

**MATERNAL SATISFACTION ON IMMUNIZATION SERVICES IN CENTRAL  
WOMEN'S HOSPITAL, YANGON**

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**ABSTRACT**

A cross sectional descriptive study was conducted from October to November, 2016 to assess the maternal satisfaction on immunization services in Central Women's Hospital, Yangon. A total of 150 respondents were interviewed by face to face pretested, semi-structured questionnaires. According to socio-demographic characteristics of participants, the mean age of mothers was (29.92±5.44) years and about half of mothers (49.3 %) were dependent, (46%) of respondents had attained low education level and (62%) of studied mothers had only one child. Most of the families (54%) had monthly family incomes of < 500,000 kyats per month and (38%) are nuclear family type. Among the respondents (94.67%) of children are timely immunized and only (5.33%) didn't get the timely immunization. All the children in this study were fully immunized with "eight" antigens - BCG, Pentavalent (3 doses), Polio (3 doses) and Measles vaccines. Although over (60%) of mothers (expect in mothers who had more than 1 child) got low satisfaction score according to CSQ-8, more than (60%) of the respondents got high satisfaction scores in receiving their health care service. Regarding CSQ-8, there was statistically significant association between parity group and maternal satisfaction. The dissatisfaction regarding the various aspects of immunization services emphasizes the imperative need to intervene for achieving the goal of universal immunization. It is needed to promote the quality of service that can improve the maternal satisfaction levels