

Responsiveness in a District Health System: The Changing Relationship of the State with its Citizen

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Abstract

From the early 1990s, health reforms have been introduced in the state of Rajasthan in India, with the aim of improving the performance of the health system. The objective of this paper is to investigate whether these reforms have any consequence in terms of changing the relationship of the state with the citizen, particularly with regard to responsiveness. We present the results of an empirical study on change in responsiveness in a district health system in India over the pre-reform and post-reform periods (1991-2006). We collected data from 124 respondents through key informant survey using the snowball approach. We found that though responsiveness has improved over the period 1991-2006, the change cannot be attributed to policy interventions alone, and that exogenous variables or pull factors could have contributed to this improvement.

Keywords: Health system, responsiveness, services management.

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