

**THE PRESENT STATE OF HEALTH SERVICE IN  
MUTHUR D.S DIVISION AND IT'S DEVELOPMENT**



**LAVANYA NAGANATHAN**



RCN770  
Project Report  
Library - EUSL

**DEPARTMENT OF MANAGEMENT  
FACULTY OF COMMERCE AND MANAGEMENT  
EASTERN UNIVERSITY  
SRI LANKA  
2006.**

## ABSTRACT

Health service is an important pillar of human life. Health services are provided as a free service to all citizens of Sri Lanka. Health service is being undeveloped condition up to now in some part of the area of Sri Lanka.

In this research, identify and analyze the problems that are faced by public receiving the health services and also find some ways to develop the health services. Development health service as an input factor for the output of satisfaction level in preventive and curative health service is abstract. Dependent and independent variables are formulated to the research purpose. Dependent variable is development of health services and independent variables are immunization activities, nutrition, safe water, sewage solid waste disposal, health education activities inpatient care, and outpatient care.

The population of this study is 61000 individuals those are living in Muthur Divisional Secretariate Division. Two hundred individuals are taken as samples from four hospitals and twelve clinics centers. The research data are collected using questionnaire. The collected data have been analyzed by SPSS (computer package) with descriptive statistics. According to the data analyzed immunization, nutrition, safe water, sewage solid waste disposal, health education and out patient service show moderate satisfaction level of health service. In patient service show low level of satisfaction of health service. Through this study some recommendations are suggested to develop this area health services.

# CONTENTS

	<i>Page</i>
Acknowledgement	i
Abstract	ii
Abstract (Tamil)	iii
Table of contents	iv
List of Figures	v
List of Tables	vii

## List of content

<b>Chapter 01- Overview of the Study</b>	<b>1-8</b>
1.1 Background information	01
1.2 Problem Statement	03
1.3 Objective of the research	03
1.4 Significant of the study	03
1.5 Assumptions	04
1.6 Limitation	04
1.7 Conceptualization	05
1.8 Methodology	07
1.8.1 Method of data collection	07
1.8.2 Population and sampling	07
1.8.3 Data presentation and analysis	07
1.8.4 Data evaluation	08
 <b>Chapter 02 – Literature Review.</b>	 <b>9-22</b>
2.1 Health	09
2.1.1 Definition	09
2.1.2 important of health service	10
2.2 Development	10
2.2.1 Definition	10
2.2.2 Development process	11
2.2.3 Development steps	12
2.2.4 Health environment	
2.3 Immunization	13
2.4 Nutrition	14
2.5 Safe water	16
2.6 Sewage & solid waste	19
2.7 Health education	20
2.8 Curative service	22

**Chapter 03 – Methodology****23-36**

3.1 Introduction	23
3.2 Conceptual framework	24
3.3 Methodology	25
3.4 Research design	25
3.4.1 Sampling	26
3.5 Measures	27
3.6 Data Collection	28
3.7 Data analysis	29
3.8 Evaluation	32
3.9 conclusion	36

**Chapter 04 – Data Presentation and Analysis.****37-61**

4.1 Introduction.	
4.3 Research Information.	48
	49
4.3.1 Immunization	
4.3.2 Nutrition	52
4.3.3 Safe water	53
4.3.4 Sewage & solid waste	55
4.3.5 Health education	57
4.3.6 Inpatient service	59
4.3.7 Out patient service	60

**Chapter 05 – Discussion****61-67**

5.1 Introduction.	61
5.2 Discussion of Research information.	61
5.2.1 Immunization	62
5.2.2 Nutrition	63
5.2.3 Safe water	64
5.2.4. Sewage & solid waste	64
5.2.5 Health education	65
5.2.6 Inpatient service	66
5.2.7 Out patient service	66

**Chapter 06 - Conclusions and Recommendations****69-74**

6.1 Conclusion.	69
6.2 Recommendation	70
6.3 Implementation	74