



**A STUDY OF FAMILY PLANNING CLIENTS' SATISFACTION
THROUGH NON GOVERNMENTAL ORGANIZATION HEALTH
FACILITIES IN TANZANIA: A FOCUS OF PATHFINDER
INTERNATIONAL**

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อธิปัทนัทนการ

จาก

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This study aimed at examining some possible factors affecting clients' satisfaction of quality of care in family planning services through non-governmental organizations. The bivariate analysis reveals that there is strong association between choice of contraceptive methods, information given to clients, provider's technical competence, interpersonal relations, follow-up mechanism, service integration, and clients' satisfaction. Related to background variables, this study shows similar relationships between variables except age.

This study employed multivariate analysis to explain the combined relationship of the significant variables from the bivariate analysis. Three factors were identified as significant variables in reflecting clients' satisfaction in family planning through non-governmental health facilities, 1) perception about services and staff is the most important factor (9.2 times) affecting clients' satisfaction; (2.) client-provider information exchange and; interpersonal relations factors also inevitably determine use of family planning services and remarkably increase clients' satisfaction.

Importantly, the management line of quality of care proposed by the Bruce quality of care framework is relevant to the improvement of maternal and child health care programmes when constantly implemented at health facilities. The outcome of such strategy eventually creates a favorable perception to clients and hence motivates them to use family planning services.