

# “A Descriptive Study To Identify The Level Of Satisfaction On Nursing Care Received By Post Natal Mothers With Caesarean Section In A Selected Hospital Of Kolkata, West Bengal”

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## Abstract

A descriptive study was conducted to identify the level of satisfaction on nursing care received by the postnatal mothers with caesarean section in a selected hospital of Kolkata, West Bengal. The objectives of the study were to assess the level of satisfaction of postnatal mothers on nursing care received by the postnatal mothers and to find the association between the level of satisfaction on nursing care selected variables age, educational Qualification, Monthly Income, Obstretical Status, Gender of the newborn, duration of hospital stay, previous exposure of hospitalization. The conceptual framework of the study is based on Donabedian's (1976) Structure, Process and outcome model. The tool used were demographic proforma and modifies Jipi's postnatal satisfaction with nursing care questionnaire. The content validity of the developed tool was established through seven experts. Reliability was established by Cronbach's alpha. The reliability co-efficient was 0.88 which is reliable. Pilot study was conducted at Ram Krishna Mission Seva Pratisthan and the study was found to be feasible and practicable. The main study was conducted at Ram Krishna Sarada Mission Matri bhavan, Mudiali, Kolkata. The population selected for the study comprised of postnatal mothers with caesarean section. Hundreds samples were collected through convenience sampling method. Descriptive and inferential statistics was used for data analysis. Majority of the postnatal mothers (88%) were fully satisfied and 11% of the mothers were moderately and only 1% were minimally satisfied with the nursing care received by them. Association between the level of satisfaction on nursing care and selected variable were found to be significant in age, educational Qualification, Obstretical Status, and duration of hospital stay of the postnatal mothers. The study has its implication in the fields of nursing practice, nursing administration, nursing education, community health nursing and nursing research.

**Key Words:** Level of satisfaction, Caesarean Section, Nursing Care, Post Natal Mothers.

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## I. NEED OF THE STUDY

Patient satisfaction is measured during the stay in hospital getting care. Puerperium is a time of great importance for both the mother and baby. It is an aspect of maternity care that has received relatively less attention compared with pregnancy and delivery. Majority of the alarming complications arise immediately following delivery. Puerperal pyrexia and sepsis are among the leading causes of preventable maternal morbidity and mortality not only in the developing countries but also in the developed countries.<sup>7</sup>

In west Bengal, a cross sectional observational study was carried out in three districts by Ray SK<sup>14</sup>, S.S. Basu, AKBasu using observational, quantitative and qualitative methods during July to December 2006 to find out the extent of utilization, strengths, weaknesses and gap as well as suggest recommendations in connection with health care delivery system for the state of West Bengal, India. A total of 672 episodes of illnesses were reported (2 weeks recall) by the study population of the three selected districts in three geographically separated divisions of West Bengal. The study revealed that most of the sick demanded for better quality care. Awareness is required to avoid unnecessary referral. Cleanliness of the premises, face-lift, and clean toilet with privacy and availability of safe drinking water facilities could have an improved client satisfaction in rural health care delivery systems. This could be achieved through community participation with the involvement of PRI. However, as observed in the study RCH services including Family Planning as well as immunization services (preventive services) were utilized much while there was a strong need of improvement of Post Natal Care, as cases like PPH, puerperal pyrexia were observed, or else, Neonatal and Maternal mortality and morbidity will continue to be high.

In conclusion to assess the satisfaction level of the postnatal mothers with nursing care will help to recognize the areas where the nursing personal can provide more effective and efficient care. The care givers will also be able to understand and are responsive to their needs and respectful of their values and preferences.

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#### PROBLEM STATEMENT

“A descriptive study to identify the level of satisfaction on nursing care received by postnatal mothers with caesarean section in a selected hospital of Kolkata, West Bengal”.

#### OBJECTIVES:

- To assess the level of satisfaction of postnatal mother on nursing care received by the postnatal mothers.
- To find the association between level of satisfaction on nursing care and selected variables as age, educational qualification, monthly income, obstetrical status, gender of new born, duration of hospital stay, previous exposure of hospitalization

#### ASSUMPTIONS

This study assumes that

- The level of satisfaction varies from mother to mother.
- Postnatal mother’s satisfaction can be measured by paper and pencil.
- Can be measured through a rating scale.
- Level of satisfaction varies with situational factors.

#### VARIABLES

*Research variable:* Level of satisfaction

*Selected variables:* Age, Educational qualification, Family income, Obstetrical status, gender of new-born, duration of hospital stay, previous exposure of hospitalization.

#### OPERATIONAL DEFINITIONS

1. Level of satisfaction: Satisfaction is the feeling of happiness that you feel when you do something or get something that you wanted or needed to do or get.  
In this study, it refers to the responses expressed by the mothers towards the post natal care received during their interview using rating scale. [Fully satisfied (4), moderately satisfied (3), minimally satisfied (2), not satisfied (1)]
2. Nursing care: In this study, it refers to the care and services provided by the nurses to the post natal mothers during their hospital stay which includes orientation, information, communication, comfort & care and specific post natal care.
3. Postnatal Mothers: In this study, it refers to the women who are in their post natal period with caesarean section and admitted in the postnatal ward and are present during the time of data collection.
4. Caesarean Section: In this study, it refers to the surgical incision performed on the mothers for the delivery of the baby.

#### INCLUSION CRITERIA

Postnatal mothers who are

- Postnatal mothers with caesarean section
- Present at time of data collection.
- Mothers present with their healthy baby.
- Mothers who can understand English or Bengali.

#### EXCLUSION CRITERIA

Postnatal mothers who are

- Mothers who all are not willing to participate in the study.

#### DELIMITATION

- 1) The study is limited to Post natal mother.
- 2) Sample size is limited to 100.

#### HYPOTHESIS

H1: There is a significant association between the level of satisfaction of the postnatal mothers and selected variables.

## II. RESEARCH METHODOLOGY

This chapter deals with the methodology adopted for the study. This chapter includes research approach, research design, setting, sample & sampling technique, development and description of the tool, pilot study, and

procedure for data collection & plan for data analysis. Research methodology refers to general pattern or organizing the procedure for the study. Methodology of research organizes all the components of the study in a way that is most likely to lead to valid answers to the sub problems that has been proposed.

### RESEARCH APPROACH

The present study was aimed at identifying the satisfaction level on selected aspects of nursing care among the post-natal mothers with caesarean section. The survey research approach is used, which is a widely used and best suited for descriptive type of research.

### RESEARCH DESIGN

A research design is a blue print for conducting a study. A research design is the arrangement of conditions for collection and analysis of the data in a manner that aims to combine relevance to the research purpose with economy in procedure. (Kothari, 2009)<sup>40</sup>

A researcher’s overall plan for obtaining answers to the research questions or for testing the research hypothesis is referred to as research design. It also spells out the basic strategies that the researcher develops to develop information that is accurate and interpretable (Polit and Hungler, 1999)<sup>41</sup>.

Non- experimental Descriptive survey research design is used for the present study. This design involves investigation in which self reported data are collected from sample with the purpose of describing population on some variables of interest.

### SCHEMATIC DIAGRAM OF RESEARCH DESIGN

| Population  | Setting   | Variable  | Data Collection Tool   | Data analysis                          |
|---|---|---|--|--|
| 100 Postnatal mothers having caesarean section (3-6days) of postnatal wards of Ram Krishna Mission MatriBhavan. Mothers present at the time of data collection. | Postnatal wards of Ram Krishna Mission MatriBhavan. | Research Variable- Satisfaction level<br><br>Selected Variable-<br><ul style="list-style-type: none"> <li>• Age,</li> <li>• Educational qualification,</li> <li>• Monthly Income,</li> <li>• Obstetrical score,</li> <li>• Gender of the newborn,</li> <li>• Duration of hospitalization,</li> <li>• Previous exposure of hospitalisation.</li> </ul> | Tool-1 Demographic Proforma<br><br>Tool-2 (Modified Jipi’s postnatal satisfaction with nursing care questionnaire (JPSNQ). | Descriptive and inferential statistics |

### RESEARCH SETTING

Setting is the place where the researcher is going to conduct the study. The main study was conducted in Ram Krishna Sarada Mission MatriBhaban. It is located at Mudiali, Kolkata, West Bengal, and Pin – 700026. It has got 120 beds. It mostly renders care for the obstetric and gynaecological cases from low socio economic class to middle economic class people.

The reason for selecting the hospital were familiarity with the setting, easy administrative approval and co-operation.

### POPULATION OF THE STUDY

Population means the entire set of individuals or objects having common characteristics to which the result of a research are to be generalized. According to Polit and Hungler (1999), population refers to the aggregate or totality of all the objects, subject members that confirm to set of specification. The population selected for the study were postnatal mothers having caesarean section.

### SAMPLE

Sample is a subset of population. The sample size for the study was 100 postnatal mothers from a selected hospital.

### SAMPLING TECHNIQUE

Sampling technique is the process of selecting a portion of the total population. (Talbot, 1995)<sup>42</sup>

Convenience sampling technique was used for the selection of the samples. It is a non probability sampling technique where subjects are selected because it is easy to recruit them. for the study. This technique is considered easiest, cheapest, and least time consuming. This technique also helps in saving time, money and resources.

## **SELECTION & DEVELOPMENT OF THE TOOL AND TECHNIQUE OF DATA COLLECTION**

### **DEVELOPMENT OF THE TOOL**

To develop tool steps followed as

- Reviewing of research & non research literature on satisfaction level of patient regarding nursing care.
- Seeking opinions & suggestions from experts.
- Investigators own experiences helped in development of the tools.

### **DESCRIPTION OF DATA COLLECTION TOOL & TECHNIQUE**

Treese and Treese (1986) states that the instruments selected or developed in a research should be best to obtain data for drawing conclusions pertinent to the study.<sup>43</sup>

#### **Tool-1 Demographic Proforma**

The tool was prepared to gather back ground information regarding subject's information such as age, educational qualification, income, gravida, gender of the newborn, duration of hospitalization, previous exposure of hospitalisation related information by use of semi structured interview schedule. The participants were instructed to give response and according to the response of the participant the interviewer will record the response in the provided space and put tick mark in the correct place.

#### **Tool-2 (Modified Jipi's postnatal satisfaction with nursing care questionnaire (JPSNQ)).**

A modified Jipi's postnatal satisfaction with nursing care questionnaire was developed based on the selected areas of nursing care. The interview schedule was consisted of thirty- six (36) questions on selected areas orientation, information, communication, comfort and care, specific to post natal care and value and preference for postnatal mother.

Each item had four alternative responses i.e fully satisfied (4), moderately satisfied (3), minimally satisfied (2), Not satisfied (1). The respondents were requested to give response; according their response the interviewer will put tick mark. A score of 4, 3, 2, 1 was given accordingly. The maximum possible score was one (144) & lowest possible score was (36).

### **CONTENT VALIDITY OF TOOL**

Validity is the most important concern for evaluating any measuring instrument. Validity refers to the degree to which an instrument measures what is intended to measure, Polit&Hungler (1999).<sup>44</sup>

To ensure the content validity, the tools along with the blue print, objectives & criteria checklist were given to seven experts in the field of obstetric and gynaecological nursing. The experts were requested to give their opinion and verify the items for relevancy, accuracy and appropriateness.

#### **Tool-1 Demographic Proforma**

There was 100% agreement for item number 2 & 3 and 85.7 % agreement for item number 1 & 4 by the experts. So no modification was done for any item.

#### **Tool-2 (Modified Jipi's postnatal satisfaction with nursing care questionnaire (JPSNQ)).**

There was 100% agreement for the 18 items and 85.75% agreement for 16 items. Item number 9 & 21 had 50.1% agreement. So item number 9 and 21 were deleted.

### **ORGANIZATION OF THE FINDINGS**

The data analysis was based on objectives by using descriptive and inferential statistics.

The plan for data analysis as follows:

1. Descriptive statistic was used to analyze the demographic proforma.
2. Chi square was used to find the association between satisfaction level with the selected demographic variable; age, educational qualification, monthly income, obstetrical score, gender of the new born, duration of hospital stay, and previous exposure of hospitalization.

**Table1. Level of satisfaction of post natal mothers' satisfaction**

| Category            | Frequency | Percentage | Score      |
|---------------------|-----------|------------|------------|
| Fully Satisfied     | 88        | 88%        | 109-144    |
| Moderate satisfied  | 11        | 11%        | 73-108     |
| Minimally satisfied | 01        | 1%         | 37-72      |
| Not satisfied       | 0         | 0          | 36 or less |

The above table reveals cumulative score of the patient satisfaction wherein majority (88%) of the patients had full satisfaction and (11%) of the samples had moderate satisfaction and (1%) had minimal satisfaction.

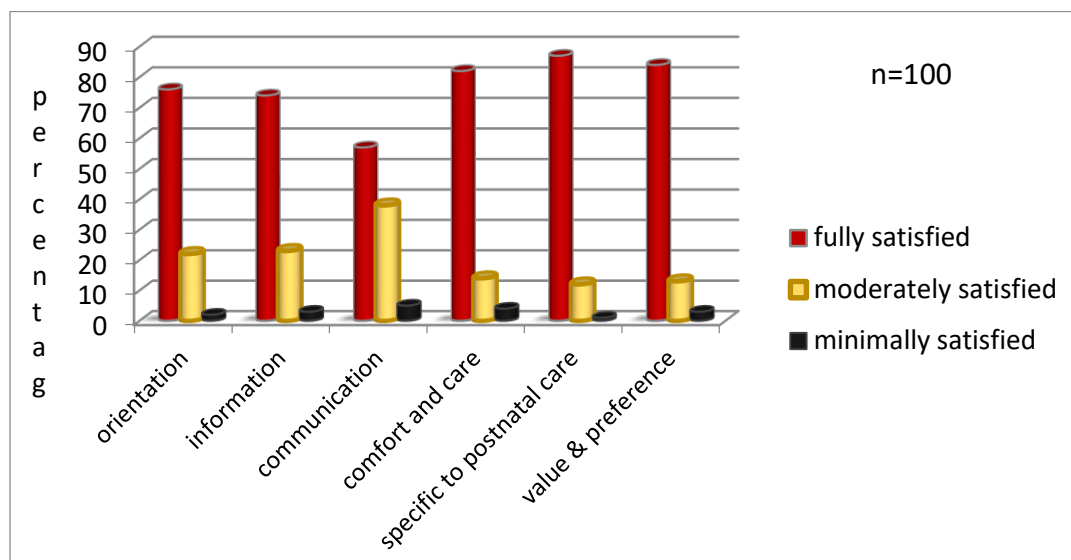


Fig 10: The above bar diagram shows the area wise satisfaction level of the postnatal mothers

The data in figure 8 shows that among 100 samples, majority of the postnatal mothers i.e 87% are having full satisfaction in the specific to postnatal area and 57% of the postnatal mothers were fully satisfied in communication area whereas in other are areas most of the mothers were having more than 70% as fully satisfied

SECTION 2:

Table2: Association of satisfaction level with selected demographic variables

| Sl no. | Variables  | Above median         | Below median        | $\chi^2$ | Table value | df | Association |
|--------|--|----------------------|---------------------|----------|-------------|----|-------------|
| 1      | <b>Age (yrs)</b><br>18-21<br>22-25<br>26-29<br>30 & above                                      | 12<br>10<br>22<br>10 | 12<br>15<br>5<br>14 | 11.26    | 7.82        | 3  | S*          |
| 2      | <b>Educational qualification</b><br>Primary<br>H.S<br>Collegiate<br>Any other                  | 4<br>32<br>13<br>5   | 2<br>18<br>25<br>1  | 7.88     | 7.82        | 3  | S*          |
| 3      | <b>Income (Rs)</b><br>4001-6000<br>6000  | 6<br>48              | 2<br>44             | 0.76     | 3.84        | 1  | NS          |
| 4      | <b>Obstetrical status</b><br>Primi<br>Multi  | 42<br>12             | 10<br>36            | 22.51    | 3.84        | 1  | S*          |
| 5      | <b>Gender of the new born</b><br>Male<br>Female  | 23<br>31             | 26<br>20            | 2.57     | 3.84        | 1  | NS          |
| 6      | <b>Duration of hospital stay</b><br>3days<br>4days<br>5days<br>6days                           | 9<br>20<br>32<br>39  | 7<br>6<br>21<br>20  | 8.51     | 7.82        | 3  | S*          |
| 7      | <b>Previous exposure of hospitalization</b><br>No exposure<br>Once<br>Twice<br>Mone than twice | 20<br>12<br>21<br>1  | 7<br>19<br>19<br>1  | 7.6      | 7.82        | 3  | NS          |

At 0.05 level of significance

Here the tabulated values of chi-square in age, educational qualification, obstetrical score and duration of hospital stay of the post-natal mothers is higher than the table value, so there is a significant association between the age, educational qualification, obstetrical status, duration of hospital stay and level of satisfaction of post-natal mothers on the nursing care provided to them.

So, the researcher accepts the research hypothesis and concludes that there is a significant association between the level of satisfaction and post-natal mother's age, educational qualification, obstetrical status and duration of the hospital stay.

#### **NURSING IMPLICATION**

Satisfaction is the important aspect to determine the quality of nursing care provided.

- **NURSING EDUCATION:**

Core of the complete nursing profession is care. Thus, the attitude towards care must inculcate within one's mind when she adopts nursing profession.

- **NURSING PRACTICE:**

As a group, the nursing staffs constitute the most important factors of the health care setting. This present study can be used by the nursing staffs in providing better nursing services. It was found that postnatal mothers had moderate satisfaction with the communication, as well as information by the nurses. Therefore, the nurses can improve their skills in communication.

- **NURSING ADMINISTRATION**

The present study can be used by the nursing administrator in providing better services to the patients. The nurses can identify research problems and take part in research projects. She can evaluate the research findings and use relevant findings in their practice so as to provide better nursing services.

### **III. RECOMMENDATIONS**

- A similar study can be conducted in different hospitals.
- A similar study can be replicated on larger samples.
- Study assessing other aspect nursing services provided also could be done.
- Comparative studies can be done between governmental and private hospitals.

### **IV. CONCLUSION**

The current study is a non-experimental, descriptive, research design. 100 samples were selected from the age group of 18 years and above who were admitted in the postnatal wards of MatriBhavan Hospital. Convenience sampling technique with modified Jipi,s postnatal patient satisfaction questionnaire was used. Total of 36 items were made under six domains i.e. orientation, information, communication, comfort and care, specific to postnatal care and value and preference for postnatal mothers. Most of the samples in this project (88%) were fully satisfied towards postnatal nursing care. There was significant association found between the level of satisfaction and age, educational qualification, obstetrical status and duration of hospital stay. Whereas, there was no significant association found between the level of satisfaction and income, gender of the new born and previous exposure of hospitalization of the samples.

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