

# **A Study to Assess the Satisfaction of Mothers Towards The Care Provided By The Healthcare Personnel during Labour in A Selected Hospital At Mangalore**

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## **I. Introduction**

Patient satisfaction is an important healthcare outcome in today's cost conscious healthcare arena and is one of the most frequently reported outcome measures for quality of care and provision of healthcare services<sup>1</sup>. Giving birth is an important life experience for a woman. Health care personnel who are respectful, supportive, available, protective, encouraging, kind, patient, professional, calm, and comforting, help the mothers to remember their childbirth experiences in positive terms<sup>2</sup>. A study comparing women's short-term and long-term memories of their birth experience showed that women didn't forget their experiences about labour. They remember the events of birth and their feelings for at least 15-20 years<sup>3</sup>.

A satisfied customer is the key for success of any hospital. Customer satisfaction is a person's feeling of pleasure or disappointment resulting from comparing services and their outcome in relation to her expectations. If the performance falls short of expectations, the customer is dissatisfied. If the performance matches the expectations, the customer is satisfied. If the performance exceeds expectations, the customer is highly satisfied or delighted<sup>4</sup>.

When a woman begins her labour, she may have a mixture of emotions. Most women anticipate labour with excitement, anxiety, fear and hope. Since the first impression is likely to be vivid and not easily erased, it is especially important that the client and those who are with her receive most courteous attention and care.

A hospital may be soundly organised, beautifully situated and well equipped, but if the care is not of high quality, the hospital will fail in its responsibility.

Healthcare personnel are the integral, indispensable and important component of the healthcare delivery system<sup>5</sup>.

Measuring consumer satisfaction provides a comprehensive systematic and patient-centred approach for analysis, implementation, monitoring and improving both the perceived and clinical quality aspects of care. In view of the growing need to evaluate the effectiveness of healthcare services, the investigator felt that it is important to assess the satisfaction of mothers towards the care provided by the healthcare personnel during labour. This would help in improving the quality of intranatal care, and evaluating the performances of the healthcare personnel<sup>5</sup>.

### **Statement of the problem**

A study to assess the satisfaction of mothers towards the care provided by the healthcare personnel during labour in a selected hospital at Mangalore

### **Objectives of the study**

1. To assess the satisfaction of mothers towards the care provided by the healthcare personnel during labour as measured by a Satisfaction Rating Scale.
2. To assess the opinion of mothers regarding the physical environment of the labour ward as measured by an opinionnaire.
3. To find the association between satisfaction of mothers and baseline variables

### **Hypothesis**

The hypothesis is tested at 0.01 level of significance

H1: There will be a significant association between the satisfaction of mothers and baseline variables.

## II. Methodology

### Research approach

A descriptive evaluative approach was adopted for this study

### Research design

The research design selected for the present study is a descriptive design

### Setting of the study

In this study setting is the labour ward of Father Muller Medical College Hospital, Mangalore

### Sample and sampling technique

Sample of the present study was 100 postnatal mothers. Sampling technique used is purposive sampling

### Tool and Techniques

In this study, the data was collected using the following tool:

#### Satisfaction Rating Scale

Section I: Baseline proforma

Section II: Satisfaction Rating Scale

Section III: Opinionnaire

### Method of data collection

For conducting main study prior permission was obtained from the administrator of Father Muller Medical College Hospital, Mangalore. The formal administrative approval from the authorities and ethical clearance from the ethical committee was obtained to conduct the main study

The purpose of the study was explained and confidentiality of the data was assured to the sample

Hundred subjects were interviewed in the immediate postnatal room of labour ward.

### Data analysis

The data obtained from 100 sample and it was organized, tabulated and analyzed based on the objective of the study using descriptive an inferential statistics.

Descriptive analysis was done by using frequency and, percentage. Chi-square test was used to find out the association between satisfaction score and baseline variables

### Data analysis

#### Descriptive Statistics

Descriptive analysis was done by using frequency, percentage, mean and standard deviation.

#### Inferential statistics

Chi-square test was used to find out the association between satisfaction score and baseline variables

**Table1: Distribution of Subjects According to the Grading of Satisfaction Scores with the Care Provided by the Doctors**

N=100

Grading	Range of scores	Range in percentage	Frequency (f)	Percentage (%)
Highly Unsatisfied	≤20	≤25%	0	0
Unsatisfied	21-40	26-50%	2	2
Moderately Satisfied	41-60	51-75%	35	35
Highly Satisfied	61-80	75-100%	63	63

Maximum score = 80

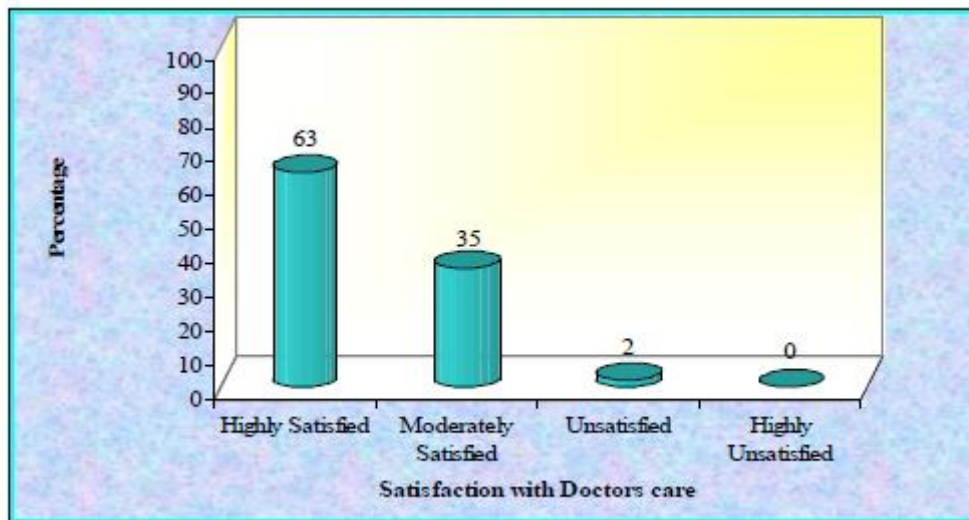


Figure 1: cylindrical diagram showing distribution of subjects according to the grading of satisfaction with the care provided by the doctors

Table 2: Distribution of Subjects According to the Grading of Satisfaction Scores with the Care Provided by the Nurses

N=100

Grading	Range of scores	Range in percentage	Frequency (f)	Percentage (%)
Highly Unsatisfied	≤20	≤25%	0	0
Unsatisfied	21-40	26-50%	2	2
Moderately Satisfied	41-60	51-75%	41	41
Highly Satisfied	61-80	75-100%	57	57

Maximum score = 80

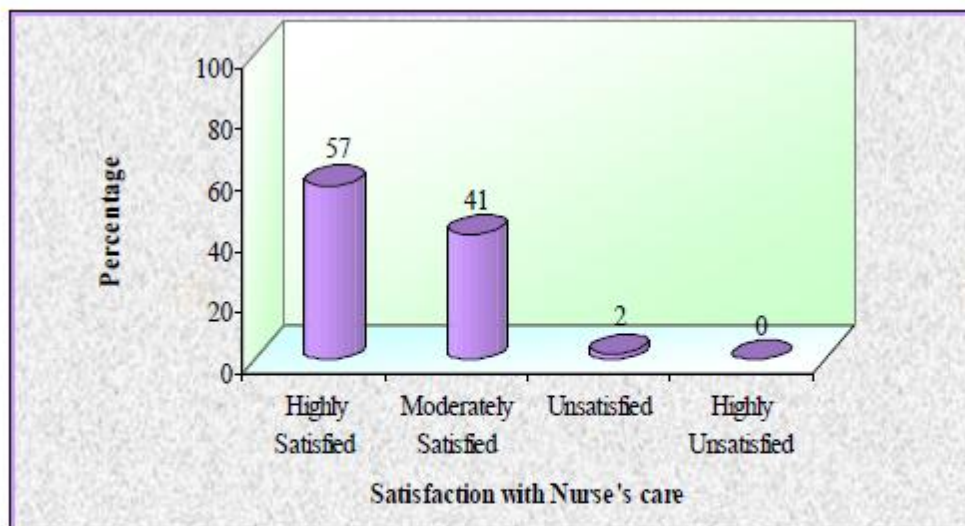


Figure 1: cylindrical diagram showing distribution of subjects according to the grading of satisfaction with the care provided by the nurses

### III. Result

The findings of the study reveal that mothers were highly satisfied with the care provided by the healthcare personnel during labour.

#### **IV. Discussion**

In the present study most of the subjects (63%) were highly satisfied, 35% were moderately satisfied and the remaining 2% were unsatisfied with the care provided by the doctors and majority of the subjects (57%) were highly satisfied, 41% were moderately satisfied, and the remaining 2% were unsatisfied with the care provided by the nurses during labour.

There was an association between education and occupation of mothers and their satisfaction score. These findings revealed that less educated and unemployed 64 mothers were highly satisfied with the care provided by the health care personnel during labour compared to highly educated and employed mothers. There was no association between satisfaction score and other baseline variables such as age, parity, monthly income and history of previous hospital delivery.

#### **V. Conclusion**

Patient satisfaction has become an integral component of the measurement of healthcare quality. Core of the nursing profession is care. Thus, the attitude towards patient care must inculcate within one's mind in the beginning when she/he begins to adopt nursing profession. Nursing education must prepare the nurse to be accountable for service excellence. Nurses must articulate own abilities and level of competence to midwifery practice and collaborate with medical and other health professionals as determined by a woman's needs for care. Patients need to feel that their caregivers understand and are responsive to their needs and respectful for their values and preferences. The nursing service administration as well as the hospital administration needs to have joint responsibilities to supervise the delivery of intranatal care in order to have a better outcome. The present study is an initial attempt and it will encourage and motivate the nurse researchers to do many research studies in this area with various type of population.

#### **Bibliography**

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