

**Removal of Users Fee and Utilization of Health Services in
Rapakot VDC Syangja**

**A Dissertation Submitted to the Faculty of Humanities and Social
Sciences, Department of Sociology/Anthropology for the
Partial Fulfillment of Master Degree
in Anthropology**

By

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Tribhuvan University

Prithvi Narayan Campus

Pokhara

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LETTER OF RECOMMENDATION

This is to certify that Mr. Prakash Poudel has completed this dissertation entitled "Removal of Users Fee and Utilization of Health Services in Rapakot VDC, Syangja" is under my supervision. This is an original work. I, therefore, recommend this dissertation for final approval and acceptance.

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Date: 7th Nov. 2014

LETTER OF APPROVAL

We hereby certify that the dissertation entitled "Removal of Users Fee and Utilization of Health Services in Rapakot VDC, Syangja" submitted by Mr. Prakash Poudel to the Department of Sociology/Anthropology, Prithvi Narayan Campus, Pokhara, in the partial fulfillment of the requirements for the Degree of Master's of Arts in Anthropology has been found satisfactory in scope and quality. Therefore, we accept this thesis as a part of the mentioned degree.

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ACRONYMS

AD	-	Ano Domine
BS	-	Bikram Sambat
CHD	-	Child Health Division
CMA	-	Critical Medical Anthropology
DDC	-	District Development Committee
DHS	-	Department of Health Services
ECDC	-	Epidemiology and Disease Control Division
EPI	-	Expanded Programme on Immunisation
FCHV	-	Female Community Health Volunteer
FHD	-	Family Health Division
HP	-	Health Post
ICHP	-	Integrated Community Health Program
LCD	-	Leprosy Control Division
LMD	-	Logistics Management Division
MA	-	Medical Anthropology
MD	-	Management Division
MDG	-	Millennium Development Goals
MOH	-	Ministry of Health
MOHP	-	Ministry of Health and Population
NCASE	-	National Centre for AIDS and STD Control
NFPA	-	Nepal Family Planning Association
NGO	-	Non Government Organization
NHEICC	-	National Health Education, Information and Communication Centre
NHTC	-	National Health Training Center
NO	-	Number
NPHL	-	National Public Health Laboratory
NTC	-	National Tuberculosis Center
PHC	-	Primary Health Care
PHC/ORC	-	Primary Health Care Outreach Clinic
PHCRD	-	Primary Health Care Revitalization Division
SHP	-	Sub-health Post
VDC	-	Village Development Committee

ABSTRACT

This "Removal of Users Fee and Utilization of Health Services in Rapakot VDC Syangja" is mainly based on primary data collection from ward no.5 and 9 of Rapakot VDC. The data were obtained through semi-structured interview and field observation. By using purposive sampling altogether 128 respondents from both wards were taken for this research purpose. The main priority was given respondent from families who have recently visited sub-health post for health service. The main objectives of the study are to assess the access and quality of health care services delivered by sub-health post after user fee removal in Rapakot VDC.

The data shows that study area is ethnically diversified. Education status of the study area is satisfactory. In relation to family structure both nuclear and joint types of families were found there. Most of the respondents are aware about free health services delivered from sub-health post but there are still few respondents who were unaware of this facility. Majority of the respondents were satisfied with the services but a remarkable percentage (40%) of the respondents were not satisfied from the health services of sub-health post. There was significant variation between two wards (5 and 9) in terms of receiving services from sub-health post. In general, 39.1 percentages report sub-health post as first choice of health facility for the treatment. But there were only few (3.2%) from ward no 5 whereas most (73.8%) of the respondents from ward number 9 go to sub-health post as their first choice of health facility. Distance was found as the main factor for this variation.

Regardless of the removal of the user fees, factors like distance, lack of good medicine and proper counseling and lack of qualified service provider affected the utilization of the services in the sub-health post in Rapakot. These need to be addressed to increase utilization. Respondents' views were largely positive about the quality of the services such as drug availability and behavior of health worker. But observation showed hygiene and sanitary condition, waiting area, communication of service provider and users were the remarkable quality issues in the sub health post. These factors also affect the utilization of the health care services the study area.