

This study was about assessment of Client Antenatal care satisfaction in Rwesande Health centre four in Kasese District. The variables that were studied included individual factors, facility factors and Client Antenatal satisfaction. The Objectives of the study were:

To assess the individual factors that affect satisfaction of women attending ANC services in Rwesande health centre four.

To assess the facility factors that influence satisfaction of ANC services by women attending ANC in Rwesande Health centre four.

To determine the level of Client Antenatal care satisfaction in Rwesande health centre four.

The study was carried out in Rwesande health centre four in Kasese district and mainly the study population was women attending ANC services in the health centre. The sample size was 100 pregnant women. The sampling technique was simple convenient sampling method because it was not possible to have all them assembled and then randomly picking the ones for the study. The study design was a descriptive study and it involved getting quantitative data from the respondents using the questionnaires which were researcher administered.

The findings of the study were individual factors were: the proximity of the facility was within acceptable levels and within walk able distance. The cost for the services was not affordable by most women. There were qualified health workers with acceptable skills and knowledge. The staff however had a low attitude in providing ANC services to their clients. Among the facility factors services were not provided to women on timely basis. The study also found out that generally the level of satisfaction among women was quite low.

The study concludes that health workers attitude was low and it was influencing the level of satisfaction of ANC services by women visiting Rwesande health centre four. The study therefore recommends that the authorities of Kasese should improve on the staffing levels and at the same time identify ways of motivating the staff in Rwesande health centre so that their attitudes improve. The study also recommends that the authorities of Kasese district looks into the cost charged for services when attending ANC by women and either reduce it or abolish it completely.