

Abstract

The bachelor thesis focuses on the evaluation of the quality of care provided in a perinatology centre from the perspective of women after childbirth. The aim of this study is to find out how satisfaction with the care provided varies according to the culture of the woman. The thesis consists of theoretical and practical parts.

The theoretical part deals with the concept of perinatology centres, the quality and evaluation of the care provided, followed by the satisfaction of expectant mothers. Finally, the theoretical part includes a chapter on multicultural care, cultural minorities and multicultural communication.

In my practical part I have processed the results of standardized questionnaires of the perinatology centre of the Gynaecology and Obstetrics Clinic of the 1st Faculty of Medicine of the Charles University in Prague. The survey highlights the main indicators of satisfaction with the care provided and cross-cultural differences in the perception of the quality of care. Women of other nationalities were also included in the survey and were given questionnaires in their native language to highlight cross-cultural differences in satisfaction with the care provided.

Key words: satisfaction, expectant mother, childbirth, care, perinatomological centre, questionnaire, cultural differences