

Chapter-3
RESEARCH METHODOLOGY

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Conceptual Framework

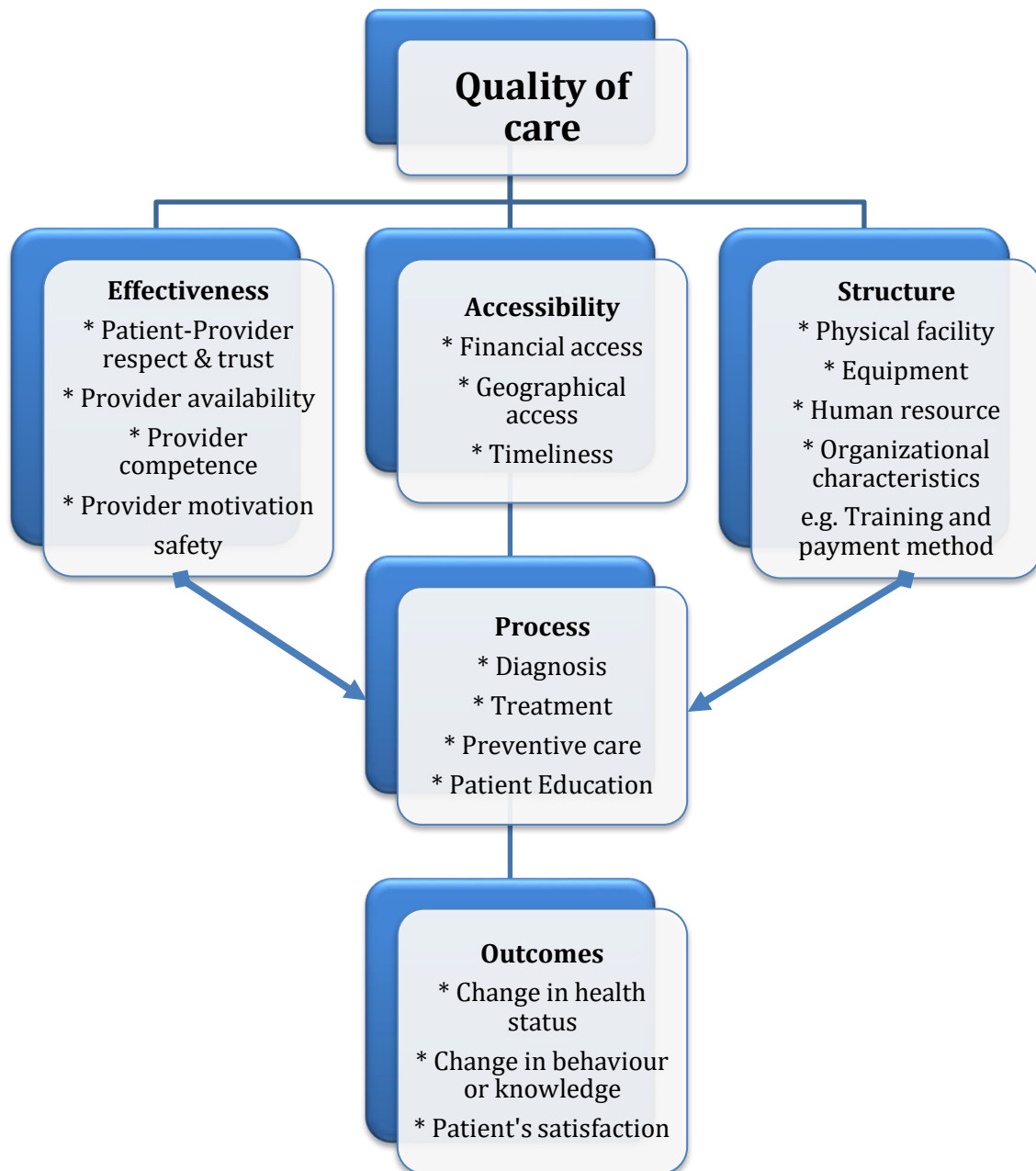


Figure 2: Conceptual Framework

The above given framework explores quality care with four major aspects that influences the healthcare facilities and health system performance. The four major aspects that influence quality care are:

(i) Structure (ii) Accessibility (iii) Effectiveness (iv) Process

These four aspects are interlinked with each other and make an impact on the health outcomes, which in turn directly or indirectly influences the perinatal care, the constraints encountered by the pregnant women in accessing the quality healthcare services during the perinatal period.

According to above outlined framework, listed below are the variables which have been taken into consideration to carry out the analysis according to the stated objectives:-

1. Structure

- Physical facility
 - Equipment
 - Human resource
 - Organizational characteristics
- e.g. Training and payment method

2. Accessibility

- Financial access
- Geographical access
- Timeliness

3. Effectiveness

- Patient-Provider respect & trust

- Provider availability
- Provider competence
- Provider motivation
- Safety

4. Process

- Diagnosis
- Treatment
- Preventive care
- Patient Education

5. Outcomes

- Change in health status
- Change in behavior or knowledge
- Patient's satisfaction

In line with, the above conceptual framework, the present research study attempted to examine the health services and evaluating the quality of healthcare through the linkages between the structure, accessibility, effectiveness, and process in the context of quality care in healthcare facilities.

In this study, Structure includes all of those factors that affect the context in which care is delivered this covers Physical facility, Equipment, Human resource, Organizational characteristics e.g. Training and payment method. Accessibility refers to the financial and geographical and timely access to the healthcare services. Effectiveness refers to the trust of the patient on competency, availability of health service provider which ensures a sense of safety among patients. The process includes sum of all actions Diagnosis, Treatment, Preventive care, Patient Education it encompasses manner in

which care is delivered. Outcomes include all the effect of healthcare on population which includes Change in the health status, behavior or knowledge, and Patient's satisfaction. The outcome is seen as the most indicator of quality care because it ensures patient's satisfaction as the primary goal of healthcare.

The framework is represented by the chain of three boxes containing structure, accessibility, effectiveness, and connected by the process, outcome in that order. These boxes represent information that may be collected in order to draw inferences about the quality of care in a given system. This framework can be used to modify structures and processes within a healthcare delivery unit to improve perinatal health outcomes. Improvement in the quality of healthcare services should lead to the improvement in the clinical process that should in turn with patient outcome.

This chapter deals with methodological issues adopted for the present study. It discusses the research procedures and techniques used to obtain the objectives of the study. Social Work research is the application of research methods to the production of knowledge that social workers need to solve problems they confront in the practice of social work. The major objective of social work research is to search answers for questions which are raised for treatment or solution of the problems. In the present study researcher also made the systematic study and tried to find feasible solutions to the problem and made recommendations that are effective to tackle the problem.

Objectives of the Study

The objectives outlined by the researcher for the present study are:

- To study the status of quality care in the area of the study.
- To access prominent developmental needs of the pregnant women requiring attention when designing perinatal care.
- To identify the delivery points, problems & constraints of the perinatal period.
- To give suggestions for improving perinatal care with the help of health service providers.

Hypothesis

The hypothesis is defined as a tentative proposition. Questions which the researcher has formulated to answer on the basis of evidence. Research hypothesis are the specific testable predictions made about the independent and dependent variables in a study.

The literature review provides background for the formulation of hypothesis. On the basis of available literature following hypothesis has been formulated.

- H1-There is a relationship between quality care and perinatal outcomes.
- H0- There is no relationship between quality care and perinatal outcomes.
- H2-There is a relationship between perinatal care and pregnancy outcomes.
- H0- There is no relationship between perinatal care and pregnancy outcomes.
- H3-There is a relationship between Women's awareness and immediate newborn care.
- H0- There is no relationship between Women's awareness and immediate newborn care.
- H4- There is a relationship between the participative role of health service provider and delivery care.
- H0- There is a no relationship between the participative role of health service provider and delivery care.

Research Design for the Study

A research design is a conceptual structure of which research would be conducted. The research design is the process of focusing your perspective on the purpose of a particular study. It involves a set of decisions regarding the collection, measurement, and analysis of data.

The research design chosen for the present study is descriptive because the purpose of the study is to describe "what exists" with respect to variables or conditions in

a situation. Descriptive research studies are concerned with the existing conditions or relationships, prevailing practices, current beliefs, processes that are going on and their effects and the developing trends. In short, it determines the nature of a situation as it exists at the time of the study.

The Selection of the Universe and Sampling

Total population out of which samples are selected for the study is known as Universe. In the present study universe is the Community Health Centre (CHC) of Bakshi ka Talab Block of Lucknow District of Uttar Pradesh.

A sample is a small representation of a population. It is a miniature picture of the entire group from which it has been selected. The process of obtaining a representative sample from the aggregate is called as sampling.

Ary, Jacob and Rozavich (in Tejero, 2006) states that “sampling is the process which involves taking a part of the population making observations on these representative groups, and then generalizing the findings to the bigger population” (p. 43).

Various type of sampling methods and techniques are used for drawing the sample from universe. Sampling methods can be broadly classified into two categories: Probability and Non-probability sampling.

Probability Sampling is based on random selection of units from a population, every unit of the universe has an equal chance of inclusion in the sample.

Non-probability sampling is based on the judgment of the researcher. In this type of sampling, items for the sample are selected deliberately by the researcher; his choice concerning the items remains supreme.

In this study 200 pregnant women registered in the Community Health Centre of Bakshi ka Talab block of Lucknow district are taken as the sample.

Purposive Sampling is used in the present study for selection of respondents. 200 respondents are selected for the study by using Purposive sampling. And the respondents are the registered pregnant women in the CHC of Bakshi Ka Talab Block of Lucknow district.

Sources of Data Collection

Data sources are broadly classified into two categories: Field Sources of data collection (Primary Data) which are collected as fresh from the original source first hand, Documentary sources of data collection (Secondary data) which have been already collected by someone else and available from other sources.

Both the sources of Data collection are used in the present study, the data regarding socio-demographic data, care received during the perinatal period, delivery practices and information regarding the quality care has been collected by the researcher herself through field visit termed as field sources of data collection. Documentary sources (Secondary data) are also used in the present study from online reports and data published by NHM and reports of national and international organizations. The researcher also goes through various journals and books and articles published online and offline.

Policies, booklets, books & other written material on internet related to Quality care in the perinatal period, reports of earlier interventions and/or prior research was done earlier in and outside the country was collected as sources of data.

Tools of Data Collection

Interview Schedule is administered to collect primary data from the sample population. This tool covers all the variables selected for the research. Besides this, Observation method is also used for collecting qualitative data for the study. Secondary data are collected from relevant literature such as research reports, books, journals, magazines and websites. Moreover, some first-hand information is also collected from the nurses employed in and doctors in CHC (Community Health Centre) of Bakshi Ka Talab block of Lucknow district.

The Interview schedule is divided into four parts Section-A as demographic profile of respondents; Section-B as perinatal care, Section-C as Delivery Practices / Care, Section-D as Quality care. The Likert scale technique is used in Section-D consists of a series of statement related to quality care to which one responds using a five point scale of possible answers. Strongly agree (1), agree (2), neutral (3), disagree (4), strongly disagree (5).

Methods of Data Collection

There are three methods of collecting data in research: (i) one can ask questions by using questionnaires or interview schedules, etc. (ii) one can observe the behavior of person or groups by using observation method and (iii) one can utilize existing records or documents. In this study, the researcher has used two major methods of data collection: Observation and Interview.

Observation

Observation is the most commonly used in studies related to Behavioral Sciences. Observation becomes a scientific tool and the method of data collection for the researcher. Observation is the perception with a purpose (Ghosh, 2003). Goode and Hatt say, Science begins with observation and must ultimately return to observation for its final validation. It is a classic method of scientific inquiry. The researcher has also used this method for the present study as in order to bring objectivity in the present study as much as possible.

Interview

The interview is based on an interview schedule which is a pre-set list of questions and instructions used by the interviewer in the field with the aim of standardizing the interview procedure. The interview schedule imposes structure on data collection. Structured interviews consist of a series of pre-determined questions that all interviewees answer in the same order. Data analysis in structured interviews usually

tends to be straight forward compared to other forms of interviews, because the researcher can compare and contrast different answers given to the same questions. In this method, the interviewer personally meets the informants and asks necessary questions to them regarding the subject of inquiry.

In the present study researcher used the interview schedule and the interview conducted is structured and focused, that means it has pre-determined and pre-planned questions.

Data Analysis and Interpretation

The analysis of data involves using statistical techniques to order data with the objective of obtaining answers to reach questions. After the field work, the filled up schedule is carefully scrutinized and edited in order to ensure accuracy, consistency, and completeness. The data is qualitative and quantitative in nature. Statistical Packages for the Social Sciences (SPSS) is religiously used for the statistical analysis. Every table has a clear and concise title to make it understandable. Most of the analyses are based on the responses presented in the form of frequency tables and analytical tables. Thus the data tabulated are systematically processed and interpreted on the basis of the objectives formulated. In order to enable a quick interpretation of the data bar diagrams, line chart and pie charts are also used. The researcher made careful interpretations with a view to draw necessary conclusions. For testing the Hypothesis, Chi-square test is applied.

Limitations of the Study

The researcher undergoes certain difficulties to collect the authentic information from the respondents because of the interference of their family members and neighbors. Since the sample is restricted to only one CHC, broad generalizations are not arrived at. This restriction is mainly due to time and money problem. The researcher also faced some problems in getting data from the related departments of State Government.

Another significant limitation of the process is that the general awareness level of the most of the people associated with Quality care is significantly low. Thus, there might

be erroneous information owing to a misinterpretation of certain queries and consequently, there exist possibilities for incorrect data to emerge. Time, cost and location factors become major difficulties in completion of research.

However, to overcome the limitations and maintain the effectiveness of research work sincere efforts were put.

Summary

In this chapter, an attempt has been made to examine the status of quality care in the rural area and conceptual framework that explores quality care with four major aspects that influence the healthcare facilities and health system performance.

The research methodology to be adopted with detailed research design has been presented, the objectives considered and the hypothesis adopted for the study has also been presented in this chapter. Data are collected from both fields as well as documentary sources. The Interview schedule is used to collect maximum data from respondent which cover in detail the various aspects of quality care in the perinatal period. The data collected through interview schedule are then subjected to statistical analysis by using the above described statistical test. In the next chapter, the researcher has discussed the profile of the respondents.