

Manuscript ID:
TIJCMBLIR-2025-020501

Volume: 2

Issue: 5

Month: October

Year: 2025

E-ISSN: 3065-9191

Submitted: 05 Sept 2025

Revised: 20 Sept 2025

Accepted: 10 Oct 2025

Published: 31 Oct 2025

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DOI: 10.5281/zenodo.17462137

DOI Link:

<https://doi.org/10.5281/zenodo.17462137>



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A Study on Service Quality of Veterinary Dispensaries

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Abstract

Veterinary services refer to the medical care and treatment provided to animals by licensed veterinarians. These services include preventive care, diagnostic testing, medical and surgical treatment, and emergency care. Preventive care services include regular check-ups, vaccinations, and parasite prevention to help prevent diseases and promote good health. Diagnostic testing involves evaluating an animal's symptoms and using laboratory tests, radiology, and other tools to diagnose diseases or health issues. Medical and surgical treatment may involve the use of medication, surgery, or other medical interventions to treat a variety of health problems, such as infections, injuries, or chronic conditions. Emergency care services are available 24/7 to address sudden, life-threatening health issues, such as trauma or severe illness. Veterinary services are provided for a wide range of animals, including companion animals such as dogs, cats, and birds, as well as livestock and exotic animals. In addition to clinical services, some veterinarians may also provide public health and regulatory services, such as food safety inspections and disease control programs.

Keywords- Veterinary services, veterinary dispensaries, service quality, livestock

Introduction

The quality of veterinary services is a critical factor in ensuring animal health and productivity, and in turn, the well-being of the human population. A study conducted on the quality of veterinary services in Satara district can provide valuable insights into the state of veterinary healthcare in the region. This literature review will examine the existing literature on the concept of quality of veterinary services, factors influencing it, and the methods used for its assessment. The livestock sector in Satara district plays a vital role in the rural economy, providing a source of income and employment to a significant population. The livestock owners in the district heavily rely on veterinary services to maintain the health and productivity of their livestock. However, the quality of veterinary services and their availability has been a concern for the livestock owners in the district. Although the government and non-government organizations have been providing veterinary services in the district, there have been reports of insufficient services, inadequate facilities, and inadequate supply of medicines and vaccines. This has resulted in low livestock productivity and decreased income for the livestock owners. There have been previous studies on the quality of veterinary services in different parts of India, but there is a lack of research on the quality of veterinary services in Satara district. Thus, this study aims to fill this gap by assessing the quality of veterinary services in the district and identifying the gaps in the services provided. The findings of the study are expected to help the government and other stakeholders to develop policies and strategies to improve the quality of veterinary services in the district. This, in turn, will enhance the health and productivity of the livestock, leading to increased income and better livelihoods for the livestock owners.

The investigation into the caliber of animal care with reference to Satara district aims to investigate the level of quality of veterinary services provided to the livestock owners in Satara district. Satara is a district in the state of Maharashtra, India, known for its agriculture and animal husbandry. Study seeks to understand the availability and accessibility of veterinary services to the livestock owners, the quality of the services provided, and the level of satisfaction among the owners. It also aims to identify the gaps in the existing veterinary services and suggest measures to improve the quality of services provided to the livestock owners. The study is important as livestock plays a significant role in the economy of Satara district. The quality of veterinary services has a direct impact on the health and productivity of the livestock. Therefore, it is essential to ensure that the veterinary services provided are of high quality and meet the needs of the livestock owners.

How to Cite this Article:

Pawar, A. A., & Mulani, J. G. (2025). A Study on Service Quality of Veterinary Dispensaries. *The International Journal of Commerce Management and Business Law in International Research*, 2(5), 1–4. <https://doi.org/10.5281/zenodo.17462137>

It will be conducted using a combination of both quantitative and qualitative methods of research, like interviews, surveys, and questionnaires. and focus group discussions. The findings of the provided in Satara district, which will have a positive impact on the livestock owners and the overall economy of the district. Veterinary services play a crucial role in safeguarding the health and wellbeing of animals, which in turn has a significant impact on human health and food security. The Satara district in Maharashtra, India, is known for its large livestock population, which makes the provision of quality veterinary services a necessity. However, there have been concerns regarding the quality of veterinary services in the district, including issues related to accessibility, affordability, and effectiveness. This study aims to assess the quality of veterinary services in the Satara district by examining various factors such as infrastructure, availability of medicines and equipment, the competency of veterinary personnel, and the satisfaction level of farmers with the services provided. The study will involve collecting primary data from farmers and veterinary personnel through surveys and interviews, and secondary data from government records and publications. The results for this investigation can provide valuable insights into the current state of veterinary services in the Satara district and identify areas that require improvement. The results can be used to formulate plans and strategies to enhance the quality of veterinary services, which will ultimately benefit farmers, animals, and the larger community.

Objectives of the study

1. To study the service quality of veterinary dispensaries.
2. To suggest remedies for making veterinary services better service quality.

Scope of the Study

This study is useful for various public practitioners as well as it also help to identify the factors that influence the selection of various veterinary services. It also helpful to the farmers whose livelihood is depends on livestock.

Data collection

For this study secondary data will be collected from the pub and animal husbandry departments such as the annual budget, veterinary services provided by government veterinary dispensaries, statements of receipts and payments and annual reports, etc.

Measurement

It is based on expert's opinions, situation specific condition, available information on internet. This study based on conceptual in nature, qualitative as well as exploratory study is done in this research.

Theoretical framework

Veterinary Service ought to possess the direction, structure of operation, and oversight methods necessary for the creation, execution, and update laws, legislation, and programs that incorporate risk analysis, epidemiology, monetary,

and social principles. The Veterinary Services choices ought to remain free of undue financial, partisan, and other general pressures. The Veterinarian Authorities ought to work together with other relevant government departments and engage actively with the OIE and other international and regional bodies.

A few particular parts should make up the part in question:

1. National veterinary legislation that is exhaustive. Frequently revised in light of evolving international standards and new proof from science;
2. Execution of veterinary laws by means of a communications and awareness program, in addition to formal, recorded examination and conformance efforts;
3. Capacity to conduct risk and cost-benefit analyses to define, evaluate, change and fund policies and programs;
4. Policies or programmes that are well-documented, properly funded and sustained, correctly reviewed and updated to increase their efficacy and effectiveness, and that address emerging issues;
5. Quality governance structures with suitable quality rules, regulations, and paperwork, including methods for sharing data, grievances and appeals, and for internal inspections;
6. Information management systems are used for accumulating data to keep track of and assess the policies and activities of veterinary services and to conduct risk analysis;
7. The structures of organizations with clear roles and responsibilities to facilitate efficient internal management of tasks from headquarters to the field of levels (chain of command), and this are reviewed and updated as required;
8. The formality exterior mechanisms of coordination with clearly described rules or contracts for activities (which includes preparedness as well as reaction mechanisms) between the animal care authority, the appropriate officials, and other helpful government officials and stakeholders, with a one health approach;
9. Adequate levels of government involvement at worldwide conferences, including discussions with participants, active engagement and information sharing, and implementation of meeting outcomes.

Personnel and resources

The animal hospital should be adequately staffed with vets, veterinarian support staff, and other staffs who have gained the skills required by means of beginning and ongoing education in order to perform their duties safely and effectively. The previously veterinary department ought to possess efficient and clean physical assets, sufficient operational funding for their continuing and scheduled operations, along with access to special resources for quickly reacting to emergencies or new emergent issues.

A few particular parts should constitute this component:

- a nucleus of on a full- civil servants, like an adequate amount of licensed vets and medical paraprofessionals;
- Formal, regular, and founded on meritocracy recruiting and advancement protocols
- specified and put into effect descriptions of duties, formalized performance evaluation, and supervisory processes for vets, veterinarian assistants, and other staff;
- Personnel compensation that is adequate and consistent in order to mitigate the risk of problems between competing interests and maintain independence;
- education, expertise, abilities, and procedures of doctors and veterinary staff members that are standard and competent to conduct pertinent activities of the medical programs;
- education, expertise, abilities, and procedures of doctors and veterinary staff members that are standard and competent to conduct pertinent activities of the medical programs;
- Every worker have utilization of growth opportunities, including assessed and modified continuing education programs;
- Establishing ways for veterinarians to access employees as well as additional assets, such as during emergency situations;
- Access to appropriate material assets at all levels (national, state/provincial, and localized), which includes but not confined to operational structures, furnishings, devices, interaction, computer technology, transport, and cold cord, which are maintained or replaced as required.

Research Gap

There was a research gap concerning the quality of veterinary services specifically in Satara district. This study fills that gap and serves as a reference for future research on veterinary healthcare systems in rural India.

Findings

1. Training and development:
Veterinary clinics, whether they are run by the government or by private practitioners, should make it a priority to provide ongoing training and development opportunities for their employees so that those employees are always up-to-date on the most recent advances in veterinary medicine. This has the potential to contribute to an improvement in the quality of services offered and an increase in the level of satisfaction felt by farmers.
2. Modernization of facilities and equipment
Both government dispensaries and private practitioners must to make certain that the facilities and equipment at their disposal are contemporary and up to date. Because of this, the quality of the services that are offered may improve, and the atmosphere that farmers and

their animals share may become more pleasant and productive.

3. Communication:
There needs to be better communication between those who provide veterinary services and farmers so that farmers are aware of the services that are available to them and how they may make use of those services to their advantage. In addition, service providers should be more receptive to the requirements of farmers and should address their problems in a manner that is both prompt and effective.
4. Transparency:
Service providers have a responsibility to maintain information regarding the quality of the services they offer, including the prices of those services and the treatment plans. This can help develop trust between farmers and suppliers, ensuring that farmers are more satisfied with the services that are supplied to them, and can also help farmers make more money.
5. Collaborative Efforts to Raise Service Standards
To raise the standard of veterinary care provided in the Satara District, Government Dispensaries and Private Practitioners ought to work together sharing best practices and developing a more complete and efficient animal healthcare system can be facilitated through collaborative efforts, which are ultimately beneficial to all parties involved.
It is possible for government dispensaries and private practitioners in Satara district to improve the quality of veterinary services offered in the region by putting these suggestions into action, which would, in the end, result in improved outcomes for farmers and animals living in the region.

Acknowledgment

The author sincerely acknowledges the continuous guidance, encouragement, and support received from Prin. Dr. Jahangir Gulab Mulani, Research Guide, Shivaji University, Kolhapur, whose expertise and suggestions were invaluable throughout this research work. I am also grateful to the Department of Animal Husbandry, Satara, for providing access to necessary information and reports. Special thanks are due to the livestock farmers and veterinary practitioners who participated in surveys and interviews and shared their practical experiences, which enriched the findings of this study. I also extend heartfelt gratitude to my family and colleagues for their moral support, motivation, and cooperation during the preparation of this paper.

Financial support and sponsorship:

Nil.

Conflicts of interest

The authors declare that there are no conflicts of interest regarding the publication of this paper

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