

Parent's Satisfaction Regarding Nursing Care Services Among Parents of Children with Lower Respiratory Tract Infection in Paediatric Ward

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Abstract:

The concept of Parents satisfaction is rapidly changing to customer's delight which means the children is not only cured of his ailments during the hospital stay, Parents satisfaction determines the quality of services rendered in the hospital. The goal of any service organization is certain of satisfaction among the customers. A good communication between the parents and the provider of health care is vital factor for parents satisfaction. The role of manpower does play a very important role in parents satisfaction. Nursing care services includes both holistic and comprehensive care for the children.

Key Words: (Parent's Satisfaction, children, Nursing care service, Lower respiratory tract infection]

I. INTRODUCTION

The concept of Parents satisfaction is rapidly changing to customer's delight which means the children is not only cured of his ailments during the hospital stay, Parents satisfaction determines the quality of services rendered in the hospital [1]. The goal of any service organization is certain of satisfaction among the customers [2]. A good communication between the parents and the provider of health care is vital factor for parents satisfaction. The role of manpower does play a very important role in parents satisfaction[4]. The hospital is a complex

institute, every person directly or indirectly involved in rendering services for children. The modern treatment based on advance technology is not only costly but in full of complexities[5]. Hence, parent's satisfaction has special consideration in treatment and helps to choose between alternative methods of organizing on providing health care to masses[6]. Therefore it is needed to include parents satisfaction in the evaluation of service provided[7]. The definition of "Satisfaction" is meeting the expectations and experiencing the clinical procedures not for from the satisfaction[8]. Patient expectations and the satisfaction are true determinations for the care

provided^[9]. On exploring, it was found that this difference was primarily because of low expectations of parents from the Government hospitals^[10]. Nursing care services includes both holistic and comprehensive care for the children. This planned care has not been achieved by the children because of various pit fall^[11]. When the parents select a hospital themselves they tend to be more satisfied in comparison to those who rely on other advice to select the hospital. This dissatisfaction demands careful analysis of the root cause of the problem^[12].

OBJECTIVES OF THE STUDY:

1. To identify demographic variables.
2. To assess the level of parent's satisfaction on nursing care services among parents of children with lower Respiratory Tract Infection.
3. To associate the demographic variables with the level of parent's satisfaction on Nursing Care Services.

RESEARCH HYPOTHESIS

H1- There is a difference between demographic variable and level of Parent satisfaction on nursing care services.

H2- There is an association between demographic variables and level of Parents satisfaction on nursing care services.

II. METHODOLOGY

Research Approach: Descriptive design using Survey approach

Research Design: Descriptive design

Study setting: MGMCRI, Puducherry

Populations: Parents of Children

Sample Technique: Purposive Sampling Technique

Sample Size: 50 Samples

Data Collection:

Part a: Demographic Data

Part B: Parents Satisfaction on Nursing Care Services

Fig 1: Schematic representation of methodology

Data collection done with Part A: demographic variables and Part B: Parents satisfaction checklist,. Before data collection proper permission got from the hospital and informed concern from the samples. After data collection analysis made and result concluded.

III. ANALYSIS AND INTERPRETATION

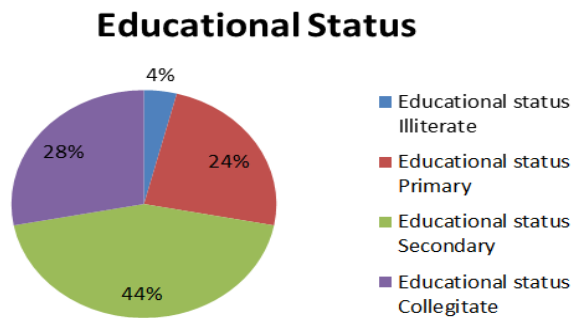


Fig 3: Percentage distribution of educational status

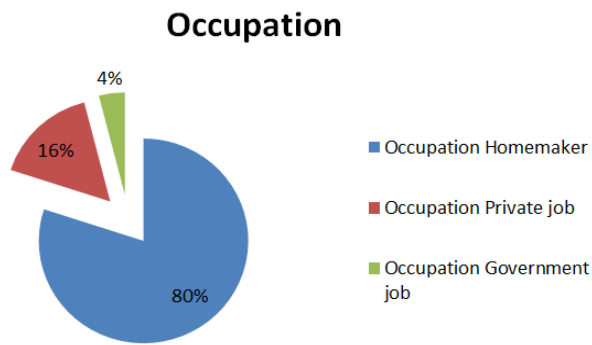


Fig4: % distribution of occupation of parent

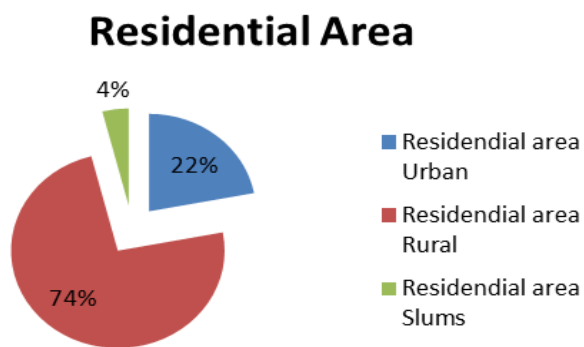


Fig 5: % distribution of residential area

Fig 2-5: Denote frequency and percentage distribution of demographic variables. With regard to among 50 sample number 17 (34%) of subjects belongs to the age group of 20-25 years and nearly 18 (36%) were between 26-30 years and 12 (24%) were between 31-35 years and 3 (6%) of them above 36 years. Regarding educational status 2 (4%) illiterate, primary 12 (24%), secondary 22 (44%), Collegiate 4 (28%). Regarding Occupation Homemaker 40 (80%) and private job 8 (16%) and Government job 2 (4%). Residential area 11 (22%) of them urban area and 37 (74%) of them rural area and 2 (4%) of them slum areas.

Table1: Frequency and Percentage distribution of level of parent's satisfaction of in-patients on Nursing care Services.

Level of Satisfaction	Frequency (n)	Percentage (%)	Mean	Median	Std. Deviation
Strongly agree	46	92%			
Agree	4	8%	110.82	112	10.303
Total	50	100%			

Table 1:-Shows the analysis of various aspects of parent's satisfaction. It showed that 92% of them adequate satisfaction 4% of them moderately satisfied. Regarding overall satisfaction about 92% of them were well satisfied with the nursing care services 4% of them was moderately satisfied. None of them fell under the category of not satisfied.

Table 2: Association of selected demographic variables with the level of parent satisfaction among in-patients regarding nursing care services.

N=50

S. No	Demographic variables		No. Of Parents	score			KW/MW test	p-value
				Mean	Median	Standard Deviation		
1.	Age in years	a)20-25	17	111	112	10.2	1.2470	0.7418
		b)26-30	18	110.39	113	13.08		
		c)31-35	12	112.08	111.5	6.65		
		d)36 and above	3	107.33	110	6.43		
2.	Highest educational status of the mother	a)Illiterate	2	103	103	1.41	0.0939	0.9415
		b)Primary	12	112.5	112.5	8.06		
		c)Secondary	22	114.73	115.5	7.72		
		d)Collegiate	14	104.36	106	12.88		
3.	Occupation	a)Homemaker	40	111.08	111.5	10.22	0.1206	0.9415
		b)Private job	8	109.88	113	11.97		
		c)Government job	2	109.5	109.5	10.61		

4.	Residential area	a)Urban	11	111.73	112	11.46	1.1527	0.5619
		b)Rural	37	110.78	112	10.31		
		c)Slums	2	106.5	106.5	3.54		
5.	Type of family	a)Nuclear	31	110.52	112	8.69	0.5675	0.753
		b)Joint	16	112.44	115	9.97		
		c)Single parent	3	105.33	117	25.58		
6.	Monthly income	a)Less than Rs3,000	20	109.45	111.5	12.31	0.6774	0.8785
		b)Rs3,000-5,000	16	110.69	110.5	10.06		
		c)Rs5,000-1,0000	11	113.55	113	7.5		
		d)More than Rs1,0000	3	110.67	113	7.77		
7.	Religion	a)Hindu	42	110.6	112	10.9	0.0744	0.9635
		b)Christian	2	113	113	1.41		
		c)Muslim	6	111.67	110.5	7.92		
8.	Number of children	a)One children	14	106.29	108.5	13.44	3.55	0.3143
		b)Two children	27	111.67	112	8.61		
		c)Three children	8	115.62	116	7.84		
		d)More than three children	1	113	113	.		
9.	Developmental stage of the child	a)Infant	12	109.83	112	14.14	3.439	0.3288
		b)Toddler	11	107.27	106	8.37		
		c)Preschooler	18	113.39	113.5	7.32		
		d)Schooler	9	111.33	112	11.83		
10.	Gender of the child	a)Female	30	110.07	111	11.32	0.2869	0.5922
		b)Male	20	111.95	113.5	8.72		
11.	Diet Pattern	a)Vegetarian	9	110.44	106	7.91	0.2559	0.6129
		b)Non vegetarian	41	110.9	112	10.84		

Table 2: Shows the association of selected demographic variables with the level of satisfaction of Parents. Variables such as Age, Educational status shows significance at the level of $P < 0.7418$ and other sex and income shows significance at the level of $p < 0.5922$. The demographic variables such as age, educational status, occupation, residential area,

type of family, monthly income, religion, number of children, developmental stage of the child, gender of the child, diet pattern.

IV. DISCUSSION

The main aim of the present study was to assess the parent's satisfactions regarding nursing care services among parents of children with lower respiratory tract infection in pediatric ward at selected hospital, Puducherry. Descriptive design using survey approach was adopted for the study. The population of the study was parents of children with lower respiratory tract infection in pediatric ward at selected, hospital, Puducherry. 50 samples were selected by Purposive sampling technique. The parents satisfactions regarding nursing care services among parents of children with lower respiratory tract infection is surveyed by using 5 Point scale. The response was analyzed through both descriptive statistics (Mean, median, standard deviation) and inferential statistics (chi-square). Discussion on the findings was presented based on the objectives of the study.

The first objective was to identify the demographic variables among parents of children with lower respiratory tract infection in Pediatric ward. Satisfaction was assessed from the parents using demographic variables questionnaire, it consists of 25 questions. In this study 50 samples with regards to age 36 of subjects belongs to the age group of above 29% years and nearly 34% were between

20-30 years. Among 50 children 60% of them females and 40% were males. Regarding educational status 4% were illiterate and only 28% underwent illiterate and only 28% underwent collegiate or degree. About 40% group of below 3,000. Regarding religion 84% belongs to Hindu religion 4% belongs to Christian 12% belongs to Muslim religion. Regarding developmental stage of the child 18% of them schooler and 36% of the preschooler^[13].

The second objective was to find the level of patient satisfaction on nursing care services among in-patients. Regarding overall parent satisfaction, about 92% of them adequate satisfaction with the nursing care services and 6% of them moderately satisfied. None of them fell under the category of not satisfied. It is also been supported by a study conducted at Magdeburg, Germany which revealed that only 3.6% of Parent's were dissatisfied. In that the parent participation in their care has a special place with regards to parent satisfaction. Satisfaction about the attitude of service provides is important as services are expected to affect the treatment outcome and prognosis. So patient satisfaction survey is useful in gaining and understanding of users need and their perception of service received^[14].

The third objective was to associate the selected demographic variables with the level of parent satisfaction on nursing care services. Among the

demographic variables age and educational status shows significant at the level of $p < 0.7418$ and other sex and income shows significant at the level of $p < 0.5922$

V. RESULT

The following are major findings of the study.

An analysis of demographic data showed that 36% of subjects belong to the age group of above 29 years and nearly 34% were between 20-30 years. Among 50 children 60% of the females and 40% of them were male. Regarding to educational status 4% were in the income group of below 3,000.

Regarding overall parent satisfaction, about 92% of them were adequately satisfied with the nursing care services and 8% of them were moderately satisfied. None of them fell under the category of not satisfied.

VI. CONCLUSION

The study concluded that 92% of parents were adequately satisfied and 8% were moderately satisfied this shows that quality of nursing care are highly satisfactory by professional rendering of services. Need to review the standard of customer satisfaction policies to get the cent percentage result on satisfactory care role.

VII. SCOPE

1. Similar study can be carried out with large samples to frame standards in the hospital.
2. A comparative study can be done in parent satisfaction of private and government hospital.

3. An exploratory study can be carried out to identify the factors influencing parents satisfaction.
4. Similar study which includes all the aspects of health care services rendered in the hospital can be carried out.
5. A study can be done on quality of Nursing care services in a view to frame policies in the organization.

VIII. ACKNOWLEDGMENT

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