

**SATISFACTION ON ANTENATAL SERVICES  
AMONG PREGNANT WOMEN  
ATTENDING ANTENATAL CLINIC OF  
CENTRAL WOMEN'S HOSPITAL, YANGON**

**YU WAI LINN**

**M.B.,B.S**

**Master of Hospital Administration (MHA)**

**University of Public Health, Yangon**

**2022**

**SATISFACTION ON ANTENATAL SERVICES  
AMONG PREGNANT WOMEN  
ATTENDING ANTENATAL CLINIC OF  
CENTRAL WOMEN'S HOSPITAL, YANGON**

**Thesis submitted to  
the Postgraduate Academic Board of Studies  
University of Public Health, Yangon  
as the partial fulfillment of the requirements  
for the Degree of Master of Hospital Administration (MHA)**

**YU WAI LINN**

**M.B.,B.S**

**2022**

## ABSTRACT

Pregnant women's satisfaction is essential in obtaining a comprehensive understanding of the pregnant women's need and their opinion of the service received and it is a vital tool in evaluating the quality of healthcare delivery service. The study was cross-sectional descriptive research to assess the satisfaction on antenatal care (ANC) services among the pregnant women attending antenatal clinic of Central Women's Hospital (CWH). Total of 166 respondents were included using a structured questionnaire and data collection was conducted during May, 2022. The questionnaire was organized in three sections: (i) socio-demographic characteristic (ii) obstetric characteristics (iii) satisfaction on ANC. The age of the participants ranged from 19 to 44 years with the mean (SD) age of 29.69 (5.77) years. Majority of the pregnant women (80%) were middle school and upper-level education status and (63.3%) were dependent. More than a quarter had past bad obstetric history and some of the pregnant women (15.1%) had medical diseases in present pregnancy. Satisfaction on ANC was assessed based on eight domains. The highest satisfaction results shown in each domain were clean and tidy rooms (97%) in basic amenities, doctors listen carefully (89.8%) in doctors' services, good communication skills (91.6%) in nurses' services, getting examination and treatment (93.4%) in waiting time, treating with respect and politeness (92.2%) in dignity and confidentiality, chance to ask question about risk factors (82%) in autonomy, appointment date (94.6%) in information and explanation and cost for transportation (88.6%) in financial expense. Concerning overall satisfactory level, more than a quarter (27.1%) gave good satisfaction level, about two-third (66.3%) expressed moderate satisfaction level and only a few (6.6%) had poor satisfaction level. Moreover, there were no statistically significant association between sociodemographic characteristics, obstetric characteristics and satisfaction level. It could be concluded that balancing health care provider and patient ratio and online appointments system should be considered. Moreover, latrine should be extended and proper sanitation should be strengthened. As for future, satisfaction level of pregnant women attending the ANC clinic should be assessed periodically. More studies about pregnant women's satisfaction on ANC services are needed for better provision of ANC services.