

Internship
at
Help A Village Foundation, Patna

By
Anand Gaurav

Dissertation submitted in partial fulfillment of the requirements of the degree
MBA Rural Management

Academic year, 2017-2019



The IIHMR University, Jaipur

1, Prabhu Dayal Marg, Sanganer, Airport
Jaipur 302029, Rajasthan
Ph: 0141 3924700, Fax: 3924738
Website: www.iihmr.edu.in

A. ORGANIZATIONAL PROFILE

A.1 OVERVIEW OF HAV

HAV founded in 2012 is an international non-profit organization contributing in the field of humanitarian relief and development support. It is working in ninety-four countries addressing the need of emergency response, food security, water and sanitation, economic development, climate change, agriculture, education and health advocating at the local, national and international levels which helps in making policies helpful for the rights of poor people.

For over the time period of 65 years, HAV has been working in India focusing on alleviating poverty and social exclusion through several programmes in health, education, livelihoods, disaster preparedness and response. The primary goal of the organization is to empower the women and girls from poor and marginalized communities, enhancing their lives and livelihoods. Its main target is to identify the root causes of healthHAV challenges and provide innovative solutions to help in implementing secure accessible and quality maternal and child healthHAV among the vulnerable section by working in close collaboration with State and Central Governments and other partner organizations.

To address the health challenges in Bihar, HAV India launched the BTSP (Bihar Technical Support Program). BTSP has started working with HAV India's Integrated Family Health Initiative (IFHI) project in 2011 with the objective to save the lives of mother and children in Bihar. HAV stands as a pillar to support the Government of Bihar to strengthen and improve reproductive, maternal, newborn, child, adolescent, and nutrition outcomes, including the continuum during the first 1000 days-from conception to child's second birthday. Its intervention focusses on better counselling and emergency preparedness for the mother and newborn, building Basic Emergency Obstetric and Newborn HAV (BEmONC) capabilities, improved management of neonatal infections, early initiation and exclusive breastfeeding, complimentary feeding, increased immunization, and expanded access to quality family planning services and birth spacing methods.

Key innovations and interventions

There are wide range of services provided by HAV in Bihar, but apart from this HAV also developed and piloted innovative solutions that address the various issues which facilitate access to high health quality services in Bihar. These innovations were made in the context of Bihar but many of them have scaled nationally. Some of these innovations are mobile health for continuum of HAV services, tracking and management of very low birth weight babies, Incremental learning approach, Team-based goals and incentives, Quality improvement at health facilities, Mobile nurse mentoring program.

CONCURRENT MEASUREMENT AND LEARNING UNIT-

There is a separate vertical in the organization known as CML which is responsible to generate data independently based on Logical Framework Approach (LFA), which provide a reliable mirror to program leadership of the TSU and the Government. It uses data expertise to help the other TSU team as they work with the government programs to improve data quality and use. The data generated by the CML team complements and to an extent validates the information that is available from the MIS of the two government programs as well as the data gathered are reported by DRUs and SRU. In order to implement this structure with the intended roles and responsibilities for each stakeholder, a monthly rhythm of internal data-based reviews, scheduled for a week in month as a 'home' week has helped guide the internal functioning of the TSU, and provide opportunities for ongoing internal capacity building. (HAV India, 2018).

A.2. LEARNINGS FROM ORGANIZATION

A) WORK FOR A CAUSE

Organization has a core belief of working for the development without making its separate identification. It works with the government amalgamating its identity for securing health services effectively.

B) TEAM WORK

There is a combined action of all the members working in three different tiers of state, district and block. Inputs from each level are taken into consideration while planning and implementing any project.

C) CONFLICT MANAGEMENT

The innovative ideas from each level sometimes creates a situation of conflict which is well managed by the head of the team or the senior members in the group without creating an environment of humiliation or disrespect.

D) SELF-REGULATION

Regular contact with the communities or with the different stakeholder influences the emotion and behavior which is self-regulated HAVfully with each member in the organization. Personal discomfort and values of each employee are kept while visiting community and the communities are treated with high respect and dignity.

E) COMMUNICATION SKILLS

Communication skill is the essential key required for involvement either within the organization or outside the organization. Learning how to adequately deliver the key messages is most important. Various methods are adopted for a mutual participation between the organization and community. Some of them are storytelling, involving the community persons with local dialects, etc.

F) PERSUADING AND INFLUENCING SKILLS

It is very important to convince the communities to work with them. Organization members create a healthy and friendly environment in the community which build the atmosphere of trust and confidentiality which collectively make a positive ecosystem to work.

G) TECHNICAL SKILLS

Organizational programmes has enhanced my knowledge on various core issues of public health sector which helped me a lot to learn and observe the ground realities. Various extra training classes organized within the organization for the learning of employees on data analysis software namely SAS and ATLAS Ti has intensified my skills.