

Influence of socio-demographic factors and institutional infrastructure facilities on satisfaction of pregnant mothers attending ante-natal clinics in the Nallur MOH area

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Background: Complications of pregnancy and childbirth are the leading causes of morbidity and mortality among women in the reproductive age in developing countries. Studies have estimated that good ante-natal care alone can reduce maternal mortality by 20% given good quality and regular attendance. This study aimed to assess the influence of socio-demographic factors of pregnant mothers and institutional infrastructure facilities on satisfaction of pregnant mothers regarding provided care in antenatal clinics.

Methods: Institutional based descriptive cross-sectional study was conducted in Nallur MOH area from August, 2016 to May, 2018. All ante-natal clinics in Nallur MOH area were selected and a complete enumeration method was used because of limited number of participants. SPSS for windows (version 21) was used for statistical analysis. The association between independent variables and dependent was measured using chi square test and p values below 0.05 was used to declare statistical association.

Results: Two and hundred twenty-four participants responded to the questionnaire making 85.17% response rate. Majority were (71%) between age 27-37, most (72.3%) of the mothers were Hindus. More than half (51.8%) of pregnant mothers has sat for A/L and majority (71.4%) of them were house wives. More than half (67.4%) of the pregnant mothers had a family income $>30,000/\leq$. Overall satisfaction for care provided was 51.8%. Mothers were satisfied with state of the clinic environment & attitude of the staff (98.7%), adequacy & condition of the seats available (50.9%), waiting time (54.5%), hygiene practices (53.6%), and support provided by the staff (53.6%). Pregnant mothers were not satisfied with adequacy of toilet facilities (58%), availability of trained staff (51.8%) and condition of medical equipment and drug handling (74.6%).

Conclusion: The overall maternal ANC service satisfaction in this study is found to be suboptimal. This study suggests that several aspects in the provision of ANC services can be implied as areas of possible improvement includes recruiting more staff trained staff, condition of medical equipment and toilet facilities.

Keywords: Pregnancy, satisfaction, infrastructure, Jaffna, Primary health care