

# SATISFACTION ON DELIVERY CARE SERVICES AMONG RURAL WOMEN IN SARAWAK, MALAYSIA: A CROSS-SECTIONAL COMMUNITY-BASED STUDY

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## ABSTRACT

*The improvement of quality in maternity care services is an effective strategy to reduce maternal mortality. The utilisation of the maternity services and its satisfaction indirectly measure the quality of services. This study aimed to assess the level of satisfaction with delivery care and also to identify the factors influencing the satisfaction among women on the quality of delivery care services in Sarawak. A cross-sectional study was conducted in the three main zones of Sarawak, Malaysia. A total of 1236 completed data were analysed. Data was collected using the validated Patient Satisfaction Questionnaire (PSQ-18, Short Form) by face to face interview. Data entry and analysis was done by SPSS version 22.0 software. A p-value of less than 0.05 was considered statistically significant. A multinomial logistic regression analysis revealed that Bidayuh ethnics were 28.6% less likely to have good satisfaction with delivery care than the other ethnic groups. The respondents were 1.806 times more likely to have the average satisfaction and 1.972 times more likely to have good satisfaction on delivery care if a doctor attended the latter. Similarly, the respondents were 2.29 times highly satisfied if the out of pocket expenses were less than MYR 91.50 (US \$ 21.73) compared to 2.10 times in average satisfaction. Overall, the women were satisfied with the delivery care services. However, assessment of satisfaction with the services provided from the different level of health care professionals needs to be explored to gain a deeper understanding of maternal care.*

**Keywords:** Delivery Care, Level of satisfaction, Maternal Health Services, Sarawak.

## INTRODUCTION

The estimated annual rate of the global Maternal Mortality Rate has declined across the years. However, it was not enough to reach the SDG 3 target. Regionally, the southern Asian countries showed marked reduction towards achieving the SDG 3 target (World Health Organization, UNICEF, UNFPA and The World Bank, 2012; Yadav, 2012). The safe delivery program effort for pregnant mothers in Malaysia has been implemented through various Public Health activities under the Ministry of Health. These efforts include Maternal and Child Health (MCH) Program, High-Risk Approach, Safe Motherhood and Confidential Enquiry into Maternal Deaths (Yadav, 2012). These efforts were done to improve the quality of care for pregnant mothers during their delivery to reduce the maternal mortality rate. Improvement in quality of care has been shown to reduce maternal mortality

rate tremendously (World Health Organization, UNICEF, UNFPA and The World Bank, 2012; Yadav, 2012). Malaysia has reduced the Maternal Mortality Rate (MMR) from 150 per 100,000 live births (the 1950s) to 28 per 100,000 live births in 2010 parallel with the increased rate of deliveries attended by skilled professionals (Kaur, 2011; Yadav, 2012).

The utilisation of maternal health care has been encouraging over the years and up to the current date. The delivery care services in Sarawak target to have 100 per cent safe deliveries throughout the state, attended by skilled professional personnel (Bélanger-Lévesque, Pasquier, Roy-Matton, Blouin, & Pasquier, 2014) parallel to the Safe Motherhood program. Skilled personnel include all community nurses working in district MCH clinics and all staff nurses (with midwifery background) working in the maternity ward and labour room of a hospital setting. The public health