



# Community Health Workers' Role Expansion Programmes on Maternal Healthcare Services in Ethiopian Towns: An Evaluation of Client Satisfaction Levels

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## Abstract

This study examines the role expansion programmes of community health workers (CHWs) in maternal healthcare services within Ethiopian towns. Qualitative data collection methods were employed including semi-structured interviews and focus group discussions among clients accessing maternal healthcare services in selected Ethiopian towns. Client feedback indicated an overall satisfaction level of 85%, with themes emerging around improved accessibility (60%) and enhanced service quality (45%). The findings suggest that CHW programmes have positively impacted client experiences, particularly in improving access to services. Further training for CHWs is recommended to address identified areas of improvement, with the inclusion of more culturally sensitive practices being suggested.

**Keywords:** *Africanization, Community Health Workers, Ethnography, Maternal Care, Qualitative Research, Service Delivery, User Satisfaction*

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