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FULFILMENT OF THE

Name of investigator

BIZUNESH DARCHO BIKAMO

Name of advisor

TESHOME ABUKA (Ass .Prof.)

Full tittle of the research project

Maternal satisfaction with delivery service and
associated factors among mother attending
hospital in wolaita Zone ,SOUTHERN
ETHIOPIA

Duration of the project

One year

Study area

Wolaita zone hospitals

Total cost of the project

23165

Address of the investigator

Phone:091607957

Email:tadessetekle3@gmail.com

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Acronyms and Abbreviations

DC	Data collectors
EDHS	Ethiopian Demographic and Health Survey
MMR	Maternal Mortality Rate
Obs/ Gyn	Obstetrics and Gynecology
PI	Principal Investigator
SDG	Sustainable Development Goals
SNNPRS	Southern Nation, Nationalities and Peoples Regional State
SPH	School of Public Health
SPSS	Statistical Package for Social Science
WHO	World Health Organization
WSUTH	Wolita Sodo University Teaching Hospital
WZHD	Wolaita Zonal Health Department

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Research Proposal Summary

Background: Globally, more than half a million women die annually complications of pregnancy and childbirth. A woman's satisfaction with the delivery service may have immediate and long-term effects on her health and successive utilization of the services. The studies conducted on mothers' satisfaction with delivery services and associated factors were very limited in wolaita zone. This study finding will provide clear information about mothers' satisfaction with delivery services and associated factors in wolaita zone

Objective: Mothers' satisfactions with institutional delivery services and associated factors among mothers attending wolaita zone Hospitals , southern Ethiopia, 2020 .

Methods: A facility based cross - sectional study will be conducted in wolaita zone hospitals, southern Ethiopia. Mothers who attend selected health facilities for delivery service during study period will be respondents of the study. Data will be collected by using structured questionnaire, and checked, coded and entered the data to [Epi-Info version 7](#) and finally, exported to (SPSS) version 20.0 statistical software for analysis. Bivariate and multivariate logistic regression will be used to identify predictor of maternal satisfaction. P-value of less than 0.05 will be considered as statistically significances.

Facility- based cross-sectional study will be conducted from January –Feb 2012

Budget 23165Ethiopian Birr.

Key Words: Mothers' satisfaction, Delivery service, Hospital.

1. Introduction

1.1 Background

Client satisfaction plays a significant role in increasing utilization of women for institution-based delivery. It is also essential to improve quality of health care in reducing maternal morbidity and mortality (1). Mothers' satisfaction with institutional delivery services is sub-optimal (2). Childbirth satisfaction is multidimensional, with various dimensions of service and care contributing to the experience: accessibility, interpersonal aspects of care, medical facilities on the ward, the physical environment, and care outcomes (3).

Maternal mortality is unacceptably high (4). Globally, maternal mortality ratio is expressed as 100,000 live births in order to stress the obstetric risk of pregnancy and childbearing. The estimate of the maternal mortality ratio for the 2016 Ethiopian Demographic and Health Survey (EDHS) is 412 deaths per 100,000 live births. There are about 4 maternal deaths occur for every 1,000 births in Ethiopia (5).

Care givers attitude was seen as the strongest factor in determining maternal satisfaction with care from patients perspective (6) and it contributes to mothers' satisfaction with institutional delivery services. Physical, interpersonal, and technical aspects of care influence client satisfaction with delivery care services.

1.2 Statement of the problem

Pregnancy and childbirth cause a risk to the life of the woman (7). Globally, approximately 830 women die every day from preventable causes related to pregnancy and childbirth in 2015.

Maternal deaths might still occur in even the best conditions, every effort should be made aiming that to get rid of avoidable maternal deaths. The sustainable development goal (SDG) of reducing global maternal mortality to less than 70 deaths per 100 000 live births by 2030 works towards this aim (8).

There is low utilization of institutional delivery services and low antenatal care visit in mothers' last pregnancy (9) ; which contributes to risk of maternal mortality related to maternal delivery service.

The provision of high quality of essential health care for women and children needs a continues effort to improve process, output and outcome by addressing the challenges and bottleneck across the components of the health system (10).

Delay in receiving care can happen due to inadequate skilled personnel in emergency obstetric care, inadequate supplies and equipment and poor quality of services. Mothers are not getting emergency obstetric care services in timely. Mother's literacy status, monthly in-come, decision making and employment status also are the main predictors for maternal delays in utilization of Emergency Obstetric care service (11) .

The assessment of mothers' satisfaction with institutional delivery services and associated factors are central to inform health practices for health care providers. It also contributes the women to decide the place of delivery.

The aim of this study is to assess women's satisfaction and associated factors in Wolaita Zone Hospitals to help and understand the low rates of health service utilization during pregnancy.

1.3 Significance of the study

Client satisfaction is the crucial indicator of service quality at any level of health care services. It is also a dynamic indicator of quality of delivery care services. As a result, it has high value and common to understand the need of the clients. Now a day, assessing mothers' satisfaction with delivery services is considered as an essential component of health care provider quality assurance series.

There is limited information on institutional delivery service and mothers' satisfaction on delivery care services, especially South Ethiopia. Therefore, this study will be conduct to know the level of mothers' satisfaction and associated factors with institutional delivery services among women attending Hospitals in Wolaita Zone administration, SNNPR, Ethiopia .

Hence, this study finding will provide clear information about status of mothers' satisfaction regards to institutional delivery services and associated factors for health planners, care providers working at study area, researchers. It will be also helpful to fill research knowledge gaps with institutional delivery services. It will have valuable contribution to increase quality of maternal delivery services in the health institutions and also to reduce maternal morbidity and mortality rate in Ethiopia.

2 Review of Literature

2.1 Maternal Satisfaction with Delivery Services.

The study conducted in Xiengkhuang province of Japan and debre markos town showed that level of satisfaction with delivery service ranging from(57%-98%) of the respondents were satisfied with different parameters such as politeness of health professionals, waiting time, accessibility of infrastructures and assurance of privacy with social norms (12) .

The study in Iraq Teaching Hospital, the findings shows over all mothers satisfaction rate mostly depend on educational level of mothers, number of nurses, and the quality of nursing care during labor and delivery (6).

Other study carried out in Jimma Town Health Centers shows greater percentage of satisfaction was demonstrated on interpersonal skill aspect which accounts for 314(80.7%) and organization of health care accounts to 242 (62%) (13).

The study conducted in Assela Hospital also depicted that, all satisfaction levels depend on privacy during delivery , followed by politeness and respect of the staffs , confidentiality and trust in care provider were among the first three common factors that delivering mothers were more satisfied. whereas, access and cleanliness of toilet, cost paid to service and waiting area cleanliness and comfort were the first three major factors that makes mothers dissatisfied (14).

The study conducted at Maternity Referral Hospital in Ethiopia, the result showed the proportion of complete satisfaction waiting time to see care giver , provider listens to doubts , respect by care giver , respect by nurse and amount of autonomy in the ward . The mean satisfaction score

for health care related items was at a higher scale except for pain control (2.33). The mean satisfaction score for health worker attitude variables ranged from 3.85 to 4.24 respectively (15).

Another study finding in Felege Hiwot Referral Hospital revealed that, the proportion of delivery mothers' who satisfied with childbirth care . Overall satisfaction rate were client privacy related satisfaction , availability of bed related satisfaction , encouragement and support during labor and health advice and information given to the client related satisfaction (16).

The study done in Jimma Zone Public Health Facilities of Omo Nada District showed that, distances to reach the Health Center and the availability of water during delivery were most important factor of dissatisfaction; while providers communication and conduct were the main sources of satisfaction (17).

The study conducted in Amhara Region demonstrated, the proportion of mothers who were satisfied with delivery care was 61.9%. Whereas, Client privacy related satisfaction (46.7%), health facility distance related satisfaction (51.4%), and amount of cost paid related satisfaction (52.7%) were the first three least values of overall satisfaction levels (2) .

The study conducted in Wolita Sodo University Teaching Hospital(WSUTH) concluded that, perceived compassion, confidentiality during consultation, accessibility of prescribed drugs, hygiene of waiting area, cleanliness of consultation room, and advice given on how to prevent the re-occurrence of disease were positively associated with patient satisfaction. The respondent's awareness of the providers compassion was the key importance in patient satisfaction (18) .

Another study also conducted in Wolita Zone was concluded that, childbirth satisfaction is multidimensional, with various dimensions of service and care contributing to the experience emphasis on accessibility, interpersonal aspects of care, and medical facilities on the ward, the physical environment, and care outcomes

2.2 Associated Factors of Maternal Satisfaction with Delivery Services.

The study have done in Kenya concluded that, clients in four slums in Embu, Nyeri and Thika, Kenya were satisfied with friendly and professional manner of respect on health services and quality of care (19) .

The review of determinants of maternal satisfaction has to be identified a wide range of factors that are decisive to improve utilization and provisions of maternal health services in developing countries. The determinants from the studies covered all dimensions of care. The major determinants include interpersonal aspects of care, cleanliness, availability of drugs and equipment, promptness, privacy and confidentiality, perceived provider competence, access and cost of care (20).

Other study conducted in Jimma Zone Public Health Facilities the result depicted that, availability of drugs and supplies, health workers' communication, type of health care provided, and attitude of health workers were significantly associated with overall client's satisfaction with emergency obstetric nursing care service (21). Other study in Jimma Zone, Omo Nada District Public Health Facilities findings demonstrated, age of the mother, wanted status of the pregnancy, cleanliness of the toilet, ANC utilization, estimated walking distance and time of delivery were significant factors associated with mothers' overall satisfaction (17).

The study conducted in Benchi Maji Zone also showed, age of the mother, religion, maternal education, maternal occupation, availability of TV/radio, income quartiles, residence, knowledge of problems that may occur during labor, ANC follow up were found to be significantly associated with maternal satisfaction (22).

On the same study in Referral Hospital in Amhara Region showed, the health facility related factors and health providers' characteristics were important predictors of overall maternal satisfaction (2).

The study have been done in Maternity Referral Hospital in Ethiopia showed that, the major factor of overall satisfaction rate depend on the doctor communication 88.6% and the nurse communication 91% respectively (15) .

The study conducted in Arba Minch town and surrounding district of Gamo Gofa Zone showed, the overall proportion of women's satisfaction was 90.2 %. Place of delivery (56.6%) and care providers (71.1%) were the major factor for mothers' satisfaction. Independently, the main contributing factors for mothers' satisfaction were educational status specially who has no formal education (96.70%), four and more ANC visit (94.40%), waiting time within 15 minutes (93.30%) and free of payment for drugs and supplies (97.30%) respectively (11). Other study also conducted in the same Zone showed that, educational, occupational, and institutional related factors were the major factor associated with overall satisfaction (1).

The study conducted at Southern Ethiopia in Wolaita Zone; the result shows that, 67.9% of mothers were satisfied with delivery care services. The general quality of delivery service care described 51(13.9%) as poor, 177(48.1%) fair, and 140(38%) good respectively (3).

Figure 1: Conceptual framework of maternal satisfaction (23).

3. Objectives

3.1 General Objectives

- **Mothers' satisfaction with institutional delivery services and associated factors among women attending Hospitals in Wolaita Zone Administration, SNNPR, Ethiopia.**

3.2 Specific Objectives

- To determine the level of satisfaction of mothers' with institutional delivery services.
- To identify factors associated with satisfaction of mothers' with institutional delivery services.

4. Methodology

4.1 Study Setting

The study will conduct in Wolaita zone Governmental and Faith based Hospitals, SNNPR, Ethiopia. Four randomly selected hospitals: Wolaita Sodo University Teaching Referral Hospital, Christian General Hospital, Dubbo St. Mary Primary Hospital and Bombe Primary Hospital in Wolaita Zone. Health centers of Wolaita zone are not included due to focusing of delivery services in the hospitals.

Wolayita Zone is bordered on the south by Gamo Gofa, on the west by the Omo River which separates it from Dawro, on the northwest by Kembata Tembaro, on the north by Hadiya, on the northeast by the Oromia Region, on the east by the Bilate River which separates it from Sidama, and on the south east by the Lake Abaya which separates it from Oromia Region. Based on the 2007 Census conducted by the Central Statistical Agency of Ethiopia (CSA), this Zone has a total population of 1,501,112, of whom 739,533 are men and 761,579 women; with an area of 4,208.64 square kilometers, Wolayita has a population density of 356.67 (24).

Wolayta is one of the 13 Zonal Administrations of the Southern Region in Ethiopia, Located 300 kilometers south of Addis Ababa. It is limited north west by Tambaro, eastward by Bilate river which divides it from Arsi-Oromo, Southward by Lake Abaya and Kucha, westward by Omo River (24) .

Fig. 2: Map of the study area.



4.2 Study Design and Period

Facility based cross sectional study will be carried out on Jan 2020 using Mixed Method (quantitative and qualitative method).

4.3 Source Population

All reproductive age group women who will visit three selected Hospitals for the delivery service are the source population.

4.4 Study Population

All mothers who will give birth in four selected Hospitals of Wolaita Zone administration and full fill the selection criteria will be the study population.

4.5 Inclusion and Exclusion Criteria

4.5.1 Inclusion criteria:

Mothers' who attends delivery services in selected study Hospitals and who are willing to participate in the study with minor and major complications will be included in study.

4.5.2 Exclusion criteria:

Mothers' who will critically ill and not enthusiastic to take part in the study will be excluded.

4.6 Sample Size Determination

The sample size for this study is determined using single population proportion formula considering the assumptions: Proportion of delivering mothers satisfied with hospital delivery care service.

The sampling size (n) for the first objective is required for this study will be calculated by using single population proportion (p) formula as follows:

$$n = \frac{(z \alpha/2)^2 p(1-p)}{d^2} = 362$$

The assumptions considered is

p= Proportions of mothers' satisfied in delivery service provided.

d= Margin of error or maximum allowable error.

n= Sample size

z= Standard normal distribution (1.96) in 95% confidence interval.

With the assumption of level of significance to be 5% ($\alpha = 0.05$), $Z_{\alpha/2} = 1.96$ and margin of error to be 5% ($d = 0.05$), and adding non responses rate of 10%. The Proportion of mothers' satisfied with delivery care in a study conducted was 61.9% (0.62) in hospitals in North Ethiopia (2). Based on the assumption the formula mentioned above, the sample size is estimated to be 362 for first objective. When adding 10% of non response rate that sum up $362 + 36 = 398$.

Table 1: Sample determination variable from other studies presented in the table below. .

Variables	Satisfied	Unsatisfied	AOR (95% CI)
Perceived presence of waiting area	53%	12%	6.3
Waiting time before seeing a doctor or a nurse ≤ 1 hour	59%	32%	2.9
Presence of attendant throughout labor and delivery	79%	21%	2.18
Care providers measures taken to assure privacy during examinations	76%	24%	3.07

Above predictors of client satisfaction with delivery care services among women attending delivery at public health facilities in South Ethiopia (3) and in referral hospitals of Amhara Region (2).

The sample size for the second objective calculated using Open Epi version 3. Based on the satisfied percentage of other studies, it calculated as sample size 446. Design effect assumed to be 1.5. The sample size taken for this study will be 669. Adding non respondent rate 10%, the maximum sample size for this study will be 736 (i.e. $669 + 67 = 736$).

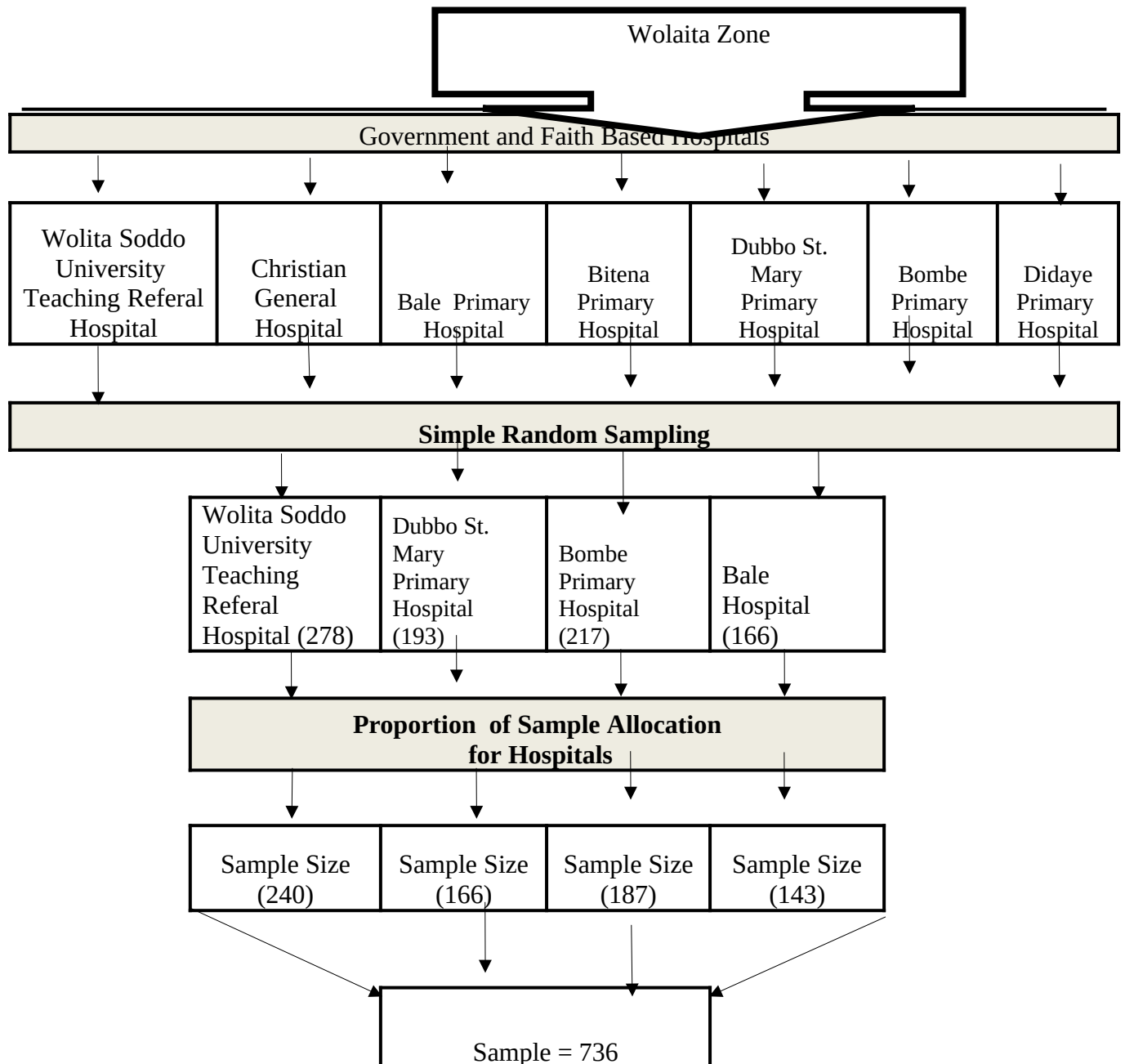
4.7 Sampling Procedures

Multiple sampling techniques will be used to get the required study subjects. The hospitals will select using simple random sampling by lottery method.

There are seven hospitals (five public hospitals, Two Faith based hospital) in Wolaita Zone Administration. The study will conduct on four randomly selected hospitals: Wolaita Sodo University Teaching Referral Hospital, Bale Hospital, Dubbo St. Mary Primary Hospital and Bombe Primary Hospital in Wolaita Zone.

The number of study subjects in each Hospital will determine by Proportion to population size from reviewing deliveries attended in the fourth quarter HMIS report of 2011 EFY from four Hospitals monthly delivery services. The average of fourth quarter delivery service was taken for the number of delivery service given to mothers for one month in four selected Hospitals as show in fig. 3. The data will collect from every other postnatal woman who received delivery care in the four hospitals.

Fig. 3: Schematic Diagram of sampling framework



4.9 Variables of the Study

4.9.1 Dependent Variable: Maternal satisfaction.

4.9.2 Independent variables:

- a) **Structure:** Physical environment, Cleanliness, Human resources, Medicines and supplies
- b) **Process:** Promptness, Interpersonal behavior, Privacy/confidentiality, Perceived good care,
Cognitive support, Emotional support, and Female providers
- c) **Access and Cost**
- d) **Outcome: Delivery outcome**
- e) **Other Demographic and Socio-Economic Characteristics:** Age structure, religion, educational levels, occupation, income, marital status.

4.10 Operational Definitions

Maternal Satisfaction: It is the satisfaction of mothers achieved their expectations during and after delivery service.

Maternal satisfaction Level: Level of maternal satisfaction all five measurements items in the scale to measure satisfaction together yields a maximum score of twenty five and a minimum score five. The satisfaction level of mothers' will be measured by the responses for each five items The score will sum and transformed to give an individual level of satisfaction score from 0- 100% for each item, which will used as percentage mean score.

Overall satisfaction level 75% and above the response rate of the five satisfaction measuring item will be categorized as "satisfied" and those who will have less than 75% the response rate categorized as "unsatisfied" (2).

4.11 Data Quality Management

To assure data quality, data collectors and supervisor will be trained for two days by principal researcher. The recruited nurses who will fluent in Amharic and wolaita language will engaged for data collection. One day for theoretical and one day for practical training will give before real

data collection. The total required day for training will be two days. Pre-test will be done on 20 selected mothers' before actual data collection to identify potential problems that will arise during the actual data collection period.

Trained collectors will collect the data after methodically explaining the objective of the study to each study subject and informed consent will be obtained. The principal investigator and the supervisor will make day to day on site supervision during the whole period of data collection. Data will be cleaned, edited and coded before data entry. Data quality control during data entry will be done by double entry to Epi-info 7 computer software. The data will be checked and cleaned for completeness and accuracy.

4.12 Data Processing and Analysis

Data will be entered to Epi-Info version 7 and then the data will be exported and analyzed using SPSS version 20. Bi-variate and multi-variate analysis model will apply and variables with p-value 0.2 included in multiple logistic regression to control confounder.

The satisfaction of mothers' will measured with delivery service with the respondents rate of five-point Likert Scale (1- Strongly dissatisfied, 2- Dissatisfied, 3- Neutral, 4- Satisfied, and 5- Strongly satisfied). During analysis, the responses of 'very satisfied' and 'satisfied' will classified as satisfied and responses 'very dissatisfied', 'dissatisfied' and 'neutral' will classified as unsatisfied. Neutral responses will classified as 'dissatisfied' considering that they may represent a frightened way of conveying dissatisfaction. This is the possibilities of the respondents in the Hospital.

Variables will be calculated through summation of scores. Overall satisfaction level of mother' with delivery service also will be calculated and individuals have to be scored from 0 to 100% for each items based on the categorized patients satisfaction questionnaire under 'satisfied' and 'unsatisfied'.

Overall satisfaction level assumes, those who will satisfied with the score greater or equals **to** 75% of the items will categorized under 'satisfied' and those who will satisfied in less than 75% of the items will categorized as 'unsatisfied'. Descriptive statistics has to be used for computation of variables. Frequency distribution tables will used to describe most of the findings

and graphs will also plotted for some findings.

4.13 Ethical Considerations

The study proposal will be approved by PAHRMA, College of Health Science and School of Public Health. Informed oral consent will attained from each study Participant. Confidentiality will secured by making the questionnaire without giving the individual name.

4.14 Dissemination of Results

The findings from this study will increase our understanding how women are satisfied during childbirth and with overall delivery service in the Health facilities. The result of the study will submitted to the relevant stakeholders: WSU, Wolaita Zonal Administration Department and Wolaita Zonal Health Department (WZHD) to inform the finding of the study which will have important contribution for the improvement of delivery service in Wolaita Zone Administration. Findings of the study will be presented in different seminars and possibly published in a pear reviewed journals.

5, Work Plan

Table: 2 Work plan

N O	Activities	Respon sible body	Time Frame											
			Janua	Feb	Mar	Anril	May	June	July	Augu	Sept	Octob	Nov	
1	Topic selection	PI												
2	Submission of first draft proposal to advisors	PI												
3	Second edited proposal submission to advisors,	PI												
4	Final draft submission to SPH coordinating office for approval	PI												
5	Proposal defense	PI												
6	Ethical clearance & securing fund	PI												
7	Data collection													
8	Data processing,analysis													
9	First draft thesis submission to advisor													
10	Second draft thesis submission to advisor													
11	Final edited thesis submission to advisors													
12	MOC defense													
13	Incorporating comment after MOC defense													
14	Submitting completed thesis to be sent for external examiners													
15	Sending final thesis for examiners													
16	Final thesis defense													
17	Submitt edited thesis to coordinating office													
18	Graduation													

6. Budget Plan

6.1 Personnel Cost Breakdown

Table 3: Personnel Cost Breakdown

Personnel	Task/ responsibility	Qualification	N ^o	Working Days	Per diem	Total Cost
Data collectors	Training	Diploma	6	2	150	4000
Data collectors	Data collection	Diploma	6	20	150	6000
Data clerk	Data Coding and entry		2	5	200	2,000
Supervisor	Follow up of data collection		1	15	70	1,050
Duplicator	Duplicating		2	1	100	200
Principal Investigator	Investigating		1	15	100	1,500
Sub total					770	15250
Contingency 10%					0	1525
Total Cost						<u>16775</u>

6.2 Cost of Supplies & Equipment.

Table 4: Cost of Supplies & Equipment.

S. N ^o	Item	Unit	Quantity	Unit price	Total price
1	Duplicating paper	Rim	4	100	400.00
3	Ball point pen	Each	15	5	75.00
4	Pencil	Each	15	4	60.00
6	Toner for printer	Each	1	2000	2,000.00
9	Brief case/ bag	Each	4	300	1,200.00
10	File/ classer	Each	20	1	20.00
11	Note book	Each	15	10	150.00
12	Clip board	Each	15	20	300.00
13	Binding and photo copy	Each	3	15	45.00
14	Sharpener/ Eraser	Each	20	30	600.00
	Total				<u>4,850.00</u>

6.3 Transportation and Communication cost

Table 5: Transportation and Communication cost

Descriptions	Trip	Birr/travel	Total Cost
Transport for the Principal investigator using local transportation (Motor vehicle)	WSUTH, Wolaita Zone Health Department, Hospitals,	1,000.00	1,000.00
Communication		540.00	540.00
Total			<u>1,540.00</u>

6.4 Project Cost Summary

Table 6: Project Cost Summary

S/No.	Description of the Cost	Total
1	Personnel Cost	16775
2	Stationery & equipment	4,850
3	Transport and communication.	1,540
Total		<u>23165</u>

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8Appendix

Annex A: Consent form and Questionnaires *in English Version*

a) **Consent Form:**

Name of COLLAGE : PAHRMA, College of Health Science, School of Public Health.

The Research Title: - Maternal satisfaction regarding delivery services and associated factors among mothers on Obstetrics unit in Governmental and Faith based hospitals of Wolaita Zone Administration.

Hello! My name is and I am going to conduct an interview with you on behalf of BIZUNEH DARCHO, a post graduate student at PAHRMA, College of Health Science the field of public health. she is now conducting a research entitled: ‘To assess maternal satisfaction regarding delivery services and associated factors among mothers on Obstetrics unit in hospitals of Wolita Zone Administration as a partial fulfillment of the program of master of public health. These hospitals have been selected as one of the areas for her study.

I would like to ask you some questions about your satisfaction on delivery care service in obstetrics and gynecology unit in this health facility. I have received permission from PAHRMA, College of Health Science and Wolaita Zone administration health department authorities to conduct this study. The interview will just take a few minutes. Your responses will help program implementers to better understand of your needs on this regard. Your answers will be completely confidential, and if at any time during the interview you want to stop answering questions, you are free to do so.

Would you be willing to be interviewed? YES -----, NO-----stop

Location;

Kebele----- Village/got -----

Name of data collector-----sign-----

Date of the questionnaire was filled-----time started.....time completed.....

Name of supervisor-----sign-----

For more information you can contact the primary investigator Bizunesh Darcho mobile phone number: 0916079573 or email: tadesse.tekle3@gmail.com,

b) Questionnaire:

Part One: Socio – Demographic Characteristic

S/No	Item	Response	skip
101	Age (in years)	_____	
102	Marital Status	1.Single 2.Married 3.Divorced 4.Widowed	
103	Religion	1. Orthodox 2. Muslim 3. Protestant 4.Catholic 5. Other (specify)_____	
104	Educational Status	1. No formal education 2. Grade 1 – 10 3. Grade 11–12 4. Diploma and above	
105	Occupation	1. Governmental employee 2. Merchant 3. Farmer 4. House wife 5. Student 6. Other (specify)_____	
106	Economic status (monthly income)	1. From 100.00 - 150.00 2. 151.00 - 1,500.00 3. 1,501.00 -2,500.00 4. 2,501 - 3,500.00 5. 3,501& above	

107	Residence	1. Urban 2. Rural	
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Part Two: Obstetric History

S/ No.	Questions	Response	Skip
201	Number of children	_____	
202	Source of referral	1. Self 2. From another institutions	
203	Status of pregnancy	1. Wanted 2. Unwanted	
204	Mode of delivery	1. Spontaneous vaginal Delivery (SVD) 2. Assisted delivery 3. Caesarian section(CS)	
205	Maternal outcome	1. Normal 2. Minor complication 3. Major complication	
206	Fetal outcome	1. Alive 2. Died	
207	Do you have ANC follow up?	1. Yes 2. No	
208	Do you have previous health facility delivery use experience?	1. Yes 2. No	

Part – Three: Questions on respondents’ satisfaction with delivery service

(A) Health Facility related :

S.No	Item	Response	skip
301	How much KMs distance you traveled for service?	_____	
302	Mode of transportation used ?	1. Car 2. On foot, animal or Human shoulder	
303	How much you satisfied with the facility distance?	1. Very satisfied 2. Satisfied. 3. Neutral 4. Dissatisfied 5. Very dissatisfied	
304	How much are you satisfied with the Information of the service of the hospital? (e.g., In locating the rooms for registration, exam., rooms and drug dispensing).	1. Very satisfied 2. Satisfied. 3. Neutral 4. Dissatisfied 5. Very dissatisfied	
305	Are you referred from other health institution?	1. Yes 2. No	If no skip to question 307
306	If you referred, how much are you satisfied with the referral link? I.e. how much ready are they to receive referrals?	1. Very satisfied 2. Satisfied 3. Neutral 4. Dissatisfied 5. Very dissatisfied	
307	How much are you satisfied with the Cleanliness of the Hospital?	1. Very satisfied 2. Satisfied 3. Neutral 4. Dissatisfied 5. Very dissatisfied	
308	How much are you satisfied by the waiting time to get the delivery service?	1. Very satisfied 2. Satisfied 3. Neutral 4. Dissatisfied	

		5. Very dissatisfied	
309	Service payment status	1. Paid 2. Free	
310	How much you paid for the direct cost of service including card?	_____	
311	How much are you satisfied with the direct cost you paid for service including card?	1. Very satisfied 2. Satisfied 3. Neutral 4. Dissatisfied 5. Very dissatisfied	
312	Were drugs and supplies ordered to you?	1. Yes 2. No	If not skip to question 315
313	How much are you satisfied with the availability of drugs and supplies?	1. Very satisfied 2. Satisfied 3. Neutral 4. Dissatisfied 5. Very dissatisfied	
314	Is there waiting area for the patients and relatives?	1. Yes 2. No	
315	How much are you satisfied with the overall cleanliness and comfort of the waiting area?	1. Very satisfied 2. Satisfied 3. Neutral 4. Dissatisfied 5. Very dissatisfied	
316	How much are you satisfied with the overall cleanliness and comfort of the examination room?	1. Very satisfied 2. Satisfied 3. Neutral 4. Dissatisfied 5. Very dissatisfied	
317	How much are you satisfied with the overall cleanliness and comfort of the hospital compound?	1. Very satisfied 2. Satisfied 3. Neutral 4. Dissatisfied 5. Very dissatisfied	

(B) Care provider related:

S.No	Questions	Response	Skip
318	How long did you wait before seeing a doctor or a midwife?	1. Less than 1 hour 2. 1– 2 hours 3. More than 2 hours	
319	How much are you satisfied with the time spent waiting to be seen by the health professional?	1. Very satisfied 2. Satisfied 3. Neutral 4. Dissatisfied 5. Very dissatisfied	
320	How much are you satisfied with the courtesy and respect of the Doctor or Midwife during your visit?	1. Very satisfied 2. Satisfied 3. Neutral 4. Dissatisfied 5. Very dissatisfied	
321	How much are you satisfied by the way the health professional examining you?	1. Very satisfied 2. Satisfied 3. Neutral 4. Dissatisfied 5. Very dissatisfied	
322	What is the professional who attended your delivery?	1.Obstetrician 2.IESO 3.General Practitioners 4.Midwife 5.Others specify _____	
323	What was the sex of the professional who attended your delivery?	1. Male 2. Female	
324	How much are you satisfied by the sex of the health professional examining you?	1. Very satisfied 2. Satisfied 3. Neutral 4. Dissatisfied 5. Very dissatisfied	
325	Were there measures taken to assure privacy during your examinations?	1. Yes 2. No	If yes skip to Question 326
326	How much are you satisfied with the measures taken to assure	1. Very satisfied 2. Satisfied	

	your privacy (as of Q325) ?	3. Neutral 4. Dissatisfied 5. Very dissatisfied	
327	How much are you satisfied with the completeness of the information given to you about your problem? (By the health providers)	1. Very satisfied 2. Satisfied 3. Neutral 4. Dissatisfied 5. Very dissatisfied	
328	Are you satisfied with the measures taken to assure confidentiality about your health problem?	1. Very satisfied 2. Satisfied 3. Neutral 4. Dissatisfied 5. Very dissatisfied	
329	From your current experience, would you be give birth in this hospital ?	1. Yes 2. No	
330	From your current experience, would you be recommending this hospital to your family And friends?	1. Yes 2. No	
331	How much are you rate your overall level of satisfaction regarding the service you received?	1. Very satisfied 2. Satisfied 3. Neutral 4. Dissatisfied 5. Very dissatisfied	

Thank you. I have finished the interview and visiting. If you have any questions, you can ask;

Annex B: Consent form and Questionnaires in Amharic Version

ሀ) የአማርኛ ቃለ-መጠይቅ የጽሁፍ ስምምነት ማረጋገጫ ፎርም

ሀዋሳ ፋርማ ጤና ሳይንስ ኮሌጅ፣ የማህበረሰብ ጤና አጠባበቅ ት/ቤት በ2012 ዓ.ም በደ/ብ/ብ/ህ/ክ/መ በወላይታ ዞን አስተዳደር ጽ/ቤት ሥር ባሉት ሆስፒታሎች ላይ የወሊድ አገልግሎት ያገኙ እናቶች እርካታ ዓሰሳ ጥናት ለማድረግ የተዘጋጀ መጠይቅ ነው።

ጤና ይስጥልኝ፣ እንደምን አደሩ/ዋሉ? ስሜ..... ይባላል፡ ወ/ሮ ብዙነሽ ዳርጮ በሚባሉ ሀዋሳ ፋርማ ጤና ሳይንስ ኮሌጅ በህብረተሰብ ጤና የሁለተኛ ዲግሪ ተማሪን በመወከል ቃለ መጠይቅ ላደርግሎት ነው። በአሁኑ ወቅት ተመራማሪው እናቶች የወሊድ አገልግሎት ካገኙ በኋላ ያለቸውን እርካታ ለመዳሰስ በህብረተሰብ ጤና የሁለተኛ ዲግሪ መመረቂያ ፅሁፋቸውን በመስራት ላይ ናቸው። ስለዚህ ይህ ወላይታ ዞን አስተዳደር አንዱ የጥናታቸው አካል/አካባቢ ሆኖ ተመርጧል። በመሆኑ የእናቶች የወሊድ አገልግሎት በነዚህ ሆስፒታሎች ምን እንደሚመስልና ተያያዥነት ያላቸውን ሁኔታዎችን የሚዳስሱ ጥያቄዎችን እጠይቃለሁ። ይህንን ጥናት ለማከናወን ከሀዋሳ ፋርማ ጤና ሳይንስ ኮሌጅ ከወላይታ ዞን አስተዳደር ጤና መምርያ ፈቃድ አግኝቻለሁ። ቃለ መጠይቁ በጣም ጥቂት ደቂቃዎችን ይወስዳል። የሚሰጡኝ ምላሽም ፕሮግራሙን ለሚያስፈፅሙ አካላት በቂ ግንዛቤ እንዲኖራቸውና በደንብ ፍላጎትዎን እንዲረዱ ያስችላቸዋል። የሚሰጡት ማንኛውም ምላሽ በሚስጥር የሚጠበቅ ነው። መመለስ የማይፈልጉትም ከሆነ ምላሽ ያለመስጠት መብትዎ የተጠበቀ ስለሆነ በፈለጉ ጊዜም ቃለ መጠይቁን ማቋረጥም ይችላሉ። ሆኖም ግን እርስዎ የሚሰጡኝ ምላሽ እጅግ ጠቃሚ ስለሆነ በቃለ መጠይቁ መላኩ በሙሉ እንደሚሳተፉ እምነቴ ነው። ቃለ-መጠይቁን እንድንጀምር ተስማምተዋል ?

አዎ፣ ተስማምቻለሁ ☐ አይ፣ አልተስማማሁም ☐

አድራሻ፡- ቀበሌ _____ ጎጥ _____

የመረጃ ሰብሳቢ ስም፡ _____ ፊርማ፡ _____

መረጃው የተሰበሰበበት ቀን፡ _____ የተጀመረበት ሰዓት፡ _____ ያለቀበት ሰዓት፡ _____
የክትትል አድራጊው ስም፡ _____ ፊርማ፡ _____ ቀን፡ _____

ለተጨማሪ መረጃ የጥናት አድራጊው ተማሪ ወ/ሮ ብዙነሽ ዳርጮ ስልክ 0916079573

ለ) ቃለ - መጠይቅ

ክፍል አንድ፡- የማህበራዊ ኑሮ ገጽታዎችንና የኢኮኖሚ መረጃዎችን ለመሰብሰብ የተዘጋጀ

ቃለ - መጠይቅ

ተራ ቁ.	ጥያቄ	የተሰጡ ምላሾች	ወደ ሌላ ተ.ቁ ይለፉ
101	ዕድሜ	_____	
102	የጋብቻ ሁኔታ	1.ያላገባች 2.ያገባች 3.የፈታች 4.ባሏዋ የሞተባት	
103	ሃይማኖትዎ ምንድን ነው?	1. እርቶዶክስ 2. ሙስሊም 3. ፕሮቴስታንት 4. ካቶልክ 5. ሌላ ከሆነ ይገለጽ _____	
104	የትምህርት ደረጃዎን ይገለጹ	1. ማንቡብና መፃፍ የማትችል 2. ከ 1 ኛ- 10 ኛ የተማረች 3. ከ 11 ኛ-12 ኛ የተማረች 4. ዲፕሎማና ከዛ በላይ ደረጃ	
105	ሥራዎ ምንድነው ?	1. እርሶ አደር 2. የቤት እመቤት 3. የመንግስት ሰራተኛ 4. ነጋዴ 5. እርብቶ አደር 6. ሌላ ካለ ይገለጽ _____	
106	የቤተሰብዎ አማካይ ወርሃዊ ገቢ ምን ያህል ነው? (በኢት/ያ ብር)	1. ከ 100.00 - 150.00 2. ከ 151.00 - 1,500.00 3. ከ 1,501.00 -2,500.00 4. ከ 2,501 - 3,500.00 5. ከ 3,501 እና ከዛ በላይ	
107	የመኖሪያ ቦታ የት ነው?	1. ከተማ 2. ገጠር	

ክፍል ሁለት፡- የእናቶች የወሊድ ሁኔታ መግለጫ

ተራ ቁ.	ጥያቄ	የተሰጡ ምላሾች	ወደ ሌላ ተ.ቁ ይለፉ
201	ስንት ልጅ አልዎት?		
202	እንዴት ወደዚህ ሆስፒታል መጡ?	1.በራስ ተነሳሽነት 2.ከሌላ ጤና ተቋም በመላክ	
203	የእርግዝና ሁኔታ እንዴት ነበር?	1. የተፈለገ እርግዝና 2. ያልተፈለገ እርግዝና	
204	የወለዱበት መንገድ እንዴት ነው?	1.በሚጥ 2.በመሣሪያ 3.በቀዶ ጥገና	
205	የእርስዎ(የእናት) ሁኔታ እንዴት	1. ደህና 2. መጠነኛ ጉዳት 3. ከፍተኛ ጉዳት	
206	የልጅዎ ሁኔታ እንዴት ነው ?	1.በህይወት አለ። 2.ሞተዋል።	
207	ቅድመ- ወሊድ ክትትል አድርገዋል?	1. አዎን አድርገዋለሁ። 2. አይ አላደረግኩም።	
208	ከዚህ በፊት በጤና ተቋም የመወሊድ ልምድ አልዎት ?	1.አዎን የመወሊድ ልምድ አለኝ። 2. አይ የለኝም።	

ክፍል ሶስት፡ የእናቶች የወሊድ አገልግሎት እርካታ መለኪያ

ሀ) ከጤና ተቋም ተዛማጅ የሆኑ ጥያቄዎች ፡

ተራ ቁ.	ጥያቄዎች	የተሰጡ ምላሾች	ወደ ሌላ ተ.ቁ ይለፉ
301	የወሊድ አገልግሎቱን ለማግኘት ወደ ጤና ተቋም ለመድረስ የወስድቦት ሰዓት ምን ያህል ይሆናል ?	1.ከ 30 ደቂቃ - 50 ደቂቃ 2.ከአንድ ሰዓት እስከ አንድ ተኩል ሰዓት 3.ከሁለት ሰዓትና ከዛ በላይ	
302	ወደ ጤና ተቋም የመጡበት በምንድን ነዉ ?	1. በመኪና 2. በእግር፣ በበቅሎ ፣ በቃረዛ	
303	በጤና ተቋም ርቀት ምን ያህል ረክተዋል?	1.በጣም የረከ 2.የረከ 3.ከሁለቱም ያልሆኑ 4.ያርረከ 5.በጣም ያርረከ	
304	ከሆስፒታሉ በተሰጠዎት መረጃ ምን ያህል ረክተዋል ? (ለምሳሌ፡- የካርድ ክፍል፣ የምርመራ ክፍል፣ የመድኃኒት ክፍል እና ሌሎች ክፍሎችን ባሳዩት)	1.በጣም የረከ 2.የረከ 3.ከሁለቱም ያልሆኑ 4.ያርረከ 5.በጣም ያርረከ	
305	እርስዎ ከሌላ ጤና ተቋም ተልከዉ ነዉ የመጡት ?	1. አዎ። 2. አይ አይደለም።	አይ አይደለም ካሉ ወደ ጥያቄ 307 ይለፉ
306	ከሌላ ጤና ተቋም ተልከዉ ከመጡ በኋላ ባገኙት አገልግሎት ምን ያህል ረክተዋል? ይህ ማለት ሆስፒታሉ አገልግሎቱን ሊሰጥ ባሳየዉ ዝግጁነት ማለት ነዉ ።	1.በጣም የረከ 2.የረከ 3.ከሁለቱም ያልሆኑ 4.ያርረከ 5.በጣም ያርረከ	
307	በሆስፒታሉ ፅዳት አገልግሎት ምን ያህል ረክተዋል?	1.በጣም የረከ 2.የረከ 3.ከሁለቱም ያልሆኑ 4.ያርረከ 5.በጣም ያርረከ	

308	እገልግሎት ለማግኘት በቆዩበት ጊዜ ምን ያክል ረክተዋል ?	1.በጣም የረከ 2.የረከ 3.ከሁለቱም ያልሆኑ 4.ያርረከ 5.በጣም ያርረከ	
309	ለእገልግሎቱ ከፍለዋል?	1. አዎ :: 2. የለም::	
310	ከፍለዉ ከሆነ ምን ያህል ከፍለዋል?		
311	አጠቃላይ እገልግሎት ለማግኘት በከፊሉት ምን ያክል ረክተዋል?	1.በጣም የረከ 2.የረከ 3.ከሁለቱም ያልሆኑ 4.ያርረከ 5.በጣም ያርረከ	
312	መድኃኒት ታዝዞሎት ነበር ?	1.አዎ 2. የለም	መልስዎ የለም ከሆነ ወደ ጥያቄ ቁጥር 315 ይሁዱ
313	በመድኃኒት እቅርበት ምን ያክል ረክተዋል?	1.በጣም የረከ 2.የረከ 3.ከሁለቱም ያልሆኑ 4.ያርረከ 5.በጣም ያርረከ	
314	የእናቶች ማቆያ እገልግሎት በሆስፒታሉ አለ?	1. አዎ:: 2. የለም::	
315	በእናቶች ማቆያ እገልግሎት ቦታ ፅዕት ምን ያክል ረክተዋል?	1.በጣም የረከ 2.የረከ 3.ከሁለቱም ያልሆኑ 4.ያርረከ 5.በጣም ያርረከ	
316	በምርመራ ክፍሉ ፅዕትና ምችት ምን ያክል ረክተዋል?	1.በጣም የረከ 2.የረከ 3.ከሁለቱም ያልሆኑ 4.ያርረከ 5.በጣም ያርረከ	
317	በሆስፒታሉ ፅዕትና ምችት ምን ያክል ረክተዋል?	1.በጣም የረከ 2.የረከ 3.ከሁለቱም ያልሆኑ 4.ያርረከ	

		5.በጣም ያርረኩ	
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(B) Care provider related:

S.No	Questions	Response	Skip
318	የጤና ባለሙያ ለማግኘት ምን ያክል ጊዜ ቆይተዋል?	1. Less than 1 hour 2. 1- 2 hours 3. More than 2 hours	
319	አገልግሎት ለማግኘት በቆዩት ሰዓት ምን ያክል ረክተዋል?	1.በጣም የረኩ 2.የረኩ 3.ከሁለቱም ያልሆኑ 4.ያርረኩ 5.በጣም ያርረኩ	
320	አገልግሎት በሚሰጡ በጤና ባለሙያዎች አክብሮትና ትህትና ምን ያክል ረክተዋል?	1.በጣም የረኩ 2.የረኩ 3.ከሁለቱም ያልሆኑ 4.ያርረኩ 5.በጣም ያርረኩ	
321	በጤና ባለሙያዎች በተሰጠው የምርመራ አገልግሎት ምን ያክል ረክተዋል ?	1.በጣም የረኩ 2.የረኩ 3.ከሁለቱም ያልሆኑ 4.ያርረኩ 5.በጣም ያርረኩ	
322	የወሊድ አገልግሎት የሰጠው ባለሙያ የትምህርት ደረጃ?	1.የማህፀን ስፔሻልስት 2.ድንገተኛ የቀዶ ጥገና ህኪም 3.አጠቃላይ ህኪም 4.አዋላጅ ነርስ 5. ሌላ _____	
323	የወሊድ አገልግሎት የሰጠው ባለሙያ የታ ?	1. ወንድ 2. ሴት	
324	በአገልግሎት በሰጠው ጤና ባለሙያ የታ ምን ያክል ረክተዋል?	1.በጣም የረኩ 2.የረኩ 3.ከሁለቱም ያልሆኑ 4.ያርረኩ	

		5.በጣም ያርረኩ	
325	ምርመራዉ ሲካሄድ የእርሶን ግለኝነትንና ማንነትን ባከበረ ሁኔታ ነዉ የተካሄደዉ?	1. አዎ። 2. አይደለም።	መልስዎ እዎ ከሆነ ወደ ጥያቄ ቁጥር 325 ይህዱ
326	በተራ ቁጥር 325 በተገለጸዉ ሁኔታ ምን ያክል ረክተዋል?	1.በጣም የረኩ 2.የረኩ 3.ከሁለቱም ያልሆኑ 4.ያርረኩ 5.በጣም ያርረኩ	
327	በምርመራ ጊዜ ስለጤና ሁኔታ በተሰጠት የተሟላ መረጃ ምን ያክል ረክተዋል ?	1.በጣም የረኩ 2.የረኩ 3.ከሁለቱም ያልሆኑ 4.ያርረኩ 5.በጣም ያርረኩ	
328	ስለጤና ሁኔታዎ ምስጢር ጠባቅነት በተሰጠት ማረጋገጫ ምን ያክል ረክተዋል?	1.በጣም የረኩ 2.የረኩ 3.ከሁለቱም ያልሆኑ 4.ያርረኩ 5.በጣም ያርረኩ	
329	አሁን ከተሰጠሽ ወሊድ አገልግሎት ተነስተሽ የሚቀጥለዉን እርግዝና በዚህ ሆስፒታል ለመወለድ ታስቢያለሽ?	1. አዎ። 2. የለም።	
330	አሁን ከተሰጠሽ ወሊድ አገልግሎት ተነስተሽ ለሌሎች እዚህ ሆስፒታል እንዲገለገሉ ምክር ትሰጧልሽ?	1. አዎ። 2. የለም።	
331	አጠቃላይ በተሰጠሽ አገልግሎት ምን ያክል ረክተሻል?	1.በጣም የረኩ 2.የረኩ 3.ከሁለቱም ያልሆኑ 4.ያርረኩ 5.በጣም ያርረኩ	

አመሰግናለሁ። እኔ ጨርሽያለሁ። ጥያቄ ካለዎት መጠየቅ ይቻላል።

Annex C: Approval Sheet

HWASSA PHRMA COLLAGE OF HEALTH SCIENCES AND SCHOOL OF PUBLIC HEALTH

Title: Maternal satisfaction with institutional delivery services and associated factors among women attending hospitals in Wolaita Zone Administration, SNNPR, Ethiopia.'

Submitted by:

_____	_____	_____
Name of Student	Signature	Date

Approved by:

1. _____	_____	_____
Name of Major Advisor	Signature	Date
2. _____	_____	_____
Name of Chairman, DGC	Signature	Date
3. _____	_____	_____
Name of Dean, SGS	Signature	Date

