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ABSTRACT

Samajik Suvidha Sangam (SSS) program was launched by the Government of NCT of Delhi on 14th August 2008. SSS is also known as Mission Convergence, because nine Government departments are converged to deliver benefits of their schemes through this program. Instead of income criterion used for selection of beneficiaries new criteria based on spatial, social and occupational vulnerability were introduced. This program intended for most vulnerable poor. A huge database of vulnerable population is generated which was missing earlier. This identified population gets the benefit of various schemes through a “single window system”. The study of any development program depends on the knowledge of field functionaries and their attitude towards the program. Hence, this study “**Knowledge, Attitude and Perceptions of Field Functionaries about *Samajik Suvidha Sangam* Program**” was conducted in order to predict the success of the program and to identify the ways to improve it.

The study was conducted in all the eleven districts of Delhi on a sample of 259 Field Functionaries belonging to three types of NGOs that have been implementing this program namely, Mother NGOs (MNGOs), District Resource Centers (DRCs) and Gender Resource

Centers (GRCs). Knowledge, Attitude and perception were the dependent variables in the study. The data was collected by the researcher through personal interview.

The Mean Knowledge Percentage Score (MKPS) of the respondents was 58.06 that means just satisfactory. It indicates that the overall knowledge of the functionaries needs to be improved.

The knowledge of the functionaries was good on the aspect, 'Institutional structure of SSS program', satisfactory on the aspect, 'Operational Knowledge of SSS program', and on two aspects i.e., 'General Knowledge about SSS program' and 'Distinguishing Features of SSS program' it was poor. The functionaries of MNGOs and DRCs had higher knowledge than the functionaries of GRCs on all the four aspects of knowledge.

Item analysis of the knowledge items under study i.e 221 revealed that 56 per cent of the respondents of GRCs, DRCs and MNGOs were not aware about 30 per cent, 21 per cent and 13 per cent of the knowledge items respectively.

Almost all the respondents of MNGOs and GRCs had highly favorable or favorable attitude towards SSS program. While about 80 per cent of the respondents of DRCs had highly favorable or favorable attitude. About 90 per cent of the respondents were of the view that SSS program will be a successful program. Majority of the respondents perceived that SSS program improve women's and their families' access to government schemes and services through single window. The program promote women's participation in governance, improve their socio-economic status, improve the quality of life of vulnerable families and build public awareness on women's issues and needs of poor. However, half of the respondents were not satisfied with the Grievance redressal mechanism of the program. Vast majority of the respondents also considered that their salary is less. There was also a scope for the improvement in the training.