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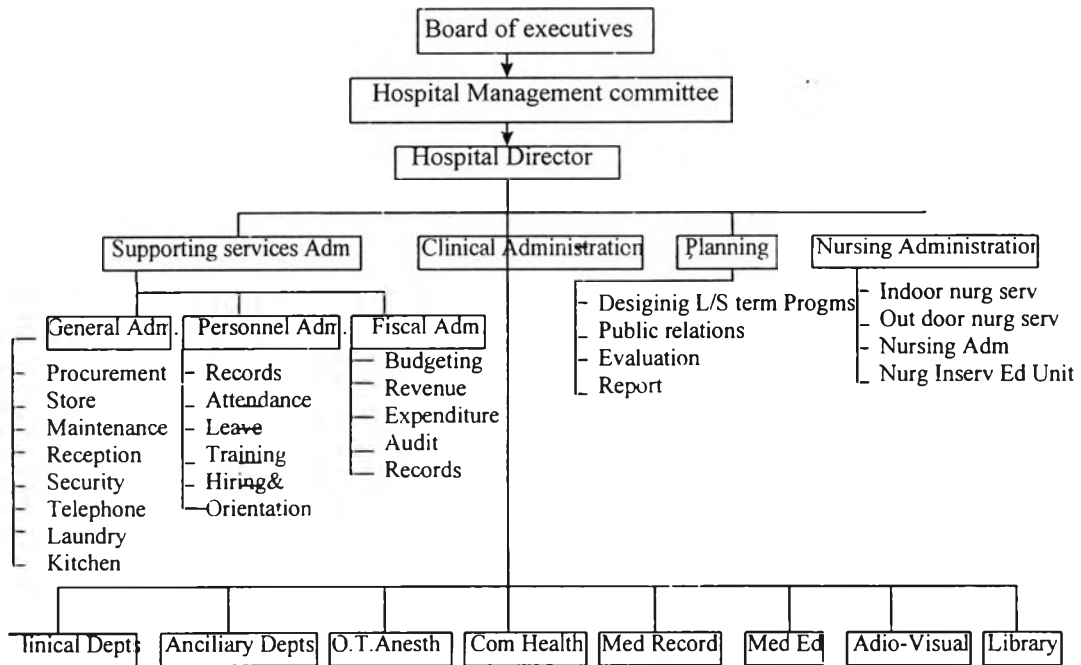
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## APPENDIXES

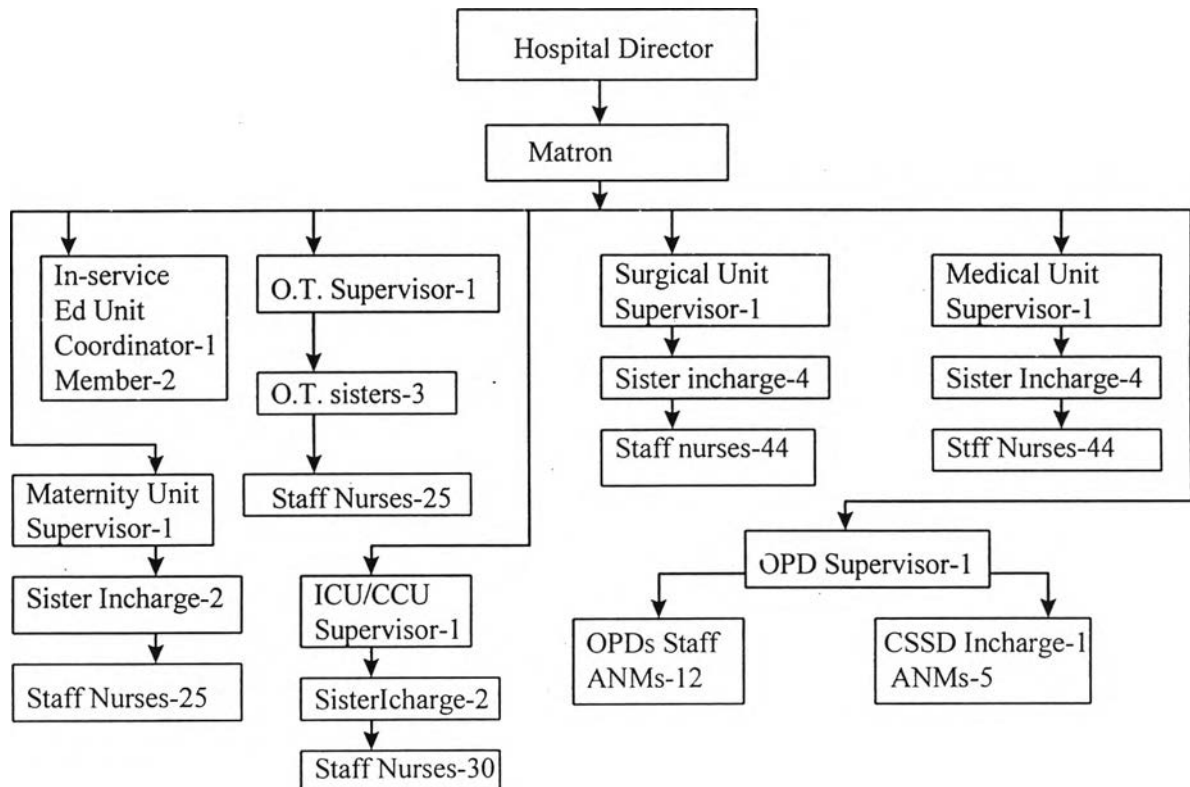
1. Hospital organogram.
2. Set of questionnaire
3. Item correlation result.
4. Internal consistency Cronbach alpha result.
5. Focus group discussion guidelines.
6. Individual item analysis result of satisfaction scale.
7. Permission letter from Hospital director to conduct data collection.
8. Permission from ethical committee of National Health Research Council.
9. Vitae

**APPENDIX 1**

**Organogram of the T.U. Teaching Hospital.**



**Organogram of nursing administration**





## APPENDIX 2

### Set of questionnaire.

#### Information for the clients :

Dear clients this questionnaire is being asked to you to obtain the data about your satisfaction with delivery services at TUTH. We need your honest answers that would be most useful to improve the quality of service. Confidentiality of your answers is our responsibility. Thank you for all your cooperation.

#### Information for the interviewer:

Please mark ✓ in the { } and fill in the blanks for the client's answers.

#### Part 1:

#### Background characteristics of the mothers

- (1) How old are you now(completed years)?.....
- (2) What is your educational status?
 

(a) Illiterate { }	(b) Primary { }
(c) Secondary { }	(d) College { }
(e) University { }	
- (3) What is your employment status?
 

(a) Agriculture { }	(b) Private service { }
(c) Private bussiness { }	(d) Government service { }
(e) Others { }	
- (4) How much money does your family earn per month in NRs?.....
- (5) What is the order of birth (parity) -
 

(a) 1 <sup>st</sup> para { }	(b) 2 <sup>nd</sup> para { }
(c) 3 <sup>rd</sup> para { }	(d) 4 <sup>th</sup> onwards { }
- (6) Have you had antenatal clinic visit during in this hospital during pregnancy?
 

(a) yes { }	(b) No { }
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 If yes, how many times?.....
- (7) What is the type of delivery you have had?
 

(a) Normal delivery { }	(b) Induction by medication { }
(c) Instrumental delivery { }	
- (8) Where was the last child born?
 

(a) This hospital { }	(b) Other hospital { }
(c) At home { }	(d) Others { }
- (9) Do you any complication of delivery? (see the chart if patient could not answer)

## Part 2

### Rating scale for assessment of mothers satisfaction with doctor care:

Please mark (✓) the number according to the level of satisfaction:

*4 = Very satisfied, 3 = Satisfied, 2 = Dissatisfied, 1=very dissatisfied.*

Ques. No.	<b>On admission room:</b> How satisfied you are with these following statements	4	3	2	1
10	The way you have been examined and comfort maintained by doctor in the admission room?				
11.	The information and explanation given by the doctor about procedure?.				
12.	The technical skills and competence of the doctor?				
13.	The willingness of doctor to respond your problems empathetically and explains about it?				
14.	The understanding of your feelings with courtesy and respect to you by doctor?				
15.	The information given about your condition by doctor?.				
	<b>Observation room(waiting room)</b>				
16.	The frequency of attention given by doctor in labor waiting room ?				
17.	The emotional support given to you for coping with labor by doctor?				
18.	The explanation given about progress of labor by doctor clearly?				
19.	The way procedures conducted by the doctor fetal sonogram, USG ?				
20.	The time spent to see you by doctor during labor?.				
	<b>Delivery room(intrapartum)</b>				
21.	The way maintaining the cleanliness and safety of the delivery part?				
22.	The doctor's communication during the delivery ?				
23	The doctor's encouragement to bearing down with delivery process?				
24.	The conduct of delivery procedure by the doctor?				
25.	The doctor's notification about the outcome of delivery?				
26.	The warmth and comfort maintained by doctor after delivery?				
	<b>post natal Unit:</b>				
27.	The procedures performed as dressing done by doctor?				
28.	The doctor's explanation about your condition in post natal period?				
29.	The information given for breast feeding by doctor?				
30.	The advice given by doctor on post natal care on discharge?				

**Part 3****Rating scale for assessing mother's satisfaction with nursing care:**

	<b>On admission room:</b>	4	3	2	1
	How satisfied you are with these following statements				
31.	The way you have been examined and comfort maintained by nurse in the admission room?				
32.	The information and explanation given by the nurse about procedure(enema)?.				
33.	The technical skills and competence of the nurse?				
34.	The willingness of nurse to respond your problems empathetically and explains about it?				
35.	The understanding of your feelings with courtesy and respect to you by nurse?				
36.	The information given about your condition by nurse?				
	<b>Labor observation room</b>				
37.	The frequency of attention given to you by nurse with information about progress of labor?				
38.	The emotional and physical support given for coping with labor and move around by nurse?				
39.	The way taking care of maintenance of food and drinks by nurse?				
40.	The way you are encouraged to practice breathing and relaxation exercises by nurse?				
41.	The time spent by nurse in caring you?				
	<b>Delivery room(intrapartum)</b>				
42.	The way maintaining the cleanliness and safety of the delivery part by nurse?				
43.	The preparation for delivery by the nurse with gentleness and confidence?				
44.	The nurse's encouragement to bearing down with delivery process?				
45.	The nurse's communication during delivery process?				
46.	The warmth and comfort maintained by nurse after delivery?				
47.	The nurse's skill to take care of new born baby?				
	<b>post natal unit:</b>				
48.	The privacy and comfort maintained during breast and pelvic examination and care?				
49.	The explanation given about your general condition by nurse?				
50.	The instruction given for breast feeding by nurse?				
51.	The discharge advice given by nurse for contraception/ post natal care?				

**Part 4****Rating scale for assessing mother's satisfaction with physical facility:**

	How satisfied you are with these following statements	4	3	2	1
52.	The location of the unit in the hospital?				
53.	The understanding of directions and guideline written to reach the unit?				
54.	The sanitation facility (toilet/ water supply) in unit?				
55.	The neatness and cleanliness of the unit?				
56.	The adequacy of diagnostic facilities in the unit?.				
57.	The supply of medicine in the unit?				
58.	The waiting time to see doctor before admission?.				

**Part 5****General information and recommendations**

(59) How long you had to wait for examination by health care provider after you arrive at hospital for admission?  
.....

(60) How frequently you have been examined by the nurse in the labor waiting room?

(a) Half hourly { } (b) Hourly { }

(c) More than hour { } (d) 15minutely { }

(61) How much money you have spend for getting services in this hospital?  
.....

(62) Do you think the cost of service is reasonable?

(a) Yes { } (b) No { }

(63) Do you think that health care providers (nurse and doctors) are enough in this unit to provide service?

(a) Yes { } (b) No { }

(64) How do you feel about other personnel dealing with you?

(a) Excellent { } (b) good { }

(c) Fair { } (d) Poor { }

(65) Did you face any kind of problem during stay in this unit?

(a) yes { } (b) No { }

If yes, specify. ....

(66) In general how would you rate the quality of service you received in this unit?

(a) Excellent { } (b) Good { }

(c) Fair { } (d) Poor { }

(67) Would you recommend other mothers to this unit to utilize maternity services?

(a) Yes { } (b) No { }

(68) What do you suggest to improve the quality of care in this unit?  
.....

(69) Place of mothers residence: .....

(70) Sex of the baby: Male { } Female { }

## APPENDIX 3

## Item correlation scoring for content validity of the research instrument:

No. item	Expert1	Expert2	Expert3	Expert4	Expert5	T/score	IC
1.	1	1	1	1	1	5	1
2.	1	1	1	1	1	5	1
3.	1	1	1	1	1	5	1
4.	1	1	1	1	1	5	1
5.	1	1	1	1	1	5	1
6.	1	1	1	1	0	5	.8
7.	1	1	1	0	1	4	.6
8.	1	1	1	0	0	3	.6
9.	0	1	1	1	0	3	.8
10.	1	1	1	1	-1	4	1
12.	1	1	1	1	1	5	1
13.	1	1	1	1	1	5	1
14.	1	1	1	1	1	5	1
15.	0	1	1	1	1	4	.8
26.	0	-1	1	1	1	4	.8
-							
-							
60.	1	1	1	1	1	5	1
61.	1	1	1	1	1	5	1
62.	0	1	1	1	1	4	.8
63.	0	1	1	1	1	4	.8
70.	0	1	1	1	1	4	.8

#### APPENDIX 4

**Internal Consistency result Cronbach's (coefficient  $\alpha$ )  
of satisfaction rating questionnaire (n= 30)**

Sub scale	No of items	Internal consistency Score
<b><u>Doctor's care:</u></b>		
Admission room	6	
Labor waiting room	5	
Delivery room	6	
Post natal room	4	
<b>Total</b>	<b>21</b>	<b>.88</b>
<b><u>Nursing care:</u></b>		
Admission room	6	
Labor waiting room	5	
Delivery room	6	
Post natal room	4	
<b>Total</b>	<b>21</b>	<b>.93</b>
<b><u>Service facility:</u></b>		
Physical setting	2	
Sanitation facility	2	
Diagnostic facility	1	
Supply of medicine	1	
Waiting time	1	
<b>Total</b>	<b>7</b>	<b>.81</b>
<b>Total</b>	<b>49</b>	<b>.95</b>

## APPENDIX 5

### **Focus group discussion guide line for hospital staff**

The streamline of focus group discussion is based on service provision, client satisfaction, physical facility, man power provision, and cooperation and coordination in order to develop strategies for improvement of delivery service and increase mothers satisfaction.

#### **Indicators/ leading questions:**

1. What does every one here have ideas about the quality of delivery services in this unit?  
Probe : Do you think facilities are enough for care?
2. What good things you think about the services in this unit?  
Probe : Is there adequate and appropriate instruments, Supplies,
3. What do you think about the schedule of duty and staff coverage in the unit to provide delivery service at most satisfactory level in each shift?  
Probe : Adequacy of man power, of different levels as Nurses, ward attendant, cleaners.
4. What is your opinion about motivation of staff leader to influence staff behavior?  
Probe: Characteristic of staff? punctuality of time .or high morale dedicated responsible etc.
5. What is your opinion about the attitude of staffs in the team working in the unit(courtesy of staff, humanness, interpersonal relationships, communication etc)?
6. What do you think about supervision and guidance in your duty?(for nurses only)  
Probe: Is there provision to learn from supervisors in your duty?
7. What are the problems you are facing in your daily activities which affect efficiency of service?  
Probe : Is the supply of medicine, utility, linen, maintenance of equipment, are accomplished in timely and accurately?
8. What is opinion about Provision of staff development?  
Probe: Does it affects in the service delivery and satisfaction of patients in

the unit like continuing education, appraisal, incentives, career ladder, duty hour, over time, salary?

9. What do you suggest for the strategic planning for improvement of overall service in this unit?

Probe: What do you think the most problem areas as admission, discharge, service charging, need of additional facilities, sanitation, new post creation like clinical clerk, nurse, aids shortage of staffs, extending the unit setup. etc and why?

10. What external environment pressures you are facing in the working situation?
11. Do you Think of any opportunity to bring change in the unit from any outside sources in-service class?
12. How would you feel if you are told to extend duty hour or reduce leave to fulfill the shortage of staff ? in what basis?



## APPENDIX 6

### Individual item analysis result of satisfaction scale

#### Respondents rating on dimension of doctor care

Statement of satisfaction Variables	No	Very Satisfied	Satisfied	Dis Satisfied	Very dis Satisfied	Mean	SD
<b><u>On admission room:</u></b>							
The way examination done with maintaining comfort.	339	20 (5.9%)	299 (88.2%)	12 (3.8%)	8 (2.5%)	2.976	.435
The information and explanation given about procedures.	339	10 (2.9%)	280 (82.6%)	40 (11.8%)	9 (2.7%)	2.858	.484
The technical skill and competence of the doctor.	399	18 (5.3%)	302 (89.1%)	12 (3.5%)	7 (2.1%)	2.976	.414
The willingness to respond your problems empathetically.	339	16 (4.7%)	293 (86.4%)	21 (6.2)	9 (2.7%)	2.932	.460
The understanding of your feelings with courtesy and respect.	339	19 (5.6%)	291 (85.8%)	22 (6.5%)	7 (2.1%)	2.950	.449
The information given about your condition after examination	338	11 (3.3%)	271 (80.2%)	43 (12.7%)	13 (3.8%)	2.828	.534
<b><u>Labor observation room:</u></b>							
The frequency of attention given in labor waiting room.	275	15 (5.5%)	223 (81.1%)	32 (11.6%)	5 (1.8%)	2.902	.485
The emotional support given to you for coping with labor.	277	17 (6.1%)	220 (79.4%)	27 (9.7%)	13 (4.7%)	2.870	.575
The clarity of explanation given to you about progress of labor.	273	17 (6.2%)	214 (78.4%)	26 (9.5%)	16 (5.9%)	2.850	.609
The handling for special procedures e.g. USG, FHS.	272	12(4.4%)	239 (87.9%)	15 (5.5%)	6 (2.2%)	2.945	.430
The time spent to see you during labor by doctor.	269	16 (5.9%)	212 (78.8%)	29 (10.8%)	12 (4.5%)	2.892	.573
<b><u>Delivery room:</u></b>							
The way maintaining the cleanliness and safety of the perineal part.	199	19 (9.5%)	143 (71.9%)	29 (14.6%)	8 (4%)	2.869	.622
The way of communication during delivery process.	200	14 (7%)	136 (68%)	35 (17.5%)	15 (7.5%)	2.745	.695
The way encouragement given to bearing down practice.	198	20 (10.1%)	155 (78.3%)	13 (6.6%)	10 (5.1%)	1.714	1.520
The conduct of delivery procedure.	192	14(7.3%)	159 (82.8%)	9 (4.7%)	10 (5.2%)	2.922	.569
The information given about the baby.	195	9 (4.6%)	149 (76.4%)	19 (9.7%)	18 (9.2%)	2.764	.678
The warmth and comfort maintained after delivery.	195	10 (5.1%)	155 (79.5%)	17 (8.7%)	13 (6.7%)	2.831	.615
<b><u>Post Partum room:</u></b>							
The examination procedures performed with confidence.	334	12 (3.6%)	289 (86.5%)	23 (6.9%)	10 (3%)	2.907	.465
Explanation given about your condition at postnatal period.	338	5 (1.5%)	260 (76.9%)	59 (17.5%)	14 (4.1%)	2.757	.545
The information given for breast-feeding.	336	18 (5.4%)	243 (72.3%)	64 (19%)	11 (3.3%)	2.798	.579
The discharge advice on postnatal care, FP and vaccination.	336	7 (2.1%)	242 (72%)	74 (228%)	13 (3.9%)	2.723	.566

Table 4. Respondents rating on dimension of nursing care

Statement of satisfaction Variables	No	Very Satisfied	Satisfied	Dis Satisfied	Verydis satisfied	Mean	SD
<b><u>On admission room:</u></b>							
The way examination done with maintaining comfort.	338	17 (5%)	293 (86.7%)	25 (7.4%)	3 (.9%)	2.959	.398
The information /explanation given about procedures.	339	10 (2.9%)	295 (87%)	32 (9.4%)	2 (.6%)	2.923	.377
The technical skill and competence.	339	17 (5%)	310 (91.4%)	9 (2.7%)	3 (.9%)	3.006	.335
The willingness to respond your problems empathetically.	339	15 (4.4%)	307 (90.6%)	14 (4.1%)	3 (.9%)	2.985	.348
The understanding of your feelings with courtesy and Respect.	339	17 (5%)	299 (88.2%)	21 (6.2%)	2 (.6)	2.976	.368
The information given about your condition after examination	337	15 (4.5%)	284 (84.3%)	34 (10%)	4 (1.2%)	2.920	.432
<b><u>Labor observation room:</u></b>							
The frequency of attention with information given on progress of labor.	332	19 (5.7%)	289 (87.1%)	21 (6.3%)	3 (.9%)	2.976	.396
The emotional support given to you for coping with labor and move around.	330	8 (2.4%)	289 (87.6%)	29 (8.8%)	4 (1.2%)	2.912	.392
The way taking care of maintenance of food and drinks.	330	14 (4.2%)	263 (79.8%)	47 (14.2%)	6 (1.8%)	2.864	.490
The way you are encouraged to practice breathing and relaxation exercises	332	28 (8.4%)	281 (84.6%)	20 (6.1%)	3 (.9%)	3.006	.426
The time spent to care you during labor.	335	21 (6.2%)	296 (88.4%)	16 (4.8%)	2 (.6%)	3.003	.367
<b><u>Labor room:</u></b>							
The way maintaining the cleanliness and safety of the delivery part.	335	30 (9%)	282 (84.2%)	18 (5.3%)	5 (1.5%)	3.006	.451
The preparation for delivery with gentleness and confidence.	334	28 (8.4%)	288 (86.2%)	13 (3.9%)	5 (1.5%)	3.015	.428
The encouragement to bearing down with delivery process.	335	32 (9.5%)	288 (86%)	10 (3%)	5 (1.5%)	3.036	.429
The communication process maintained during delivery.	335	17 (5%)	281 (83.9%)	31 (9.3%)	6 (1.8%)	2.922	.458
The warmth and comfort maintained after delivery.	337	22 (6.5%)	279 (82.8%)	33 (9.8%)	3 (.9%)	2.997	.358
The nurse's skill to take care of new born baby.	337	17 (5%)	306 (90.8%)	10 (3%)	4 (1.2%)	2.997	.358
<b><u>Post partum room:</u></b>							
The privacy and comfort maintained during breast and pelvic examinations.	336	10 (3%)	293 (87.2%)	25 (7.4%)	8 (2.4%)	2.908	.438
Explanation given about your general condition at postnatal period.	337	7 (2.1%)	266 (78.9%)	59 (17.5%)	5 (1.5%)	2.816	.471
The instruction given for breast feeding with encouragement.	337	17 (5%)	272 (80.7%)	41 (12.2%)	7 (2.1%)	2.887	.493
The discharge advice on postnatal care, FP and vaccination.	337	8 (2.4%)	230 (68.2%)	89 (26.4%)	10 (3%)	2.700	.564

Table. 5 Respondents rating on dimension of the services facility

Statement of satisfaction Variables	No	Very. Satisfied	Satisfied	Dis Satisfied	Verydis satisfied	Mean	SD
<b>Service facility:</b>							
The location of unit in the hospital	339	12 (3.5%)	308 (90.9%)	18 (5.3%)	1 (.3%)	2.976	.316
The understanding of directions/ Guide lines to reach in unit.	339	10 (2.9%)	311 (91.7%)	14 (4.2%)	4 (1.2%)	2.965	.342
The sanitation facility in the unit.	338	5 (1.5%)	198 (58.6%)	115 (34.1%)	20 (5.9%)	2.556	.629
The neatness and cleanliness of the unit.	334	3 (.9%)	252 (75.4%)	64 (19.2%)	15 (4.5%)	2.728	.554
The adequacy of diagnostic facility.	328	7 (2.1%)	305 (93.%)	14 (4.3%)	2 (.6%)	2.966	.296
The supply of medicine in the unit.	317	3 (.9%)	268 (84.5%)	40 (12.6%)	6 (2.%)	2.845	.434
The waiting time to see doctor before adm	338	11 (3.3%)	291 (86.%)	27 (8.%)	9 (2.7%)	2.899	.458



TRIBHUVAN UNIVERSITY  
TEACHING HOSPITAL



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Post Box No. 3578  
Maharajgunj  
Kathmandu, Nepal

25<sup>th</sup> May 1998

Ref. No.

Date:.....

TO WHOM IT MAY CONCERN

Mrs. Januna Tamrakar Sayami, Nursing Supervisor of this hospital is going to conduct data collection for her thesis research as part of M.Sc. health Development Programme at Chulalongkon University, Bangkok. So that she has been permitted to collect the data for the same.

Thanking you.

*G. Sharma*

Prof. Dr. G.P. Sharma, MD, MS, PhD  
Executive Director





# Nepal Health Research Council

Estd. 1991



NHRC

November 29, 1998

Date :

Mrs. Jamuna Tamrakar (Sayami)  
Nursing Supervisor  
T. U.T.H., Maharajgunj  
P.O. Box 3578  
Kathmandu

Ref. 1115

**Subject:** Approval of the research proposal entitled "Mothers Satisfaction with Delivery Service and Strategic Issues for Improvement of Delivery Services. "

## Executive Committee

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Dr. Ram Kewal Shah

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Ministry of Finance  
National Planning Commission  
Ministry of Health  
Chief, Research Committee, IOM  
Chairman, Nepal Medical Council

Dear Mrs. Tamrakar :

We are pleased to inform that the above mentioned proposal submitted by you has been approved by NHRC Board following the recommendation of the Technical Review Committee (TRC) and Ethical Review Committee (ERC). This also certifies that the proposal is ethically cleared.

As per NHRC regulation you are to follow strictly the protocol stipulated in your proposal finalized after the interaction of TRC and ERC with you. Any change in objectives (s), problem statement, research question or hypothesis, methodology, implementation procedure, data management and budget that may be necessary in course of the implementation of the research proposal can only be made so and implemented after prior approval from this council. You are thus strongly advised to submit to NHRC the details of such changes intended or desired with justification prior to instituting actual change.

You are also to abide by the ethical guidelines of NHRC strictly during the implementation of your research proposal. In addition, in course of investigation of any medical health problem needing immediate care, further investigation, or expert consultation you are obliged to inform the subject-study or control clearly in writing from within seven days of detection. However, during the transmission of such information confidentiality must be maintained.

Lastly, you are obliged to submit periodic progress reports every 3 months and submit three copies of the final research report, and financial statement after completion of the research. If an article based upon that research is published, you should submit two copies of that article.

If you have any question, please contact our research officers.

Thank you.

Yours truly,

Dr. Kamal Gyawali  
Member-Secretary

## APPENDIX 9

### VITAE



**Name** : Jamuna Tamrakar Sayami  
**Date of birth** : 11 October, 1958  
**Sex** : Female  
**Nationality** : Nepali  
**Address** : Sayami House  
 Gaibhachhapati  
 Tahachal, Kathmandu, Nepal  
 Tel.No: 278018, 274165

**Office:**  
 T.U.Teaching Hospital  
 Maharajganj Kathmandu  
 Nepal, POBox no-3578  
 Tel.no. 412505,416962

### ACADEMIC BACKGROUND

**Bachelor's Degree in:** Tribhuvan University, Institute of Medicine, Nursing Campus,  
**Nursing** Maharajgunj, Kathmandu, Nepal, 1985-1986 Major Subjects: Leadership  
 and Management, Health Economics, Education Principles and practices,  
 Health Research, Applied and advanced Nursing etc.

**Bachelor's Degree in :** Tribhuvan University, Institute of Public Administration,  
**Public Admin.** Kathmandu, Nepal, 1983-1987 Major Subjects: Principles of Public  
 Administration, Development Planning and Project Planning, Research  
 Methodology etc.

**Proficiency Certificate** Tribhuvan University, Institute of Medicine, Nursing campus,  
**in Nursing:** Mahabaudha, Kathmandu, Nepal, 1976- 1979 Major Subjects:  
 Fundamental of Nursing, Human Biology, Midwifery, Epidemiology,  
 Community Health, Family Planning and Reproductive Health, Sociology  
 and Social Psychology.

**School Leaving** Kanya Mandir Multipurpose High School, Kathmandu, Nepal, 1975  
**Certificate:**

### WORK EXPERIENCE

**Senior Nursing officer:** Tribhuvan University Teaching Hospital Kathmandu Nepal, from 1992 till now.  
**Sister In-charge:** Tribhuvan University, Teaching Hospital, Kathmandu Nepal -from 1989- 1992  
**Staff Nurse:** In different Hospitals e.g. Infectious Disease Hospital, Maternity Hospital,  
 Pediatric Hospital and General Referral Hospital, 1979- 1988

### FIELD EXPERIENCE

Worked as a Team Leader in Mobile Family Planning Sterilization Camp for 3  
 months in the rural areas of Nepal - 1986. Worked as a research officer for 2  
 months in health KAP study in 5 remote districts of Nepal conducted by FPAN,  
 1995. Trainer in Reproductive and child Health.