ABSTRACT.

This cross-sectional descriptive study was carried out to identify the level of client satisfaction towards antenatal care service in the MCH hospital, Ratchaburi Province, Thailand.

The study population was the pregnant women who had been to the MCH hospital for ANC service at least once before. Sample size for this study was 170 pregnant women and they were selected by systematic random sampling for the study. A constructed questionnaire consisting of socio-economic characteristics, knowledge on ANC, accessibility, service given and behavior of service providers, satisfaction and client opinion and suggestions were used as data collection instruments. Chi-square test was performed to identify the association between independent variables and on the level of client satisfaction.

The study results demonstrate that more than two third of the pregnant women were satisfied (71.8%) towards the overall antenatal care service provided by the MCH hospital. It is found that most of the respondents (91.8%) were satisfied with the service given and behavior of service providers and comparatively less satisfied with accessibility towards ANC service (77.6%) and towards available facilities and environment (89.4%) of the MCH hospital.

Education of pregnant women, their monthly family income, distance from their residence, means of transportation and convenience of transportation were found to have statistically significant association on the level of client satisfaction.

It is recommended that ANC service providers should try to maintain privacy during ANC checkup by using a screen between beds in ANC room. As most of the things went well in the MCH hospital, managers should continue maintaining the quality services for the clients.