

# Postnatal Mothers' Satisfaction Regarding Informational Nursing Care during Labor

Sara Ahmed Rashid and Wafaa Ahmed Ameen

Postnatal  
Mothers'  
Satisfaction  
Regarding  
Informational  
Nursing Care

## ABSTRACT

**Objective:** To assess satisfaction of postnatal mother regarding informational nursing care during labor and to determine the relationship between satisfaction on informational nursing care and reproductive history.

**Study Design:** A descriptive cross sectional study

**Place and Duration of Study:** This study was conducted at the Bent Al Huda and Al-Haboubi Teaching Hospitals in delivery room at Al-Nasiriya city from 14<sup>th</sup> July 2024 to 1<sup>st</sup> October 2024.

**Methods:** A non-probability sampling method was used. The study included 315 postnatal mothers in recovery room of obstetrics units. The socio-demographic data about the women and includes age, level of education, income reproductive history, including gravida, parity, abortion were recorded. The postnatal mother's satisfaction information regarding nursing care during labor was also noted. Three Likert scale levels (not satisfied, partially satisfied, satisfied) for assessing mothers' satisfaction were noted. The data was entered and analyzed through SPSS-26.

**Results:** The average age of mother was 20-24 years, (21%) of mothers have educationally, (47.9%) were first-time mothers, (25.7%) had gravida between four or more pregnancies and (81.3%) had never experienced an abortion and (81.9%), (56.2%) of mothers had moderate satisfaction on informational nursing care during labor.

**Conclusion:** The overall assessment of postnatal mothers' satisfaction with informational of nursing care was moderate, Significant relationship between mother's satisfaction on informational nursing care and reproductive history.

**Key Words:** Satisfaction, Nursing care, Labor

**Citation of article:** Rashid SA, Ameen WA. Postnatal Mothers' Satisfaction Regarding Informational Nursing Care during Labor. Med Forum 2025;36(8):19-22. doi:10.60110/medforum.360804.

## INTRODUCTION

Women satisfaction with informational nursing care during labor can be measured by how well the health care provider and/or meets the client's intended expectations, goals, and/or preferences and show how clients feel about the service's advantages and disadvantages, respectively in order to improve health care services.<sup>1</sup>

The concept of women's satisfaction during labor is wide-ranging and complex, encompassing both the birth experience and the postpartum period. It is advised that a woman be supported during labor to have a positive experience.<sup>2,3</sup>

Women who are dissatisfied leads to a loss of health care system and avoid returning to the hospital again.

College of Nursing, University of Babylon.

Correspondence: Sara Ahmed Rashid, PhD Scholar, Maternity and Neonate Nursing, College of Nursing, University of Babylon.

Contact No: 07804903491

Email: sarah.mohamed.nurh12@student.uobabylon.edu.iq

Received: February, 2025

Reviewed: March-April, 2025

Accepted: May, 2025

The mortality rate rises annually for a number of causes, but the issue of lack of accountability is not very significant. Monitoring and evaluation of women satisfaction in public health care sectors is considered to improve the quality and efficiency of health care during childbirth and puerperal period.<sup>4</sup>

## METHODS

A descriptive cross-sectional study method was designed in al Nasiriya City, Iraq, from 14<sup>th</sup> July 2024 to 1<sup>st</sup> October 2024 vide letter No.31 dated 27<sup>th</sup> May 2024. A non-probability sampling method was used. The study included 315 postnatal mothers in recovery room of obstetrics units.

The socio-demographic data about the women and includes age, level of education, income reproductive history, including gravida, parity, abortion were recorded. The postnatal mother's satisfaction information regarding nursing care during labor was also noted. Three Likert scale levels (not satisfied, partially satisfied, satisfied) for assessing mothers' satisfaction were noted. The data was entered and analyzed through SPSS-26.

## RESULTS

The highest proportion (39.7%) being between the ages of 20 and 24 with mean age was  $24 \pm 5$  years; (25.7%) of mothers were graduated from primary schools and (72.7%) had barely sufficient income (Table 1).

42.9% were primigravida and 25.7% between four or more pregnancies, Parity, shows that nearly half (47.9%) were first-time mothers, (81.3%) had never experienced an abortion (Table 2).

Table 3 reflect a generally moderate level of satisfaction with the informational aspects of nursing care. While some areas, such as communication about diet and labor processes, were reasonably well-received, there is significant room for improvement, particularly in providing comprehensive information about newborn care and post-natal follow-up.

56.2% of mothers show moderate satisfaction. The mean satisfaction score of 42.49, with a standard deviation of 10.006, highlights an overall moderate level of satisfaction (Table 4).

Table 5 showed that a significant positive relationship with gravida ( $p = 0.001$ ) and parity ( $p = 0.001$ ). No significant relationship was discovered with abortion history ( $p = 0.740$ ).

**Table No.1: Distribution of mothers according to their socio-demographic characteristics (N=315)**

Characteristic	No.	%
<b>Age (years)</b>		
15 – 19	69	21.9
20 – 24	125	39.7
25 – 29	60	19.0
30 – 34	46	14.6
35 – 40	15	4.8
<b>Level of education</b>		
Doesn't read and write	51	16.0
Read and write	66	21.0
Primary school	66	21.0
Secondary school	66	21.0
Diploma/Bachelor	66	21.0
<b>Perceived monthly income</b>		
Sufficient	35	11.1
Barely sufficient	229	72.7
Insufficient	51	16.2

**Table No.2: Distribution of mothers according to their reproductive history characteristics (N=315).**

Characteristic	No.	%
<b>Gravida</b>		
1	135	42.9
2	55	17.5
3	44	14.0
4+	81	25.7

<b>Parity</b>		
1	151	47.9
2	52	16.5
3	50	15.9
4+	62	19.7
<b>Abortion</b>		
None	256	81.3
One	45	14.3
Two +	14	4.4

**Table No. 3: Assessment of postnatal mother satisfaction on informational nursing care during labor (N=315).**

Informative aspects of nursing care	Scale	Frequency	M	Assess
Information about period of hospital stay	Unsatisfied	21 (6.7%)	2.32	Moderate
	Partially S.	173 (54.9%)		
	Satisfied	121 (38.4%)		
Information about the benefits of diet	Unsatisfied	39 (12.4%)	2.20	Moderate
	Partially S.	173 (54.9%)		
	Satisfied	103 (32.7%)		
Information about breathing exercise during labour	Unsatisfied	27(8.6)	2.28	Moderate
	Partially S.	172(54.6)		
	Satisfied	116(36.8)		
Information about breast feeding	Unsatisfied	23(7.3)	2.30	Moderate
	Partially S.	175(55.6)		
	Satisfied	117(37.1)		
Information regarding baby care	Unsatisfied	28(8.9)	2.24	Moderate
	Partially S.	183(58.1)		
	Satisfied	104(33)		
Information about post-natal follow up visit	Unsatisfied	45(14.3)	2.17	Moderate
	Partially S.	173(54.9)		
	Satisfied	97(30.8)		

**Table No.4: The overall assessment of postnatal mother satisfaction on informational nursing care during labor (N=315)**

Maternal Satisfaction	f	%	M	SD	Ass.
Low	27	8.6	42.49	10.006	Moderate
Moderate	177	56.2			
High	111	35.2			

**Table No.5: Relationship between postnatal mother satisfaction on informational nursing care and reproductive history (N=315)**

Variables		Overall Satisfaction				Relationship
		Low	Moderate	High	Total	
Gravida	1 <sup>st</sup>	17	75	43	135	rs = .185 P = .001 Sig.= H.S
	2 <sup>nd</sup>	1	28	26	55	
	3 <sup>rd</sup>	5	23	16	44	
	4 <sup>th</sup> +	3	42	36	81	
Parity	1 <sup>st</sup>	17	87	47	151	rs = .200 P = .001 Sig.= H.S
	2 <sup>nd</sup>	2	21	29	52	
	3 <sup>rd</sup>	5	27	18	50	
	4 <sup>th</sup> +	2	33	27	62	
Abortion	None	24	134	98	256	rs = .019 P = .740 Sig. = N.S
	One	1	27	17	45	
	Two +	1	7	6	14	

## DISCUSSION

The two-fifths of the group (20-24) years were old (Table 1). The findings of this study are consistent with those of Atiya<sup>5</sup> done in Iraq, which found that two-fifths of the women were between the ages of 20 and 24. The impression that the majority of mothers is younger. This is to be expected given that it is the average childbearing age.

Regarding the level of education, the highest percentage of mothers was graduated from primary. This result supportive with Panth & Kafle<sup>6</sup> in Nepal, demonstrates that the majority of postnatal mothers were in primary school. The study's participants found that less than three-quarters of mothers reported their income as "barely sufficient." The findings of the study are inconsistent with Asif<sup>7</sup> in Nepal, who discovered that the vast majority of women live in homes with barely enough money to cover the average household income. Less than half of mothers were first-time pregnant (primigravida) [Table 2]. The result of this study is consistency with Akhtarkia et al<sup>8</sup> who found less than half of mothers was primigravid and inconsistency with Hajimam et al<sup>9</sup> who found Most were multigravida. In related to parity, shows that nearly half were first-time mothers. The finding inconsistency with Ali et al<sup>10</sup> who found more than one third were primiparous.

According to abortion reveals that the majority of mothers had never experienced an abortion. The result of the study consistency with Mukerenge et al<sup>11</sup> who found the majority of women hadn't had previous abortion.

A generally moderate level of satisfaction with the informational aspects of nursing care was recorded (Table 3). The result of this study inconsistency with Panth & Kafle<sup>6</sup> who found only less than half were satisfied with information about information regarding baby care and benefits of diet, state of newborn, breast-feeding. It could indicate that some interactions were positive, but there were also instances where patients felt their needs were not fully met.

In Table 4 indicated that more than half of mothers show moderate satisfaction. The result of study inconsistency with Hepsiba & Singh<sup>12</sup> in India, who found the majority of women show moderate satisfied and less one third show high satisfied with information aspects of nursing care received. Due to positive behavior of caregivers and the professionalism and high experience in giving care and information about nursing care during labor.

There is significant positive relationship between gravida ( $p=0.001$ ) and parity ( $p=0.001$ ) [Table 5]. This study's findings are similar to those of Elgazzar et al<sup>13</sup> in Egypt, who discovered There was also a positive statistically relationship between satisfaction level and number of gravidities and parity ( $P=0.001$ ) and disagree with Albert et al<sup>14</sup> and Eziawdres et al<sup>15</sup> who discovered a negative correlation between multiparous women and satisfaction.

**Recommendations:** Continuous development programs should be for nursing staff focusing on labor and delivery care. Nurses need to educate women about labor phases, potential interventions, and available options during intranatal care. Women can be assisted in making informed decisions by explaining why certain medical interventions or procedures are necessary.

## CONCLUSION

The overall assessment of postnatal mother's satisfaction on informational nursing care during labor was moderate, that significant positive relationship with gravida ( $p=0.001$ ) and parity ( $p=0.001$ ) and no significant relationship are found with abortion history.

### Author's Contribution:

Concept & Design or acquisition of analysis or interpretation of data:	Sara Ahmed Rashid, Wafaa Ahmed Ameen
Drafting or Revising Critically:	Sara Ahmed Rashid, Wafaa Ahmed Ameen
Final Approval of version:	All the above authors
Agreement to accountable	All the above authors

for all aspects of work:	
--------------------------	--

**Conflict of Interest:** The study has no conflict of interest to declare by any author.

**Source of Funding:** None

**Ethical Approval:** No. 31 dated 27<sup>th</sup> May 2024.

## REFERENCES

1. Asamrew N, Endris AA, Tadesse M. Level of patient satisfaction with inpatient services and its determinants: a study of a specialized hospital in Ethiopia. *J Environ Public Health* 2020;2020: 2473469.
2. World Health Organization. Companion of choice during labour and childbirth for improved quality of care: evidence-to-action. Geneva: WHO 2020; 10-15.
3. Birhanu S, Demena M, Baye Y, Desalew A, Dawud B, Egata G. Pregnant women's satisfaction with antenatal care services and its associated factors at public health facilities in the Harari region, Eastern Ethiopia. *SAGE Open Med* 2020;8:2050312120973480.
4. Ope BW, Wasan T, Hirst JE, Mullins E, Norton R, Peden M. Measurement, determinants and outcomes of maternal care satisfaction in Nigeria: a systematic review. *BMJ Public Health* 2025;3(1):e001278.
5. Atiya KM. Maternal satisfaction regarding quality of nursing care during labor and delivery in Sulaimani teaching hospital. *Int J Nursing Midwifery* 2016;8(3):18-27.
6. Panth A, Kafle P. Maternal satisfaction on delivery service among postnatal mothers in a Government Hospital, Mid-Western Nepal. *Obstet Gynecol Int* 2018;2018:4530161.
7. Asif A. Maternal satisfaction and recommendation of perinatal health facility: A cross sectional study measuring perceptions of mothers experiences of maternity care at tertiary care hospitals in Nepal. *Obstet Gynecol Int* 2019;10: 45-9.
8. Akhtarkia Z, Kamrani MA, Farid M, Dana HF. Relationship among maternal perception of childbirth experience, spiritual health and maternal-infant relationship in the postpartum women: a cross-sectional study. *Iran J Nurs Midwifery Res* 2023;28(3):332-8.
9. Hajimam AF, Ahmed HM, Mishkin K. Women's expectations of health care providers in the labor and delivery room in the Kurdistan Region of Iraq. *Zanco J Med Sci* 2023;27(1):42-52.
10. Ali MJ, Ocheke AN, Egbodo CO, Tsoho FM. Maternal satisfaction with intrapartum care at the Jos University Teaching Hospital. *Highland Med Res J* 2022; 22(1): 51-5.
11. Mukerenge NF, Kafene P, Nakakuwa FN. An assessment of women's satisfaction with maternity care during labour and birth in a referral hospital in Namibia. *Heliyon* 2025;11(4):e42644.
12. Hepsiba RP, Singh M. A study to evaluate quality of nursing care practices and patient satisfaction among parturient admitted in obstetric units of a selected tertiary care hospital at Lucknow. *J Positive School Psychol* 2022;10:4559-67.
13. Elgazzar HM, Hashem SAR, Heeba MF. Factors affecting women's satisfaction during labor experience. *Port Said Sci J Nurs* 2018;5(2): 220-36.
14. Albert A, Khalfan SS, Urassa DP. Women's satisfaction with maternal delivery care at health facilities. *Res J Pharmacy Med Sci* 2023;6(6): 21-6.
15. Eziawdres D, Worku W, Taye M. Maternal satisfaction with delivery services and its associated factors among mothers who gave birth at public health centers in Yeka Sub City, Addis Ababa, Ethiopia. *Health Services Insights* 2021; 14:11786329211050722.