

An exploratory study on factors affecting the parental satisfaction regarding care of children admitted in pediatric department at Sree Balaji medical college and hospital, chromptet, Chennai.

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Abstract

Parents' perception of health care delivery that includes both experiences and satisfaction is an important component in health care evaluations, interventions and assessment of service quality. An objective of this study is to identify the factors affecting parental satisfaction regarding care of children. To find the association of factors affecting the parental satisfaction regarding care of children with selected socio demographic variables. Research approach is quantitative research, Research design exploratory study and convenient sampling technique is adopted in this study. Result of this study reveals that communication/information had highest mean percentage (68.33%) followed by admission criteria (66.77%), then patient care (62.22%) and at last hospital environment (59.66%). Overall satisfaction level among parents of children satisfied level (%69(69.0%), more satisfied level 31(31.0%).

Keywords: Factors affecting, Quantitative research, Design, Demographic, Exploratory.

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Introduction

Satisfaction only occurs when services meet or exceed the customer's expectations or perceptions. For continued quality improvement, it is therefore imperative that health care providers know the customers' perceptions and expectations. The Parental satisfaction is a interaction or combination of experiences, expectations and needs perceived by them, an important component in health care evaluations, interventions and assessment of service quality. Satisfaction with health services leads to better treatment adherence which improves health outcomes.

Objectives

To identify the factors affecting parental satisfaction regarding care of children. To find the association of factors affecting the parental satisfaction regarding care of children with selected socio demographic variables (Figure 1).

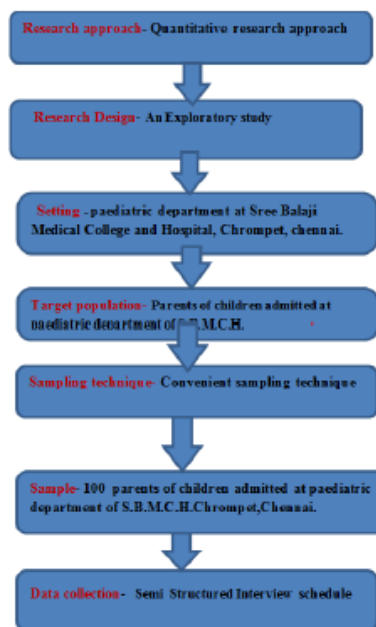


Figure 1. Research Methodology.

Result and Analysis

Overall level of satisfaction	Score
Unsatisfied	Below 24
Satisfied	25-48
More satisfied	Above 49

Table 1. Criterion measure. Minimum score-24; Maximum score-72.

Satisfied level f(%)	More satisfied level f(%)
69(69.0%)	31(31.0%)

Table 2. Overall satisfaction level among parents of children.

Domains	Satisfied level f(%)	More satisfied level f(%)
Admission criteria	67(67.0%)	33(33.0%)
Hospital environment	86(86.0%)	14(14.0%)
Patient care	77(77.0%)	23(23.0%)
Communication and information	53(53.0%)	47(47.0%)

Table 3. Domain wise satisfaction level among parents of children.

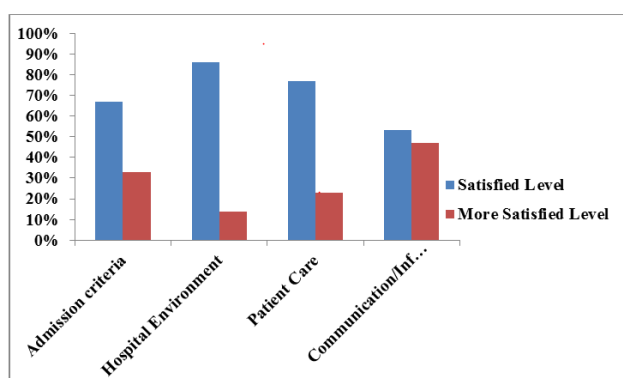


Figure 2 Shows that parents from admission criteria were satisfied 67% and 33% were more satisfied and from hospital environment 86% were satisfied and 14% more satisfied , patient care 77% parents were satisfied and 23%were more satisfied, in communication/information 53% were satisfied and 47% were more satisfied.

Association of total level of satisfaction among parents with selected demographic variables

Figure 2. Domain wise satisfaction level among parents of children.

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Socio demographic variables	Satisfied (f)	more satisfied (f)	Df x2 p-value-
Gender of parent			
Mother	51	15	1 6.211
Father	18	16	0.013
Educational status of father			
Informal education	33	9	3 9.508
			0.023
Primary education	14	5	
Secondary/ higher secondary education	13	15	
Graduation and above	9	2	
Educational status of mother			
Informal education	31	4	3 12.092
Primary education	18	8	0.007
Secondary/ higher secondary education	15	15	
Graduation and above	5	4	
Occupational status of mother			
Govt. job			3 8
Private job	4	2	10.843 0.013
Labourer	2	0	
Housewife.	60	21	

Table 4. Significant association tables (p<0.05-significant,p>0.05-NS).

Significant association of domains with the selected demographic variables

Socio demographic variables	Satisfied (f)	more satisfied (f)	df
Occupational status of father.			
a. Govt. job	4	7	3
			8.64
b. Private job	6	0	0.034
c. Labourer	2	0	
d. Farmer	55	26	
Occupational status of mother			
a. Govt. job	7	5	3
			2.937
b. Private job	13	10	0.041
c. Labourer	11	6	
d. housewife	26	8	

Table 5. Association of admission criteria with selected demographic variables ($p < 0.05$ -significant, $p > 0.05$ -NS).

Socio demographic variables	Satisfied (f)	more satisfied (f)	df
Informant			
a. Mother	51	15	1
			6.211
b. Father	18	16	0.013
Educational status of father			
a. Informal education	31	4	3
			12.09
b. Primary education	18	8	0.007
c. Secondary/ higher secondary education	15	15	
d. Graduation and above	5	4	
Occupational status of father.			
a. Govt job	9	3	3
			9.648
b. Private job	17	6	0.002
c. Labourer	26	5	
d. Farmer	34	0	

Table 6. Association of hospital environment with selected demographic variables ($p < 0.05$ -significant, $p > 0.05$ -NS).

Association of patient care with selected demographic variables ($p < 0.05$ -significant, $p > 0.05$ -ns).

Socio demographic variables	Satisfied (f)	more satisfied (f)	df x2 p-value
Occupational status of mother.			
a. Govt job	5	6	3
b. Private job	4	2	8.059
c. Labourer	2	0	0.045
d. Farmer	66	15	
Family monthly income in (Rs).			
a. <5000	31	4	3
b. 5000-10000	20	1	14.846
c. 10001-15000	19	12	0.002
d. > 15000	7	6	

Table 7. Significant association of communication/information with selected demographic variables (p<0.05-significant, p>0.05-NS).

Sociodemographic variables	Satisfied (f)	more satisfied (f)	df x2 p-value
Parent's Age (in years)			
a. 20-30	22	30	2
			6.525
b. 31-40	20	14	0.038
c. 41-50	11	3	
Occupational status of mother.			
a. Govt. job	2	9	3
b. Private job	3	3	8.708
			0.033
c. Labourer	2	0	
d. Housewife	49	32	

Table 7. Significant association of communication/information with selected demographic variables (p<0.05-significant,p>0.05-NS).

Conclusion

As it is found in present study communication/information had highest mean percentage (68.33%) followed by admission criteria (66.77%) ,then patient care (62.22%) and at last hospital environment (59.66%) , %) Overall satisfaction level among parents of children satisfied level (69(69.0%), more satisfied level 31(31.0%) . The specific actions should be taken like child's sleep should not be interrupted, noise free environment and create the familiar and secure environment.

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