

Original Article**Factors Affecting Satisfaction Regarding Maternity Services Among Postnatal Mothers in a Tertiary Hospital of Kathmandu****Puspa Parajuli* and Narayani Paudel**

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Article Received: 27th August, 2019; Accepted: 14th December, 2019; Published: 31st December, 2019**DOI: <http://dx.doi.org/10.3126/jonmc.v8i2.26793>****Abstract****Background**

Maternal satisfaction towards care provided during pregnancy, childbirth and puerperium is one of the key outcome measures for quality of care. In order to provide satisfactory maternity services health workers should focus on mother-friendly care. Various factors may affect on mothers' satisfaction regarding maternity services. The objective of this study was to assess the factors affecting satisfaction regarding maternity services among postnatal mothers.

Materials and Methods

A descriptive, cross-sectional study was conducted in postnatal ward of Kathmandu Medical College Teaching Hospital. A total of 180 postnatal mothers were purposively selected for the study. Ethical clearance was obtained from the institutional review committee of Kathmandu Medical College. Face to face interview technique was used to collect the data using pre – designed structured questionnaire. Data collection was done from June to July 2019. Data were analysed using Statistical Package for Social Science 20.0 version. Both descriptive and inferential statistics were used for data analysis.

Results

Majority (83.9%) of the mothers were satisfied with overall maternity services. The level of satisfaction was higher in (82.8%) environmental factor, (80%) health care delivery system of hospital and (73.3%) communication. There was significant association between sexes of current child with maternal satisfaction. Mothers having current child male were more satisfied with maternity services provided by the hospital (COR: 4.90 with 95% CI: 1.97, 12.18)

Conclusion

The study concluded that majority of postnatal mothers were satisfied with maternity services provided at hospital. Current child male was significantly associated with satisfaction level of mothers on maternity services.

Key words: *Mother, Nursing, Satisfaction*

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Introduction

Quality maternal care is directly related to the possibility of mothers for timely and appropriate treatment in order to achieve desired outcomes. The use of services and outcomes are the result not only of the provision of care but also of women's experience of that care. Unfortunately, quality of care received by mothers and babies in developing countries is often reported as poor [1].

Satisfaction with healthcare services is defined as "the extent to which the patients seeking treatment experience positive perception of the care provided by the nursing or medical staff. "When patients are satisfied with the care provided by the healthcare staff, they are more likely to utilize health services in future. Providing high quality of care in maternity services involves giving mothers the best possible medical care and outcome during pregnancy, labor, and postnatal period [2]. Satisfaction is one of the most frequently reported outcome measures for quality of care so assessment of satisfaction with maternity services is crucial [3]. Maternity services are focused on the health of women during antenatal, natal and postnatal period. Globally, all most all (99%) maternal deaths take place in developing and low-income countries due to poor utilization of available services [4].

Labour and delivery is a crucial experience in women's life because it has great impact on physical, mental and emotional health. A pleasant experience during childbirth is important for both maternal and neonatal health and well-being. Thus it is essential for the health care providers to providing best support to childbearing women [5]. In Nepal, findings of a facility-based survey showed majority of the women were satisfied with care received at the facility, provider's skill, being involved in decision-making process, cleanliness, information received and confidentiality. To bring about positive experience of women, maternity care in Nepal should focus on improvement in physical environment along with improving the attitude and communication skill of service providers [6]. Overall 45.1% of mothers were satisfied with the perinatal care in a study carried out in tertiary hospitals of western Nepal. In that study main factors associated with satisfaction were type of hospital, religion, education, parity, number of living children, mode of delivery, gestational age at birth, maternal condition after delivery, newborn health condition, and duration of stay at the hospital [7].

Materials and Methods

Descriptive cross sectional study was conducted to find out the factors affecting satisfaction regarding maternity services among postnatal mothers of postnatal ward of Kathmandu Medical College, Teaching Hospital. Data collection was done from June and July 2019. For the ethical consideration, approval for the study was obtained from institutional review committee of Kathmandu Medical College, permission for data collection was taken from the concerned authority of hospital and written consent was obtained from each respondents of the study. The study population consisted of postnatal mothers who gave birth at hospital and were about to be discharged from the hospital. Mothers who were admitted in the hospital after home delivery, having intrauterine fetal death, severely ill client and not willing to participate in the study were excluded from the study. Sample size was calculated based on prevalence of similar study [8].

The sample size was calculated by formula Z^2pq/e^2 with the desired precision of 5% (95% confidence interval at an allowable error of 5%) prevalence of maternal satisfaction = 0.61. To reduce nonresponse rate, additional 5% was taken. The sample size was 180. Total 180 postnatal mothers who met the inclusion criteria during data collection period were selected for the study by using non probability purposive sampling technique. Face to face interview technique was used to collect the data using pre designed structured questionnaire. Questionnaire was divided into three parts: part I consist of socio demographic characteristics of mother, part II consist of obstetric characteristics of mothers and part III consist of five point Likert scale to measure the satisfaction of mothers regarding maternity services on different factors. Score 5 was given for very satisfied, 4 was satisfied, 3 for neither satisfied nor dissatisfied, 2 for dissatisfied and 1 for very dissatisfied. Total score was 130. Out of 130, ≤ 78 was considered dissatisfied and >78 was considered satisfied [9]. All the collected data were entered in Microsoft excel 2010 and were analysed using Statistical Package for Social Science (SPSS) 20.0 version. Both descriptive and inferential statistics were used for data analysis. Sociodemographic and obstetrical information of the respondents were presented in frequency and percentage. Chi square test was used to reveal the association between demographic and obstetric variables with satisfaction regarding maternity services among postnatal



mothers considering p – value <0.05 as significant. The strength of association between demographic and obstetric characteristics was measured by odd ratio at 95% confidence intervals.

Results

Socio-demographic profile of the mothers is illustrated in Table 1. Majority of the mothers (66.7%) were between age group of 20 to 30 years with the mean \pm S.D = 27. 533 \pm 4.10 years. According to ethnicity of mothers, Majority of mothers (45.0%) were Janjati. Likewise, Majority (72.8%) of the mothers were Hindus. Regarding educational status of the mothers, 30.6% had secondary level and 29.4% had higher secondary level. By occupation, nearly half (47.2%) of the mothers were homemaker followed by 6.1% daily labourer.

Table 2 shows obstetric characteristics of the mothers, more than half (57.8%) of the postnatal mothers were primiparous and 56.7% had caesarean delivery. Regarding the sex of current baby, More than half (55 %) of the mothers have male baby and 45% have female baby. More than half (56.2) of the mothers had stayed in hospital for four and more days.

Table 3 shows that management and administrative factors those affect overall satisfaction and dissatisfaction of mothers in five domain, among five domain, 82.8% mother were satisfied in environmental factors of hospital and 80% of mothers were satisfied with health care delivery system of hospital, 73.3% of mothers were satisfied in communication and information techniques, 72.2% of mothers were satisfied with physical and staff accessibility and least 69.3% of mothers were satisfied with attitude and behaviour of health care provider. Majority of the mothers (83.9) were satisfied on maternity services provided at hospital.

Table 4 reveals that there was significant association between sexes of current baby and satisfaction level of postnatal mothers. There was no statistically significant association of other socio-demographic and obstetric variables with satisfaction level of postnatal mothers.

Similarly, post-natal mothers who have a male baby in recent were 4.901 times satisfied than those who have female baby as recent child which is statically significant at 5% level of significance ($p = .001$, OR 4.90, 95% CI = 1.97 – 12.18) Table 5.

Table 1: Socio - demographic characteristics of the respondentsn =180

Characteristics	Frequency	Percentage
Age (in years)		
20 – 30	120	66.7
31 – 39	60	33.3
Ethnicity		
Janjati	81	45.0
Brahmin	40	22.2
Chhetri	50	27.8
Others	9	5.0
Religion		
Hindu	131	72.8
Buddhist	39	21.7
Christian	10	5.6
Educational status		
Primary Level	34	18.9
Secondary Level	55	30.6
Higher secondary Level	53	29.4
Bachelor and above	38	21.1
Occupation		
Homemaker	85	47.2
Service	43	23.9
Business	41	22.8
Daily labourer	11	6.1

Table 2: Obstetric characteristics of the respondents (n= 180)

Characteristics	Frequency	Percentage
Parity		
Primiparous	104	57.8
Multi	76	42.2
Mode of delivery		
Vaginal	78	43.3
Caesarean	102	56.7
Sex of recent baby		
Male	99	55
Female	81	45
Duration of hospital stay		
Below four days	77	42.8
Four and above days	103	57.2

Table 3: Postnatal mothers' satisfaction on five domain of maternity services (n=180)

Domain	Dissatisfied Number	Satisfied Number (%)
Physical and staff accessibility	50 (27.8)	130 (72.2)
Health care delivery	36 (20)	144 (80)
Communication and information	48(26.7)	132 (73.3)
Attitude and behaviour	55 (30.7)	125 (69.3)
Environmental factors	31 (17.2)	149 (82.8)
Overall satisfaction level of postnatal mothers	29 (16.1)	151 (83.9)

Discussion

Satisfaction is one of the most frequently reported outcome measures for quality of care so assessment of satisfaction with maternity services is crucial [3]. Satisfaction depends on quality healthcare provided to clients. Maternal satisfaction with pregnancy and childbirth is not only



Table 4: Association between socio demographic and obstetric characteristics with satisfaction level (n= 180)

Characteristics	Dissatisfied No.	Satisfied No.	p – value
Age in years			
20 - 30	21	98	0.434*
31 - 39	8	53	
Educational status			
Primary & secondary	17	12	0.281*
Higher secondary & above	72	79	
Occupation			
Homemaker	12	17	0.491*
Service and business	73	78	
Parity			
Primiparous	13	63	0.756*
Multipara	16	88	
Mode of delivery			
Vaginal	13	65	0.859*
Caesarean	16	86	
Sex of recent baby			
Male	7	92	<0.001*
Female	22	59	
Duration of hospital stay			
Below four days	17	86	0.868*
Four and above days	12	65	

* Chi – square test

Table 5: Binary Logistic Regression of selected factor related to satisfaction of maternity services

Variable	COR	95% C.I.	P-value
Sex of current child			
Female (Ref)			
Male	4.901	1.97 - 12.18	0.001

important for woman but also well-being of infant. Mother's positive experience during childbirth is directly linked towards care of infant with appropriate mothering role [3].

Socio demographic and obstetric findings of the present study showed that majority of the respondents (47.2%) were homemaker by occupation. The findings were consistent with the study conducted by Thapa in Kathmandu, Nepal where majority (72%) were from age group 21–30 years [9]. In this study, majority of the mothers (47.2%) were homemaker by occupation. This finding is consistent with the study conducted by Bitew which showed that majority of the respondents (47.8%) were homemaker [10]. Only 29.4% mother had completed higher secondary education. The finding is inconsistent with the study done in Bharatpur, Nepal which showed that majority of the mother (46.8%) had completed higher secondary level [11]. The finding of the study reveals that more than half (56.7%) of the mothers were primiparous and majority (55%) of the mothers have male baby. This study is

consistent with the study done by Sapkota in Bharatpur Nepal which showed that More than half (54.6%) of the respondents were first gravida and 46.1% mothers have male baby [11].

The finding of this study related to satisfaction on maternity services showed that majority of the postnatal mothers (63.3%) was satisfied with nurses listening to their problems. This finding was consistent with the findings of a study conducted by Melese which showed majority of the respondents (69%) were satisfied with nurses listening to their problems [12]. The study reveals that around two third (60%) of the postnatal mothers were satisfied with information about procedure and examination. In contrast to the study done by Melese showed that below half of the postnatal mothers (45.4%) were satisfied with information about procedure and examination [12]. Two third (65.6%) of postnatal mothers were satisfied with information provided at the time of discharge. Similarly, this finding is constant with the survey report of Nepal showed that 69% respondents were satisfied with information received by staff about discharge [6].

In the present study, 73.3% of mothers were satisfied with communication and information aspect of care. This finding is inconsistent with the study conducted in Nepal by Panth showed that 91.5% of mothers were satisfied in informative aspect of care [9].

Regarding overall satisfaction, Majority of the postnatal mothers (83.9%) were satisfied on maternity services. This finding is consistent with the study done in Nepal by Panth which showed that 89.8% of mothers were satisfied on maternity services. In present study, there is no statistically significant association between socio demographic variables and maternal satisfaction however; there is significant association between sexes of current child and maternal satisfaction. This is consistent with the study conducted by Panth which showed that there is no statically significant association between socio demographic variables with maternal satisfaction and significant association between parity and satisfaction of postnatal mothers [9].

Conclusion

On the base of study results, it is concluded that majority of the mothers were satisfied with maternity services provided by Kathmandu Medical College, Teaching Hospital. The level of satisfaction was higher on environmental factors, health care delivery of hospital and communication of staff. Satisfaction level of mothers on maternity



services was associated with sex of current child; mothers having male child were more satisfied in reference to female child. The findings of the study suggested to improve the attitude of hospital staff. The study could be done in community setting where postnatal mothers could freely express their satisfaction regarding the service they have received.

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