

**Perception of Parents about the Care of Children in the Selected Day Care
Centers of Dhaka City**

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A thesis presented to the

BRAC University Institute Education Development

For the partial fulfillment of the requirements for the degree of

MASTERS OF EARLYCHILDHOOD DEVELOPMENT

January 12, 2012

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Ethical Approval Form (Sample)

Date: _____

Student name: Harina Akter

Title of Thesis Topic: Perception of parents about the care of children in the selected Daycare centers of Dhaka, city

1. Source of population

2. Does the study involve (yes, or no)

1. physical risk to the subjects
1. social risk
2. psychological risk to subjects
3. discomfort to subjects
4. invasion of privacy

3. Will subjects be clearly informed about (yes or no)

1. Nature and purpose of the study
2. Procedures to be followed
3. Physical risk
4. Sensitive questions
5. Benefits to be derived
6. Right to refuse to participate or to withdraw from the study
7. Confidential handling of data
8. Compensation and/or treatment where there are risks or privacy is involved

4. Will Signed verbal consent for be required (yes or no)

1. From study participants
2. From parents or guardian
3. Will precautions be taken to protect anonymity of subjects

5. Check documents being submitted herewith to Committee:

1. Proposal
2. Consent Form
3. Questionnaire or interview schedule

ETHICAL REVIEW COMMITTEE

Research Authorization

Title: *Perception of Parents about the care of children in the selected Daycare centers of Dhaka city.*

The Research Checklist indicates:

- ☐ Approved without amendments
- ☒ Approved with advice to research
- ☐ Not Approved. Resubmission is required

Authorized by:

Name: *Erum Mariani, Ph.D*

Position in Ethical Review Committee:

 chair/co-chair/other

Signature:

Erum Mariani

Date:

30.07.11

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THESIS APPROVAL FORM (SAMPLE)

Name of the Student: Harina Akter

Expected Date of Graduation: July, 2011

Thesis Topic:

Perception of parents about the care of children in the selected Day care centers of Dhaka city

Examiner's comments:

Date of Thesis Submission to the Committee:

☐ Excellent

☐ Good

☒ Satisfactory

☐ Fail

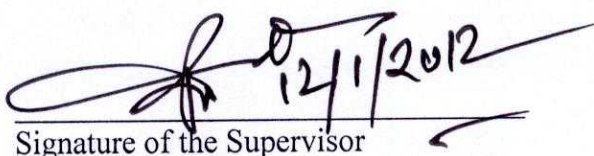
Thesis Committee Signature: Erum Marican

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The thesis report should also contain approval from the respective supervisor. Since the reports will be examined by experts who may not be acquainted with the thesis. It is very important to include the clearance from the concerned supervisor with the report. A sample approval letter from the supervisor can be as follows:

Approval from the supervisor (sample)

In my judgment the thesis and the candidate meet recognized scholarly standards for the degree and are therefore ready to submit his/her thesis to the Thesis Committee.

A handwritten signature in dark ink, appearing to be 'Prof. C. Sarker', with the date '12/1/2012' written below it.

Signature of the Supervisor

Date:

Details of the supervisor

Name: Profulla C. Sarker Ph.D

Designation: Professor and Vice Chancellor

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E-mail:

Telephone:

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ID No.

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**Institute of Educational Development
Master's Thesis Program
Early Childhood Development
Consent Form for Participant/Sample**

Institute of Educational Development (IED), BRAC University has taken a research initiative as part of Master's course in early childhood development in your area. The research will focus on your children development and your family related information under the study of Children development in a day care center under ECD programs in Bangladesh. The aim of this research is to assess the perception of parents regarding Child Care and Developments of children (1-5 years) in day care centers in Bangladesh. The study will also try to determine how these perception happened by their socioeconomic status and family conditions.

If you want to take part and/ or allow your children to participate in this research, please sign the form below after you read (or listen to) this form telling you what the study is about. Your participation is totally voluntary, and you may change your mind and withdraw at any time before and during the study. If you agree to participate, we will ask or determine you some specific areas about information on the issues mentioned above such as child care of the children in day care center, family related data and other child related information of under age five years children' parents. In addition, we will also collect information about socio-economic status of your household, family type or structure of your family. Researcher and one experienced research assistants will be involved in collecting information from you. It will take approximately an hour to complete the discussion/case studies that will follow according to the guideline/process. Researcher will observe of your organizational activity of child care in the center. It will be done in 9.00 a.m. to 5.00 p.m.

Researcher and assistant will maintain your privacy and confidentiality about any information (sensitive information). All materials with your information in it will be stored in a safe locked location. The researchers name below will be responsible to ensure the protection of the information.

The research will not benefit you personally. The information will provide you however, have significant contribution in learning and improving IED's development programs and may benefit you in the long run.

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If you want to know more about this research and/or your participation rights, or if there is pertinent clarification that you may require, please contact the following persons.

Profulla C. Sarker Ph.D Professor and Vice Chancellor, Prime University, Mirpur Dhaka Bangladesh	Hasina Akter Principal Investigator Training Manager Phulki Road-4/A,F-Block,House-264, Bashundhara, R/A.Dhaka Dhaka-1229. Phone: +88-02-8845093-4
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I have read the consent form or acquaintance read the consent form to me. I completely understand my rights about participation and I am willing to participate in this research.

Name (please print): Hasina Akter Signature: _____

_____ Date

I have read the consent form or my acquaintance read the consent form to me. I completely understand the rights about my participation and I am willing to let myself as a subject of this research.

Name (Please print): _____ Signature: _____

_____ Date:

Executive Summary

The demand of the institutional care of the babies is increasing in alarming rate among the working parents of nuclear families in urban community, because the socialization of the children is deteriorating. Under the circumstances, the babies are socializing through peer group interaction in day care centers. This research was conducted to explore the perception of the low income parents about the care of their children (ages 1-5) in day care centers of Dhaka city.

The concepts of this research are confined with child, parent's perception, day care center and child care. The concept of child is confined in this study whose age is 1-5 years irrespective of religion, ethnicity and gender. The concept of perception of parents is defined here in relation to activities and services of day care centers. On the other hand the concept of day care center is confined in this study is the institutional care of the babies who are below the six years of age and they stay in that institution (Day Care) from 9.00 a.m. to 5.00 p.m.; where they get overall care in terms of lodging, food, nursing, play, social stimulation and education. The concept of child care or care of children in this study is defined as a care of children in terms of supervision, safety, environment, lodging, food, hygiene, education, nursing, playing, and child development activities along with the required services for the inmates.

Dhaka, urban community was selected as an area of this study where the day care centers are run by NGOs and government for low income group parents through which they are getting services from these day care centers. The three (03) day care centers, two non slums and other one is in slum were selected among 40 day care centers of CIPRB using the purposive sampling to get the representative data so that the findings of this study can be generalized. One day care center of Phulki (NGO) and one day care center (01) of government run by department of women affairs were also selected. The researcher has done 3 FGD and 3 case studies with parents. The three (03) case studies were selected from the participant of FGD by using purposive sampling. Among the three (03) FGDs, two were conducted in non government day care of CIPRB and one was conducted in government day care. In every FGD group has constituted of 10 parents. In this study total numbers of parents were 30. The 30 parents have been selected using the purposive sampling method. Each group was separated in discussion sessions. The FGD session

was moderated by researcher himself while note was taking by experienced research assistant (ethnographer) and organizing tasks was also done by the researcher himself. A tested guideline of FGD, Case study checklist and observation checklist were used as data collection instrument for the qualitative data. The FGDs were recorded using tap recorders and notebook. Later the FGDs were transcribed for analyses and interpretation. Case studies noted in note book. The data of case studies, FGDs and observations were coded and analyzed manually.

The findings of the study indicated that both the parents of government and non government day care have some positive ideas about the services of day care for their children in relation to supervision, safety, food, hygiene, clean environment and education services. But both government and non government parents have no idea about the activities of day care for children's early childhood development such as physical development, language development, cognitive development and social development. The study reveals some expectation of parents which are not available in daycare for their children. The study also reveals that the expectation of parents from government and non government day care is different. Government day care parents have mentioned the demand for health facility for children by a doctor where non government day care parents mentioned the demand for education materials such as poster, story books and picture books. This study also revealed the demand of parents for extension of end time of the center till 5.30 p.m. which is helpful for parents; parents can reach to children at 5.30 p.m.

This dissertation has shown that perception of parents regarding child care in a center is important. Parents' perception can play a role for child care by relationship, interaction with caregivers. Parents' perception can make a help for improvement of services of three centers for child care. The study suggests the importance of reflecting parent's knowledge, expectations in policy development and service improvement. Research is also needed to determine whether the additional domains of quality that parents consider important such as caregivers-parents interaction, more educational activities, health check up by a doctor and extension of day care time have developmental consequences.

Chapter 1: Introduction

CHAPTER 1

INTRODUCTION

1.1 Introduction

Dhaka is a mega city and one of the major cities of South Asia. It is located on the banks of the Buriganga River and has a population about 15 million (Statistical Pocket Book, 2008). It is one of the largest and densely populated cities across the world (Wikipedia, 2010). Dhaka City has emerged as a fast growing mega city in recent times. In 1975 it had a manageable population of 2.2 million which reached 12.3 million in 2000 (UN, 1998). People migrate from rural areas to Dhaka city in search of employment and as a result ensuring livelihood is a challenging issue. Consequently the traditional joint family system is declining and the tendency to form a nuclear family is increasing. The nuclear family has evolved because of urbanization (Cheng, 2003). In most nuclear families both the husband and wife need to work outside the home in order to meet the minimum to survive. In many families child care duties are shifted from the parents to the maid servants. But in low income families parents cannot afford to employ maid servants. To ensure the optimal development of the children, institutional care for the child is important. However, child care services for young children are currently insufficient to meet demand, and at the same time quality of the services is poor.

The demand for child care services for young children is increasing at an alarming rate. Parents recognize that the development and the socialization of the children are deteriorating. In day care centres babies are socializing through peer group interaction. An increase in performance in babies in pre-primary schools has been observed in babies who have attended day care compared to the children cared for at home by the maid. On the other hand, the parents are contributing well in their services without anxieties for the care of their babies, which ultimately, contributes to the national economy. The main focus of this research is to examine the availability and quality of existing day care services, make a comparison among the existing services of NGO and Government, the perception of the parents regarding the services and the constraints of the day care services.

1.2 Background and Literature Review

Urbanization has an effect on family structure. Gore (2010) reported that the joint family in India is being replaced by the nuclear family system. The urbanization processes tends to stabilize the nucleation of the family system because of urban congestion and housing patterns and low income (www.un.org, 2010). The study "Demographic and Social Trends Affecting families in the South and Central Asian region" showed that the proportion of working parents is high in rural areas. The study further mentions that married women want to earn, so many women are also engaged in work (ibid). In most of the nuclear families, both the husband and wife have to work outside the home to meet the minimum requirements to survive. Sociology Revision (2009) reported that the advantage of having a nuclear family is that more money comes into the home, as both parents are working. In a nuclear family, the child care is shifted upon the maid servants from the parents. The mobility of women is increasing and as a result they have to supplement their family income. Parveen (2009) reported in her study that the trend of dual income of husband and wife has created a demand for quality child care services. She also mentioned that these child care services can play a role for beneficial services for the working parents. To ensure the optimal development of the children, child care services for the child is important.

Rosenzweig, et.al (2008), described in their article that child care arrangement and parent's employment are interlinked. If parents can keep their children in a suitable child care arrangement, then parents can easily involve them in their job and they can do well in their job without any tension, and they will be satisfied about child care. Engle (1999) described the importance of care practices and resources. The writer also advises to take a child program where care should be included by health, nutrition, psycho-social care and psycho-social development. These researches gave a focus on demand of child care in day care center. When women chose to work outside of the home, alternative childcare became a necessity. The day care center has now become a necessity in urban life for working mothers and they require professional care-giving services for their children.

The early years are important for every child. The most rapid period of brain development takes place in the first two years of life, laying the pathways for significant intellectual,

while their mothers are away for work. In the government day care centers parents pay for food and education, but a middle income group mother needs to spend Taka 300 while a low income employee has to pay Taka 30 a month to get the daycare services. The non government day care centers of Phulki have a system of admission fee of Taka 250 charged to the middle income group mothers, but the children from low income employees get free entry. But other Non government centers as such as the centers of CIPRB are giving free services to the children. Unlike the government-run daycare centers, the private operators take higher admission fees from all of its clients. Superintendent of a private daycare center in the city's Lalmatia area, Roksana Rahman said they take admission fee of Taka 3,500 and monthly fee of Taka 2,800 from each child, which only the well off can afford. Talking about the effectiveness of day care centers for the mental development of children, Professor of Clinical Psychology Department at Dhaka University Dr. Shahin Islam said children of working parents may feel lonely at home. In this case, day care centers are very important for the safety of children and socialization. The administrative officer of Soda School Shamsun Nahar Sonda, who keeps her child in a daycare center, said the daycare centers are very helpful for the working women like her. The centers feed the children, have them shower and teach singing and drawing and other elementary education. The headmistress of "Chayaneer Preschool and Childcare Center" at the Dhaka University Lutfur Nahar Hossain said working women do not feel comfortable to leave their children behind at home. She said children at the daycare centers can get proper security and entertainment and can learn social interaction, discipline, sports and other good habit, which are necessary for their physical and mental growth.

The Government of Bangladesh is strongly committed to achieving Education for All (EFA) within the time-frame set in Dakar Declaration for EFA and the Millennium Development Goals (MDGs). The Government has developed the 'Operational Framework for Pre-primary Education' through an extensive consultation process involving all stakeholders for an effective and coordinated implementation ECCE, based on a national standard. As this framework was developed in participation of the government, non-government organizations (NGOs) and development partners, the implementation of this framework should also be a joint effort. Primary Education is running some pre-school centers in rural areas of Bangladesh. (Operational Framework for Pre-primary Education, 2008).

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Paul Nyhan (2010), mentioned that parents believe in child care related to learning environment, background checks, child care licensed, trained in child development. Parents of Germany and USA were from different cultures indicating high importance for the aspects of quality required in the ECERS (Cryer et.al, 2002). Parental involvement in children's education is very essential in children's early age. Furthermore, parental involvement plays a role for children's behavior development higher academic achievement (Gomes, 2010). Sally et.al (2006), reported in their study about parent's perception of their infants experiences. She mentioned that parents had supported a day care service, but parents mentioned their dissatisfaction in terms of infant health, physical resources in center based activities and caregiver- infant ratio. Parents also mentioned their expectation in terms of high quality staffs and programs. This study is some how related with my study but which was not conducted in Bangladesh. Moreover, this study was on the basis of infant children, but the children age range of this study was 1-5 year old children. The main focus of this research is to examine the existing services of child care, perception of the parents regarding the child care services and the constraints of the day care services regarding child care issues.

1.3 Rationale of the Study

Some of the research works conducted by different scholars which are relevant with the issues of this research. Australian parents from different cultural background defined quality child care as a care of children's safety , physical environment, staff skills, communication, caregiver support, high risk care and social environment where the child care will be matched with parent's circumstances and need (Silva and Wise, 2006). Jahn and Aslams (1995) mentioned father's perception about child health. They described in their study the importance of father's contribution to child health and they also mentioned that father's perception of child health should be addressed in child health program. It is the perception of parents and staffs on child health services that child health services will be most effective and valuable in a day care center when the services are based on parent and staff assessment of children's common health problems and health care services (Alkon & Boyce, 1999). Leavitt (1995) mentioned in his research about the perception of relationship between day care providers and parents of children. He further mentioned that the relationship and communication between care provider and parents

is an important issue for child care in a center. In the United States Naccra (2010) described that parents required all child care providers to pass background checks, undergo training, regular health and safety inspections and be licensed; parents mentioned these issues are important to achieve quality child care. Safekids Organization (2003) mentioned that parents or child care providers should have knowledge about child safety during transportation.

De, D. (2010) highlighted in his study that rural women have a medium level of knowledge about health care management practices of pre-school age children. Sanagavarapu & Perry (2005) explored the views, issues and expectations of Bangladeshi families and children in relation to transition. This study focused on perception of parents about child care in education perspective. Rahman (2009) highlighted in his study that drowning and road traffic injury death peaked in the 1-4 year age group children. He also mentioned that day care centers are working as injury free safe centre for children in rural areas of Bangladesh. He further mentioned in his another study (2010) entitled "Initial Community Response to a Childhood Drowning Prevention Programme in a Rural Setting in Bangladesh" that parents of rural areas think that day care centers are working as a safe centers to keep children safe from injury risk. He notes that most injuries occur in day time when parents are engaged in their household works.

Reviewing all these research works, it is found that these research works are somehow related with the existing study. These studies mentioned the parents' perception about quality child care, father's involvement in child health, relationship of caregiver and parents for child care, qualified child care provider, child safety during transportation.

As far as the researcher is aware there are no significant studies on parents perception of care of the children except for the study of Thrill (2003) in Barron county. This study mentioned parents' perception about child care services. This study also mentioned that parents were satisfied with all of the providing factors of child care as safe and clean environment, playtime for children, story time, curriculum of social skills, and playground equipment, child care affordability and communication.

The researcher anticipates that this study will provide a lot of useful information about the needs of parents regarding the care of their children. There is a great vacuum between the perceptions of parents about the holistic care of children in day care center and the existing services. This vacuum of knowledge therefore has provided a great importance for researches because parents want to keep their children in day care center. It is expected that this work will assist the caregiver, parents and professionals who are involved in the field of health and education in Bangladesh. Finally, the findings of the study will contribute to the knowledge of planners and policy makers for implementation and improvement for day care center where pre-school services is included and overall wellbeing for the children.

1.4 Definition of the key terms

The definition of key terms of any research depends upon the nature of research topic and its need at the societal level. The definition of key terms of research is developed here in connection with the main theme of the research viz: Child and early childhood, Parent's Perception, Day Care Center, Care of Children or services provided.

Child and Early Childhood

The term of child is defined in different cultures in different perspectives. Biologically, a child is generally a human between the stage of birth and puberty (Encyclopedia, 2010). International Convention defines children as aged 18 and under (CRC, 2010). According to declaration United Nation's Child Convention article 1, Unicef also defined every human being below the age of 18 years as a child (Unicef, 2010). A child should be defined as an individual under the age of 18 years (ILO, 1999). Convention According to National Policy of Bangladesh defines that they are child who are 18 years old. (National Policy, 2010). The term of child is confined in this study whose age is 1-5 years irrespective of religion, ethnicity and gender. The term of early childhood is defined of the early childhood development of 1-5 years old children where school readiness of 3-5 years old is included.

Parents' Perception

The word perception comes from the Latin word *percepio*, meaning “receiving, collecting, and action of taking possession, apprehension with the mind or senses”. In Psychology and the cognitive sciences, perception is the process of attaining awareness or understanding of sensory information (encyclopedia, 2001). In the concept of Daryl Bem (1967), self perception is an account of attitude. He asserts that people develop their attitude by observing their behavior and concluding what attitudes must have caused them. Perception is influenced by a variety of factors, including the intensity and physical dimensions of the stimulus. More specifically the activity of the organism in converting a sense impression into the awareness of some meaningful situation is called perception. All our experience is possible because of perception (M.S. Warty, 1990). In the concept of Sherif (1982), perception is a self system and a collection of attitudes that has been formed through the individual's development and interactions with others and focuses on what the “self” is in relation to the body, social relationships, cultural activities, social status and cultural values and norms. In this study the term of perception is an idea or knowledge of parents about the services of day care centers. More specifically, this study focuses on parents' perception of the needs of their young children, the quality of the child care and early learning activities provided by caregivers and the impact of these programs on children's readiness for school

Day Care Center

The institutional care of children is not a new idea across the globe. The concept of day care center is rooted in Western societies after the industrial revolution because of increasing the nuclear families and the involvement of women in the job market. The definition of day care center is defined by the scholars in different perspectives based on their economic condition and social system, but the real connotation is same. Day care or child care is care of a child during the day time at the institutional level by a person other than the child's legal guardians. Day care is typically an ongoing service during specific periods, such as the parents' time at work (Free dictionary, 2001). Day care refers to the care provided for infants and toddlers, preschoolers and school- aged children, either in their own homes, or home of a relative or other caregiver, or in a center-based facility (Children's health Encyclopedia, 2006). The concept of day care center is confined in this study is the institutional care of the children who are below the 6 years of age

and they stay in that institution (Day Care) from 9.00 a.m. to 5.00 p.m.; where they get overall care in terms of lodging, food, nursing, play, social stimulation and education.

Care of Children or Services provided

Child care should have some components such as child care provider, child: staff ratio, the environment, safety, services and relationships (www. nccc.org , 1997). Patrice & et.al (1999) described in their report that there are many activities in child care such as feeding practices, food preparation, and psychosocial stimulation and these activities have a contribution to good nutrition for the child. Good nutrition is a part of child care. Child care or baby care is the act of caring for and supervising children usually from 0-8 years of age (Wikipedia, 2009). The term child care or care of children means adult supervision of children of eligible parents provided directly by the eligible grantee or reimbursed by such eligible grantee pursuant to a written contract either with the provider of the day care or with the eligible parent (WAC, 2006). Barr & Garham (2010) mentioned that child care is all types of early childhood education and care provided by a registered child care professional, approved child care professional and through informal arrangements. The term of child care in this study is confined as a care of children or child care services that are provided in the day care settings in terms of adult supervision, safety, environment, lodging, food, hygiene, education, nursing, playing, child development activities, services of caregiver.

1.5 Objectives of the Study

The main objective of the study is to identify parents' perceptions about the services of day care centers for their children and find out the differences of perception of parents about the services of government and non government day care centers. The specific objectives are given below:

- 1) To identify existing services are available at day care centers.
- 2) To examine the constraints of the services.
- 3) To explore the perception of parents in relation to that existing services.
- 4) To identify the similarities and differences of the parents' perception about government and non government day care center in relation to the existing services.

Chapter 2: Methodologies

CHAPTER 2

METHODOLOGIES

2.1 Introduction

The methods and techniques often used to conduct the social and educational research are survey, observation, focus group discussion (FGD), use of key informants, case study. In addition, the research used sampling for the selection of setting and population of the research. The specific methods and techniques to conduct a research project depend upon the research problem, types of research and objectives of research.

2.1.1 Study Setting

The study was conducted in Dhaka city and involved 5 day care centers. Four of the five day care centers are under NGO and one (01) are under the government administration. Of the 4 non government day care centers, 3 centers had been selected from the NGO (CIPRB). Of these 3 (three) day care centers, two day care centers were selected from non slum and one is from slum out of 40 day care centers of CIPRB (Centre for Injury Prevention and Research Bangladesh). Purposive sampling was used to get representative data so that the findings of this study can be generalized. The other non government centers of Phulki had been selected from slum based day care centers. One (01) government day care centre was selected from the slum based day care centers, which are run by the department of women affairs.

There were some reasons to select these day care centers for the study. The study purpose was to know about the parents' perception about the care of children in a day care center in Dhaka City. So, the researcher selected the day care center of Dhaka city. At the time of writing this report the researcher was working in the NGO (CIPRB), which has day care centers for low income parents in line with the research objectives of this study. In Dhaka city, government and NGO are working for low income parents. Due to employment the researcher had easy access to enter

the centers of CIPRB. The researcher selected the centers of the other NGO (Phulki) to study any differences in NGO services. As the Phulki slum based day cares have the same type of services in every center for low income parents the researcher only selected one center of Phulki. The researcher also selected the center of government to explore the differences of parent's perception regarding the services of the government center. The Government has 6 slum based day care centers in Dhaka city for low income parents. Every slum based day care center has the same type of services. So the researcher selected 1 day care centers to get the representative data. The researcher selected those day care centers that fulfill the objectives of the study.

2.1.2 Study Population

The population of this research was the low income group parents who are getting services for the children in day care centers. They are working parents and they are living in an urban community of Dhaka city. The population was selected from the cross section of the parents, keeping in view the main objectives of the study. In this study, total numbers of parents were 30. The 30 parents have been selected using the purposive sampling method. Case study has been conducted from parents who have participated in focus group discussion (FGD). The criterion of selection of these day care centers are where these centers provide services for the low income people. The total no of children of 4 NGO were $20 \times 4 = 80$ and government day care were 50 children in a center. So, the total no of children were 130, among the research sample; who are getting services from government and non government day care. The 30 parents were the representative of 130 children's parents.

General Background Information about Participants:

The general background of parents includes age, education, family type, family income and marital status. The general background of participated parents of government and non government day care centers has no differences. The age level of participated parents were 22-30+. The table and of age of those who participated are given below according the FGD (Focus Group Discussion).

Table 1. Age Structure of Participated Parents (Father and Mother)

FGD	Age group (yrs)	Fathers	Mothers
FGD 1 (CIPRB slum day care)	20-22	0	02
	23-25	0	01
	26-28	01	02
	28-30	02	0
	30+	02	0
	Total	05	05

Table 1.1: Age of participated parents of CIPRB Slum Day Care

FGD	Age group (yrs)	Fathers	Mothers
FGD 2 (CIPRB non slum day care)	20-22	0	03
	23-25	01	01
	26-28	01	01
	28-30	01	0
	30+	02	0
	Total	05	05

Table 1.2: Age of participated parents of CIPRB non slum Day Care

FGD	Age group (yrs)	Fathers	Mothers
FGD 3 (Government day care)	20-22	0	02
	23-25	0	01
	26-28	0	02
	28-30	01	0
	30+	04	0
	Total (10)	05	05

Table 1.3: Age of participated parents Of Government Day Care

FGD	Age group (yrs)	Fathers (%)	Mothers (%)	Total parents (%)
3 FGDs	20-22	0 (0)	07 (47)	07 (24)
	23-25	01 (7)	03 (20)	04 (13)
	26-28	02 (13)	05 (33)	07 (23)
	28-30	04 (27)	0 (0)	04 (13)
	30+	08 (53)	0 (0)	08 (27)
	Total	15 (100)	15 (100)	30 (100)

Table 1.4: Age of total participated parents.

According to the table 1 (1.1,1.2,1.3,1.4) information of 3 FGD shows that in this study the highest percentage of father is 50% at the age group of 30+ and the highest rate of mother is 47% at the age group of 20-22. But combined the highest rate of participant parent's is 23% at the age group of 20-22. So, the research showed that in this study it is parents who are in the age group of 20-22, who are getting services from the day care centers. The second largest age group is 26-28.

Table 2: Level of education of Parents

FGD	Level of Education	Fathers	Mothers
FGD 1 (CIPRB slum day care)	Illiterate	03	04
	I to II	0	0
	III to V	02	0
	VI to VIII	0	01
	VIII +	0	0
	Total (10)	05	05

Table 2.1: Education of Parents of CIPRB Slum Day Care

FGD	Level of Education	Fathers	Mothers
FGD 2 (CIPRB non slum day care)	Illiterate	03	02
	I to II	01	01
	III to V	01	02
	VI to VIII	0	0
	VIII +	0	0
	Total(10)	05	05

Table 2.2: Education of Parents of CIPRB Non Slum Day Care

FGD	Level of Education	Fathers	Mothers
FGD 3 (Government day care)	Illiterate	01	02
	I to II	01	01
	III to V	01	02
	VI to VIII	01	0
	VIII +	01	0
	Total(10)	05	05

Table 2.3: Education of Parents of Government Day Care

FGD	Level of Education	Fathers (%)	Mothers (%)	Total parents (%)
3 FGDs	Illiterate	07 (47)	08 (53)	15 (50)
	I to II	02 (13)	02 (13)	04 (13)
	III to V	04 (27)	04 (27)	08 (27)
	VI to VIII	01 (7)	01 (7)	02 (7)
	VIII +	01 (7)	0 (0)	01 (3)
	Total	15 (100)	15 (100)	30 (100)

Table 2.4: Education of total participated Parents.

According to the table 2 (2.1, 2.2, 2.3, 2.4) it is shown that most fathers who get services from the day care centers are illiterate to VIII+. The number of illiterate fathers was higher than

mothers. Education level of III-V is second position among fathers, mothers and parents. The lowest education level of parents is VIII+.

Table 3: Level of Income of parents (father and Mother)

FGD	Level of income	Fathers' family income	Mothers' family income
FGD 1 (CIPRB slum day care)	1000-3000	01	0
	4000-6000	03	04
	6000+	01	01
	Total(10)	05	05

Table 3.1: Level of income of parents of CIPRB Slum Day Care.

FGD	Level of income	Fathers' family income	Mothers' family income
FGD 2 (CIPRB non slum day care)	1000-3000	02	01
	4000-6000	02	03
	6000+	01	01
	Total(10)	05	05

Table 3.2: Level of income of Parents of CIPRB Non Slum Day Care

FGD	Level of income	Fathers' family income	Mothers' family income
FGD 3 (Government day care)	1000-3000	0	0
	4000-6000	02	03
	6000+	03	02
	Total(10)	05	05

Table 3.3: Level of Income of Parents of Government Day Care

FGD	Level of income	Fathers' family income (%)	Mothers' family income (%)	Parents' (Fathers' + Mothers' income) (%)
3 FGDs	1000-3000	03 (20)	01 (7)	04 (13)
	4000-6000	07 (47)	10 (66)	17 (57)
	6000+	05 (33)	04 (27)	09 (30)
	Total(10)	15 (100)	15 (100)	30 (100)

Table 3.4: Level of Income of Total participated Parents.

According to table3 (3.1, 3.2, 3.3, 3.4) it is shown that most fathers in the study earn 4000-6000 taka. It is also shown that most mothers in the study also earn 4000-6000 taka. Few parents in the study earn 1000-3000 taka.

Table 4. Occupation of the participated Fathers and mothers

FGD	Occupation	Fathers	Mothers
FGD1(slum day care of CIPRB)	Rickshaw puller	01	0
	Van driver	01	0
	Driver	01	0
	Garments Worker	02	02
	Businessmen	0	0
	Handicraft worker	0	01
	Catering service	0	01
	Working at others' home	0	01
	Total (10)	05	05

Table 4.1: Occupation of Parents of CIPRB Slum day Care

FGD	Occupation	Fathers	Mothers
FGD2(non slum day care of CIPRB)	Rickshaw puller	01	0
	Van driver	0	0
	Driver	0	0
	Garments Worker	02	04
	Businessmen	01	0
	Handicraft worker	01	01
	Catering service	0	0
	Working at others' home	0	0
	Total(10)	05	05

Table 4.2: Occupation of Parents of CIPRB Non Slum Day Care

FGD	Occupation	Fathers	Mothers
FGD3 (government day care)	Rickshaw puller	01	0
	Van driver	0	0
	Driver	01	0
	Garments Worker	03	02
	Businessmen	0	0
	Handicraft worker	0	0
	Catering service	0	0
	Working at others' home	0	03
	Total(10)	05	05

Table 4.3 Occupation of Parents of Government Day Care

FGD	Occupation	Fathers (%)	Mothers (%)	Total parents (%)
3 FGDs	Rickshaw puller	03 (20)	0 (0)	03 (10)
	Van driver	01 (7)	0 (0)	01 (3)
	Driver	02 (13)	0 (0)	02 (7)
	Garments Worker	07 (46)	08 (53)	15 (50)
	Businessmen	01 (7)	0 (0)	01 (3)
	Handicraft worker	01 (7)	02 (13)	03 (10)
	Catering service	0	01 (7)	01 (3)
	Working at others' home	0	04 (27)	04 (14)
	Total	15 (100)	15 (100)	30 (100)

According to Table 4, it has shown that the Occupation as a Garments Worker is highest in the both of father and mothers' occupation. The occupation of Rickshaw Puller is second position. The occupation of working at others' home is second position. The occupation of handicraft is available in the area of non government day care centers. This may be because of the area of slum community where government has no day care.

The parents who have participated in the study are conjugal parents; both the husband and wife are living together in a nuclear family. The family types of the participants were nuclear. Parents both father and mother represents that the parents who are getting services from day care center, their family type is nuclear.

2.1.3 Study Duration

The study duration was 15th September, 2010 to 28th February 2011. The researcher developed proposal from 15th September to 7th November. The researcher developed the data collection tool by the 20th November. The researcher conducted data collection, writing thesis and submit draft thesis before 10th March, 2011.

2.1.4 Research Instruments

Pre-tested guidelines for FGDs, case studies and observations were used as data collection instruments for collecting qualitative data. At first the researcher developed guidelines and then pre-tested those at the field level. When the researcher found that pretest was successful and that it gave reliable information then researcher implemented these guidelines for measures of perception. The items of FGD and Case study were about the general background (age, family type, family income, education, occupation) of participant, perception of parents about the objective of center, perception about the arrangements of center for the care of children, perception of parents about the limitation of services and perception of parents about the expectation of parents regarding the services of center. The researcher fixed the items in a guideline. The researcher conducted one FGD with parents and a case study with one father to test the guideline in the day care center of CIPRB as a pretest. After testing of FGD and case study guideline and checklist of observation the researcher had made some changes in the wording of the Guideline. The item of FGD, Case study and observation were perception of

parents about the limitation but after doing the pretest limitation had been changed as shortcomings. In the same way what more arrangements are needs for the children had been changed as what is parents' expectation about the quantity and quality of their children for wellbeing of children? In this way the researcher did the pretest.

2.1.5 Data Collection Methods

Focus group discussion, case study and observation methods were applied to conduct this study. Focus group discussions were conducted from three groups of parents from three day care centers. The parents of two Focus Group Discussions were from slum and non-slum areas at Mirpur of Urban setting, where parents are getting services from day care of CIPRB (NGO). The third group of parents was also from urban settings and getting services from a government day care center for their children. The parents who were from low income employment were getting services from day care centers and participated in Focus Group Discussions. Each group constituted of 10 parents (five mothers and five fathers). In a FGD, five fathers and five mothers were participants. Fathers and mothers were not separated for the FGD. Participation of both fathers and mothers in a Group Discussion didn't make any problem for data collection.

For three FGD three separate discussions had conducted research. The FGD session was moderated by the researcher while note taking was done by an experienced research assistant (ethnographer). Note taking bias was reduced by maintaining stringency in training and selection of experienced researcher. To emphasize this issue, the training program included note taking exercises and field practice, which was organized and conducted by the principle researcher.

Group members were informed 2 weeks before the FGD and reminded on the day before the meeting. They were informed about the purpose of the study. The researcher informed participants that the purpose of this study is to explore parents' perception on existing services of day care center and this research will contribute to improved quality day care centers by incorporating the parents' knowledge on day care services. They filled-in the consent form after listening to a code of conduct. They were assured about the confidentiality of information that the information would only be used for research purpose without mentioning name of respondents in report.

The FGD with the parents were held in a day care center of their choice, when they came to take their children from center to home. At the beginning of each FGD its goal was explained and participants were assured that the information would only be used for research purpose. They were asked to give informed verbal consent and were reassured that they could withdraw from the discussion at any time.

After welcoming everyone at the beginning of the session, the moderator started discussion. The moderator tried not show any bias and was very careful not to disrespect respondent's knowledge about child care. After that, the moderator introduced the thematic questions with prompts to address the desired information. Each session was recorded by tape recorder with the permission of the respondents. The researcher moderated all the sessions and research assistant took notes. The duration of the discussion was 45 minutes.

Three case studies have been done in this study. The purpose of the case study was to explore the idea of an individual father or mother. The other purpose of the case study was to explore the in-depth idea of the father and mother about the study. The case has been selected by using purposive sampling from parents who participated in Focus Group Discussion regarding their age, education and objective of the study. These ideas or knowledge supplements more information for the study. There was case study guideline. When the researcher conducted the case study, there was no person without the case (a father or mother). Two case studies were conducted with mother from a non government day care centre and one was conducted with a father from a government day care centre. At the beginning of each Case Study, its goal was explained and participants were assured that the information would only be used for research purpose and the moderator explained the guideline for case studies. Each case study was recorded by tape recorder with the permission of the respondents. The researcher moderated all the sessions and the researcher took notes.

The observations were not done in a particular time. The researcher observed the day care services and there was an observation during FGD, Case study. The researcher observed the day care services from morning, the beginning time to closing time of day care centre at 5.30p.m. The researcher was an active participant but she did not hamper the activity of the caregivers or

assistants. The researcher was active during observation because she did play, rhymes, story telling with the children. The researcher has done 5 full day observations in the five selected day care centers. The data gathered from observations, case studies, focus group discussions complement each other.

2.1.6 Ethical Issues

Ethics are important and present in every field. Ethics of research provide the human and legal dimension to undertake research. Aside from the scientific principles of research design, it is important to adhere to the human principles. So, in this study the researcher maintained ethics. The researcher obtained Ethical clearance from the ethical committee of BRAC University. After getting permission the researcher followed the main concepts of ethical research, these are:

- Voluntary participation

Participants have agreed to participate in this study voluntarily. I did not coerce participants to participate in this research.

- Informed consent

The participants of this study were informed about the procedures and risks involved in participation of the study and based on that information participants made an independent voluntary decision to give their consent to participate.

- Confidentiality, anonymity

During this study the researcher gave assurance to the participants that no identifying information obtained about them will be released to anyone outside the study. The researcher also gave assurance to the participants that no one, not even the researcher will be able to link data to a specific individual.

2.1.7 Data Processing

Recorded discussions, case studies and observations were transcribed very carefully by an ethnographer, the research assistant and the researcher herself. The transcription was made in Bangla and subsequently translated into English. After transcription it was compared to measure accuracy. The focus group moderator resolved the discrepancies in content. The transcriptions were then coded independently by one research assistant and principal researcher. The

qualitative data were coded and analyzed manually. Over transcripts coding, categorization and then major themes were identified by the main researcher and the independent research assistant simultaneously. Finally findings prepared by the main researcher herself in guidance of supervisors.

2.1.8 Data Analysis

All data have been analyzed as descriptive way. Regular techniques of qualitative research have been used. Analysis was done by examining the transcripts and note-takers' notes in detail to identify the range of ways in which the participants responded to various issues about their perception of existing child care services in the day care centres. The results were mostly presented in descriptive forms. A few numbers of results have been presented as a graph or table by converting the information from qualitative form to quantitative form.

2.1.9 Validity and reliability of the Data

The researcher took utmost care to conduct this research project with minimum facilities. The researcher pre-tested the instruments and applied appropriate methods and techniques of the data collection, so that the data is accurate and authentic and it is valid.

Chapter 3: Findings

Chapter 3

FINDINGS

3.1 Parents' Perception about the Existing Services in DCC

The participants of this study were from government and non government day care centers. The services of government and non government day care have some similarities and differences. So, the perceptions of parents of government and non government have some similarities and some differences about the existing services of day care center.

The participants of government and non government day care centers have some similarities in their ideas or knowledge about the existing services of the day care center. Parents from every FGD (government and non government) have reported that there are some arrangements in day care services which are the same in government and non government such as safety, supervision of caregiver, drinking water, good health, development environment and toileting. Parents from non government day care mentioned that children are supervised in the center. They explained that caregiver supervise the children. Parents both father and mother who are getting services from CIPRB's day care mentioned that children are safe from road accident, burn, drowning in drain. Parents described that day care is working to keep children safe from trafficking. To quote a father who participated in a FGD session, father of Emon; mentioned Emon is safe from trafficking by this center. Emon can not go outside of this center. Emon also can not go to the road. The caregiver supervises my child and other child. So children can not go outside of the center. The father also told that our living area is not safe about the matter of trafficking. So this day care is very helpful to me for safety of my child. The researcher also observed that children are safe in day care centers because children can not go outside without permission of caregiver and caregiver doesn't give permission to go outside. Children come to day care with their parents and back to home with their parents. To quote another father of a child (participant of FGD) mentioned my child is safe from road accident by this center; I get safety care for my child. My child can not go outside of this center. Caregivers supervise my child. Our living area is beside the road. So, we are in risk of road accident. When we go to our job, we keep our children in this center and we can do our work without any tension, because my child is safe in this center.

Participants from Government FGD have reported that children are safe in a center. Two mothers from this FGD mentioned that their children are safe from trafficking because children cannot go outside of the center.

Parents from all FGD (government and non government) defined the services of child care in the matter of hygiene. Parents reported that caregiver maintained the hygiene matter of children. Parents described that children get hygiene care from the day care center. They explained that children do not take their food without hand washing with soap. Researcher also observed that hygiene practices are similar in day care centers of government and non government day care centers.

Parents both from NGO and government day care described the same development environment for children. The participants both the fathers and mothers mentioned about the environment of day care as a good service. They mentioned that children can get better environment to make their behaviours. Children cannot do quarrel in the center. Parents of every FGD expressed that children get peer for play in a center. Parents also mentioned that the environment of behavior in this center is good because slang behavior is not available in this center. Children get good behavior from this center. The practices of the center make children to develop sharing behaviour in them. To quote Kulsum, who participated in focus group discussion, mother of a child; Kulsum defined child care in the center as a care of supervision, care of safety, food, lodging (sleep and rest), clean environment, hygiene, education, playing and rhyming. Kulsum mentioned that her child get supervision and safety facilities, which is care for her child. Kulsum explained that her child is safe from burn, cut, road accident and drowning from drain. Kulsum also mentioned that her child take food in the center from home. She mentioned, my child shares her food with other child who has no food. She reported that this center has developed a good practice of food sharing in my child. Parents also mentioned that in day care center children get good practice of language. Children can not use slang word in this center. Children can develop their language nicely. Shahida participant of government focus group discussion, mentioned; now my child don't use any slang word, he changed his behavior. She told that we live in slum area. In this are parents and adult use slang word. Children learn this word by hearing this word. But as child stay in the center, they do not hear the word. So, my child does not use this word after coming to center.

Parents from government and non government day care described that children get the same services for their good health from this day care center. Children take bath in the center. Children take their food timely. Children wash their hands with soap before and after eating their food. Children also take rest timely after lunch which is helpful for their health. Parents both father and mother expressed that the arrangement of bath, food, hygiene, toileting is important for their

child health. To quote father of a child, (participant of focus group discussion of NGO) my child has no problem of diarrhea after admitted in the center. The center is clean. My child takes his food after washing hand. Caregivers maintain the cleanness of child's body, cloth. Mustari mother of sharmin (participant of Government focus group discussion) described my child take sleep in the center after lunch, it is helpful for my child's health; my child has gained better health after taking admission in this center. The center practice is to keep children to sleep after taking food. So, child has developed this practice which is very helpful for the children. Mustari mentioned I am very happy of this practice of the center.

Parents from NGO and government day care of this study mentioned about the same services of caregiver. Parents both father and mother also mentioned that the attitude of care giver is as like a mother. They love every child. Caregiver helps them for eating, bathing, toileting, as a mother. They told that caregiver love the child. Caregiver does not make any physical, mental punishment for their child. Parents mentioned that caregiver teach them about norms and etiquette, moral behavior and language. Parents described that caregiver teach them alphabet, rhymes and caregiver help them for playing. Caregiver participates with children in their play. If any children make quarrel with other children caregiver make the end of quarrel by advising them without any punishment. Salma (participant of focus group discussion) mentioned "caregiver loves child, take care of child and don't give any physical and mental punishment to children. She also mentioned that her child get safety care for safe from burn and cut. She reported that her child "Anik" get care of food loves of caregivers, hygiene care from the center".

In this way, the participants from government and non government have reported their same ideas about the same services of safety, supervision of caregiver, drinking water and toileting services of day care. Parents both fathers and mothers have mentioned that they are getting safety, supervision of caregiver, drinking water, good health, positive environment services for children's behavior for their children's wellbeing. The same services according to parents' described in a table below.

Table 1: Table of same idea of parents about the existing services of center

Government Day care	safety, supervision of caregiver	Drinking water	Good health, hygiene, toileting	Good environment of behaviour
Non government Day care	safety, supervision of caregiver	Drinking water	Good health, hygiene, toileting	Good environment of behaviour

There are some differences in the ideas or knowledge of participant because the services of government and the services of non- government day care have some differences. As government day care provides food without any payment, parents both father and mother from government day care mentioned about the good services of nutritious food for their children in day care such as breakfast, lunch and afternoon snacks. They described that food item such as biscuit, banana, apple, egg, dal, fish; chicken are helpful for children's health. Shurma (participant of government focus group discussion) explained that "food care is helpful for my child because she cannot arrange nutritious and better food for her child. She expressed that she can not arrange such food for her child because her income is low, she works as a servant in others' home". Parents appreciated this arrangement/ services of government day care. Yeasin (participant of government day care focus group discussion) mentioned "my child enjoy the food of this center. He is happy with the services of food of the center. He also mentioned that my child gets a healthy food and my child is now healthy because of this food of the center. The researcher observed that government day care provide morning breakfast, lunch and snacks such as apple, banana and biscuit. Researcher also observed that non government day care does not provide the food. Parents give food for children in day care and children can eat the food in the center. Children of non government day care also enjoy the food time in the center with other children.

But the idea of parents about the food services of non government center revealed that children are enjoying their food time in center. Children take their food from home. Parents both father and mother are happy because children take their food in the center and children enjoy the food time.

Parents of non government day care mentioned about the pleasure activities in a center for children. Parents both fathers and mothers from non government day care described that children can play with toys, group play, play with other child. Parents from non government day care described that children get pleasure from this center. They don't feel board in the center. They also expressed that children can do rhymes with caregiver in this center. Caregiver tell story in the day care for children. But the parents of government day care did not reported about the play, rhymes, and story activities in a center. The participants of government day care both fathers and mothers have no idea or knowledge about the services of play, rhymes and storytelling in the center. The researcher observed the services of play, peer play, rhymes and story telling by the caregivers in non government day care center. But the researcher observed that caregivers were

not doing the activities of play, peer play, rhymes and story telling. Caregivers are busy with making food, maintaining huge number of children (50 children) by two caregivers. But in government day care centers have a routine for doing play, rhymes and story telling for children, which are not doing by caregivers.

There is a difference in the idea of Parents from government and non government about the services of education activities. Parents from non government day care have positive idea about the education services. Parents both fathers and mothers from non government day care mentioned that children get education services from day care centers. Children can learn draw picture, can write alphabet, name of fish, flower, vegetable, bird, fruit. Children can learn rhymes in a center. Parents described that children who belong in a day care will be prepared for school. A father (participant of NGO focus group discussion) who gets services from NGO day care mentioned that one year ago my child could not tell any rhymes or alphabet but now she can tell. He mentioned that my child can tell rhymes when he back to home from the center. My child can tell alphabet from "A-Z". My child enjoyed the rhymes activities which are doing by caregivers with some body movement or claps. The researcher observed that children were doing playing, singing song, doing rhymes. Researcher also observed the education activities in the center of non government day care where children were doing drawing, write alphabet, recognize alphabet and flower, bird, fish, vegetable by showing poster. But the parents of government day care have no idea about the education services of center. The parents from government day care could not mention about any activity regarding the education services. Parents from government day care have no idea about the poster activities and using of blackboard for education.

Parents who are getting services from NGO day care pointed out that NGO day care have parents meeting in every month. They also mentioned that caregiver discuss some important issue which is important for their child such as hygiene of children, safety issues in the matter of burn, cut, drowning, animal bite, road accident. Parents further mentioned that caregivers make an advice by this meeting to take care of children in homes. Maximum mother and father mentioned that they can learn many issues from the meeting and they can use this knowledge for their children's wellbeing. But the parents/ participant of government day care have reported that there is no interaction between caregiver and parents of center. The table of below showed the differences of ideas of parents about the services of centers.

Table of different ideas of parents about the existing services of center

Government Day care	Free food providing by government which have breakfast, lunch, snacks.	Could not mentioned about playing activities	Could not mention about rhymes and story telling.	Could not mentioned about activity of education	No interaction with caregivers
Non government Day care	Food is taken from home but children enjoy the food time, take food timely.	Playing toys, peer play, free play	Rhymes and story telling for children's enjoyment.	Education activities such as writing alphabet, using Blackboard, poster of fruit, flower drawing.	Interaction with caregivers for sharing important issues as "how to keep children from burn, cut, road accident, drowning.

Findings from case studies

The findings of case studies from non government day care showed about two mothers' view on the services of day care centers. There were two case studies in non government center. One was a mother of a girl who is 2 years old; other was mother of boy who is 4 years old. These two mothers are getting services for their children. They have some ideas or knowledge about the services of non government day care center. They mentioned about safety, supervision, food, toileting, play materials, playing, education materials, rhymes, good environment for behavior and hygiene activity of center. Mother, Shirin mentioned that children are safe in the center; children are safe from burn, cut, drowning, road accident and trafficking. The other case, Taslima also mentioned that children are safe in the center regarding the issue of burn, cut, road accident, and drowning and sun burn. The findings from the two case revealed that children are supervised in a center by caregiver; children can not go outside anytime. So, children are safe in the center. Shirin and Taslima mentioned that their children enjoy the food time of center. But the foods are given by the parents. They reported the activities of toileting, hygiene. They mentioned "my child get toileting facilities in the center. The caregivers also ensure the hygiene of my child. My child washes his hands with soap after toileting. My child washes his hands before and after taking food". These two cases reported that their children get a good environment, where has no use of slang word. So children can receive a good behavior. The case

study findings also showed the idea of parents about the services of play, playing materials and rhymes. They mentioned that children get pleasure by group play, peer play and play with toys. Children did not feel bored in the center because of play and rhymes. The case "Taslina" who is getting services for her child, who is 4 years old; mentioned about the education services of a center. She mentioned that her child can learn draw picture, can write alphabet, name of fish, flower, vegetable, bird, and fruit. Child can learn rhymes in a center. She described that her child is getting services which are helpful for his school. She mentioned that her child can tell alphabet from "A-Z" can tell and recognize some bangla alphabet, can counting 1-20.

The case of government day care was a father, name- Salim. He is getting services for his 3 years old child. He mentioned his idea about the services of government day care center. He mentioned his idea about the services of center regarding the safety, supervision, toileting, hygiene, toileting, good environment for behavior, food. He mentioned that his child is safe from trafficking and road accident. He mentioned that my child is safe because she is supervised by caregiver. Caregivers take care of the child as a mother. Child can get better use of toilet and hygiene practice. He mentioned that my child don't take her food without hand washing. He mentioned that my child learned this hygiene practice from the center. He also reported that my child also changed her behavior. Now she does not use any slang word because in the center nobody use slang word. The case, father of Shafiq have reported that he is very happy about the free food services of center. He mentioned that my child can get nutritious food, healthy food from this center. He reported that he cannot arrange this type of food such as egg, banana, apple, and fish, chicken for my child because he is poor. So, he is very happy about the services of food. But he has no idea or knowledge about the playing activities, rhymes, storytelling and education or schooling activities. He mentioned that children are doing play in their way such as running, jumping. He reported that he has no idea about the pleasure activities of the center such as group play, play with toys, rhymes, storytelling etc.

The findings of research from FGDs, observations and case studies showed that parents have idea about the existing services of day care in relation to supervision, safety, clean environment, food, lodging, and practices for good health, education activities, play and enjoyable activities, services of caregiver and development activities for making good behavior.

3.2 Perception of Parents about the Limitation of the Services

Parents from government and non government day care both have mentioned some limitations of day care services regarding their child care in day care center. But the view of government day care parents and non government day care parents about the limitation services of day care center is different. Parents from government day care and parents from non government day care mentioned different issues or services as limitation for the child care in the center.

Parents from non government day care mentioned that there are some limitations in the center for care of their child. They described that there is shortage of toys in the center. They explained that children like toys. They expressed that children need more toys. Children also need some gorgeous toys which may cost more. They mentioned that children get only plastic made toys in the center which is low cost toys. Parents mentioned that children need toys such as bus, car, ball, doll etc. Afsana (participant of NGO focus group discussion) mentioned that getting of more toys make more fun, pleasure for children. Afsana also explained that when children get more toys, they will be more curious to go to day care. Afsana told that children need more toys. Children also need some gorgeous toys which may cost more.

Parents from non government day care also mentioned the limited supply of picture book in the center. Parents told that there is one or two picture book in the center which is few in number for the 20 children. Parents both father and mother also expressed that children like “story book of Mina”. They mentioned that there is no story book of Mina in this center, which can make children’s enjoyment. They described about the limitation of other story books. They explained that story book had been distributed two years ago. So, the story book had scraped. Parents also mentioned the limitation of colorful poster which is related to education. *According to a mother Sabiha* who participated in focus group discussion, there is limitation of picture books in the centre. She mentioned that my child and other child like the picture book. Picture book can help children for education. Child needs education activities in the centre. She mentioned about the increase of supply of the picture book in the centre. They explained that poster is important for child’s learning and education. But the study findings showed that parents from government day care didn’t mention the limitation about story book, play material and education material. The researcher also observed this limited arrangement of non government day care such as toys, poster, story book etc.

Parents from government day care mentioned about the limitation of government day care which is different from the view of non government parents. Parents both father and mother who are getting services from government day care described the limitation of day care which is health facility for the children by a doctor. Parents both father and mother mentioned that there is no doctor for health check up for their child. Parents told that health check up is important for children's health. Parents described sometime children get sick in the center, but children have to stay in the center without any treatment. Because parents can not reach to center without finish their office hour. So, parents mentioned about the urgent health services of doctor for the children in a center. Parents further mentioned that there is no weekly or daily health checks up in the center for children.

Parents from government day care who are working in garments mentioned an important limitation of day care. They mentioned about the time limited services of the center. They mentioned that now day care time is 9.00 a.m. to 5.00 p.m. Parents described that their office time is till 5.00 p.m. but parents need some time to reach day care after finish their work. They mentioned that all caregiver go to home after 5.00 p.m. and then the child is take care by a guard. Parents can take their baby at 5.30 p.m. Parents are not happy the time when their child is cared by a guard. Parents have expressed their opinion or view about the time which cannot fulfill their expectation for their child care. A mother Shurma, who participated in focus group discussion mentioned about the limited time services of day care which is 9.00 a.m. to 5.00 p.m. She described that her office time is until 5.00 p.m. but she need some time to reach day care after finish her work. She mentioned that all caregiver go to home after 5.00 p.m. and then my child is take care by a guard. She can take her baby at 5.30 p.m. for home. She is not happy about the time when her child is cared by a guard. She has expressed her opinion or view about the time which cannot fulfill her expectation for her child care.

The researcher also observed the limitation of toys, picture books, posters, story books in the day care of non government at "CIPRB" and "Phulki" day care. The researcher used the observation checklist during her observations. The researcher also observed the limitation of children of government day care and non government day cares don't get any health facilities from a doctor. Researcher also observed the time limitation in day care center. Parents reached at day care after 5.00 p.m. in non government day care and took their children from caregivers' home. Parents of government day care reached at day care after 5.00 p.m. and children were take care by guard.

Parents reached day care after 5.00 p.m. / 5.30 p.m. and took their children from day care to their home. The researcher also observed the limitation of play and rhymes activities in government day care because caregivers have to manage 50 children and caregivers have to prepare food for children. So caregivers could not give more time in play and rhymes activities. Researcher also observed the limitation of poster activities, story telling, and picture books activities for children. But parents have no idea about the limited services of government day care in the activities of rhymes, story telling, play etc. which is observed by researcher. The researcher observed that caregivers didn't do the education related activities by story telling, using picture books and colorful poster for knowing about the name of flowers, fruits, vegetables, fishes. The researcher also observed that non government day care caregivers were doing the activities of play, rhymes and educational activities by picture books, posters and story books.

Findings from case studies

The findings of case studies from non government day care showed about two mothers' knowledge/view about the limitations of day care services regarding their child care in day care centers. There were two case studies in non government center. One was a mother of a girl who is 2 years old; other was mother of boy who is 4 years old. These two mothers are getting services for their children. They expressed their some ideas or knowledge about the limitation of services of non government day care center. They mentioned about the shortage of toys for children in the center. The case Shirin mentioned that children like toys. Children can engage in a center for toys. The other case; Taslima also mentioned that children need more toys. The findings from the two cases also revealed that children need some gorgeous toys rather than cheap toys. Children like the toys which are made from metal and which are not plastic made. Taslima and Shirin reported that in NGO day cares have only plastic made toys, which can make children boar. They mentioned that children need various types of toys such as bus, car, doll, ball etc. The findings of case studies also revealed the limited services of picture books, story books, and colorful posters. They mentioned that children like story books, posters and picture books which can be used for children's education and schooling.

The case of government day care was a father, name- Salim. He is getting services for his 3 years old child. He mentioned his idea about the some limitation of services of government day care

center. He mentioned his idea about the limited services of center regarding health facility of children and time of day care. Salim reported "my child can not get any health check up or medicine from the center. If my child gets sick in the center, there is no doctor. So, the sickness of my child in the center makes me tensed. I have to come in the center to leave my work when my child get chick. So, the facility of health service from a doctor or nurse in a center is very important". The case Salim also expressed that the day care time is not perfect to serve his child. Salim told "I have to go for my garments (workplace) at 9.00 a.m. I keep my child in center but the end time of garments is 5.00 p.m. and end time of day care is also 5.00 p.m. But I can not reach at the center at 5.00 p.m. It takes 30 minutes to reach at day care center but after 5.00 p.m. caregiver goes their home. When caregivers go to their home my child is take care by a guard. So, I am not happy with the time of day care center".

The findings of research from FGDs, observations and case studies showed that parents have some ideas about the limitation of existing services of day care centers in relation to day care time, toys, posters, story books, pictures books and health services by a doctor.

3. 3. Expectation of the Parents about the Services

Parents from government and non government day care have made some demand of services for their child care in day care center. Parents mentioned some demand in day care for their child care. But the demand of parents is different among the government and non government parents. Parents from non government day care recommended arranging some services in the supply of expensive toys which is made of metal because there are only plastic made toys in the center. They suggests for more toys for children. They mentioned that 20 children need more toys. They demand for more toys such as ball, doll, car, and buss. Parents both father and mother mentioned that toys are important for children's pleasure and toys can make children curious to go for day care. Parents from non government day care also suggest arranging story books of "Mina" and more other story books. Parents mentioned that children like story book of "Mina". They pointed out that supply of story book of "Mina" important for their children care in a day care center.

Parents from non government day care made a demand for arranging more picture books and poster which is full of picture with vegetable, fish, flower, and fruit. They told that picture books

and poster should supply two times in a year because picture books and posters are damaged for using by children. Parents also mentioned that picture books and posters are important for children's education or children's preparation for school. Parents from non government day care also have made demand for doing more activities for education. They suggest making an arrangement for knowing English, Bangla alphabet as children can learn in a good way. Parents mentioned their demand to arrange more education related activity for children. The Case Shirin and Taslima mentioned "arrange more activity for education of children. She has made demand for doing more activities for education. She suggested making an arrangement for knowing English, Bangla alphabet as children can learn in a good way."

Parents from government day care make a demand for arranging better health services for children by a doctor in the center. They demanded arranging a doctor for weekly check up child health and urgent need for children when children get sick in the center. Parents mentioned to arrange a weekly visit for child. They also want free medicine for their child. Rahima who was participant of focus group discussion, mentioned "if there is any doctor or doctor's visit in a week for children in the center, it will be good for children's health. She told that I can know about the health condition of my child by doctor's visit. She reported that we are poor. So we need the help from a doctor by this centre.

Parents both father and mother from government also have made a demand for carpet in floor during winter season. They mentioned that carpet will keep children safe from cold. They made a demand for pencil, notebook for writing alphabet.

Parents of government day care also mentioned that they have no parents meeting in day care. They suggested arranging parents meeting after 5.00 p.m.; if it is possible. Salim who was case described "parents meeting can make an interaction with caregiver which will be helpful for their children. Parents from government day care have made a demand for extension of day care time till 5.30p.m.; when parents can reach to center to take their child for home. Salim have made a demand for extension of day care time till 5.30p.m.; when she can reach to day care center take her child for home. The researcher has found these types of demand for the child care from participated parents in relation to the services of day care.

Chapter 4: Discussion

Chapter 4

Discussion

The findings of this study have described in previous chapter. From those findings, some surprising and special as well as uncommon findings have been discussed below:

Parents of this study defined child care as safety, food, lodging, supervision, education, hygiene, and playing and child development activities. Parents defined education as knowing alphabet, writing and reading alphabet and numbers. Parents have not defined child care as early childhood development. Parents' have no idea about the physical, cognitive, language and social development. They mentioned that child care is activities of education and food. They didn't mention the activities of physical, cognitive, language and social development in the center for child care. Parents mentioned development activities of behavior change in terms of using slang uses and speaking ill of words, because of the center. Children learn manner and etiquette by the activity of center. The activity of play, rhymes is a part of development of children's physical development, language development, cognitive development and social development.

The surprising findings from the study were parents from non government day care mentioned safety of children as child care. They mentioned their child is safe from burn, drowning, cut, road accident. Actually parents can describe about the safety matter because the NGO (CIPRB) is working for safety where from they get the services. Government parents mentioned the trafficking safety of child. But government day care parents can not mention about the safety issue of drowning, cut, road accident. Parents have an idea about the child care which idea revealed that child care is a matter of supervision, education, food, lodging and services of care giver. But their idea doesn't reveal the early childhood development such as physical development, language development, cognitive development and social development. Parents from government day care mentioned the food supply of the center as a child care. They

mentioned children get nutritious food from the center which is very helpful for children's health.

Parents who participated in this study have knowledge about the services of day care center for their child care. Parents mentioned that there are some arrangements in day care for child care such as safety, supervision of caregiver, food, drinking water, toileting, toys for playing, education materials, poster of alphabet, vegetable, flower, fruit, fish, bird, rhymes, blackboard for writing, picture book for reading, fun activities by rhymes, play, and hygiene practice etc.

But the parents from government day care mentioned about the services of supervision, food, toileting and hygiene. Parents of government day care didn't know about the whole services such as education, play, and rhymes activity for child care. Parents of government day care have no idea about the services of education, play and rhymes activities for children. Parents didn't observe the activity of the center. Parents have no interaction with the caregiver or day care officer about the activities of the center; where non government day care parents have idea about the services or arrangement of education, play, rhymes and storytelling activities. In non government day care center parents of children have to participate in parents meeting in every month; where caregiver discuss the objective of day care and other important topic regarding child care. In government day care center, there are no parents meeting with caregiver. So, parents have no idea about the services of day care in relation to the activity of education, play, rhymes and storytelling. Government day care parents are happy with the free services of food because they cannot manage a good food for their children. But they have no idea about other important existing services such as play, rhymes for children's development in the center.

The interesting finding of the study is that the participants have no idea about the services of day care for the development of child regarding four major developments such as physical, cognitive, language and social development, but they do want their children to develop well including language. Parents' perception from this study revealed that, the services of day care centers help children to ready for school. Parents think that the objectives of the existing services of center for keeping children in pleasure. They perceived that food and hygiene practice are important for health but they didn't know how it plays a role for physical, cognitive development of child care.

Parents mentioned about the good services of caregiver in government and non government day care regarding caregivers love for children. They didn't mention the caregiver services or other activity for children who play a role for children's physical, cognitive, language and social development by doing play rhymes.

From the finding of the study researcher gets the information about limitation of services regarding the child care in day care center which have mentioned by parents from government and non government day care. Parents from government day care and parents from non government day care both have mentioned different issues about the existing limited services for the child care in the center. Parents from non government day care mentioned that there are some limitations in existing services in the center for care of their child. They described the limited supply of toys, picture books, story books and toys which is made from metal. Parents also mentioned the limited amount of toys such as ball, doll, buss, car etc.

Parents from government day care mentioned the different issue about the limitation of existing services in government day care. The government parents' view of day care center is different from the view of non government parents in relation to the existing services. Parents both father and mother described the limitation of day care services of health facility from a doctor. Parents both father and mother mentioned that there is no doctor for health check up for their children. Parents told that health check up is important for children's health.

Parents from government day care who are working in garments mentioned an important limitation in existing services of day care center. They mentioned about the time limitation of the center. They mentioned that day care time is 9.00 a.m. to 5.00 p.m. Parents described that their office time is till 5.00 p.m. but parents need some time to reach day care after finish their work. They mentioned that all caregiver go to home after 5.00 p.m. and then the child is take care by a guard. Parents can take their baby at 5.30 p.m. Parents are not happy the time when their child is cared by a guard. Parents have expressed their opinion or view about the time which cannot fulfill their expectation for their child care.

The interesting finding is that parents from government day care have not mentioned the limitation of toys, picture books, story books etc. Because government parents have no idea about the activity of playing with toys, rhymes and storytelling. Parents from non government day care have not mentioned about the extension of day care time till 5.30 p.m. But the researcher observed that children went to caregivers' home after 5.00p.m. Caregiver mentioned that parents are living the near area of caregiver's home. When parents back to home, they collect or take their child from caregiver's home. So, actually there is a need of extension of day care time till 5.30 p.m. both in government and non government day care.

Parents from government and non government day care have made some demands in the services of day care for their child care. Parents both father and mother mentioned some demand in the services of day care for their child care. But the demands of parents of government and demands parents of non government day care are different.

Parents from non government day care recommended arranging some expensive toys which is made of metal because there are only plastic made toys in the center. Parents of non government day care made a demand for more toys, more picture books, colorful posters and more story books for 20 children. They mentioned that the materials are few in number for 20 children. Parents from non government day care also made demand for arranging more education activities such as teach writing and reading of alphabet.

When parents from non government day care mentioned their demand for toys, picture books, story books and educational activity; parents from government day care mentioned the demand for health facility for children. They made demand for children's health check up by a doctor. They also made a demand for carpet and extension of time of day care.

We know that there are some day care centers in urban area of Dhaka city which are run by NGO, Government and private organization. But when a day care is going to be started there is a need of research regarding the knowledge and expectation of parents. But there is no research in Bangladesh context, by any organization regarding the perception, knowledge and expectation of parents about the day care center for child care. The demands of parents have not searches for the setting of day care in the center.

The study findings showed that NGO and government day care have not shared their overall services with parents regarding child care in day care. There are no parents meeting in government day care center. Non government day cares have parents meeting but they have not discussed about early childhood development of children such as physical development, cognitive, language and social development. Government and non government day care have not discussed about the temperament of children which is important. When caregivers can know the temperament of every child they can handle the child easily and they can fulfill the demand of child which is important for children's development. Caregivers can know about the choice of children from temperament of children.

Non government day cares have the parents meeting but caregiver discussed the activity of day care. Caregivers does not discussed about the demand of parents for their children. Government day care does not arrange any meeting with parents for interaction between staffs of center and parents of children. Government day care plays other important role for children's care in center without doing only food supply. But parents have no idea about the development implications from such as activities as play, rhymes and education. Parents meeting is important for make a bridge for the care of children. This interaction can make a same level of practice of child care in home and day care center. It suggests that what parents do at home with their children is very important. The government and non government day care services includes the children of 1-5 years old children. After completing five years children go to school. So, these services should have high quality preschool activities. High quality preschool can have an important impact on helping children to arrive at school ready to learn as well as helping to keep them in school and perform well. Parents' knowledge can make a help for children's development. Day care can develop by receiving the knowledge of parents regarding the development of children in the matter of physical, cognitive, language and social development and preschool knowledge for their children. When a day care will provide the services for children by knowing parents' knowledge, expectation it will be successful for child care and these children will play a role for national development of a country.

Chapter 5: Conclusions and Policy Implication

Chapter 5

Conclusion and Policy Implications

In conclusion, the qualitative study using different techniques such as focus group discussion, case study and observation gave a more comprehensive view on parents' perception of care of children in the selected day care center of Dhaka city. The study does provide new information about parents' perspective on quality, knowledge of child care in day care center. The findings have been found that parents have knowledge about the child care in a day care center. The findings of the study revealed that the knowledge, expectations of government parents and non government parents are different. But somehow, in regarding some issues; the parents' knowledge and expectations are same of government and non government parents. The study also revealed that parents both father and mother have positive attitudes towards the child care existing services in a day care center but they have lack of knowledge related to child care activities and specific development of children like physical development, brain's neuron-connections, motor development, cognitive development, social development and foundation of life skills and so on.

This study showed that day care centers in Dhaka city are doing a great work for child care of low income parents of nuclear family. Low income parents can participate in their job or education without any tension and they can earn money to meet their minimum requirement. The study findings have been found that parents both who are getting services from government and non government day care have some knowledge about the existing services of day care for child care in a day care center. Parents from non government and government day care have an idea about the existing services of day care for children's safety from trafficking, children's food, lodging, hygiene and children's enjoyment. But the study showed that parents' responses are different between government and non government parents because the services of government and non government have differences. The study showed that parents of government day care focused the existing services of day care for children's food where parents of non government day care focused the existing services of day care for children's education, children's safety from

some accident such as burn, cut, drowning and road accident, enjoyment activities such as play, rhymes etc.

Although parents have some knowledge about positive services of day care in children's care, in which the knowledge was not at satisfactory level almost in all level. In the children's development, parents expressed their knowledge in relation to children's health development; parents have some limitation in their knowledge about the services for children's physical, cognitive, language and social development. Actually parents have no idea about the existing day care services which are arranging for children's better development in physical, cognitive, language and social.

Parents suggest giving emphasis to arrange more educational activities for child care in a day care center. The study findings also showed that parents have made a demand for health check up by a doctor for their child care, free medicine and extension of day care time. But they didn't give more emphasis to arrange services those activities which occur children's physical, cognitive, language and social development which development are important for children's future wellbeing.

This paper has shown that perception of parents regarding child care in a day care center is important. Parents' perception can play a role for child care by relationship with caregivers or interaction with caregivers. Parents' perception also can make a help for the improvement of services of a day care center.

For ensuring and increasing child care facilities, perception of parents' importance should be included in all of the child development policies which are directly and indirectly associated with child development. This paper has shown that along with child care activities deemed to be important from a research perspective. Parents place importance on other aspects such as accessibility, relationship with caregivers, limitation and expectation of the services. This suggests the importance of reflecting parents' knowledge, expectations in policy development and service improvement. Research is also needed to determine whether the additional domains of quality that parents consider important such as caregivers-parents interaction, more

educational activities and health check up by a doctor or arranging a doctor for child's health and extension of day care time have developmental consequences. It has been suggested that the current lack of consideration regarding parents' perception of child care quality in policy and service development because of the belief that parents do not recognize good quality child care (Farquhar, personal communication, 1/12/04; Sonenstein, 1991). However in this study, parents related here all aspects of child care as being very important to some degree, including aspects thought to reflect researcher definitions of child care in a day care center. The findings of this study showed that parents did recognize quality. And that their opinions and perspectives are very important. It would also be important to increase parents' participation in the child care programs. This is an important element of high quality programs. In choosing a child care service, parents seek additional features to those defined by policies and researchers. Engaging with parents is therefore important for service delivery that meets parents' requirement and the services ultimately play a role for children's development.

ACKNOWLEDGEMENTS

During the development of my thesis of Masters' in Early Childhood Development in the BRAC University persons, institutions and other; collaborated directly and indirectly with my research. Without their support it would be impossible for me to finish my work. That is why I wish to dedicate this section to recognize their support.

I want to start expressing a sincere acknowledgement to my supervisor, Dr. Profulla C. Sarker because he gave me the opportunity to research under her guidance and supervision. I received motivation; encouragement and support from her during my thesis. With him, I have learned writing thesis proposal, writing thesis paper for completion of my ECD course. I also want to thank the example, motivation, inspiration and support I received from Dr. Saidur R. Mashreky, my official supervisor and epidemiologist of CIPRB, selected me and gave me opportunity to study, managed free time for my study. He also gave me support to study smoothly along with my official duties.

I would like to thank Ms. Iram Marium, Director, IED, BRACU; approved the scholarship for me. It gives me great pleasure in acknowledging the assistance and help of Dr. Aminur Rahman, Technical director, CIPRB, supported me as well from her side and gave close guidance and supervision for writing my thesis report. I owe my deepest gratitude to the thesis review committee and Ms. Cassie Landers, who provided me with valuable suggestions that has been useful for this thesis and for the future as well. I would like to thank Dr. Nishat f. Rahman, the course coordinator for her ongoing support and encouragement throughout the course. I am indebted to my colleagues and my classmates who supported me for developing of data collection tool, for data collection. I would also like to thank Zannatun Nahar, ECD specialist, IED, BRACU, for her assistance to arrange FGD, Case study, Observation in Government Day Care Centre. I wish to thank my mother and other family member for their love, support and understanding during the long years of my thesis.

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Appendices

Appendix-1

Guideline for FGD

- Age of parents who are participating in FGD.
- Education status of parents.
- Occupational status of parents.
- Family size and types of parents (extended or nuclear).
- Perception of parents about the objectives of this Day Care Center. Why do they keep their children in this center and how much time they keep their children in this center?
- Perception of parents about the arrangement of this center for children.
- Explain about your feelings to this arrangement for children.
- Do you feel that this arrangement has any shortcomings? If it is what shortcomings do you define?
- What is your expectation about the quantity and quality of this program for wellbeing of your children?

Guideline for Case study

- Age, education and occupational status of particular case.
- Family size and types of particular case.
- Perception of you about the objectives of this center.
- Why do you keep your children in this center and how much time you keep your children in this center.
- Perception of parents about the arrangement of this center for your children.
- Explain about your feelings to this arrangement for children?
- Do you feel that this arrangement has any shortcoming? If it is what shortcomings do you define?
- What is your expectation about the quantity and quality of this program for wellbeing of your children?

Observation checklist

- Setting of the day care center.
- Logistic of this center for children.
- How is the interaction between 02 caregivers?
- How is the interaction among caregivers and children?
- Attitudes of caregivers towards children?
- What are the activities of children in this center?
- The role of caregivers during child playtime.
- The role of care givers during before taking food, after taking food and during taking food.
- The role of caregivers during conflict of children to mitigate the cues and conflicts among children.
- The role of caregivers' cleanliness and hygiene behavior of children.
- The role of caregiver about safety of children.
- The role of caregivers about children's discipline, punctuality and etiquette and manners.