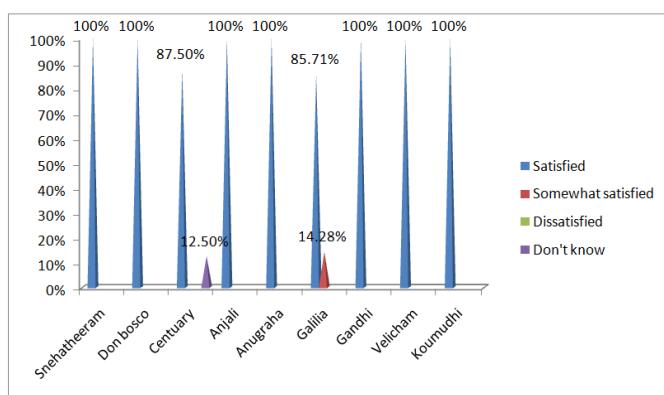
The data depicted shows that samples in 9 nagars were having 100% service satisfaction.

## B.P Clinic



**Fig.3.** The percentage distribution of service satisfaction regarding BP clinic in 9 nagars of Pallithottam. The data depicted shows that samples in 8 nagars (snehatheeram, donbosco, century, anjali, anugraha, gandi, velicham, kounudhi) were having 100% satisfaction

## Quality of medicine



**Fig.4.** The percentage distribution of service satisfaction regarding Quality of medicine in 9 nagars of Pallithottam

The data depicted shows that samples in 7 nagars (snehatheeram, don bosco, anjali, anugraha, gandi, velicham and kounudhi) had good satisfaction.

**Table 2.** The rate of satisfaction of health services rendered by Bishop Benziger Community Health Centre, Pallithottam Kollam

S.No.	Services	Rate of satisfaction
1	Fisherman community development programme	88.88%
2	Antenatal clinic	100%
3	Postnatal clinic	100%
4	Adolescent clinic	100%
5	Underfive clinic	100%
6	Bp clinic	100%
7	Home visit	100%
8	Awareness class	100%
9	Approach towards beneficiaries of the medical officer	100%
10	Safe environmental programme	100%
11	Quality of medicine	100%
12	Approach towards beneficiaries by the staff members	100%
13	Physical infrastructure	100%
14	Aseptic technique	100%
15	Availability of free cost medicine	100%

## DISCUSSION

The research was conducted in a view to assess the level of knowledge regarding the Community Health Services provided by Bishop Benziger Community Health Centre, Pallithottam and services satisfaction among families residing at Pallithottam, Kollam. The findings of the study were based on interpretation from statistical analysis.

The findings were discussed in relation to objectives. The objectives of the study were as follows:

- To assess the knowledge regarding Community Health Services provided by Bishop Benziger Community Health Centre, Pallithottam.

The first objective was to assess the knowledge regarding Community Health Services provided by Bishop Benziger Community Health Centre, Pallithottam. Among them (49%) had average knowledge, 31 (51%) had good knowledge.

A study conducted by H Chandwani, P Jivarajani, H Jivarajani regarding the perception and client satisfaction about the Primary Health Care Services in a tribal setting of Gujarat - India. This study was conducted from January, 2009 to March, 2009. For the community survey, two blocks were randomly chosen and the interview was carried out by home visits. A total of 479 interviews were conducted. It was seen that 82 % were aware of the availability of Primary Health Centre. But, more than two thirds preferred quacks. Approximately two thirds to three fourths of the clients were satisfied with the Primary Health Care Services.

- To assess the services satisfaction about the health services provided by Bishop Benziger Community Health Centre, Pallithottam.

In fisherman community development programme among them 57.4% families are satisfied about the services. In antenatal Clinic among them 557% families are satisfied about the services. In postnatal among them 50.8% families are satisfied about the services. In adolescent clinic among them 59.1% families are satisfied about the services. In under five clinic, among them 81.96% families were satisfied about the services. In B.P Clinic 85.4% families are satisfied about the services. In home visit among them 100% families are satisfied about the services. Approach towards the beneficiaries by the staff members 83.6% families are satisfied about the service. Physical infrastructure 80.32% samples are satisfied about the services. In aseptic technique 83.6% families are satisfied about the service. A similar study was conducted on regarding the perception and client satisfaction about the primary health care services in tribal setting of Gujarat- India. A total of 479 interviews were conducted. It was seem that 82% were aware of the availability of primary health center. But more than two thirds preferred quacks. Approximately two thirds to three fourths of the clients were satisfied with the primary health care services, so this study support our study.

- To determine the association between knowledge about Community Health Service provided by Bishop Benziger Community Health Centre, Pallithottam and selected socio demographic variables.

The third objective to determine the association between knowledge about the Community Health Services provided by

Bishop Benziger Community Health Centre, Pallithottam and selected social demographic variables. From the study it was observed that there is association between knowledge regarding community services provided by the Bishop Benziger Community Health Centre, Pallithottam and selected socio demographic variables like Age and Gender.

## Conclusion

The findings revealed that mean of all the factor was 0.3. The Chi-square test was used to find association between knowledge level and Age and Gender and no any other significant association was found between any of the factor of the socio demographic variables. 50.8% families had good knowledge level and 49.1% were having average level of knowledge regarding Community Health Services.

## Ethical clearance

Taken from institutional ethical committee

## Source of funding – Self

## Conflict of interest- Nil

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