

Introduction:

Client satisfaction is an important outcome of healthcare services and is regarded as one of the desired outcomes of care and indicator towards quality of care. Not much research has been conducted to investigate satisfaction with maternal health care in Sub-Saharan Africa and especially no or little in South Sudan as well as on the utilization. Against this background this study aims to assess maternal health services (MHS) utilization and satisfaction towards quality of MHS at Juba Teaching Hospital, South Sudan.

Methodology:

This cross-sectional research study was done among 207 women of reproductive age at a time of taking their infants for routine immunization services. A structured questionnaire was used to gather information by interviewers. The data were analyzed using SPSS Statistics v20. The frequency tables were for describing data and chi-square test and logistic regression were used to determine whether there was statistical association of sociodemographic factors with satisfaction with maternal health services.

Results:

Of 207 mothers, 188 (91%) utilized the maternal health services and 193 (93%) were satisfied with the services. Nearly 20% did not give birth at health facility. There was statistically significant association of family monthly income with ANC and delivery care satisfaction [OR at 95%CI = 8.30 (2.04 – 33.79), p-value = 0.003 and OR at 95%CI = 0.12 (0.03 – 0.56), p-value = 0.007 respectively]. Furthermore, there was a significant association of education attainment with place of delivery [OR at 95%CI = 3.06 (1.40 – 6.71), p-value = 0.005]

Conclusion

Maternal healthcare services were highly utilized and women were satisfied. Level of education and monthly family earnings were associated with maternity care. There was estimation of about 20% of women who were taking risk of delivery at non-health facilities. Hence, there should be fascinated emphasis on the education and the earnings.