

Client satisfaction in “NatpuNilayam,” Teaching Hospital Jaffna and its association with client and service related factors

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Background: “Natpu-Nilayam” (NN) is a hospital-based service, serving mostly women in need. It provides 'Be-Friendly'(BF) services, counselling, social and legal support, and rehabilitation services. The NN centre at the Teaching Hospital Jaffna commenced service provision in 2013, but service satisfaction has not been assessed. This study aimed to assess client satisfaction and associated client- and service-related factors at the NN of Teaching Hospital Jaffna.

Methodology: An institution-based descriptive cross-sectional study of service satisfaction was carried out among clients of NN at Teaching Hospital Jaffna between November 2017 and February 2018. Consecutive sampling was used. Details relevant to client- and service-related factors were collected through an interviewer-administered questionnaire. Client satisfaction was assessed using a Likert-scale. Data were analyzed using descriptive statistics (percentages and proportions) with SPSS (v.23).

Results: 100 clients participated in the study. All were Sri Lankan Tamil, with women making up a large majority of the sample (91%). All participants were above 18 years of age with 52% and 30% between the ages of 18-30 and 31- 40 years, respectively. Eighty one per cent reported an education level of grade 6 to 11, and. 87% had a house hold income of less than Rs. 20, 000. About three-fourths (74%) were married; the rest were either never married or widows. Most women were manual workers with many depending on their husbands' income. Seventy-nine per cent of the sample had been referred to NN by doctors, while 16% were referred by counsellors. Of the total sample, 60% used the BF service only, while 13% used BF and counseling services, and 15% used BF and legal services. Overall satisfaction among clients was high with 98% reporting 'good' satisfaction, and the remainder reporting 'excellent' satisfaction.

Conclusion:The NN centre primarily served young, Sri Lankan Tamil women from an underprivileged backgrounds. A large majority of participants reported high levels of satisfaction, suggesting that the services provided by “Natpu-Nilayam” may be of high quality. However, this result should be interpreted with caution as the study was carried out at the center in close proximity to service providers.

Key words: Gender-based violence, be-friendly services, client satisfaction, Jaffna