

DISSERTATION SYNOPSIS

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1. Research Aim

Analysing Job Satisfaction and Perceived Benefits of NQAS Certification among Community Health Officers (CHOs) Working in NQAS Accredited Ayushman Arogya Mandirs (AAMs) of Surguja District in Chhattisgarh.

2. Research Questions

1. What is the level of job satisfaction among Community Health Officers (CHOs) in NQAS-certified Ayushman Arogya Mandirs (AAMs)?
2. What are the perceived benefits experienced by CHOs working in these NQAS-certified facilities?
3. What key factors influence job satisfaction among CHOs in Ayushman Arogya Mandirs (AAMs)?

3. Objectives

1. To assess the job satisfaction and perceived benefits experienced by Community health officers in NQAS-certified Ayushman Arogya Mandirs (AAMs).
2. To identify key factors that influence job satisfaction among CHOs within these healthcare facilities.

4. Study Design: Cross-sectional Study

5. Setting: Ayushman Arogya Mandirs of Surguja District of Chhattisgarh that has received NQAS certification.

6. Study Population: 40 CHOs.

7. Inclusion criteria: CHOs working in NQAS-certified Ayushman Arogya Mandirs within Surguja District, Chhattisgarh.

8. Exclusion criteria: CHOs employed at non-certified Ayushman Arogya Mandirs within Surguja District, Chhattisgarh.

9. Study Tools: Structured questionnaires and telephonic interviews.

10. Duration Of Study: 3 Months (18th March 2024 to 12th June 2024)

11. Sampling Technique: Convenient Sampling

12. Data Collection Procedure: Data was collected through structured questionnaires and telephonic interviews with the identified CHOs.

13. Ethical considerations:

- Regarding the administrative approvals for conducting this study, permission was sought and obtained from the NCD Cell of Surguja District, Chhattisgarh to align with the place-specific legal proceedings and guidelines.
- All subjects assented to the study and hence, comprehensively understand the general and specific purpose of the research, techniques, and any advantages or disadvantages of participating in the study.

14. Implications of the Study

This study on CHO job satisfaction in NQAS-certified facilities in Surguja District, Chhattisgarh, could inform workforce management, quality improvement, and resource allocation in primary healthcare. Its findings may guide policy development to enhance CHO working conditions and patient care. The research could serve as a model for similar studies elsewhere, contributing to healthcare system strengthening. By examining the local context, it offers insights for tailoring initiatives and potentially scaling NQAS certification to other facilities.