

ASSESS THE LEVEL OF SATISFACTION REGARDING POSTNATAL CARE
AMONG POSTNATAL MOTHERSMrs. Bananee Dash ¹, Dr. Darshan Sohi ², Dr. Manjubala Dash ³¹ Research scholar, Himalayan university.² Supervisor, Professor in Himalayan university.³ Co supervisor, Professor and HOD Department of OBG, MTPGRIHS. Puducherry.**Abstract:**

Background: Postnatal care (PNC) is essential in the reduction of maternal and neonatal morbidity and death. Mother satisfaction is a relevant marker of quality of healthcare services. **Aim:** The proposed study will evaluate the satisfactory rate of information on the postnatal care among the postnatal mothers. **Methods:** There was a cross-sectional descriptive study carried out on 100, postnatal mothers admitted in a tertiary care hospital. Purposive sampling was used. The structured satisfaction scale indicated data on domains of physical care, emotional support, health education, newborn care, and accessibility were used to collect the data. The analysis of data has been performed by means of SPSS. The findings were summarized using descriptive statistics and chi-square test was employed to test the association among demographic variables. **Results:** Majority (60%) of mothers were moderately satisfied, 25% were highly satisfied, and 15% were less satisfied. Mothers reported highest satisfaction in physical care (mean 4.2 ± 0.6), followed by newborn care (3.9 ± 0.8). Least satisfaction was in emotional support (3.1 ± 0.7) and health education (2.9 ± 0.9). Satisfaction was significantly associated with maternal age, parity, and education ($p < 0.05$). **Conclusion:** While postnatal mothers were generally satisfied with care, improvement is required in emotional support and health education. Focused counseling, improved staff–mother communication, and better accessibility of services can enhance satisfaction.

Keywords: Postnatal care, neonatal, satisfaction**INTRODUCTION**

The postnatal period, extending up to six weeks after childbirth, is vital for maternal and newborn survival. Globally, over half of maternal and neonatal deaths occur during this time, with most within the first 48 hours after delivery (WHO, 2013). Despite its importance, postnatal care (PNC) services often remain underutilized and underprioritized compared to antenatal and intranatal care. Maternal satisfaction is not only an indicator

of healthcare quality but also influences compliance with postnatal advice and willingness to seek care in future pregnancies. Assessing satisfaction provides insights into both the strengths and gaps in service delivery. This study aims to evaluate maternal satisfaction with postnatal care and identify areas needing improvement.

OBJECTIVES:

1. To assess the level of satisfaction regarding postnatal care among postnatal mothers.
2. To compare satisfaction across various domains of care.
3. To determine the association between maternal demographic factors and satisfaction levels.

METHODOLOGY:

A descriptive cross-sectional design was adopted to assess satisfaction levels among postnatal mothers.

The study was conducted in the postnatal wards of a tertiary care teaching hospital. This hospital provides obstetric and neonatal services, with an average of 300–400 deliveries per month. All postnatal mothers admitted to the hospital during the data collection period constituted the study population. The study included 100 postnatal mothers, selected using purposive sampling.

Inclusion Criteria: Mothers who had delivered (normal vaginal/cesarean) and were within six weeks postpartum, available during data collection, and able to understand the local language/English.

Exclusion Criteria: Mothers with severe complications requiring intensive care, or those unwilling to participate.

Tool: A structured satisfaction scale consisting of 25 items covering physical care, emotional support, health education, newborn care, and accessibility. Each item was rated on a 5-point Likert scale (1 = very dissatisfied, 5 = very satisfied).

Validity & Reliability: Content validity established by experts; pilot study conducted; Cronbach's alpha = 0.82.

Data Collection: Conducted over 4 weeks using face-to-face interviews after informed consent. Each interview took 15–20 minutes.

Data Analysis: Data coded and entered into SPSS. Descriptive statistics (frequency, percentage, mean, SD) and inferential statistics (chi-square test) applied. Significance was set at $p < 0.05$.

Ethical Considerations: Institutional ethics approval obtained, informed consent taken, confidentiality maintained.

RESULTS:

The demographic variable of mothers showed that around 70% mothers were in the age group of 21-30 years, 56% were primi mothers and 60% had secondary education.(Tab-1)

Table 1: Demographic Profile of Postnatal Mothers (N = 100)

Variable	Frequency (n)	Percentage (%)
Age < 20	12	12%
Age 21–30	70	70%

Age > 30	18	18%
Primipara	56	56%
Multipara	44	44%
No formal education	15	15%
Secondary education	60	60%
Graduate & above	25	25%

With regards to the level of satisfaction the result highlighted that highest percentage 60% of the mothers were moderately satisfied about the care provided in the hospital by the care providers (Tab-2). Further the mean score of item wise level of satisfaction highlights that highest mean score 4.2±0.6 shown towards physical care followed by newborn care shows 3,9±0.8(Tab-3)

Table 2: Level of Satisfaction among Postnatal Mothers

Satisfaction Level	Frequency (n)	Percentage (%)
Highly satisfied	25	25%
Moderately satisfied	60	60%
Less satisfied	15	15%

Table 3: Mean Satisfaction Scores across Domains

Domain	Mean ± SD
Physical care	4.2 ± 0.6
Newborn care	3.9 ± 0.8
Accessibility	3.5 ± 0.7
Emotional support	3.1 ± 0.7
Health education	2.9 ± 0.9

With regard to association, it showed that the variables age, parity and education found statistically significant with level of satisfaction (Tab-4)

Table 4: Association between Demographic Variables and Satisfaction Levels (Chi-square test)

Variable	Chi-square value (χ^2)	df	p-value
Age	8.12	2	<0.05*
Parity	6.45	1	<0.05*
Education	9.78	2	<0.05*
Residence	1.34	1	>0.05 (NS)

*Significant association at p < 0.05; NS = Not Significant

DISCUSSION:

This study revealed that majority of postnatal mothers were moderately satisfied with care. Physical care and newborn care scored highest, whereas emotional support and health education scored lowest. The findings are consistent with earlier studies (Kumar et al., 2019; Chandra et al., 2020).

Chi-square analysis revealed that age, parity, and education were significantly associated with satisfaction levels. Educated mothers often expected more detailed counseling, while primiparas required reassurance and emotional support. Thus, individualized counseling and communication strategies are essential.

Strengthening postnatal counseling sessions, improving communication, and promoting respectful maternity care can enhance maternal satisfaction.

CONCLUSION:

Most postnatal mothers were moderately satisfied with care. Physical and newborn care were rated highest, while emotional support and health education were areas requiring improvement. Significant associations with age, parity, and education emphasize the need for tailored interventions. Enhancing staff-patient communication and structured counseling can improve satisfaction and maternal health outcomes.

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