



# Assessment of waiting time, determinants and satisfaction in antenatal clinics attendees at Usmanu Danfodiyo University Teaching Hospital (UDUTH), Sokoto State, Nigeria

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Long waiting times in antenatal clinics are a significant barrier to the optimal utilization of maternal health services in Nigeria. This study aimed to assess waiting times, identify associated factors, and evaluate patient satisfaction among attendees at the antenatal clinic of Usmanu Danfodiyo University Teaching Hospital (UDUTH), Sokoto, Nigeria. A descriptive cross-sectional design was employed, utilizing interviewer-administered questionnaires and direct observation to collect data from 284 pregnant women, achieving a 100% response rate. The findings revealed that the majority of respondents (47.9%) were aged 26–35 years, predominantly Muslim (85.2%), and married (98.2%). The average total time spent at the clinic was between 4.51 and 5.5 hours for 33.1% of attendees. Attendees were satisfied with the friendliness of staff (mean =  $3.6 \pm 0.8$ ) and the clarity of information provided (mean =  $3.7 \pm 0.7$ ), they were dissatisfied with the waiting time (mean =  $2.9 \pm 0.9$ ), the cleanliness and comfort of the clinic environment (mean =  $2.1 \pm 1.2$ ), and the overall service (mean =  $2.4 \pm 1.5$ ). A statistically significant relationship was found between waiting time and patient satisfaction ( $\chi^2 = 30.263$ ,  $p < 0.001$ ). This study confirms that excessive waiting times at UDUTH's antenatal clinic, driven by operational inefficiencies and resource inadequacies—particularly in nursing staff and consumables—are a major source of patient dissatisfaction.

**Keywords:** Antenatal Clinic waiting time, maternal health services, patient satisfaction, operational inefficiencies, Usmanu Danfodiyo University Teaching Hospital (UDUTH).

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