

## Assessment of Maternal Satisfaction Regarding Quality of Care during Labor

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**Abstract :** Background: Women's satisfaction with maternity services, especially care during labor and birth, has become highly significant to healthcare providers, administrators, and policymakers. Purpose: The aims of this study were to assess maternal satisfaction regarding the quality of care during labor and to compare the level of maternal satisfaction between women who delivered by physicians and those delivered by midwives. Methodology: A descriptive, cross-sectional, correlational design was used. A convenient sample of 180 low-risk cases of immediate postpartum women who delivered at King Abdul-Aziz medical city was recruited. Women whose babies were diagnosed with serious health problems were excluded from the study. Data were collected using a self-administered questionnaire. The validity and reliability of the questionnaire were ensured. The questionnaire included three parts, namely: demographics data, medical history, and obstetrical history, and the last part is the satisfaction assessment tool. Ethical confederations were ensured. Maternal satisfaction during labor was classified in terms of health care, health workers' communication, and the environment. Results: Regarding health care, women were highly satisfied with care received from nurse ( $M = 4.21 + 0.88$ ), medical care received ( $M = 4.17 + 0.79$ ), and comfort techniques ( $M = 4.04 + 0.91$ ). Regarding health workers' communication, women were highly satisfied with the provider to treat with dignity and respect ( $M = 4.03 + 0.91$ ) and orientation to the toilet, bathroom, washing area ( $M = 4.00 + 0.93$ ). Regarding the environment, women were highly satisfied with the experience of their baby's birth ( $M = 4.18 + 0.98$ ) and supplies with drugs and supplies ( $M = 4.09 + 0.97$ ). There was no statistically significant difference in maternal satisfaction between women who delivered by physicians and those delivered by midwives. Conclusion: Women were generally satisfied with their labor and delivery experience. There was no difference in maternal satisfaction on the labor process between women who delivered by physicians and those delivered by midwives.

**Keywords :** maternity, satisfaction, labor, delivery

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