

## **ROLE OF NONGOVERNMENTAL ORGANISATIONS IN DELIVERY OF HEALTH CARE SERVICES**

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### **ABSTRACT**

Health is the precious possession of all being as it is an asset for an individual and community as well. Healthy individual or community can carry out daily living activities and life enriching goal. According to WHO "health is a state of complete physical, mental and social wellbeing and not merely the absence of disease or infirmity". In the last two decades, there has been a growing concern over the performance of the health care delivery system in India. As per the Government of India's National Rural Health Mission (NHRM) Document (2005), only 10% of Indians have some form of health insurance and around 40% of Indians have to borrow money or sell their assets to meet their health care expenses. Health education dealing with health promotion, prevention of diseases through awareness, and information of availability of treatment must also be considered as essential health care. The Indian health care sector, structured in three tiers viz., primary, secondary, and tertiary, is characterized by the presence of several distinct systems of health care delivery such as the government, NGOs, charitable organizations, corporate hospitals, and smaller private clinics.

Nowadays Non-government organizations (NGO) have come to occupy an important place in India. The spread of NGOs activities in the country, as in many others parts of the world are manifest in a number of spheres and in a wide spectrum of programs. In welfare programs development – oriented initiatives, empowering women and weaker section protecting the rights of marginalized segments, protecting the environment, spreading literacy and education, the participation of NGOs sector has been impressive. In Indian society, there is a necessity of imparting health education and also to create general awareness about the governmental health programmes to the common people .In this direction NGOs are performing a variety of service and humanitarian functions. The present study has taken up to examine the working of NGOs for the delivery of health care facilities in the society.

**Keywords:** Health, Delivery of Health Care Services, Nongovernmental organization, WHO, Health for all.

## **INTRODUCTION**

Health is the precious possession of all being as it is an asset for an individual and community as well. Healthy individual or community can carry out daily living activities and life enriching goal. According to **WHO** “health is a state of complete physical, mental and social wellbeing and not merely the absence of disease or infirmity”. The Alma-Ata Declaration of 1978 emerged as a major milestone of the twentieth century in the field of public health, and it has identified primary health care as the key to the attainment of the goal of Health for All. Later on, India, being a signatory to The Alma-Ata Declaration (1978) has restructured and strengthened the primary health care delivery system. In independent India, keeping in view of the constitutional obligations, the Government of India planned several approaches for the health care delivery. Further the basis for organization of health services in India through the primary health care was laid by the recommendations provided by the 'Health Survey and Development Committee' (Bhore Committee) in 1946. In the last two decades, there has been a growing concern over the performance of the health care delivery system in India. As per the Government of India's National Rural Health Mission (NHRM) Document (2005), only 10% of Indians have some form of health insurance and around 40% of Indians have to borrow money or sell their assets to meet their health care expenses. Health education dealing with health promotion, prevention of diseases through awareness, and information of availability of treatment must also be considered as essential health care.

### **Health Care Delivery:**

Health care refers to “multitude of service rendered to individuals and communities by the agents of health services for the purpose of promoting, restoring and maintaining health”. Groups of trained professionals and paraprofessionals work in the delivery of modern health care. It constitutes the first element of a continuing health care process, and also includes the provision of secondary and tertiary levels of care.

### **Non-governmental Organizations:**

The Indian health care sector, structured in three tiers viz., primary, secondary, and tertiary, is characterized by the presence of several distinct systems of health care delivery such as the government, NGOs, charitable organizations, corporate hospitals, and smaller private clinics. Non-government organizations have come to occupy an important place in India. The spread of NGOs activities in the country, as in many others parts of the world are manifest in a number of spheres and in a wide spectrum of programs. In welfare programs development – oriented

initiatives, empowering women and weaker section protecting the rights of marginalized segments, protecting the environment, spreading literacy and education, to name a few the participation of NGOs sector has been impressive. According to one estimate, there are 1 million NGOs in the country (Jain 1997, 128). In Indian society, there is a necessity of imparting health education and also to create general awareness about the governmental health programmes to the common people. In this direction NGOs are performing a variety of service and humanitarian functions.

**Non- governmental Organisations** (NGOs) are legally constituted corporations that operate independently from any form of government. The term originated from the United Nations. It normally refers to organizations, which not a part of a government and are not conventional for-profit businesses. NGOs are funded totally or partially by governments. NGO maintains its non-governmental status by excluding government representatives from membership in the organization. The term is usually applied only to organizations that pursue wider social aims that have political aspects.

In India, they are often called as not-for-profit institutions, and officially defined as (a) organizations that, (b) are not-for-profit and, by law or custom, do not distribute any surplus they may generate to those who own or control them, (c) are institutionally separate from government, (d) are self-governing and (e) are noncompulsory. (Nimai Das and Rajeev Kumar, 2016)

International non-governmental organizations have a history dating back to at least 1839. It has been estimated that by 1914, there were 1083 NGOs. International NGOs were important in the anti-slavery movement and the movement for women's suffrage, and reached a peak at the time of the World Disarmament Conference. However, the phrase "non-governmental organization" only came into popular use with the establishment of the United Nations Organization in 1945 with provisions in Article 71 of Chapter 10 of the United Nations Charter for a consultative role for organizations which are neither governments nor member states.

Task oriented and driven by people with a common interest, NGOs perform a variety of service and humanitarian functions , bring citizen concerns to governments , advocate and monitor policies and encourage political participation through provision of information some are organized around specific issues , such as human rights , environment or health. They provide analysis and expertise, serve as early warning mechanisms and help monitor and implements international agreements .their relationship with offices and agencies of the united nations system differs depending on their goals ,there venue and the mandate of a particular institution.

The number of NGOs operating in the United States is estimated at 1.5 million. Russia has 277,000 NGOs. India is estimated to have had around 3.3 million NGOs in 2009, just over one

NGO per 400 Indians, and many times the number of primary schools and primary health centres in India. (N.C. Dobriyal- 2009). There are many non-government organizations such as Rockefeller foundation, International red cross society, League of red cross society, International medical society etc., which deal with health problems

Nongovernmental organizations have a long history of active involvement in the promotion of human wellbeing. They provide important links between government and community. They possess certain strengths and characteristics that enable them to function as effective and dynamic agents in this process. Therefore the present case study has taken up to examine the working of NGOs for the delivery of health care facilities in the society. The endeavor of this paper is to address the role of NGOs in the delivery of health care facilities to the needy. They possess certain strengths and characteristics that enable them to function as effective and dynamic agents in this process.

## **OBJECTIVES**

- To understand the level of involvement of NGOs in health care promotion in the present society.
- To trace out the role of NGOs in the delivery of health care services to the needy,
- To get insight into the areas of health services, where there is an involvement of NGOs.

## **METHODOLOGY**

**1. Universe of the study:** The universe of this study is Non-governmental organizations of Hassan city, which involved in health services

### **2. Method of Data Collection:**

This paper is based on the study conducted through **Focused Group Discussion (FDG) and Secondary sources**. Data has been collected through group discussion with Non- governmental organizations of Hassan city and its beneficiaries.

### **3. Tools of data collection**

The major techniques used for primary **data** collection are- participant and non- participant observation. Detailed description of the activities, attitudes and opinions of the people was collected through **Focused Group Discussion** targeted to the problem of the research. **Secondary data** is gathered from various sources such as reports of various Committees, magazines and news papers and government web sites etc.

## **AREA OF THE STUDY**

The universe chosen for the present study is Hassan city of Karnataka state. Hassan is one of the important historical districts Karnataka state. Hassan is a city and a head quarter of Hassan district. Hassan is a picturesque town in the heart of Malnad with a pleasant climate. It is about 180km from Bangalore, the capital city of Karnataka. The hoysalas brought world wide acclaim to the district through their unique style of temple architecture. It is surrounded by 6 districts namely Chikmagalur, Mangalore, Madikeri, Mysore, Mandya and Tumkur.

There are many NGOs in Hassan district. The important NGOs involved in health service are-- '*JeevandharaSeva Kendra*', Swami Vivekananda Youth movemen, Sri Kantha Vidya Samsthe, Jeevanashrayasamsthe.

### **Importance of the study:**

The present case study is helpful to understand the level of involvement of NGOs in Health care promotion in the present Indian society. It is very useful to get deep insight into the areas of health services, where there is an involvement of NGOs. This will help the administrators to incorporate the service of NGOs in the delivery of health care facilities to the needy.

## **ANALYSIS OF THE DATA**

The related focused issues are discussed in depth and the brief outcomes of the discussion are as listed below:

### **1. Activities of NGOs:**

The present study found the main Activities undertaken by NGOs are as below-

- Health awareness programme
- Social awareness for women
- Family counseling
- Rural development
- Self-help groups
- Legal literacy camps
- Non – formal education for children
- Integrated development of the poor, the oppressed, the exploited, the marginalized people

in the villages and in the slums

- Participation in the provision of government schemes

## **2. Sources of Income:**

Nongovernmental organizations generate resources from individual and institutional donors to facilitate achievement of key goals and deliver outcomes to the targeted beneficiaries. Some of them get Government Grants.

## **3. Role of NGOs in the delivery of health Care service:**

Among its various social welfare activities, health Care service is one of the prominent works of many non-governmental organizations of Hassan city. In this study, an effort has been made to understand the role of NGOs in distribution of health care services. For this, this study has collected following information-

**Health Care services** covered by NGOs are-

- Preventive health care measures
- Health awareness programme on HIV/AIDS,
- Rehabilitation of HIV/ AIDS patients
- Awareness about Nutrition and Sanitation,
- Access of modern health facilities etc,
- Organising free Health camps in backward rural areas,
- Involving Self Help Groups in health campaign
- Helping the poorest people to access to modern health facilities.
- Managing health finance and administration

## **4. The ways of delivery of health services provided to the needy:**

The data of ways through which health service are provided by NGOs are as below-

- Free checkup
- Free treatment for diseases,
- Free medicine

- Counseling
- Financial help
- Conducting health camps
- Health awareness Programme
- Reaching the governmental schemes related to health to the poor and rural people
- Assist national policy formation in the areas of health care and integrated human development

### **5. Health Programmes:**

Non-governmental organizations organize many methods to promote health among the common people. The respondents participated in FGD have identified some important methods followed by various NGOs. They are-

- Creating Door to door awareness about modern medicine
- Organising *Jaathas*
- Street play
- Propaganda against blind beliefs
- Awareness programmes through Small Documentary films.
- Extension of Governmental privileges
- Awareness about health and hygiene in Schools through Meena ( Girls Club)
- Awareness to the people on governmental privileges
- Identification and treatment of malnourished children
- Moral support to HIV/AIDS patients
- Rehabilitation for HIV/AIDS patients

### **FINDINGS**

The major findings of this study are –

1. Most of the Nongovernmental organizations are engaged in many health related activities
2. Delivery of some health care services and facilities to the needy is its prominent activity,

3. Its role is remarkable in organizing health awareness programmes,
4. It is unique to note that NGOs are delivering health care services through Self-help Groups(SHG's)
5. It has played a major role in creating awareness about HIV/AIDS
6. It is very much involved in giving moral support to HIV/AIDS patients
7. They are working greater understanding and positive attitudes toward primary health care.
8. They are playing a very prominent role in providing information and creating new ways of explaining health care services to the general public
9. They can present health care needs to government mechanism based on their contacts with communities,
10. NGOs are contributing to proper delivery of health care services and effective implementation of health related government programmes
11. They extend their efforts to develop locally sustainable and appropriate health technologies and use of resources, with particular attention to energy, water, agriculture, sanitation, and medical care;
12. They very much contributing to the creation of new and effective methods of health education which enable both individuals and communities to assume greater responsibility for their own health;
13. They recognized the essential role of women in health promotion and in the full range of community development concerns
14. Some people viewed that there is also a fear of misusing the government funds by commercial minded NGOs.
15. There is the necessity of supervision of activities of NGOs

## **CONCLUSIONS**

In this way Nongovernmental organizations are playing a very essential role in the delivery of health care services to the common people. Their role in delivery of health care services depend on their capacity to work with poor, disadvantaged, and remote populations, enabling them to break the cycle of deprivation and in this way contribute to the search for greater social justice.

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