

**ASSESSING KNOWLEDGE, ATTITUDE AND BEHAVIOUR AMONG
PEOPLE OF RAJASTHAN AGED 18-49 TOWARDS COVID-19**

Dissertation Submitted to



The IIHMR University, Jaipur

for the partial fulfillment for the award of the degree
of Master of Business Administration (MBA)

in

Hospital and Health Management

by

GREENAL LODHA

Under the Supervision and Guidance of

Dr. SANDESH KUMAR SHARMA

2021

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DECLARATION BY STUDENT

I hereby declare that this dissertation titled **Assessing Knowledge, Attitude and Behaviour among people of Rajasthan aged 18-49 towards COVID-19** is the bonafide record of my original research work. I declare that it has not been submitted to any other university or institution for the award of any degree or diploma. Information derived from the published or unpublished work of others has been duly acknowledge in the text.

(Signature)

Name of Student- Greenal Lodha

Date-2-July-2021



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CERTIFICATE

This is to certify that GREENAL LODHA in partial fulfillment of the requirements for the award of the degree of MBA Hospital and Health Management from the IIHMR University, Jaipur has successfully completed her internship at Mewar Hospital Private Limited during April 7, 2021 to July 1, 2021.



Place:- Udaipur

Preceptor of the Organization- Mr. Manish Paliwal

Date:- 29 June 2021

Name of the Organization- Mewar Hospital Private Limited

CERTIFICATE

This is to certify that dissertation titled titled **Assessing Knowledge, Attitude and Behaviour among people of Rajasthan aged 18-49 towards COVID-19** is a record of the research work undertaken by GREENAL LODHA in partial fulfillment of the requirements for the award of the degree of MBA (Hospital and Health Management) from the IIHMR University, Jaipur under my guidance and supervision and his/her approach to the research study has been sincere, scientific, and analytical.

Faculty Guide- Dr. Sandesh Kumar Sharma
IIHMR University, Jaipur
Date-2-July-2021

School Dean-Dr. Dharendra Kumar
IIHMR University, Jaipur
Date-2-July-2021

ABSTRACT

Study Objectives Coronavirus pandemic has arrived at all over the world. It is profoundly infectious virus spreading from one human to another by respiratory drop disease and close contact. . Applying preventive measures is vital in handling the spread of the sickness

The study was directed to evaluate the Knowledge, Attitude, and Behaviour of people of Rajasthan aged 18-49 towards Covid-19 and also to understand the co-relation between them. KAB is a significant psychological key in public health regarding health prevention and promotion.

Methods- The questionnaire was designed after reviewing recent studies and circulated among the population through social media. There were 29 questions in which 28 were closed ended and 1 was open ended. The data was collected through Goggle forms and collaborated in Excel sheet where all questions were ranked to find the Good, Average and Poor KAB.

Result- 160 participants were included in the study. All the respondents had heard about Covid-19. The study revealed that 13.75% have good Knowledge about Covid-19 while majority 66% have Average Knowledge. It was noteworthy that 57.50% have Average Attitude towards Covid-19 while only 7.50% have good Attitude. The behaviour of 54.37% respondents was recorded to be good. The results showed a significant association between Knowledge and Behaviour. Negative and Positive effects of Covid-19 were also revealed.

Conclusion- The study identified that majority of people have average Attitude and Knowledge but they follow more than satisfactory Behavioural practices and the reason behind this can be fear. Positive co-relation between Knowledge and Behaviour is seen.

Key words-Covid-19, Knowledge, Attitude, Practices, Behaviour, Awareness, Population.

ACKNOWLEDGMENT

Nothing truly can be cultivated alone. It's the direction, guidance, involvement, support and prayers of more than a few that results into realization. IIHMR University, Jaipur and its education deserves the foremost appreciation for providing me the opportunities to understand my individual capabilities.

I sincerely thank **Dr. Devashree Chapparwal**, Managing Director at Mewar Hospitals Private Limited, Udaipur for giving me consent to do my undertaking in her esteemed hospital. I am grateful to **Mr. Manish Paliwal** , Operations Head at MHPL for his guidance and support. I consider it as a matter of pleasure and privilege to work under his guidance. I am obliged for his encouragement, support, guidance and help which has resulted in completion of my project.

I also owe a great debt of gratitude to the my Colleagues of Mewar Hospitals Private Limited for their constant support.

I am additionally appreciative to my mentor, Dr. Sandesh Kumar Sharma, Associate Professor, IIHMR University, Jaipur for his steady assistance and proposals during the period of my summer training.

Greenal Lodha

Part-1

Table of Contents

S.No	Contents	Page No.
a	List of Figures	10-12
b	List of Tables	13
c	List of Abbreviations	14
Chapter-1	Introduction	15-16
1.1	Background	15
1.2	Problem Statement	16
1.3	Justification of Study	16
1.4	Aims and Objectives	16
Chapter -2	Review of Literature	17-29
Chapter-3	Methodology	30-31
3.1	Study Design	30
3.2	Study Setting	30
3.3	Sample Size	30
3.4	Sample Selection Procedures	30

3.5	Data Collection Tools And Techniques-	30
3.6	Inclusion and Exclusion Criteria-	30
3.7	Duration of Study	30
3.8	Scope of Study	31
Chapter-4	Result	32-64
Chapter-5	Discussion	65-67
Chapter-6	Conclusion	68
d	Suggestions	68
e	Bibliography	69-72

List of Figures

Figure No.	Title	Page No.
Figure 1	Age	32
Figure 2	Gender	33
Figure 3	Marital Status	34
Figure 4	Residence	34,35
Figure 5	Education Qualification	35
Figure 6	Source of Information	36
Figure 7	Type of Infection	37
Figure 8	Main Transmission Method	38
Figure 9	Incubation Period	39
Figure 10	Developing Signs and Symptoms	40
Figure 11	Wearing Mask Prevent Transmission	41
Figure 12	Transmission with Contact of Contaminated Surfaces	42

Figure 13	Worried about getting Covid-19	43
Figure 14	Appling Preventive Measures	44
Figure 15	Prevention will save from Covid-19	45
Figure 16	Limit of Movement Decrease Transmission	46
Figure 17	Role of Consuming Raw Vegetable and Animal Product	47
Figure 18	Seeking Health Facility	48
Figure 19	Outbreak affected Mental Health	49
Figure 20	Committed to Hand Wash	50
Figure 21	Coughing and Sneezing Etiquettes	51
Figure 22	Regularly wear Face Mask	52
Figure 23	Maintain Safe Distance	53
Figure 24	Develop Fever and High Cough	54
Figure 25	Close contact with Confirmed Cases	55
Figure 26	Someone recovered from Covid-19 wants to meet	56
Figure 27	Proper Precautions against Covid-19	57

Figure 28	3 Major impacts of Covid-19	58
Figure 29	Knowledge among the population	59
Figure 30	Attitude among the population	61
Figure 31	Behaviour among the population	63

List of Table

Table No.	Title	Page No.
Table 1	Relation of Good Knowledge with Attitude and Behaviour	59
Table 2	Relation of Average Knowledge with Attitude and Behaviour	60
Table 3	Relation of Poor Knowledge with Attitude and Behaviour	60
Table 4	Relation of Good Attitude with Knowledge and Behaviour	61
Table 5	Relation of Average Attitude with Knowledge and Behaviour	62
Table 6	Relation of Poor Attitude with Knowledge and Behaviour	62
Table 7	Relation of Good Behaviour with Attitude and Knowledge	63
Table 8	Relation of Average Behaviour with Attitude and Knowledge	64
Table 9	Relation of Poor Behaviour with Attitude and Knowledge	64

List of Abbreviations

COVID-19	Corona Virus Disease of 2019
KAB	Knowledge, Attitude and Behaviour
SARS-CoV-2	Severe Acute Respiratory Syndrome Coronavirus 2
WHO	World Health Organization

Chapter-1 Introduction

1.1- Background

Coronavirus disease 2019 (COVID-19) is a worldwide pandemic brought about by serious intense respiratory condition Covid 2 (SARS-CoV-2). These Covid are an enormous group of encompassed, positive-sense, single-stranded RNA infections. SARS-CoV-2 spreads fundamentally between individuals by close contact and through respiratory drops created during hacking or wheezing by a contaminated individual.

As on June 18, 2021, there are 2, 97, 62,793 (2.97crore) confirmed cases, and 3, 83,521 (3.82 lakh) deaths were reported in India. Rajasthan has 9.5 lakh positive cases, with 8,865 deaths and 9.37 lakh have recovered.

The activities that have been received by far most of the nations to handle this transmission were shutting down all public transport, detainment, public places. enclosed spaces.

There is a need to comprehend the public's attention to COVID-19 at this crucial point in time to work with the flare-up administration of COVID-19 in India. This examination is picked to evaluate individuals' adherence and attention to the control measures, which is to a great extent influenced by their knowledge, attitudes, and Behavior (KAB) toward COVID-19.

The study was directed to evaluate the KAB of the population of Rajasthan toward COVID-19 during the rapid acceleration phase of the COVID-19 outbreak.

KAB is a significant mental key in general wellbeing with respect to wellbeing avoidance and advancement mental key in general wellbeing with respect to wellbeing avoidance and advancement It's anything but's an extent of feelings about the explanations behind the disease and heightening segments, recognizing verification of signs, and available methodologies for medicines and outcomes. Feelings about the virus come from different sources, for instance, speculations tell of relative viral sicknesses, administrative information, online media and web, past up close and personal experiences, and clinical sources. The precision of these convictions may decide various practices about anticipation and could fluctuate in the populace.

Estimation of individuals' commitment towards preventive proportions of COVID-19 is fundamental. Also, the regulation of the sickness is conceivable just with the adjustment of practices as safety value. Subsequently, for compelling arranging and execution of safety value, it is critical to inspect the KAB

1.2-Problem Statement-

COVID-19 is profoundly infectious virus, spreading in human by respiratory drop contamination and close contact. Appealing preventing measures is vital in handling the spread of illness. The pandemic has affected distinctive populace in various region. To defeat the effect applying preventive measures is must. This study is attempted to evaluate KAB in population aged 18-49 in Rajasthan to assess their Knowledge, Perception and Practices towards Covid-19 and its measures.

1.3-Justification of Study-

The achievement of any procedure to fight COVID-19 relies strongly upon the adherence of the general population. Along this, consider the information, mindsets, and practices of individuals to dissect and guarantee the accomplishment of Government framework to fight this pandemic. Therefore, without guaranteeing the development of information and best practices to control its spread, the resurgence of next surge of COVID-19 in the nation is conceivable, given the new experience of various countries across the globe.

1.4- OBJECTIVES of the Study:-

- To assess Knowledge of defined population towards Covid-19.
- To assess Attitude of defined population towards Covid-19
- To assess Behaviour of defined population towards Covid-19
- To distinguish the connection between Knowledge, Attitude and Behavior of characterized Population.

Chapter-2 Review of Literature

S.No	AUTHOR	YEAR	STUDY LOCATION	SAMPLE SIZE	SAMPLING TECHNIQUE	SALIENT FEATURE
1	Nayabai Shabadi, Chandana Hombiaiah, Jose Thomas, Neville Mathews, Rufia khanum, M Shwetashree, M murthy	Mar- 2020	Mysore, Karnataka	256		The information and mentality scores were low, yet it was tracked down that the investigation members were following suitable works on with respect to Covid-19
2	Amirhossein Erfani, Reza Shahriarriad, Keivan Ranjbar, Alireza Mirahmadiazahed, Mohsen Moghadami	Mar- 2020	Iran	8591		In general accomplished know. Was 90% with 60.8% of overall public having moderate information. The outcome showed a huge relationship between female sexual orientation, higher age, and advanced education.
3	Abdul Rahman Hakeem et al. J Assoc physicians	Mar- Apr 2020	India	1502		Most of the resps were aware of commandanton

						symptoms but only 31% were aware about the risk of spread from infected asymptomatic individual. Majority were aware about modes of transmission but only 2/3 were aware about safe physical distance. Despite limitations o generalizability this survey identified areas to target.
4	Most. Zannatul Feredous, Md. Saiful Islam, Md. Tajuddin Sikder, Abu Syed Md. Mosaddek, J.A. Zegarra-Valdivia, David Gozal	Mar - Apr 2020	Bangladesh	2017		48.3% of members had more precise information, 62.3% had more uplifting outlook , 55.1% had more continuous practices. More incessant avoidance practice factor were related with female sex, more seasoned age, high schooling, family pay.
5	Sachina Paudel,	Mar -	Nepal	766	Unrestricted	84.25% knowledge

	prabin Shreshtha, Isha Karmacharya, om krishna Pathak	Apr 2020			self selected, convinient sampling	was seen, the attitude was different across gender, and people were following good practices.
6	Abdulrahman S Bazaid et al. Plos One	Apr- 2020	Saudi Arabia	5105		90% participants had more than satisfactory knowledge and Behaviour. Lower practice score was linked with youth. Awareness campaigns were required to emphasize on youth with low education and income.
7	Jessie Pinchoff	Apr - 2020	UP,Bihar, India	1666	Random selection	70% members were ladies, high awariness of sickness, side effects, and preventive practices, there was variety by sexual orientation. Comparitive to men ladies had less rate

						point less inclined to know principle manifestations. In ladies the variety was seen on premise of training capability, metropolitan home, and family riches
8	Anwarul Karim, Mastura Akhter, A Mazid, Orindom Shing Pullock, Tasmiah Tahera Aziz, Samira Hayee	Apr-2020	Bangladesh	2905		Male sex, advanced education, living around/metropolitan regions, great monetary condition, and utilization of web were decidedly connected with great information..
9	Gerald Okello, Jonathan Izudi, Steven Teguzirigwa, Allan kakinda, Guido Van Hal	Apr-May 2020	Uganda	362		General wellbeing counteraction endeavors ought to be coordinated to shutting the distinguished holes in KAP among individuals to end the spread
10	Muhammad Saqlain, Ali Ahmed, Aqsa Gulzar, Sahar Naz,	Apr-May 2020	Pakistan	689		80% had great works on in regards to COVID-19 and greater part look for

	Muhammad Muddasir Munir, Zaheer Ahmed, Sohail Kamran					information from web-based media Know was higher among instructed and higher pay members. The investigation prescribes to advance all preparatory and peventive measures.
11	Girmay Adhena, Hagos Degefa Hidru	Apr- May 2020	Korem mdistrict, Ethopia	419	Random sampling	37.7% had poor knowledge, 43.4% have negative attitude, 52.5% had poor practices toward covid. . The know in adults is roughly appropriate
12	Devashish Seth,Prakash kumar, Amresh Kumar, Ashish Kumar Sharma, Priya Singh	May- Sept 2020	Bihar	500		Very few respondants was aware. Majority of students said that covid-19 occurs in old aged people. The knowledge was satisfactory, but compliance was not good

13	M. Zhang, M. Zhou and G.You	Jun-2020	Henan,China	1357		KAP were observed and in addition few critical points counting work insight and occupation classification influences attitude and practices.89% had sufficient knowledge, 85% feared infection, 87% followed correct practices
14	Deblina Roy	Jun-2020	India	662	Non-pr snowball	Moderate level of knowledge was observed .Anxiety level in students were high . Sleep difficulty, paranoia ,distress was seen and there is need to intensify awarness and address the mental health issue of people.

15	Tanya Tandon	Aug-2020	India	320		Awariness about the epidemiological features was very good. Only one-third had know. Of e-consultation . 10% had potential of misusing drugs
16	Sulistyawati , Rokhmayanti and Surahma Asti Mulasari	Aug-2020	Indonesia	816	Purposive and random	As a rule, public information was adequate yet some theme regions are still low. A great many people had uplifting outlook about Coronavirus however pessimistic reactions to government arrangements. A few mentalities were influenced by age and occupation scope.
17	Dina Ali, Mona Hamed, Lobn El- Korashi	Dec-2020	Egypt	501		Most of the study sample was having good knowledge, , attitude, and have appropriate knowledge .the

						observation was generalized
18	Abiy Tadesse Angelo, Daniel Shiferaw Alemayehu, Akilu Mamo Dacho	Dec-20	Ethiopia	402	Simple random sampling	KAP was low, 41% showed good knowledge, 54% had positive attitude and 42.8% followed good practices.
19	Samer Sakr, Ali Ghaddar, Imthithal Sheet, Ali H Eid, bassam Hamam	Jan-2021	Lebanon	1861	Convinient sampling	More than satisfactory level of KAP among the populace, Know and practices corelated decidedly with marriage, age, instruction, growing their career in medical services.
20	Alian A Alrasheedy, Suhaj Abdulsalim, Maryam Farooqui, Saud Alsahali, Brian Godman	Feb-2021	Saudi Arabia	232		The examination showed that drug store understudies had great information just as uplifting outlooks and great behaviour was seen following all preventive measures. During

						the initial months the pandemic mentally affected various understudies.
21	Maha M AlRasheed et al.	Ap-Jul 2021	Saudi Arabia	712		Majority of population had correct knowledge. 98.6% have positive attitude .More than satisfactory know. was correlated with the perception and Practices.
22	Ritwika Bera et al. Rocz pantstw Zakl Hig	May- 2021	kolkata		Convenience and snowball	Around 70% UG participated Just 4.3% showed precise information regard to hatching. Hacking ans wheezing was considered as trademark side effect of infection. Liquor rub was supported by 99.5%.
23	Srinivasan Padmanaban	May- 2021	India	1252	Convenient samp.	1/4 of understudies demonstrated just low and moderate

						degree of information, negative disposition and unfortunate practices .Social media arose as essential wellspring of data. For majority Of understudies.
24	Daniel GEBRETSADIK, Gebremichaem S, Beleta MA	Sept-Oct 2021	Northeast Ethiopia	384	Simple random sampling	Alarmingly high poor information, contrarily slanted mentality, and helpless work on in regards to the COVID-19 pandemic was shown. Accordingly, wellbeing training programs pointed toward preparing and increasing information, demeanor, and practice are earnestly required, particularly for the individuals who are ignorant.

Chapter-3 Methodology

A descriptive, cross-sectional study was carried out. The study was conducted between April 20, 2021 to June 20, 2021. Participants were selected using convenient sampling between the age group 18-49. A semi-structured questionnaire was prepared after reviewing relevant studies. It consists of 29 questions. An online survey was perceived as the most proper and advantageous instrument to gather data in these difficult times. The data was collected through Goggle Forms and it was analyzed in Excel. The members were allowed to skip any question or quit anytime if they need so. No human subject was straightforwardly included or tended to during the study. Thus, no ethical consideration was needed for the examination.

Scope of the Study- This research is an endeavor to comprehend the hidden system that is fundamental to anticipate the co-connection between Knowledge, Attitude and the personal conduct standard. First and foremost, this examination explores the degree of information and mindfulness in regards to COVID-19 illness, for example its causes, impacts, and anticipation measures, among populace. Besides, we inspect the mentalities and certainty of these informed individuals with respect to the achievement of the COVID-19 pandemic administration strategy in Pakistan. Thirdly, it additionally sums up the acts of members in such manner. In addition, it additionally attempts to discover the connection between every one of the three. At long last, in view of the above outcomes, we endeavor to foresee the relationship of these components on one another.

Chapter-4 -Result

Socio-Demographic Characteristics-

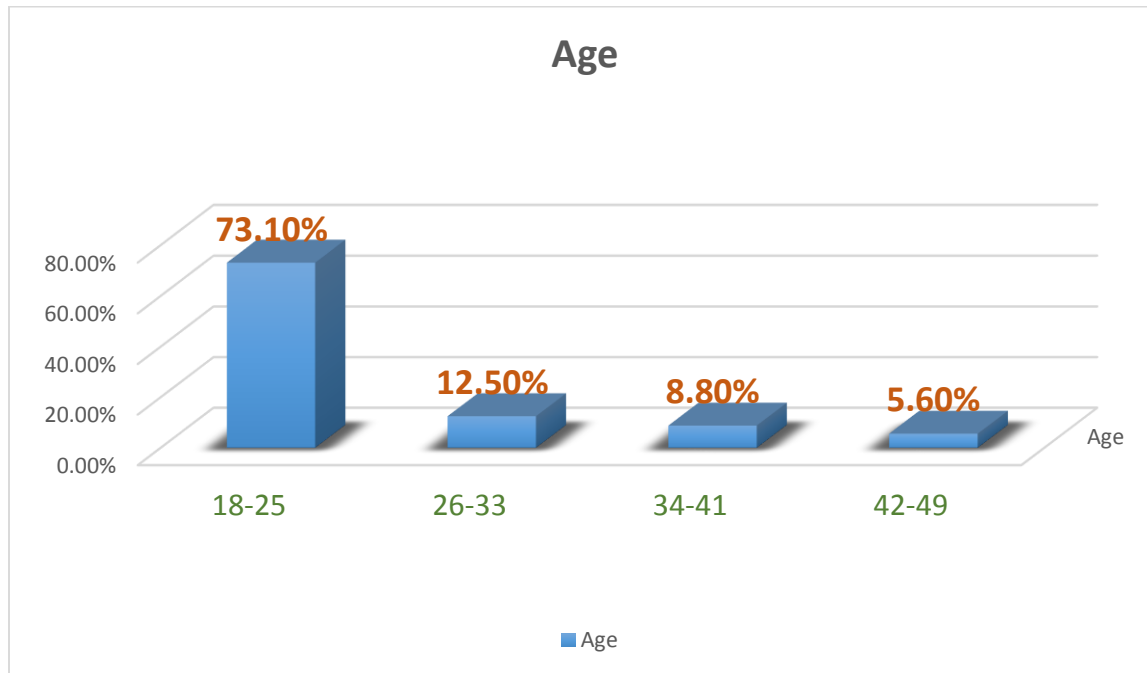


Figure 1. Age

Figure 1 reveals the age group of participants taken for measuring (KAB) towards Covid-19, it indicates most of the respondents are of age group 18-25.

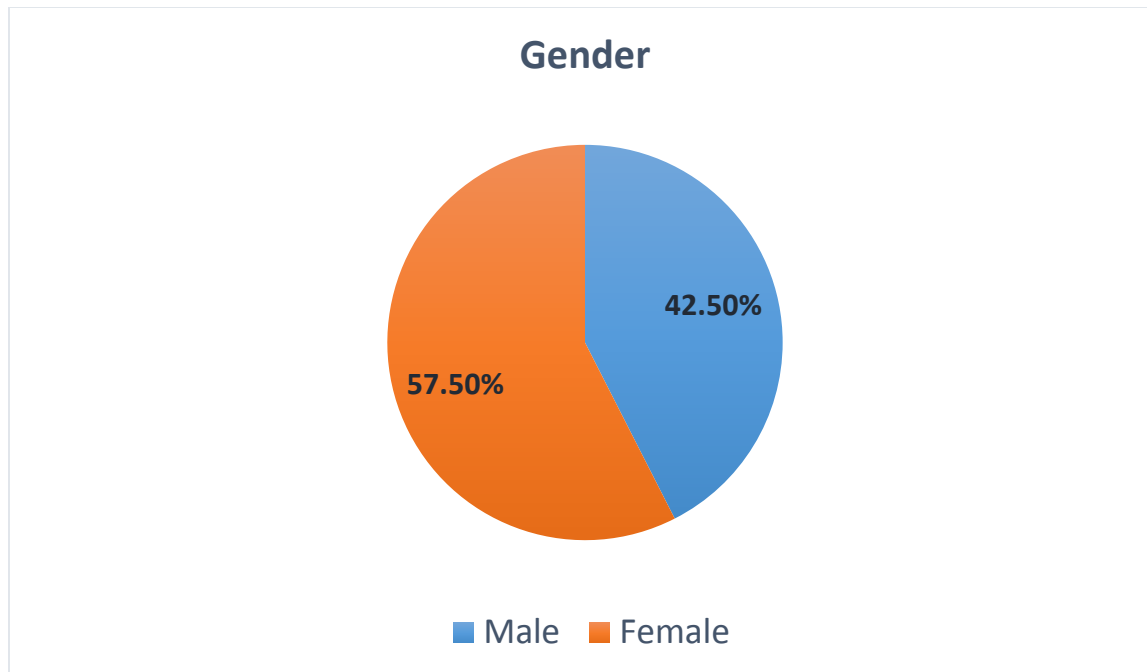


Figure 2 – Gender

Figure 2 reveals the gender of respondents taken for measuring the (KAB) towards Covid-19. It Indicates 57.5% of total respondents are female and rest are male.

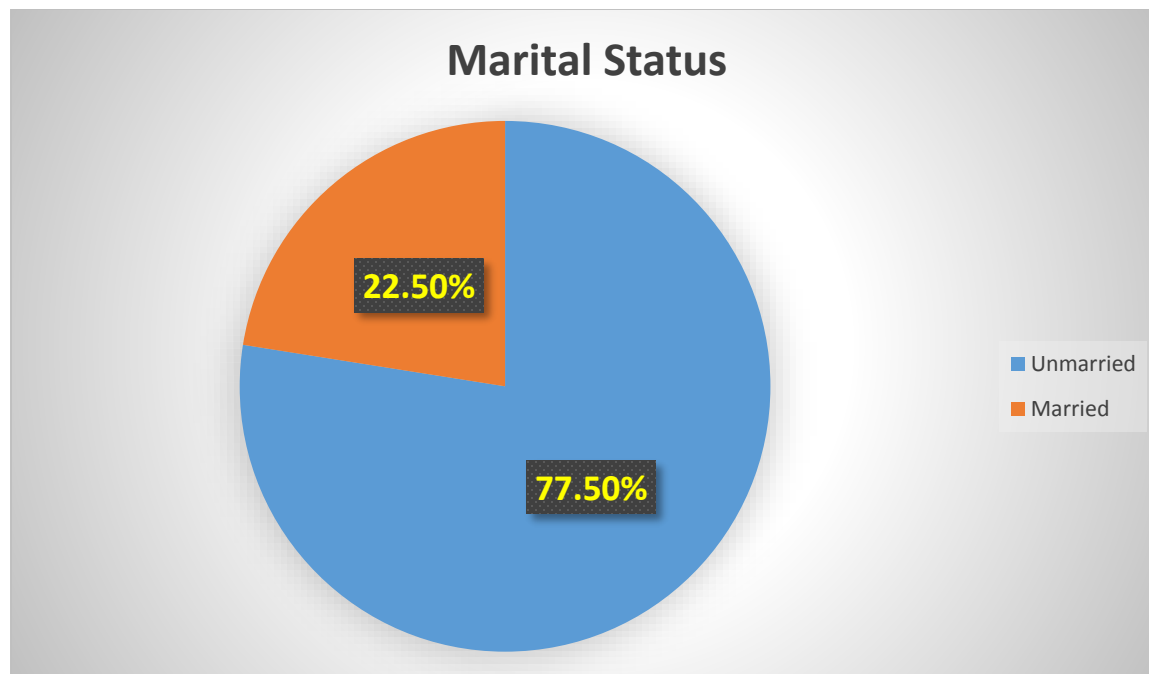


Figure 3 – Marital Status

Figure 3 reveals the Marital Status of respondents taken for measuring the (KAB) towards Covid-19. It Indicates 77.5% of total respondents are Unmarried and rest are married.

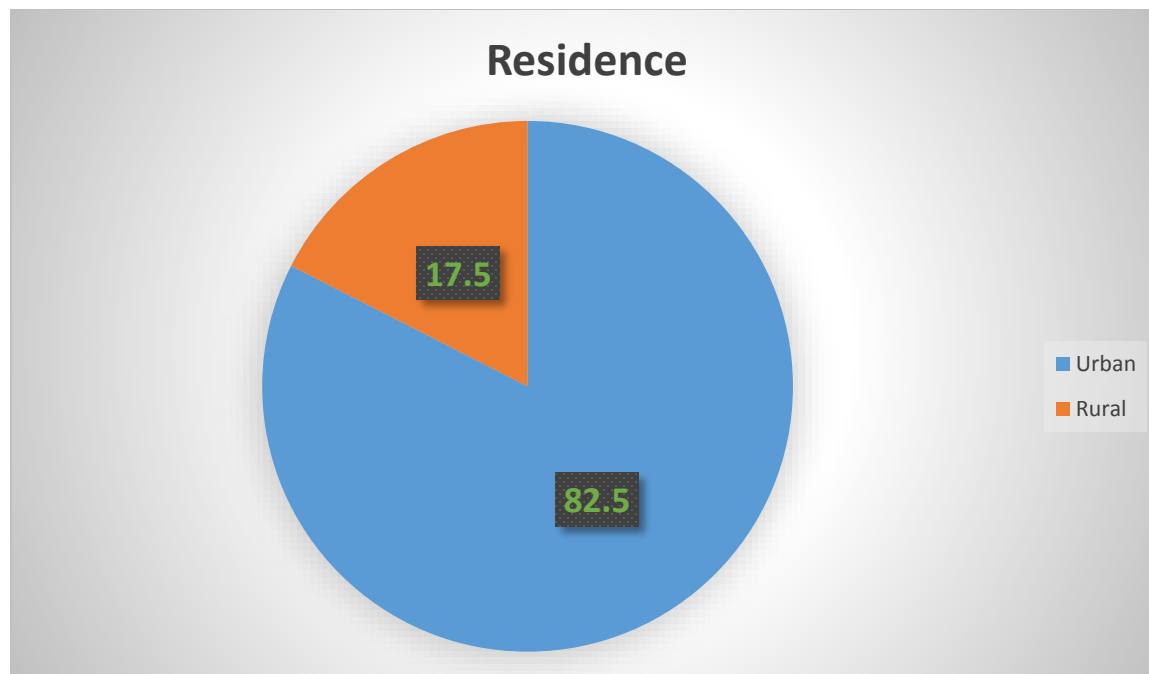


Figure 4.- Residence

It reveals the Area of respondents taken for measuring the (KAB) towards Covid-19. From the study it has been observed that 82.5% of respondents are from Urban Area and rest 17.5% respondents are from Rural Area.

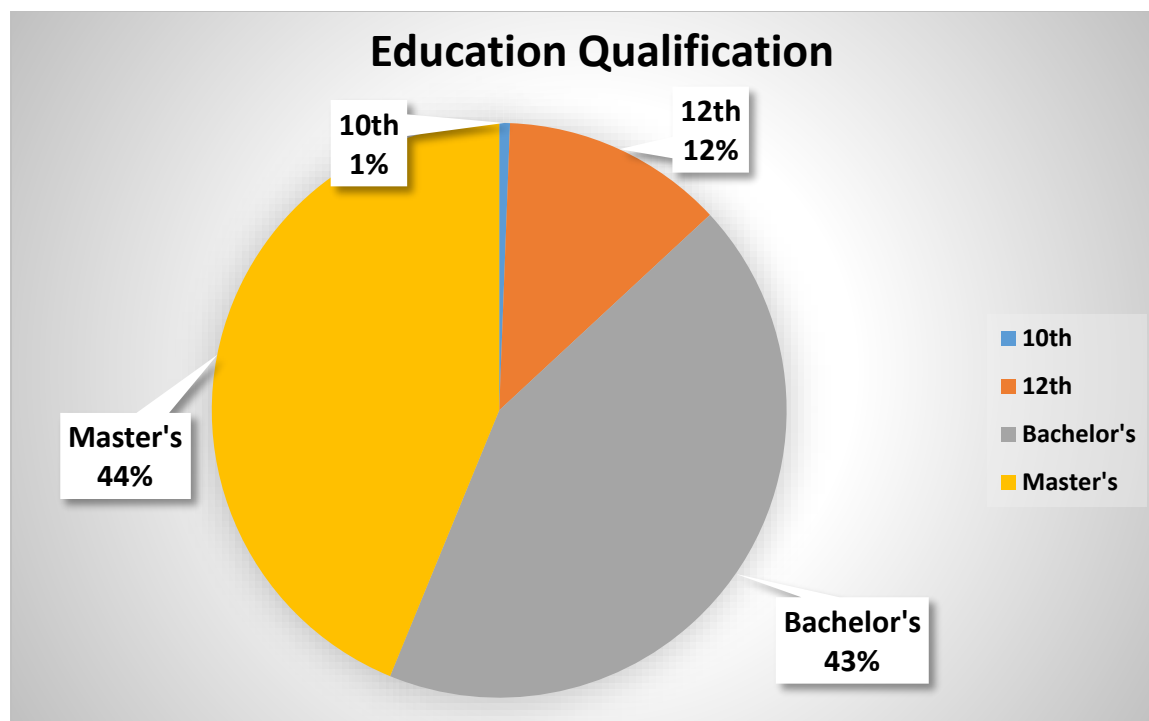


Figure 5 – Education Qualification

Indicating Educational qualification of respondents taken for measuring (KAB) towards Covid -19, from this study it has been observed that 43.8% of respondents are highly educated, 43.10% are graduated and rest of respondents are less educated.

Knowledge of population Towards Covid-19

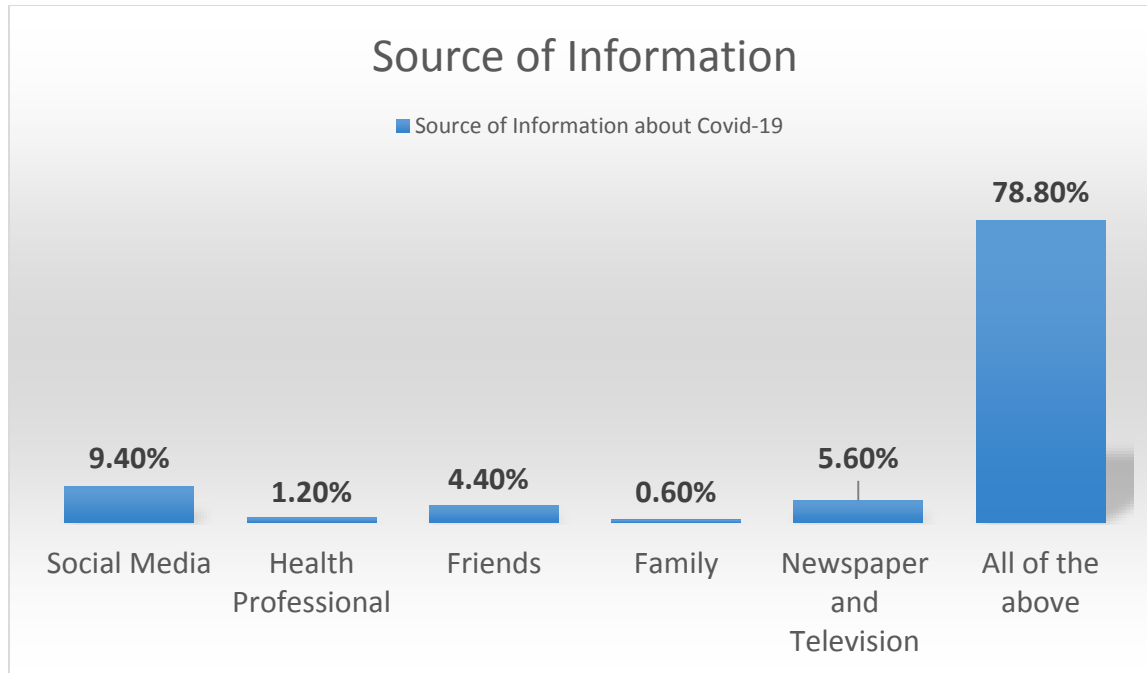


Figure 6 – Source of Information

Indicating mode of collecting information, it has been observed that 78.8% of respondents are getting information from above mentioned sources, a very less number of respondents are getting information from single source.

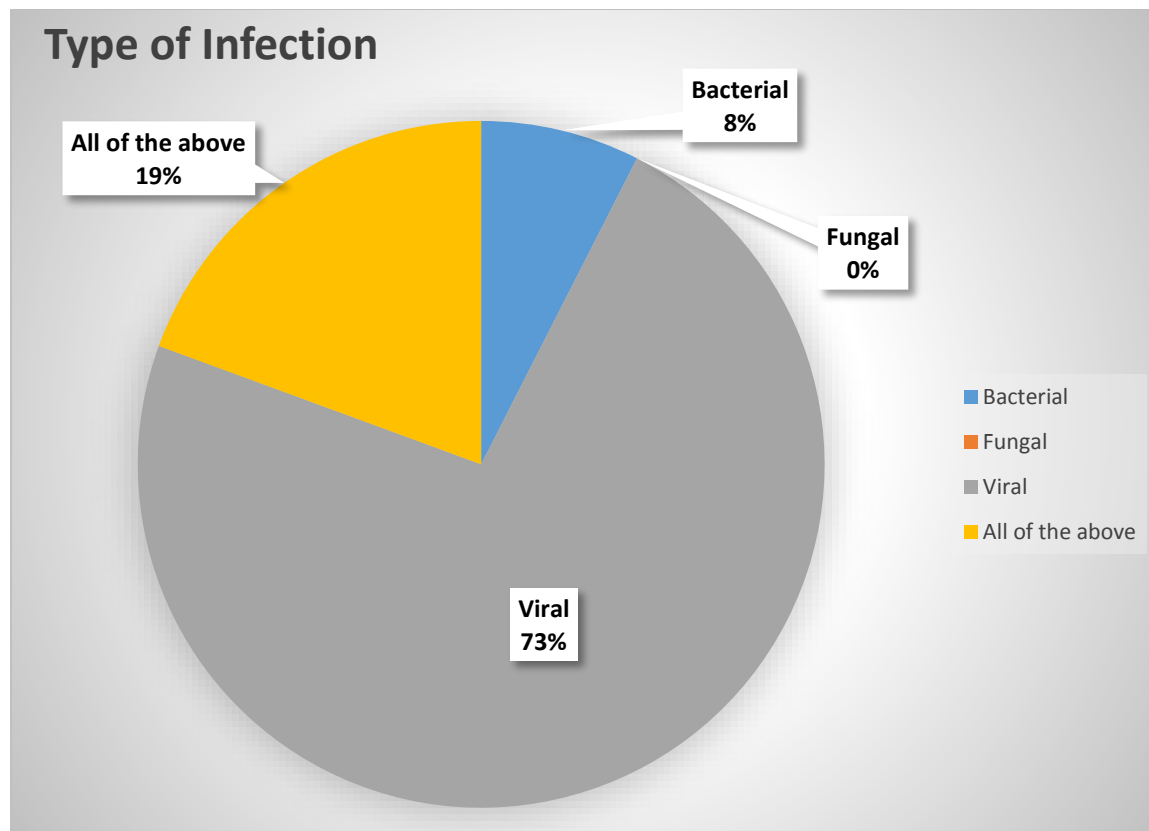


Figure 7 – Type of Infection

Indicating the type of infection occurring in Covid -19 , it has been observed from above study that 73.1% respondents believes that Covid -19 is a viral infection, 19.4% respondents believes that it is mixture of all the infections and only 7.5% respondents feels that it is a bacterial infection.

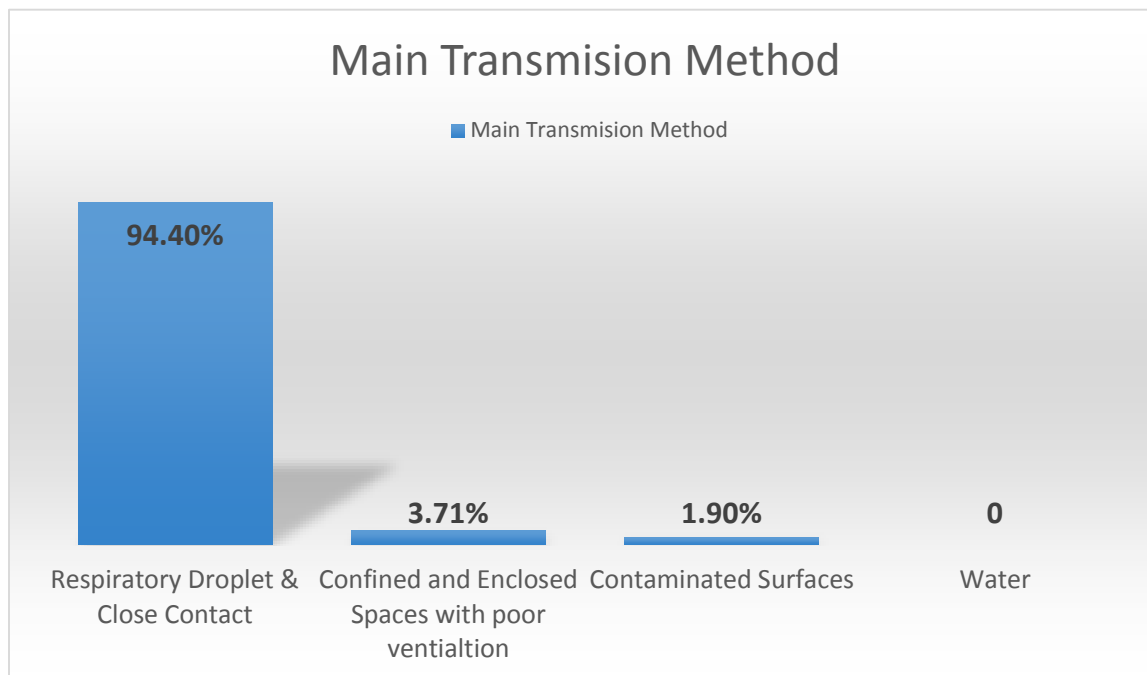


Figure 8 – Main Transmission Method

Indicates the methods of Covid -19 Transmission, from this study it has been observed that 94.4 % respondents feels that Covid -19 transmit from Respiratory Droplet and Close Contacts, 3.71% respondents feels that it transmit from confined and enclosed spaces and 1.90% respondents feels it transmit from contaminated surfaces.

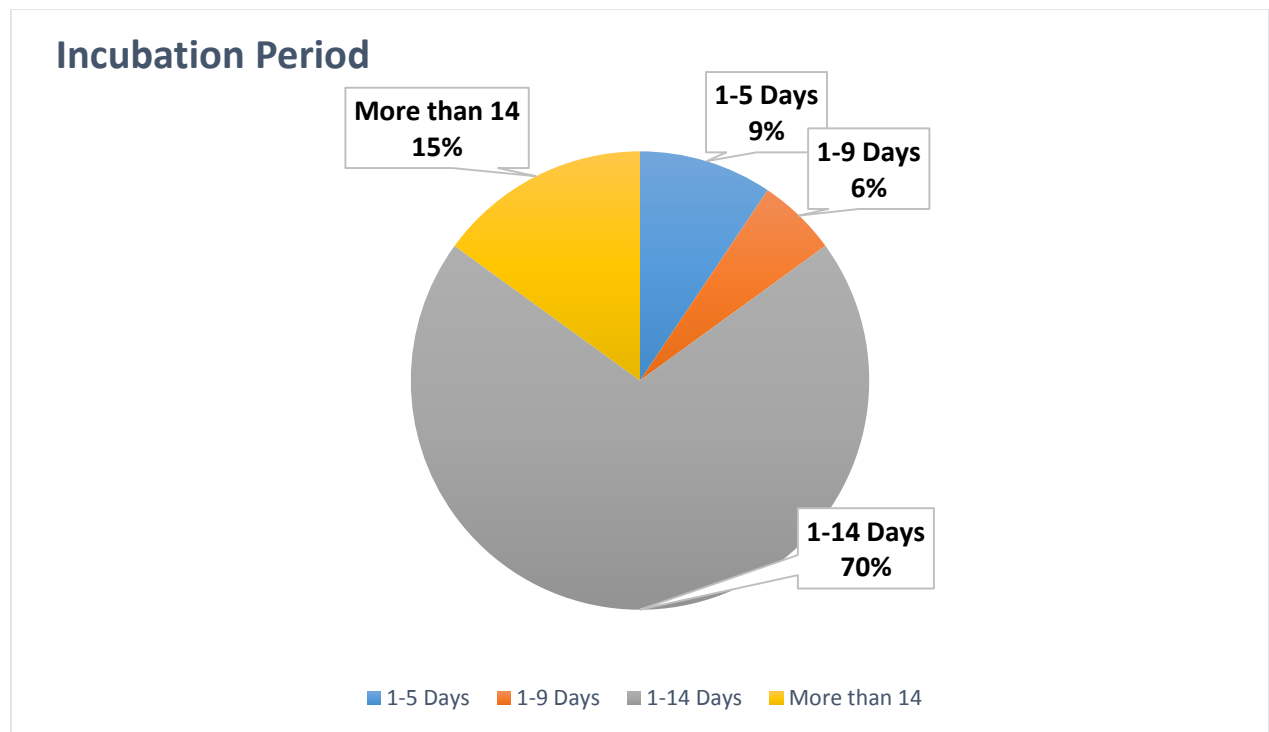


Figure – 9-Incubation Period

Indicates the incubation period for Covid -19, it has been observed from the above study 70% of respondents feels that incubation period for Covid -19 is between 1-14 days, 15% of respondents feels for more than 14 days, rest of respondents believes that incubation periods is for less than 9 days.

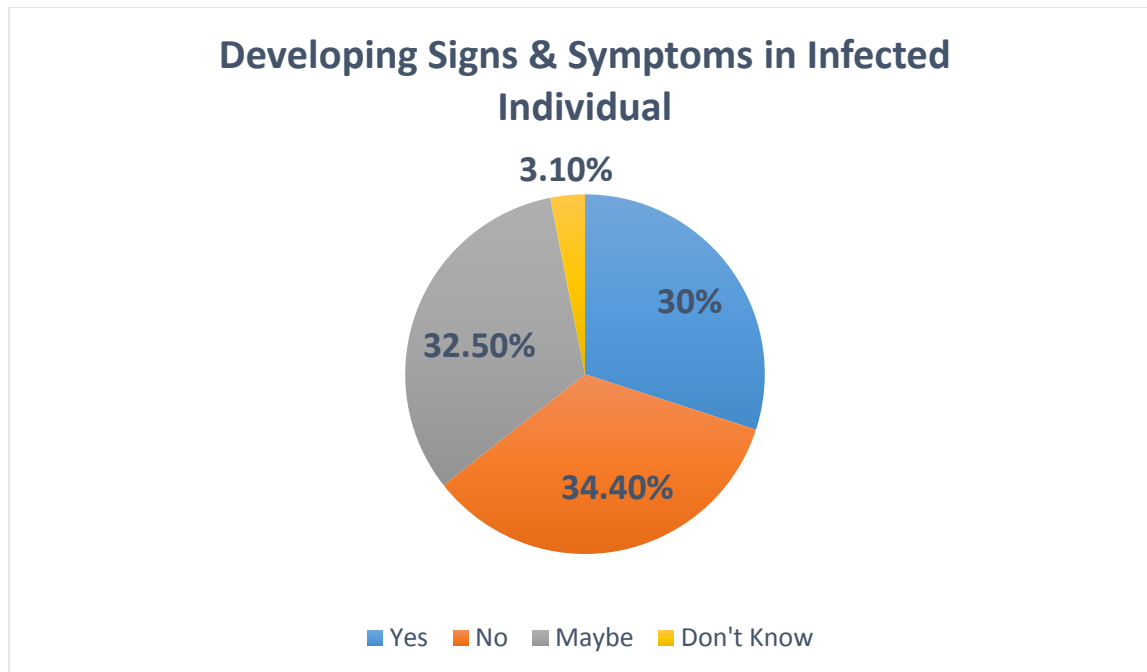


Figure 10 – Developing Signs and Symptoms

Indicates signs and symptoms in infected individual, it has been observed from the above study that 34.4% respondents feels the symptoms are asymptomatic, 32.5% respondents feels that some may face and some may not, 30% respondents feels that they surely gets signs when they infected and rest 3.1% are having no idea.

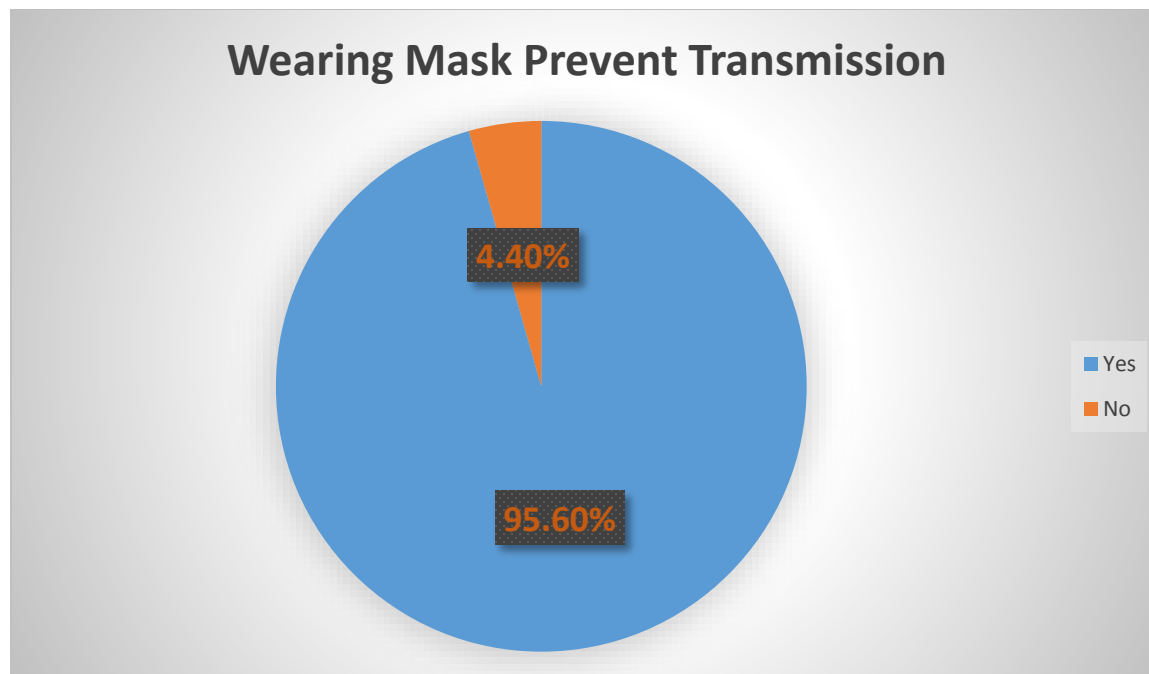


Figure 11 –Wearing Mask Prevent Transmission

Indicates how many respondents feels mask can be preventive, it has been observed from the above study that 95.6% respondents feels that wearing mask can protect us, and 4.4% feels that weaning mask can't protect them.

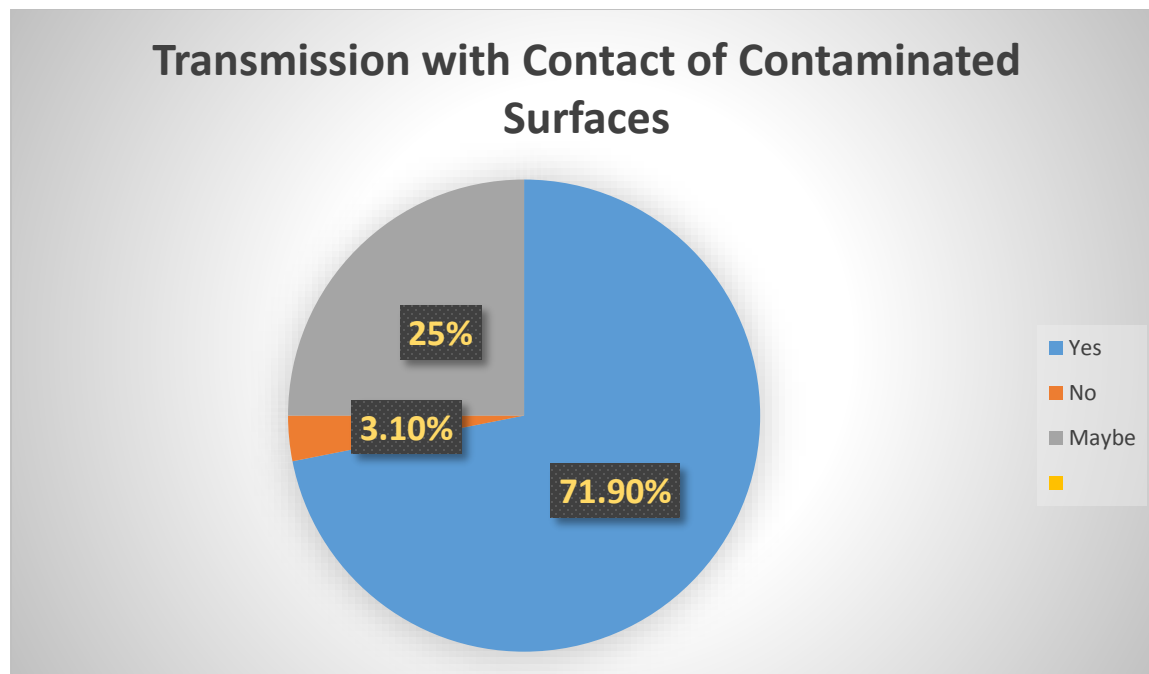


Figure 12-Transmission with Contact of Contaminated Surfaces

Indicated that can Covid – 19 transmit with contact of contaminated surfaces, it has been observed from above study that 71.9% of respondents feels that Covid – 19 transmit from contact of contaminated surfaces, 25% of respondents feels that it may transmit from contaminated surfaces and only 3.1% respondents feels that it does not transmit from contaminated surfaces.

Attitude of population Towards Covid-19

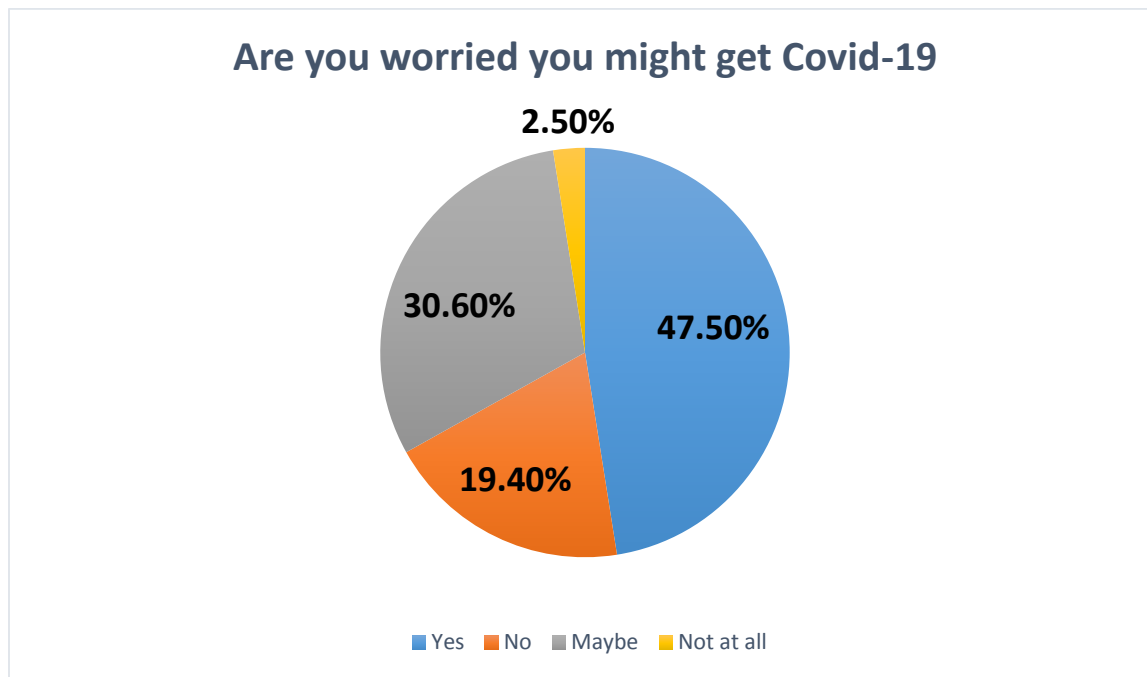


Figure 13 –Worried about getting Covid-19

Indicates worried ness towards infection from disease, it revealed that 47.5% of respondents are worried of getting infected due to Covid – 19, 30.6% of respondents feels that they might be worried of getting infected, whereas 19.4% of respondents feels that they are not worried of getting infected, and 2.5% of respondents are not at all worried of getting infected.

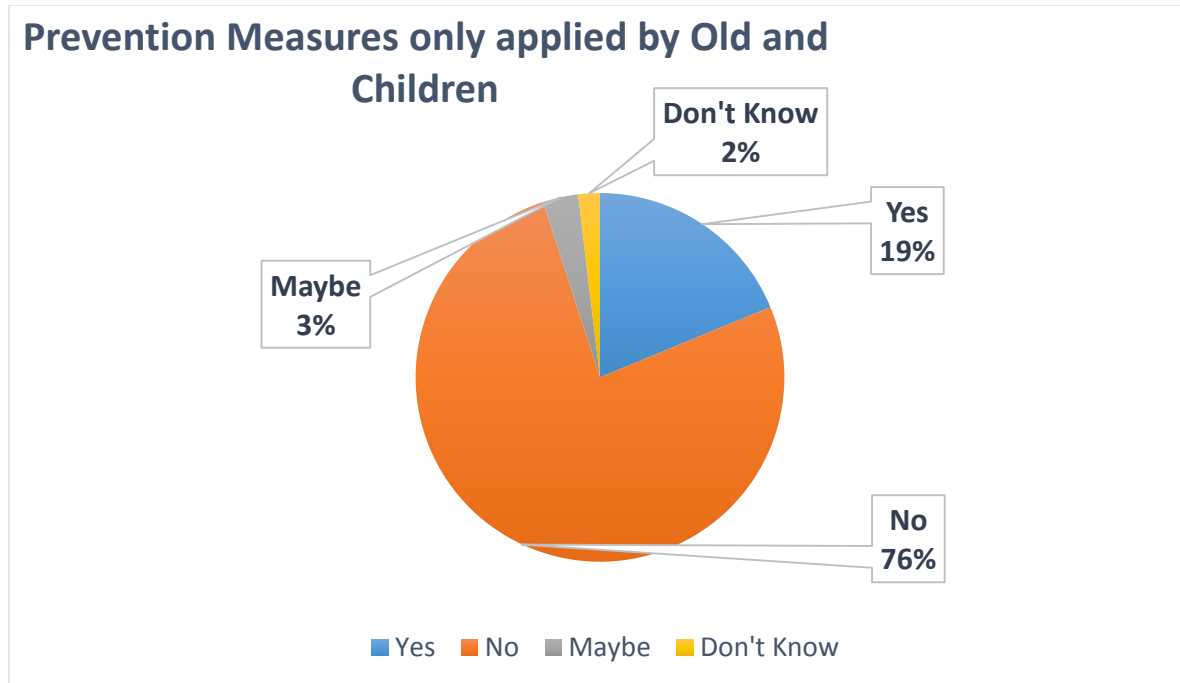


Figure – 14 –Applying Preventive Measures

This indicates about prevention from Covid – 19 is cured only by Old and Children's under this study 76.3% respondents feels that prevention from Covid –19 is done by all the age group peoples, 18.8% feels that only children and old age generation are taking care from Covid -19, while rest of respondents are having no idea about this.

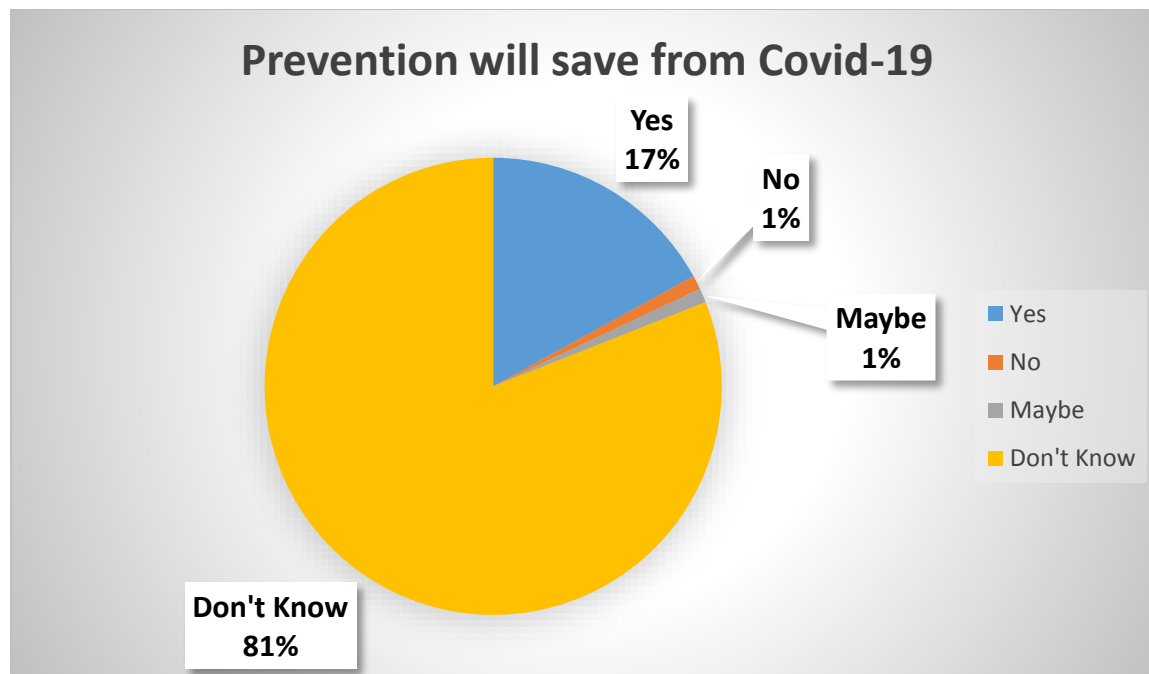


Figure –15- Prevention will save from Covid-19

indicates regarding prevention can save from Covid – 19, this observation shows that 81.3 % of respondents believe that prevention can protect from infection, whereas 16.9% of respondents believes that prevention may save from Covid – 19 while rest of respondents believe it can't save and are not sure about this.

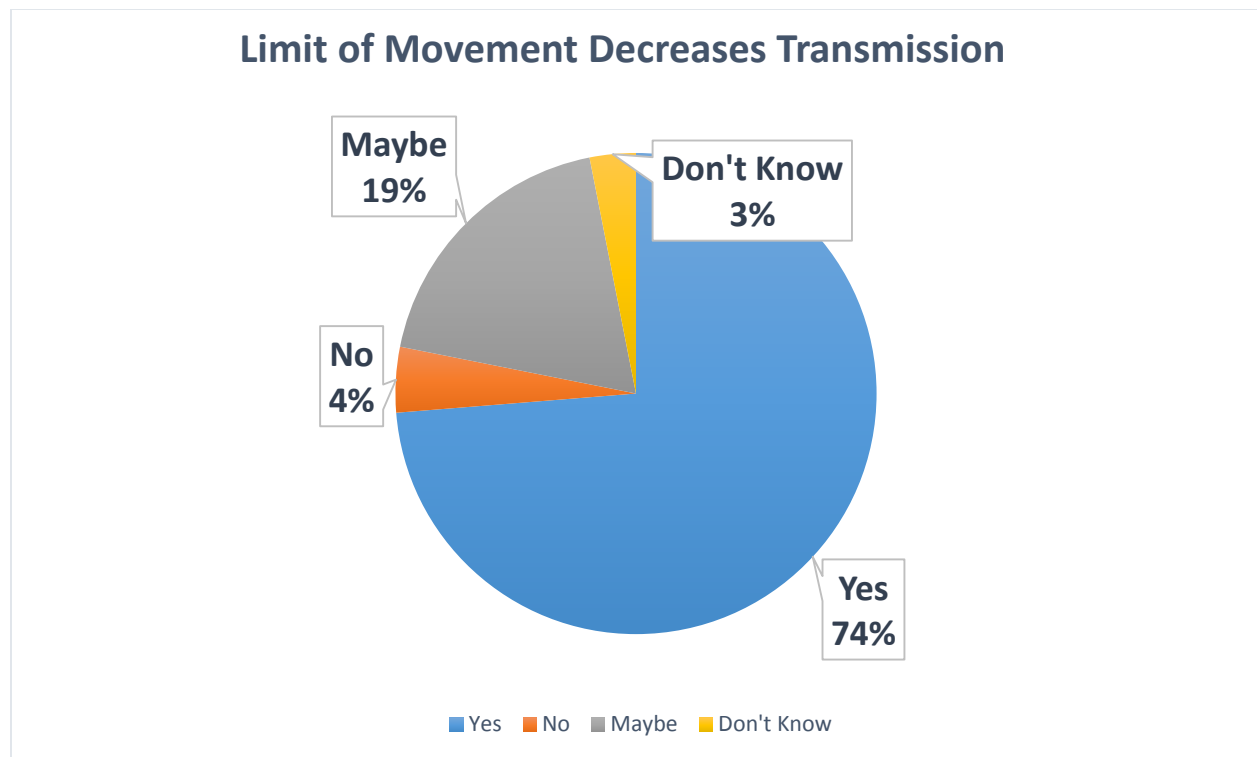


Figure –16-Limit of Movement Decrease Transmission

Can less or limited movement decreases transmission, this observation shows that 73.8% of respondents believes that limited movement will decrease the transmission, while 18.8% respondents believes that it may reduce the chances for transmission, whereas 4.4% respondents don't feels that limited movement will affect the transmission, and 3.1% of respondent don't have idea about this.

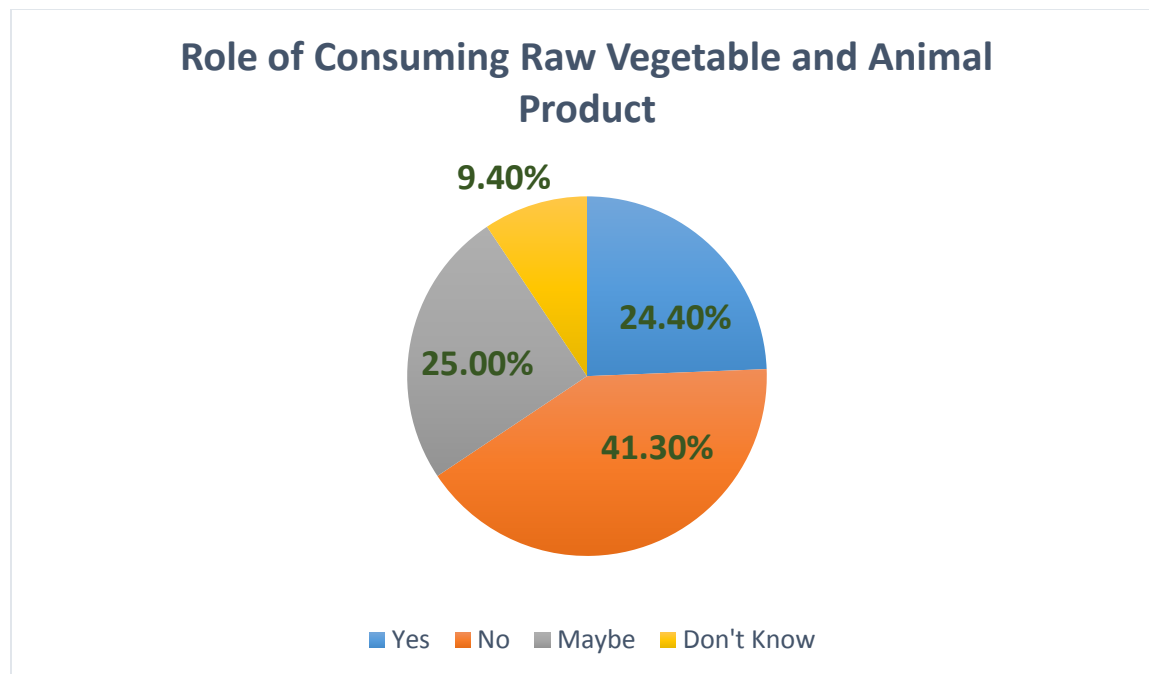


Figure – 17 –Role of Consuming Raw Vegetable and Animal Product

Indicates the role of raw vegetables and animal product in transmission of Covid – 19, it is seen that 24.4% of respondents feels that both the things play a vital role in spreading of virus, while 25% respondents are not sure about this, 41.3% of respondents feels that raw vegetable and animal product don't play any role in transmission and 9.4% of respondent don't have any idea.

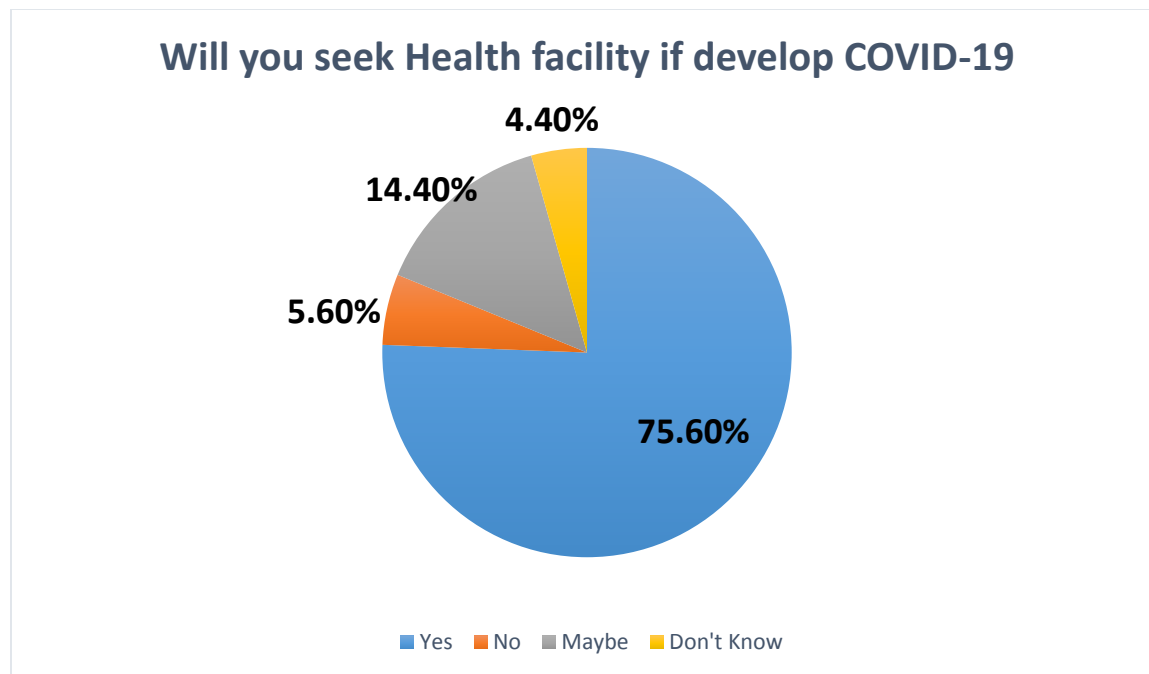


Figure –18 Seeking Health Facility

Indicates that 75.6% will seek medical facility, while 14.4% respondents are not sure about this and 5.6% will not seek the facility, and 4.4% of respondent don't have any idea.

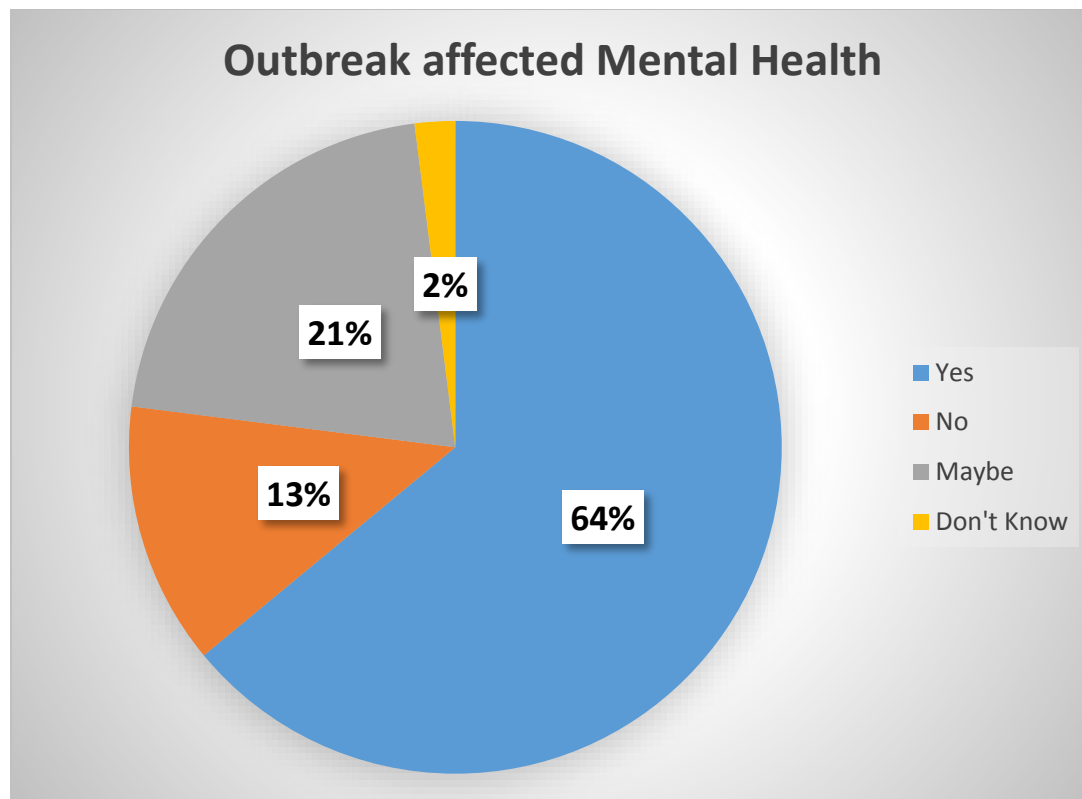


Figure –19 Outbreak affected Mental Health

Indicates effects on Mental and Psychological health after Covid -19 outbreak, this study shows that 63.7% of respondents believes that post covid effect mental health, while 20.6% respondents are not sure for this, 13.1% respondents feels that outbreak does not have any effect on mental health whereas rest 2.5% don't have idea about this

Behaviour of population Towards Covid-19

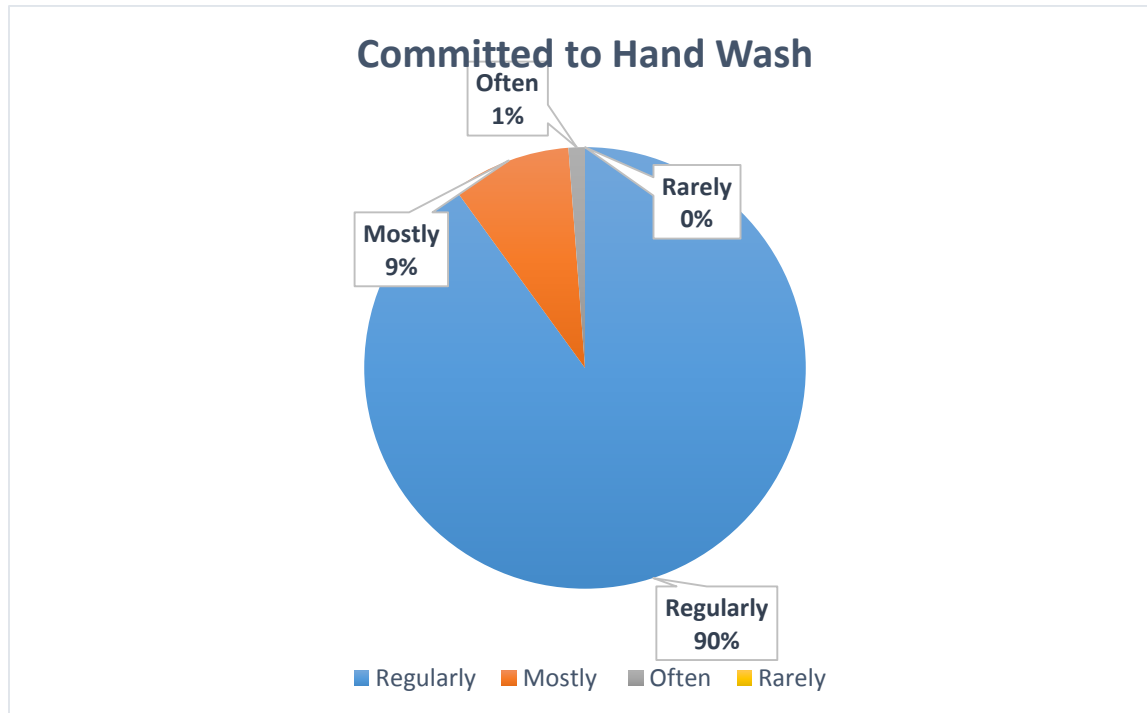


Figure 20 –Committed to Hand Wash

Indicates commitment towards hand wash as a precaution from Covid -19 this study shows that 90% respondents are committed towards washing hands on regular basis, while 8.8% mostly follow this precaution rest 1.2% often follow this.

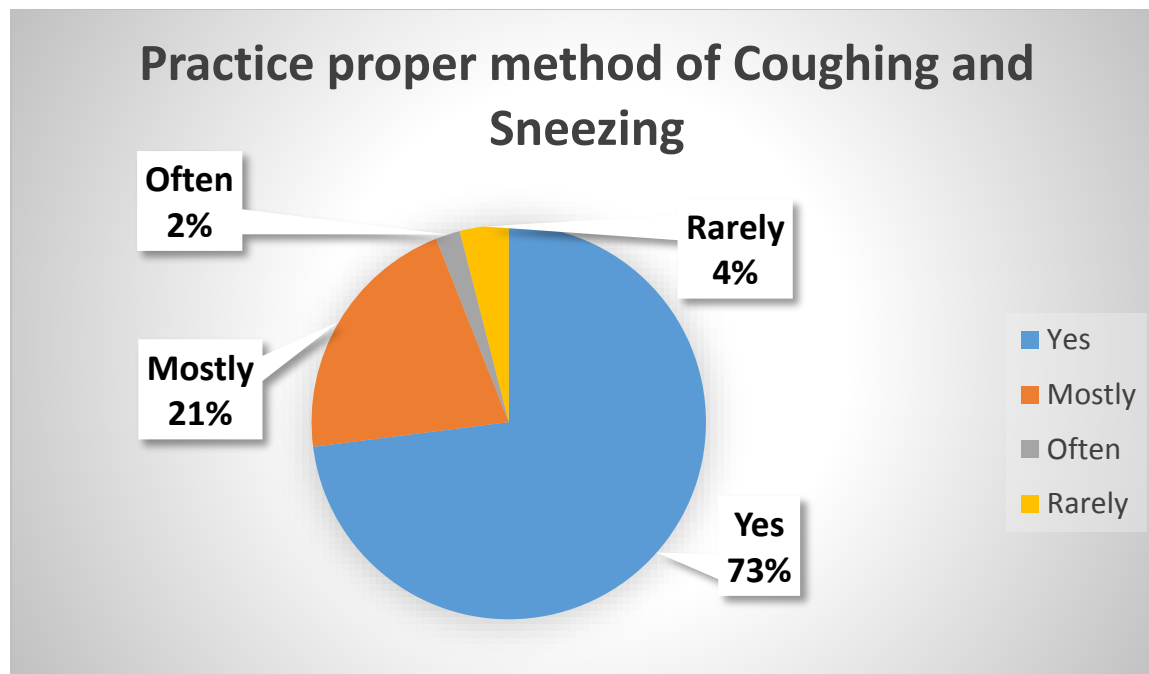


Figure 21- Coughing and Sneezing Etiquettes

Indicates practice towards coughing and sneezing etiquettes, in this study 73.1% of respondents always having practice towards proper measures for coughing and sneezing, while 20.6% mostly having this as habit, while 3.7% rarely follow this practice and 2.5% often do this.

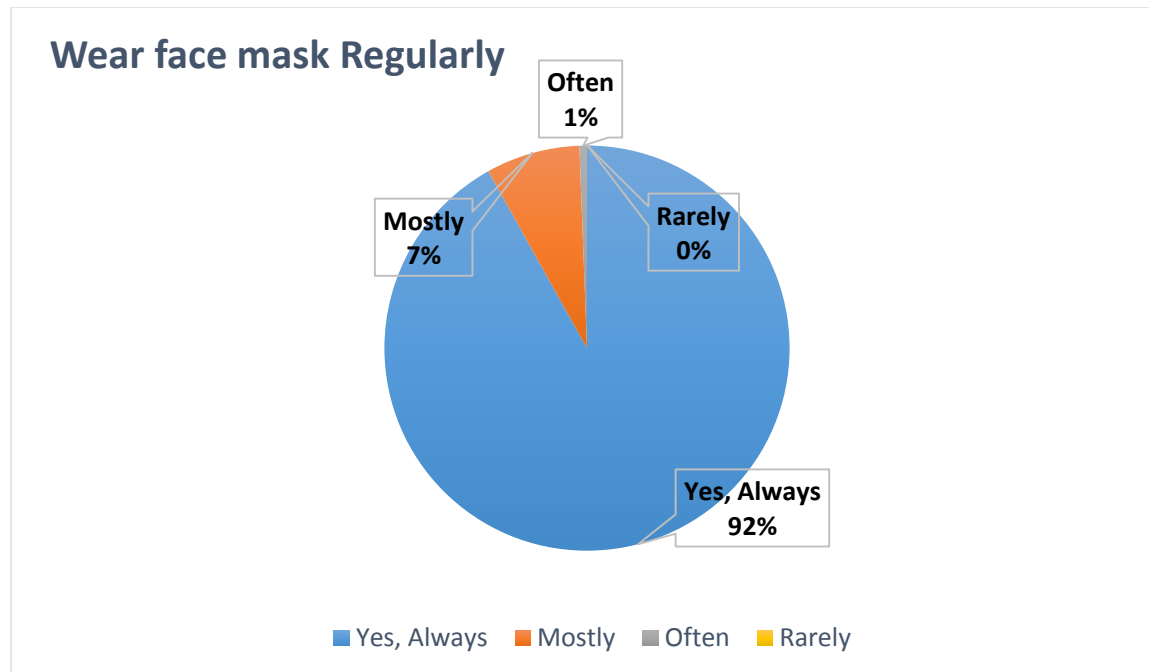


Figure 22- Regularly wear Face Mask

Indicates wearing mask practice when you are in gatherings, this observation shows that 91.9% of respondents are always following practice of wearing mask when they are in gatherings, while 7.5% mostly wear mask and rest 0.6% often follow this practice.

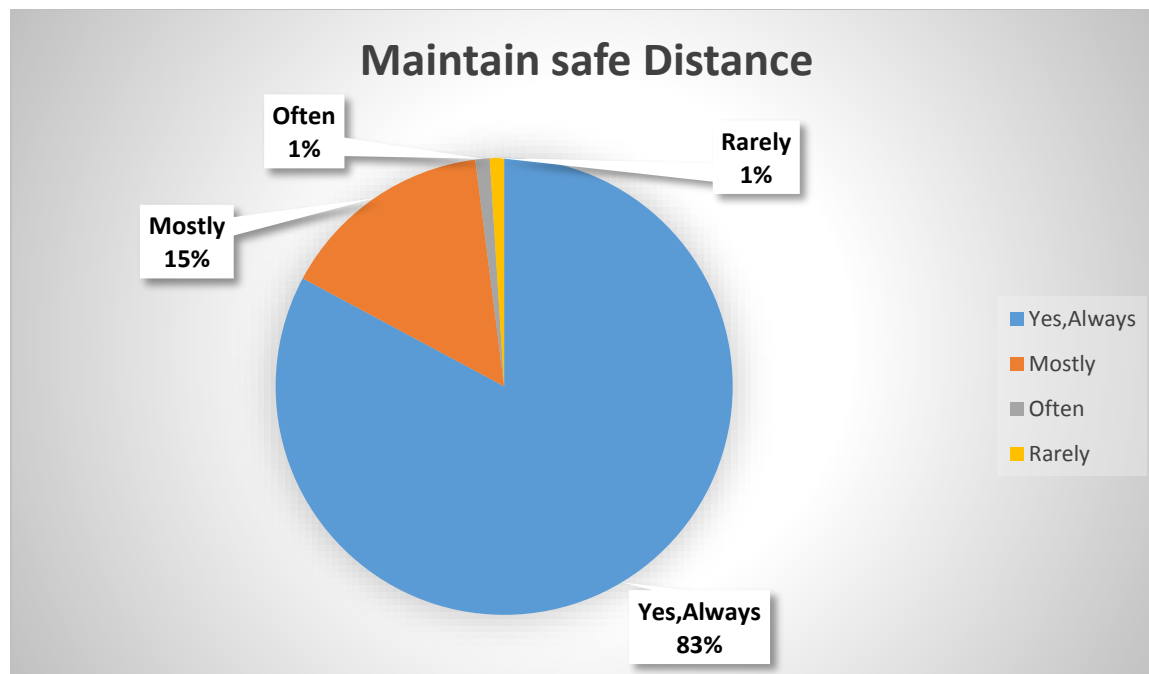


Figure 23- Maintain Safe Distance

Indicates social distancing practice among public, this study shows that 81.9% of respondents are always maintaining safe and social distance, while 15.6% respondents mostly maintains distancing among public, whereas 1.9% respondents often follow this practice, rest 0.6% rarely follow this.

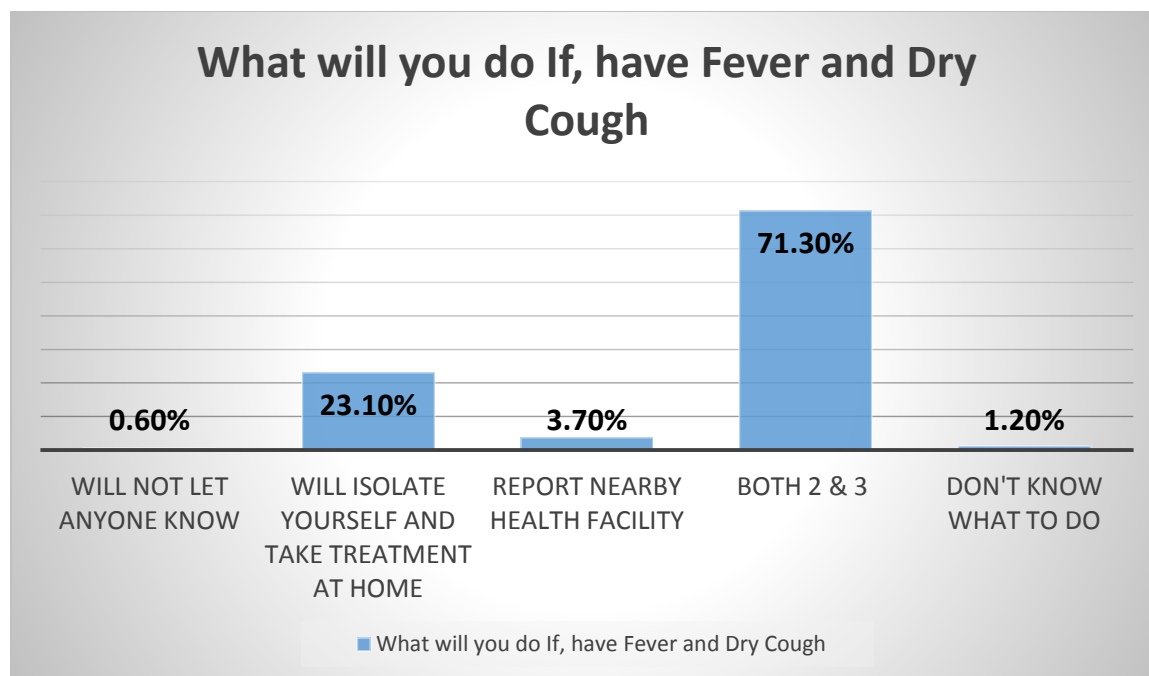


Figure 24- Develop Fever and High Cough

Indicates things to be done while having symptoms of Covid – 19, in this study 71.3% of respondents believe that in case of above issues they will isolate themselves and consult doctor, while 23.1% of respondents on isolate themselves and take home treatment, whereas 3.7% of respondents reports directly to health care, 1.2% of respondents don't have idea about what to do in case of symptoms and 0.6% of respondents hide while having these issues.

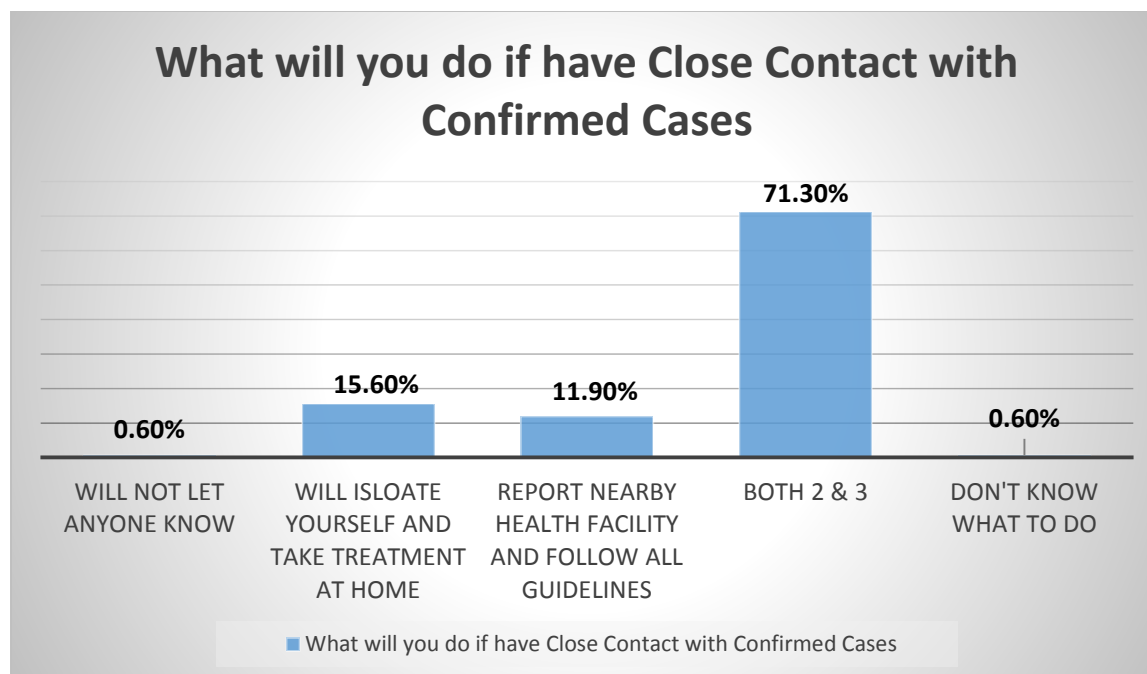


Figure 25- Close contact with Confirmed Cases

Indicates practice to be done in case of coming in contact with confirmed case, in this study 71.3% of respondents isolated themselves and consult medical team, while 15.6% of respondents isolate themselves with home remedy, whereas 11.9% of respondents directly consult doctor, rest of respondents have no idea what to do in this and hide their case.

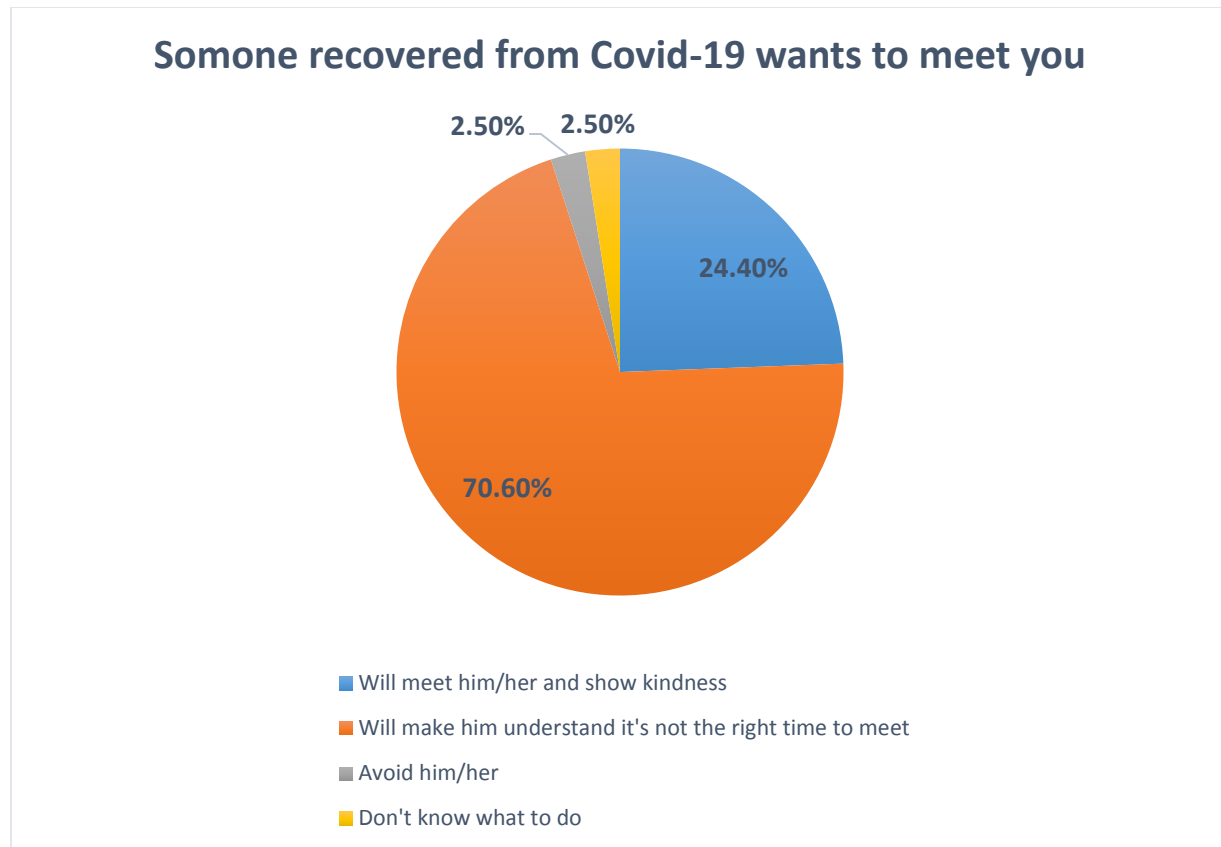


Figure 26- Someone recovered from Covid-19 wants to meet

Indicates aptitude of respondents in case of Covid-19 recovered person wants to meet, this observation shows that 70.6% of respondents will make this thing understand that this is not right time to meet, while 24.4% of respondents show kindness and meet him, while 2.5% avoid such meet and rest 2.5% don't have idea what to do.

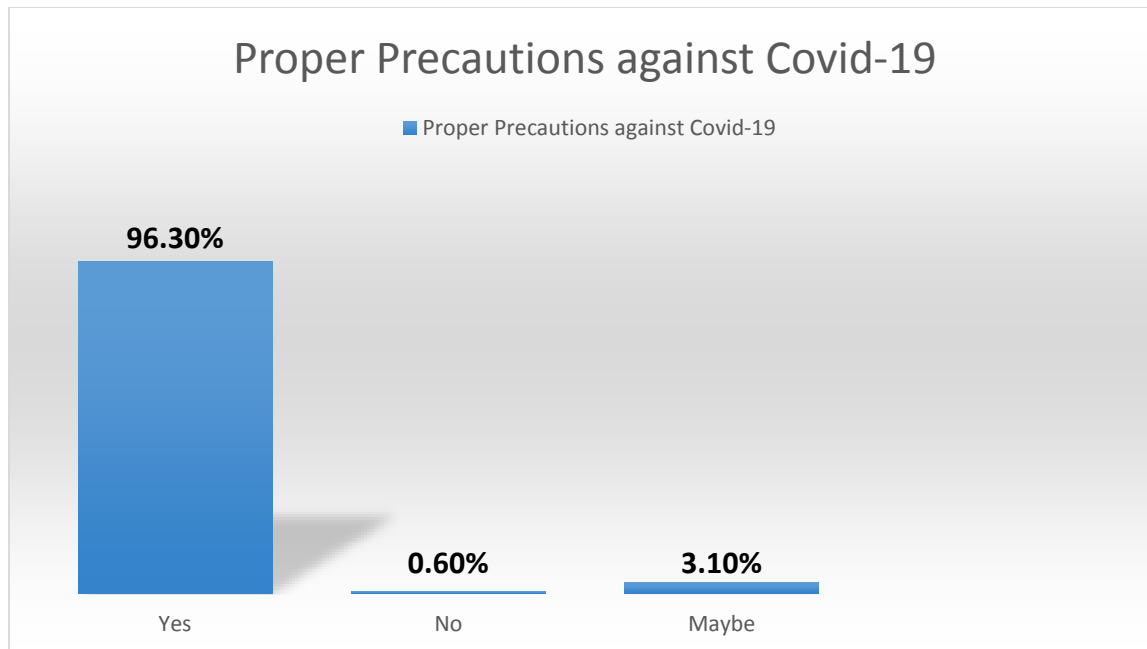


Figure 27- Proper Precautions against Covid-19

Indicates precaution habit followed by respondents, in this observation 96.35% of respondents follow proper precautionary rules prescribed by health care departments, while 3.10% may take care of precautions, and 0.6% don't take care of precautions.

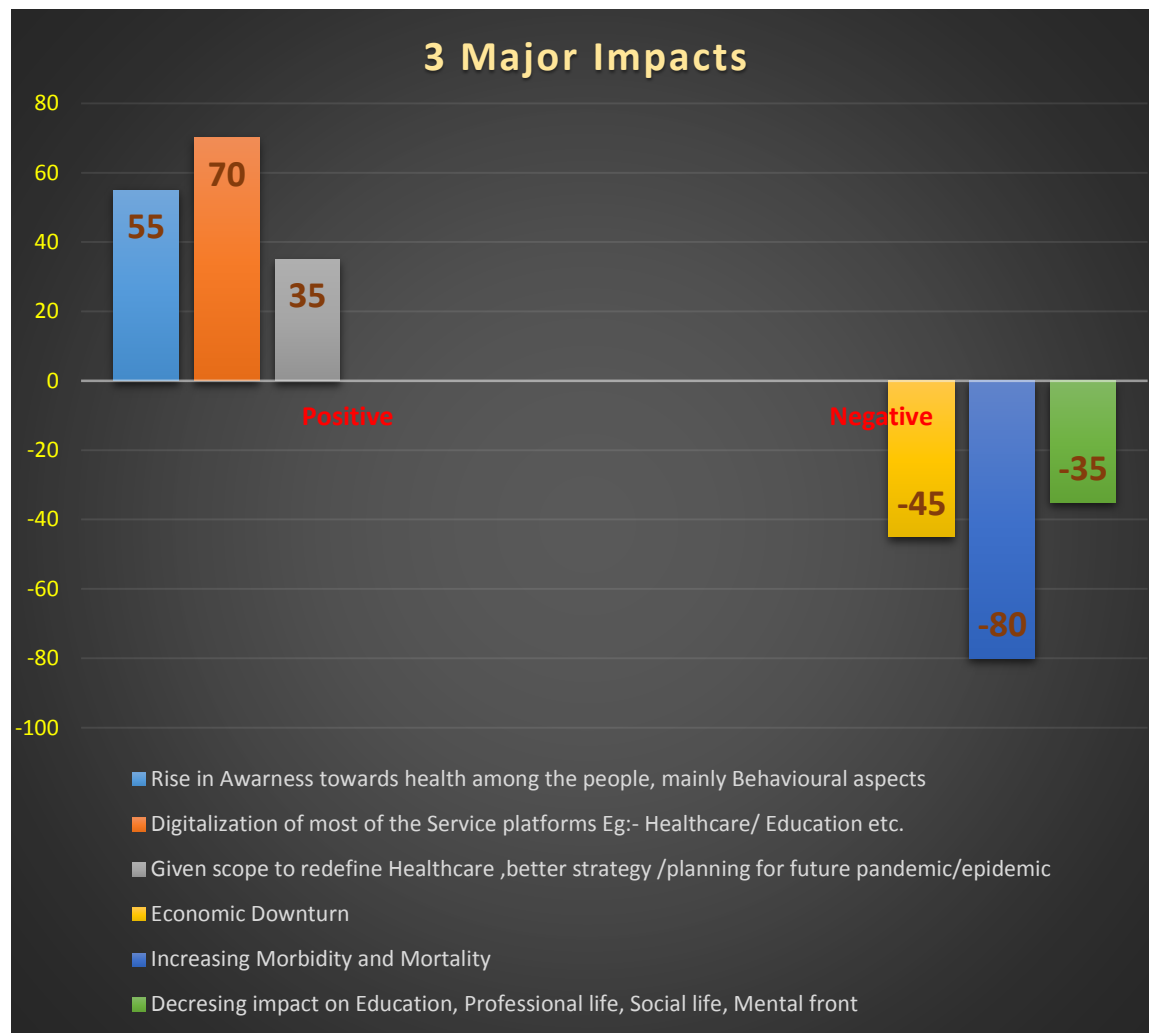


Figure 28- 3 Major impacts of Covid-19

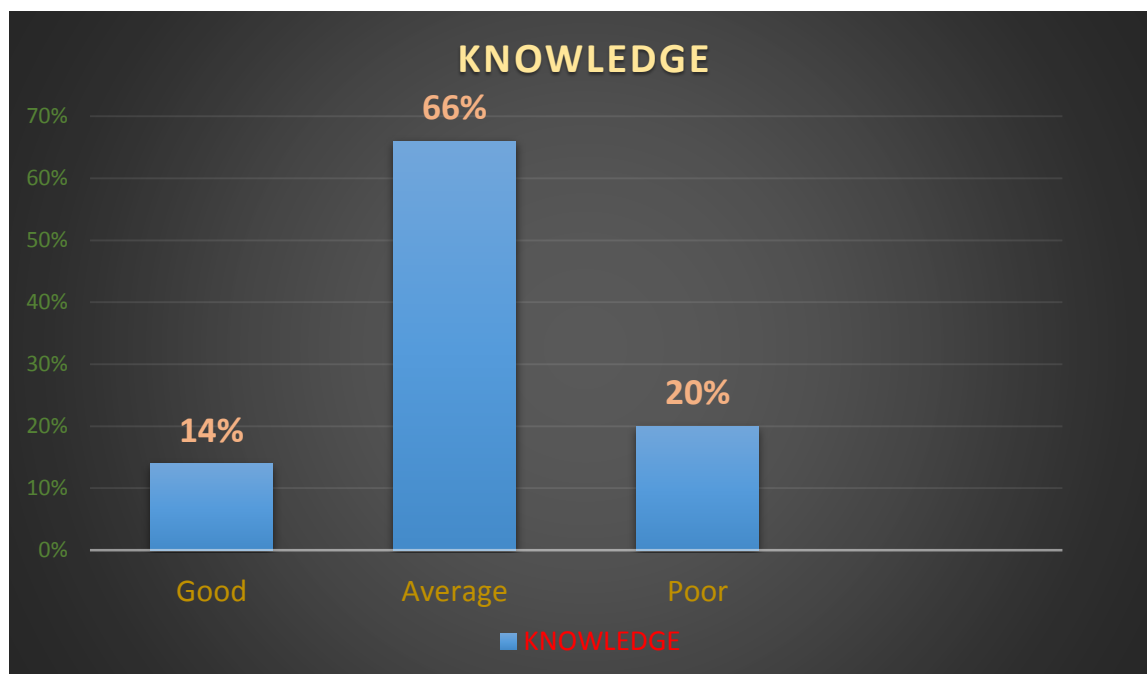


Figure 29- Knowledge among the population

Table 1- Relation of Good Knowledge with Attitude and Behaviour

GOOD KNOWLEDGE	GOOD ATTITUDE	GOOD BEHAVIOUR
14.00%	13.60%	68.18%
GOOD KNOWLEDGE	AVERAGE ATTITUDE	AVERAGE BEHAVIOUR
14.00%	45.45%	31.82%
GOOD KNOWLEDGE	POOR ATTITUDE	POOR BEHAVIOUR
14.00%	40.95%	0

Table 2- Relation of Average Knowledge with Attitude and Behaviour

AVERAGE KNOWLEDGE	GOOD ATTITUDE	GOOD BEHAVIOUR
66%	7.56%	54.71%
AVERAGE KNOWLEDGE	AVERAGE ATTITUDE	AVERAGE BEHAVIOUR
66%	63.20%	42.45%
AVERAGE KNOWLEDGE	POOR ATTITUDE	POOR BEHAVIOUR
66%	29.24%	2.84

Table 3- Relation of Poor Knowledge with Attitude and Behaviour

POOR KNOWLEDGE	GOOD ATTITUDE	GOOD BEHAVIOUR
20%	3.13%	46.90%
POOR KNOWLEDGE	AVERAGE ATTITUDE	AVERAGE BEHAVIOUR
20%	50.02%	53.10%
POOR KNOWLEDGE	POOR ATTITUDE	POOR BEHAVIOUR
20%	46.85%	0

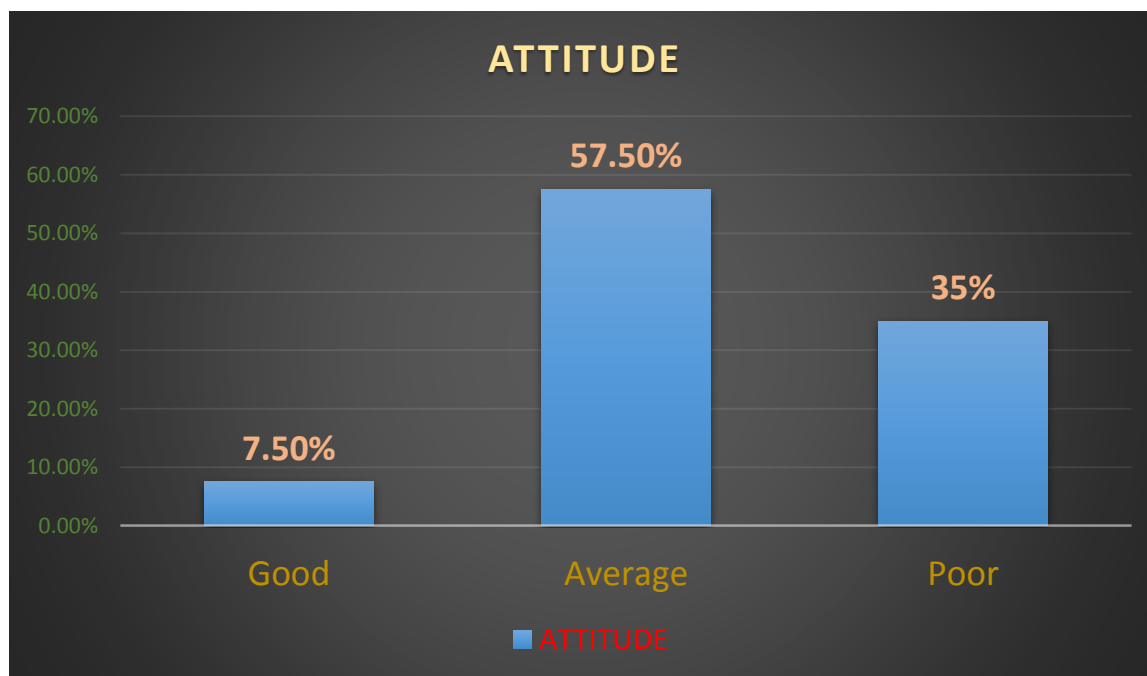


Figure 30- Attitude among the population

Table 4- Relation of Good Attitude with Knowledge and Behaviour

GOOD ATTITUDE	GOOD KNOWLEDGE	GOOD BEHAVIOUR
7.50%	25%	58.38%
GOOD ATTITUDE	AVERAGE KNOWLEDGE	AVERAGE BEHAVIOUR
7.50%	67%	41.62%
GOOD ATTITUDE	POOR KNOWLEDGE	POOR BEHAVIOUR
7.50%	8%	0

Table 5- Relation of Average Attitude with Knowledge and Behaviour

AVERAGE ATTITUDE	GOOD KNOWLEDGE	GOOD BEHAVIOUR
57.50%	11%	60.86%
AVERAGE ATTITUDE	AVERAGE KNOWLEDGE	AVERAGE BEHAVIOUR
57.50%	71%	36.97%
AVERAGE ATTITUDE	POOR KNOWLEDGE	POOR BEHAVIOUR
57.50%	18%	2.17%

Table 6- Relation of Poor Attitude with Knowledge and Behaviour

POOR ATTITUDE	GOOD KNOWLEDGE	GOOD BEHAVIOUR
35.00%	16%	46.44%
POOR ATTITUDE	AVERAGE KNOWLEDGE	AVERAGE BEHAVIOUR
35.00%	57%	51.78%
POOR ATTITUDE	POOR KNOWLEDGE	POOR BEHAVIOUR
35.00%	27%	1.78%

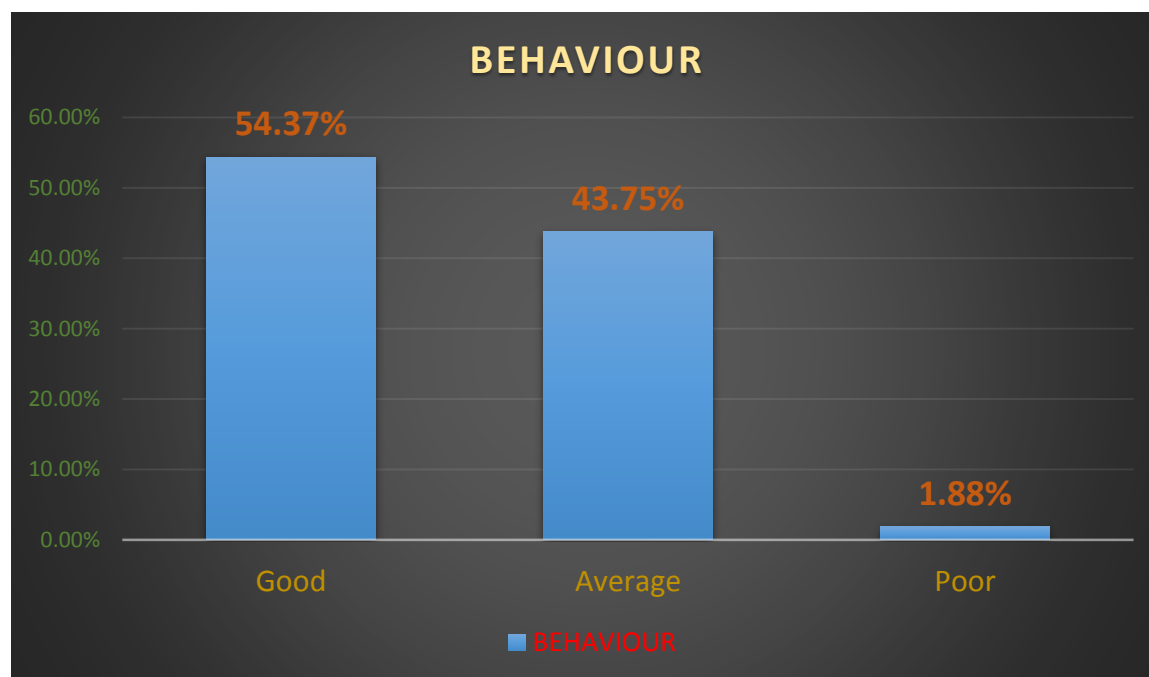


Figure 31- Behaviour among the population

Table 7–Relation of Good Behaviour with Attitude and Knowledge

GOOD BEHAVIOUR	GOOD ATTITUDE	GOOD KNOWLEDGE
54.37%	8.10%	17%
GOOD BEHAVIOUR	AVERAGE ATTITUDE	AVERAGE KNOWLEDGE
54.37%	63.20%	17%
GOOD BEHAVIOUR	POOR ATTITUDE	POOR KNOWLEDGE
54.37%	28.70%	66%

Table 8–Relation of Average Behaviour with Attitude and Knowledge

AVERAGE BEHAVOIUR	GOOD ATTITUDE	GOOD KNOWLEDGE
43.75%	7.14%	10%
AVERAGE BEHAVOIUR	AVERAGE ATTITUDE	AVERAGE KNOWLEDGE
43.75%	51.43%	66%
AVERAGE BEHAVOIUR	POOR ATTITUDE	POOR KNOWLEDGE
43.75%	41.43%	24%

Table 9–Relation of Poor Behaviour with Attitude and Knowledge

POOR BEHAVIOUR	GOOD ATTITUDE	GOOD KNOWLEDGE
1.88%	0.00%	0.00%
POOR BEHAVIOUR	AVERAGE ATTITUDE	AVERAGE KNOWLEDGE
1.88%	100.00%	100.00%
POOR BEHAVIOUR	POOR ATTITUDE	POOR KNOWLEDGE
1.88%	0.00%	0.00%

Chapter-5 Discussion

The study aimed to assess Knowledge, Attitude and Behaviour of people towards Covid-19 in Rajasthan.

The age group of respondents taken for measuring KAB towards Covid-19 was 18-49. From which most of the respondents were from age group 18-25. Female participants were more than Male participants. 57% of total respondents were Female and rest were Male.

77.5% of total respondents are Unmarried and maximum i.e. 82.5% population resides in Urban Area.

The study shows that 43.8% respondents are highly educated, 43.10% are graduated and rest are less educated.

Everyone was aware about COVID-19. While maximum (78.8 %) of respondents gained information from all the mentioned sources (Social media, Friends, Family and Newspaper).

It was observed that 73.1% of the study participants feel that the cause of pandemic is a virus, and 19.4% believes it is mixture of all infections. It is indicated that respondents are aware about correct mode of transmission. 94.4% feels that Covid-19 transmit from Respiratory droplet and close contact. 3.17% feels that it transmit from confined spaces and rest feels it transmit from contaminated surfaces.

The study also pointed out that 70% of respondents feels that incubation period is 1-14 days, 15% feels that it is more than 14 days and rest believes that it is less than 9 days.

The study also depicts that 32.5% respondents feels that Covid-19 is asymptomatic and 32.5% feels some may or may not get symptoms and 30% respondents feels that they get signs and symptoms.

This was showed that mask can be a method to prevent transmission and 95.60% agreed to this and 4.4% feels that wearing mask won't protect them.

It is indicated that Covid-19 can transmit through contaminated surfaces, it is observed from the study that 71.9% of respondents feels this, 2.5% feels it may or may not transmit.

The study revealed that 47.5% of population is worried about being infected by Virus, 30.6% feels they might be worried and rest were not at all worried.

It is also observed that 76.3% respondents feels that prevention from COVID-19 should be done by all age group people and 18.8% feels that only Children and old-aged people should take preventive measures. This observation shows that 81.3% respondents believes that prevention can protect from infection, 16.9% believes that prevention may save from Covid-19 while rest believe they can't save them.

The study also depicts that 73.8% respondents believes in the limiting their movements to limit transmission, 18.8% were not sure about it and 4.4% that it won't help.

41.3% population believes that consumption of raw materials doesn't have no role in transmission of COVID-19, 24.4% feels that both the things play a vital role in transmission, and 9.4% have no idea.

It is observed 75.6% will seek medical facility, while 14.4% respondents are not sure about this and 5.6% will not seek the facility, and 4.4% of respondent don't have any idea. It also depicts that 63.7% of respondents believes that post- Covid affected mental health, 13.1% did not get affected and rest were not sure.

In the current study 90% washed hands in a standard way. 8.8% for the most part was their hands and rest are not dedicated to hand wash..73.1% respondents properly Cough and Sneeze,while 20.6% were mostly following and rest were not practicing proper methods.

The study also identified that 91.1% wear mask regularly while 7.5% wear it mostly and rest are not wearing mask regularly.

Respondents were asked about meeting someone recovered from Covid-19 and 24.4 agreed to meet and show kindness, while 70.6% were in favour of not meeting and making the person understand the reason while others chose to ignore the person.

The study identified that 96.3% were taking proper precautions against Covid-19 while 3.1% were not sure about taking all the precautions and 0.6% said that they don't take proper precautions.

According to the respondents there are both Negative and positive effects of Covid-19.

Positive Impacts shown in the study were Increasing Awareness towards health among the population mainly behavioral aspects, Given scope to redefine healthcare for better strategy/planning for country for future, Digitalization of most of the service platforms e.g. Education , Healthcare etc. Positive impact on environment (pollution decrease, Less Deforestation)

Negative impacts observed were Economic Downturn, Increase in Mortality and Morbidity, Impacted Education, Professional Life, Social Life, Mental front.

The study perceives that 13.75% respondents have Good Knowledge about Covid-19, while 66.25% have Average Knowledge and rest have poor Knowledge about the Disease.

The study observed that 7.5% population have good Attitude towards Covid-19, while 57.51% have Average Attitude and rest have poor Attitude.

The study detected that 54.37% show good behavioral pattern towards Covid-19, while 43.75% have Average Behaviour, and rest i.e. 1.87% have poor Behaviour.

Chapter-6 Conclusion

The finding revealed that 66% participants have Average Knowledge and people with Average Knowledge show Average Attitude as well as Average Behaviour. The study likewise uncovered that the Attitude of Respondents towards Covid-19 is Average. But on the other hand majority of participants have more than satisfactory behavioural practices. It is revealed that Knowledge have a significant association with Behaviour of participants. However demographic profile, Knowledge and Attitude were independent predictors, which clearly revealed gap in KAB.

Suggestions

- The finding suggest implementation of Health Education Program for all the community to improve level of KAB.
- Awareness creation on preventive behaviours among population is highly recommended.
- Giving legitimate, compelling, effective and nonstop data to public through fitting channels for expanding the comprehension about the infection.

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Part-2

Internship Report

Submitted to



The IIHMR University, Jaipur

for the partial fulfillment for the award of the
degree of Master of Business Administration
(MBA) in

Hospital and Health Management

By

GREENAL LODHA

Under the Supervision and Guidance of

Mr. Manish Paliwal

(Operations Head)



Table of Contents

S.No	Contents	Page No.
1	Introduction	3
2	Objectives of Internship	3
3	Organization Profile	4-6
4	Key Activities/Projects Undertaken	7
5	Key Learnings	8

Introduction

The entry internship program is intended to furnish in a field insight with an opportunity to share pieces of information, to investigate the connections between ' academic arrangement and field work, and to help with creating and doing the significant exploration project which will serve to culminate internship experience.

Internships are individualized and custom fitted to the necessities and interests of an individual in the program.

I worked as an Operations Executive in an esteemed organization named Mewar Hospital Private Limited where I got the in-depth knowledge about Healthcare, Working culture of Hospitals and many more

This internship will help me to nurture myself for my better Career ahead.

Objective of Internship

- To understand different aspects of Organization.
- To understand the working Culture
- To ameliorate Knowledge about Healthcare Services
- To procure Documentation skills, Analytical Skills.
- To become capable of taking actions and decisions to help organization.
- To learn working with co-workers
- To attain Managerial Knowledge

Organization Profile

Our founder, Dr. Manish Chhapparwal, an orthopedic surgeon, studied from US. Meanwhile an establishment stone was laid and the second made milestone in medical care, as Mewar Hospitals which is at present well known as **Mewar Group of Hospitals**.

They have 10 branches across Rajasthan and Madhya Pradesh. The head existence at Udaipur, The Group amassed in provincial and semi-metropolitan regions. Dr. Manish Chhapparwal the central driver of Mewar Hospitals says... .." achievement has been in its attention on quality, fundamental consideration without exorbitant capital speculation

They got a tremendous lift when a few VC and PE firms revealed revenue in contributing. In 1998, Dr. Chhapparwal returned to Udaipur, completing his Masters in Surgery (Orthopedics). He was searching for an approach to raise funds to support his dream.

By 2004, Dr. Chhapparwal and his significant other, Dr. Devashree (co-founder), had started to understand the immense chance of administration to the Nation. Their devotion made it conceivable to act naturally dependent soon and from that point forward they have never thought back

Excitedly influence existing premium quality vectors with big business wide advancement. Phosphorescently influence others undertaking wide "fresh" thinking with e-business cooperation and thought sharing, cooperatively release high-sway arrangements.

Influence deft structures to give a vigorous summary to significant level outlines. Iterative ways to deal with corporate procedure encourage community oriented speculation to additional the general offer. Naturally develop the comprehensive perspective of problematic advancement by means of working environment variety and strengthening. Totally synergize adaptable internet business instead of elevated expectations in e-administrations. Confidently emphasize asset amplifying items in the wake of driving edge scholarly capital.

VISION- To make medical care administrations available to all-Urban and Rural.

-To convey and engender conservative medical care administrations.

MISSION- To give quality medical care administrations to all partners.

-To become the most preferred by Doctors and clients.

-To make healthcare affordable and accessible.

-Quality patient care that is trustworthy.

Services Provided-

-Pediatric Orthopedic Surgery

-Hip Replacement

-Orthopedics

-Neurosurgery

-Knee Replacement Surgery

-Plastic & Reconstruction Surgery.

-Urology and Andrology

-Women Care

-Anesthesiology and ICU

-Trauma Care

-Gastroenterology and Endoscopy

-Physiotherapy

-Dental Care

Key activities/Project Undertaken

- Preparing and Monitoring Operational Management Information System (MIS) Report.
- Conduct Competitive Analysis of Radiology and Laboratory Service charges of all ten Strategic Business Units (SBU).
- Preparing Agreements and MOU's for all outsources Services of all ten SBU's
- Conducted Study on Cost-Benefit Analysis of Ambulance Services and Top 15 Surgeries.
- Co-ordinating with Operations team across different Location and implementing Strategic actions on day-to-day basis.
- Preparing and Analyzing a monthly performance data of all 10 SBU's.
- Tracking Monthly Operational Expenses.
- Co-ordinating with Senior Management team for Reviewing and Implementing Service Charges

KEY LEARNINGS

- Professional Development
- Time Management
- Team Management
- Strategic Development

-Developed better Leadership Capability

-Learn Effective Communication

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