

2020

Client Exit Interview



Submitted to

Marie Stopes Bangladesh

House#6/2, Kazi Nazrul Islam Road, Block-F,
Lalmatia Housing Estate, Dhaka-1207

Submitted by

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ABBREVIATIONS

BBS	Bangladesh Bureau of Statistics
BCC	Behavioural Change Communication
BDHS	Bangladesh Demographic and Health Survey
CARE	Cooperative for American Relief Everywhere
CC	Community Clinics
DGFP	Directorate General of Family Planning
DGHS	Directorate General of Health Services
DH	District Hospital
FP	Family Planning
FPAB	Family Planning Association of Bangladesh
FP-MCH	Family Planning, Maternal and Child Health
FRM	Field Research Manager
FWCs	Family Welfare Centres
GoB	Government of Bangladesh
GO-NGO	Government NGO
HDRC	Human Development Research Centre
HPNSP	Health, Population and Nutrition Sector Programme
IPPF	International Planned Parenthood Federation
IUD	Intra-uterine Device
LAPM	Long Acting and Permanent Methods
MCH	Maternal and Child Health
MCWC	Maternal and Child Welfare Centers
MOH&FW	Ministry of Health and Family Welfare
MPI	Multi-dimensional Poverty Index
MR	Menstrual Regulation
MSB	Marie Stopes Bangladesh
MSI	Marie Stopes International
MSMP	Marie Stopes Medical Procedure
MSP	Members of the Scottish Parliament
NGO	Non-Government Organization
OPHI	Oxford Poverty & Human Initiative
PPI	Progress out of Poverty Index
PSS	Public Sector Strengthening
RHSTEP	Reproductive Health Services Training and Education Program
RME	Research Monitoring and Evaluation
SRH	Sexual and Reproductive Health
SVRS	Sample Vital Registration Survey
TFR	Total Fertility Rate
UHC	Upazila Health Complex
UHCs	Upazila Health Complexes
UN	United Nations
UNDP	United Nation Development Programme
UNFPA	United Nations Population Fund
UNICEF	United Nations Children's Fund
WHO	World Health Organization

CONTENTS

Abbreviations	
Summary Findings	i-iii
CHAPTER ONE: INTRODUCTION AND OBJECTIVE OF THE SURVEY	1
1.1 Background	1
1.2 Objectives of the Assignment	3
1.3 Scope of Work	3
1.4 Expected Outputs	4
CHAPTER TWO: METHODOLOGY AND IMPLEMENTATION PLAN	5
2.1 Survey Area and Population	5
2.2 Sampling Strategy	5
2.3 Sample Size	5
2.4 Data Collecting Instruments	5
2.5 Data Analysis	6
2.6 Research Team	6
2.7 Survey Implementation	6
2.8 Quality Control Measures	8
2.9 Response Rate	8
2.10 Challenges faced during the survey	9
CHAPTER THREE: STUDY FINDINGS	10
3.1 Client's Profile	10
3.1.1 Demographic	10
3.1.2 Disability situation	11
3.1.3 Fertility Intentions	11
3.1.4 Socio-economic characteristics	12
3.2 Service Utilisation	13
3.2.1 Services desired versus services delivered	13
3.2.2 Meeting the unmet need of underserved	14
3.2.3 Choice of providers	14
3.3 Family Planning Adopters and Switchers	15
3.3.1 Method used in the past three months	15
3.3.2 Ever used of FP method and method used most recently	16
3.4 Counselling	16
3.4.1 Client's Satisfaction and Quality of Care	17
3.4.2 Satisfaction on the Service Environment	17
3.5 Marketing	21
3.5.1 Sources of information of MSI services	22
3.5.2 Communication Channel	22
3.5.3 Motivational factors to attend MSI services	23
3.5.4 People's thought and client's views on contraceptive use	24
3.6 COVID-19 and difficulties in accessing services	25
CHAPTER FOUR: CONCLUSION	26

List of Figures

Figure 3.1:	Distribution of clients by main reason to visit and service(s) received in %.....	13
Figure 3.2:	Distribution of clients by types of FP methods received in %	14
Figure 3.3:	Showed reasons for not choosing alternate provider in Outreach clinics (in %).....	15
Figure 3.4:	Showed reasons for not choosing alternate provider in PSS sites (in %).....	15
Figure 3.5:	Distribution of clients who used FP methods in the past 3 months (in %).....	15
Figure 3.6:	Distribution of clients by types of FP methods used in the last 3 months (in %)	15
Figure 3.7:	Distribution of clients by FP adopters and switchers (in %)	16
Figure 3.8:	Status of client satisfaction on service environment	18
Figure 3.9:	Status of client satisfaction on privacy, respect and waiting time (in %)	18
Figure 3.10:	Status of client satisfaction on managing pain during the service (in %)	20
Figure 3.11:	The services to clients compared to expectations (in %)	21
Figure 3.12:	Intensity to recommend MSI for similar services (in %)	21
Figure 3.13:	Person who referred/recommended clients to visit MSI on visiting day	22
Figure 3.14:	Given contract number to contact in case client need any follow-up care or advice ...	26
Figure 3.15:	Clients' opinion on positive thought about access to contraceptives in community (in%)	24
Figure.3.16:	Client's opinion on misconception regarding access to contraceptives in community	25

List of Tables

Table 3.1:	Background characteristics of the MSB clients, by outreach delivery channels (in %)10	
Table 3.2:	Distribution of MSB clients by disability index (in %).....	11
Table 3.3:	Number of living children by outreach and PSS facilities (in %)	11
Table 3.4:	Distribution of clients by preference to have another child by number of living children (in %).....	12
Table 3.5:	The clients wanted to delay by length of time before the birth of a/another child (in %)	12
Table 3.6:	Distribution of the clients by source of FP methods they were using most recently (in	16
Table 3.7:	Distribution of the clients by counselling on FP method and related issues (in %)	17
Table 3.8:	Distribution of clients' waiting time by outreach and PSS (in %).....	19
Table 3.9:	Distribution of the clients by the adequacy of information received (in %).....	19
Table 3.10:	Distribution of client by the intensity of pain during the service (in %)	20
Table 3.11:	Main reason for choosing the facility for the services (in %).....	22

Annexure

Annex- 1	Data Tables	27
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Summary Findings

Introduction: The primary objective of the 'Client Exit Interview Survey' was to assess the profile of clients, their satisfaction with services, and the quality of care experienced by using the standard MSI exit interview questionnaire. The study was conducted across different geographic regions of the country. The MSB selected 214 service seekers of 30 outreach clinics and an equal number of service seekers of 30 PSS facilities thereby yielding a total of 428 service seekers. However, a total of 455 exit interviews (249 in outreach and 206 in PSS) were conducted from MSB selected sampled outreach and PSS facilities. The Human Development Research Centre (HDRC) was entrusted with conducting the survey and report writing.

Demographic profile: Almost all (99.6%) clients were female. The majority (77.2%) of them were above the age of 25 years; one-fourth of the sample were under the age of 25 years. Average age of the clients was 29.3 years. All the clients interviewed were married. By and large, over one-fifth (27.7%) completed primary education and more than two-fifth had secondary or higher education. Nonetheless, over 30 percent clients did not complete their primary education or had no education. Around one-fifth (25.5%) of the clients had to move from their region (district) of birth due to marriage but none were emigrants. Except minor difficulties, none of the clients reported having 'a lot of difficulty' to see, walk/climb stairs, remember etc.

Fertility Preference: Average number of children among the clients was 2.3. Nevertheless, 25.5 per cent of the clients desired to have a/another child. However, percentage of clients wanted another child abruptly decreased with number of living children, from 87.1 per cent of clients with one child to less than one per cent with three or more children. The majority of them preferred to wait 2 years or more from the date of the interview before the birth of another child. If they were allowed to choose, more than 34.7 per cent of them would have 3 or more children.

Service Utilisation: The clients' main (86.3%) reason for visiting the facility on the day of interview was to receive FP method and all of them went ahead with the method they had already chosen. Among the methods, majority of the clients received IUD in outreach clinic (57%) and Implant from PSS facility (64.6%). Nearly half (46.4%) of the clients who received the FP method knew about alternate providers but did not go there mainly due to their distant locations.

Family Planning adopter and switchers: Some 28.6 per cent of the clients never used any FP method to delay or avoid pregnancy. On the other hand, more than 95 per cent of the interviewees (97.6% in outreach and 92.7% in PSS) reportedly used FP method in the previous 3 months from the day of the interview. Method-wise, their using of contraceptives in the previous 3 months was dissimilar from the contraceptives received on the day of interview. Overall, 47.2 per cent of the clients who used short-term FP method switched to long-term method and around one per cent of users of permanent method in the last 3 months had increased to 7.2 percent on the day of interview.

Counselling: Over four-fifth (>80-90%) of the clients were counselled on the wider range and aspects of FP methods and other associated issues. Channel-wise, clients in outreach clinic were counselled more than those in PSS facilities.

Service Environment: Clients' satisfaction in the different service environment indicators was commonly above 90 per cent across the outreach and PSS sites. The highest proportion of clients expressed their satisfaction regarding the counselling services (96.9%) followed by the necessary support provided to them (96.7%). They expressed the least satisfaction about the feeling of being judged for the service they received (89.9%). Client satisfaction in the outreach was consistently higher than the PSS. Furthermore, 90.1 per cent of the clients expressed satisfaction regarding privacy, while 95.4 per cent expressed their satisfaction with being treated with respect.

Waiting Time: The average waiting time to receive the service was around 30 minutes. Some 68.8 per cent of the clients were provided service within 30 minutes of arrival. Some 74.1 per cent of the clients expressed satisfaction about the waiting time.

Information Provided by Service Provider: The majority of the clients (81.5%) considered the volume of information received as "about right".

Management of Physical Pain: Only 1.8 per cent experienced the worst possible intensity of the pain. Some 87.7 per cent reported that the service provider tried their best to control any pain caused during the service provision. As high as 95.1 per cent of clients expressed that the service providers explained the possibility of experiencing pain during the process, and a little higher percentage (93.6%) expressed that the provider examined their experience of pain through the procedure.

Service to clients compared to expectation: Some 81.3 per cent of the clients reported that the services they received exceeded their expectations.

Intensity of service recommendation: An 80.4 per cent of clients intended to return to MSI in the future for similar services and 72.7 per cent were likely to recommend MSI for similar services to friends or family.

Sources of information of MSI services: Some 69.7% of the clients reported having been referred by the provider/staff member to a public health facility and 25.3 per cent were referred by a friend or family member who used MSI services in the past. It was noticeable that the client referred by the provider/staff member to a public health facility in the outreach clinics (81.1) was consistently higher than the PSS (55.8%).

Communication Channel: Reportedly, some 47.3% of the clients had access to social media in the last two weeks, and 45.9% reported watching TV. But 14.7 per cent of the clients reported being influenced by TV adverts or programme. Despite wide spread use of mobile phones among both groups, 16.5 per cent of outreach clinic clients and only 14.8 per cent of PSS sites had access to smart phones. So, the extent of influence exerted by media access was not assessed as greater.

Moreover, 74.7% of the outreach clinics' clients and 41.3% of the PSS sites' clients reported having a contact number in case of follow-up care or advice. Only 8.8% in outreach and 10.2% in PSS mentioned contacting through phone or messaging at any point before their visit.

Motivational factors to receive MSI services: Over 55% and 49% of the clients of outreach clinics and PSS sites, respectively, informed proximity, low cost, and convenient location as the main reasons for selecting MSI clinics. Around two-thirds of clients in both groups also reported good reputation of the centre and recommendations by friends or family members as

influencing factors of their visits. Also, the average time of travel to collect services was 36 minutes for the outreach clinic users and 40 minutes for the users of PSS sites.

People's thought on contraceptive and clients' view: Above 80 per cent of the clients agreed with the positive thoughts of community people about contraceptive use, while more than 50 per cent agreed with the misconception that most people in the community thought negatively of women who used contraception before marriage.

COVID-19 and difficulties in accessing services: Data indicated that only 4.4 per cent of clients (20 clients) sought services within COVID-19 pandemic. Out of the 20 clients seeking services during COVID-19, six clients reached out to the MSI service points (outreaches and PSS) for services.