

ABSTRACT

A hospital based, cross-sectional descriptive study of patients' satisfaction on performance of Obstetrics and Gynecology ward, was carried out in Mawlamyine General Hospital from 21st August 2015 to 9th September 2015. The main objective of the study was to study patient satisfaction with the health care service provided by the obstetrics and gynecology ward of Mawlamyine General Hospital. Total 121 patients were selected and interviewed by using a pretested, structured and semi-structured questionnaires and a checklist was used for inspection of surrounding area, supportive services, equipment, machines and instruments. Out of 121 patients, majority were in reproductive age group, 47.1% were dependent and 71.8% were in low education group (illiterate 14%, can read and write 22.3% and primary school passed 35.5%) and 66.1% were in low per capita monthly income groups (< 50,000 kyats). Perception scores were remarkably high in autonomy scores, score on prompt attention and overall impression scores having 94.2%, 86.8% and 84.3% respectively. But high perception scores was 71.9% regarding level of satisfaction with hospital performance and only 56.2% regarding satisfaction with basic amenities. Upgrading of information giving system, continuous supply of safe and wholesome water, frequent cleaning of bathrooms and latrines could be a basic input in this study to improve the obstetrics and gynecology ward of Mawlamyine General Hospital performance. Therefore to understand patient satisfaction on hospital performance thoroughly, qualitative studies should be done in future.