"A Comparative study on Satisfaction level towards Psychiatric hospital Services among caretakers who is accompanying the patient in various departments of the in Institute of Mental Health and Hospital Agra 2014".

Renu Kumari[1]

1. *Master of science in nursing(mental health (psychiatric) nursing)(2012-2014); Ved Nursing College Prem Iinstitute of Medical Sciences, Baroli, ;Panipat*

Abstract:- *A comparative study on satisfaction level towards psychiatric hospital services among caretakers who is accompanying the patient in various departments of the institute of mental health and hospital Agra 2014. The objectives of study are to assess the Level of satisfaction among caretakers in selected Hospital and to find the association between the Levels of satisfaction with their selected socio-demographic variables. Modified donabadian model used as conceptual frame work. The conceptual framework provides a comprehensive, systematic and continuous ongoing framework for programme evaluation. The research approach adopted for the study was descriptive research design. The convenience sampling was used to select the sample. The sample comprised of 120 caretakers. The tool used for data collection was. Self structured caretaker's satisfaction scale. Reliability of tool was 0.82. The data was collected in January, 2014. The data obtained were analysed using both descriptive and inferential statistics. The finding revealed that more outpatient caretakers are 25 (42%) very satisfied as compared to in patient caretakers 19 (22%) where as more inpatient caretakers 33 (55%) are satisfied as compared to outpatient caretakers 28 (47%). There is no significant relationship between selected socio-demographic variable and level of satisfaction score Inpatient and outpatient caretaker expect the area of residency in Inpatient caretaker.*

I. Introduction

Patient satisfaction is a major indicator of quality care. Thus quality of work can be assessed by mapping out patient satisfaction with nursing care.[1]Caring for a family member with mental illness can be burdensome. Caregivers may experience financial burdens, difficulty handing disruptive behaviour and fluctuating emotions that cannot be controlled, a lack of time for personal enjoyment and social engagement, difficulty handling the lack of motivation found in the mentally ill family member, and financial difficulties Although it is commonly acknowledged that care giving burdens can lead to caregivers with a relative suffering from mental illness experiencing poor quality of life, few studies have explored this relationship empirically. The few studies that have done so found that family burdens were inversely related to QOL (quality of life) of caregivers with children suffering from mental health problems, Mood disorders and schizophrenia.[2]

The assessment of patient satisfaction with medical services has been a rapidly developing area of research for almost 20 years. However, the assessment of patient's satisfaction with psychiatric clinics has only recently started to come into focus. Several specific measures have been developed for evaluating patient's satisfaction in a variety of psychiatric settings, including inpatient and outpatient clinics.3

II. Material And Methods

RESEARCH APPROACH:-In view of the nature of the problem and to accomplish objectives of the present study a non experimental research approach was considered to be the most appropriate.
RESEARCH DESIGN:-To accomplish the objectives of the present study, comparative research design was used the above design was considered best for analyses and interpretation
REARCH SETTING:-The research setting selected for the present study was Institute of Mental Health and Hospital Agra (U.P)
POPULATION:-The population of the present study,
❖   **Target population:** caretakers of inpatient, and outpatient.
❖   **Accessible population:** caretaker's of inpatient and outpatient attending Institute of Mental Health and Hospital Agra 2014.

SAMPLE SIZE & SAMPLING TECHNIQUE:-Sample size of present study comprises 120 caretakers from Institute of Mental Health and Hospital Agra 2014.
❖ Convenient sampling technique was used in the study to select the sample.
INCLUSION CRITERIA-
❖ Caretaker who are coming or staying with patient in the hospital
❖ Patient Caretaker who are cooperative and willing to participate in the study.
❖ Patient caretaker who can understand and read Hindi or English.
EXCLUSION CRITERIA-
❖ Caretakers who are not family members.
❖ Caretakers age less then 20 and more then 60.
VARIABLES:- In the present study, there are two variables:
• **RESEARCH VARIABLE: -**Level of satisfaction of caretakers**.**
• **Socio-Demographic variable:** age, gender, marital status, Educational status Occupational status, religion, area of residency, Family economic status.

III. Result
The data was collected through Self Structured caretaker's satisfaction scale in master data sheet. Data was analysed by using descriptive statistics and inferential statistics.

Objectives:-
• To assess the level of satisfaction with psychiatric hospital services among inpatient and outpatient caretakers of psychiatric patients.
• To compare the level of satisfaction with psychiatric hospital services among inpatient and outpatient caretakers of psychiatric patients.
• To determine the association between the level of satisfaction with psychiatric hospital services among Inpatient and Outpatient caretakers with their selected socio demographic variable.

The data was organised according to the objectives and presented under the following Section:-
Section 1: Socio-demographic variable
Section 2: Analysis related to objectives.

Section 1: Soci- demographic variables
Table 1: Frequency and percentage distribution of teachers according to socio demographic variables.

Table 1 Frequency and percentage distribution of caretakers according to socio-demographic variables.
N=120(60 Inpatient and 60 outpatient)

Sample characteristic		IN Patients(f)	IN Patients(%)	OUT Patients(f)	OUT Patients(%)
Age	20yrs-30yrs	7	12	7	12
	31yrs-40yrs	16	27	16	27
	41yrs-50yrs	21	35	21	35
	51yrs-60yrs	16	27	16	27
Gender	Male	30	50	23	38
	Female	30	50	37	62
Marital Status	Single	4	7	9	15
	Married	56	93	49	82
	Divorced/Separated	0	0	0	0
	Windowed	0	0	2	3
Educational Status:-	Literate	23	38	8	13
	Primary school	23	38	9	15
	Secondary school	14	23	16	27
	Higher Secondary School	0	0	27	45
	Other(please specific)	0	0	0	0
Occupational Status:-	Employed	11	18	6	10
	Self-employed	30	50	25	42
	Unemployed	19	32	29	48
Religion	Hindu	29	48	11	18
	Muslim	10	17	16	27
	Other	21	35	33	55
Area of residency	Urban	38	63	16	27
	Rural	22	37	44	73
Family Status	Low Economic status	8	13	2	3
	Middle Economic status	46	77	37	62
	High Economic status	6	10	21	35

Satisfaction Scores	Neutral	8	13	7	12
	Satisfied	33	55	28	47
	Very satisfied	19	32	25	42

Table 1 show the frequency and percentage distribution of inpatient and outpatient cartaker according to the selected socio-demographic variables.

The above **table 1** depicts that the majority and minority of the inpatient caretaker according to age is 41 yrs-50yrs 21(35%) and 20yrs -30yrs 7(12%), according to marital status is married 56(93%) and single 4(7%) , according to education status is both literate and primary school 23(38%) and secondary school 14(23%) , according to occupational 29(48%) and Muslim 10(17%), according to area of residency is urban 38(63%)and rural 22(37%), according to family economic status is middle economic-status is 46(77%)and high economic status 6(10%) respectively.

According to gender equal number of male and female were there 30(50%),and ,**Table 1** shows that the majority and minority of the outpatient caretaker according to age is 41yrs-50yrs 21(35%) and 20yrs-30yrs 7(12%), according to Gender is female 37(62%) and male 23(38%), according to marital status is married 49(82%) and widowed 2(3%), according to educational status is higher secondary 27(45%) and literate 8(13%), according to occupational status is unemployed 29(48%) employed 6(10%), according to religion is others 33(55%) and hindu 11(18%), According to area of residency is rural 44(73%) and urban16(27%), according to family economic status is middle economic-status is 37(62%)and low economic status 2(3%) respectively.

SECTION II
Analysis related to objectives
1.   Objective1:- To assess the level of satisfaction with psychiatric hospital services among inpatient and outpatient caretakers of psychiatric patients.
2.

Table-2: Level of satisfaction of inpatient caretaker satisfaction score

N=60		
Satisfaction Scores	**Frequency**	**Percentage (%)**
Very satisfied (vs.) 101-125	19	42
Satisfied(s) 76-100	33	47
Neutral (N) 51-75	8	12
Dissatisfied (DS) 26-50	0	0
Very Dissatisfied ≤25	0	0

Table-2 show that level of satisfaction according to the satisfaction score majority of the in-patient caretakers were satisfied 33(47%), followed by very satisfied 19(42%) and minority were.

Table-3: Level of satisfaction of outpatient caretaker

N=60		
Satisfaction Scores	**Frequency**	**Percentage (%)**
Very satisfied (vs.) 101-125	25	32
Satisfied(s) 76-100	28	55
Neutral (N) 51-75	7	13
Dissatisfied (DS) 26-50	0	0
Very Dissatisfied ≤25	0	0

Table-3 shows that level of satisfaction of out –patient caretakers according to the satisfaction score. Majority of the out-patient caretakers were satisfied 28(55%), followed by very satisfied 25(32%) and minority were neutral group 7(13%).
No one is there with a score of dissatisfied and very dissatisfied.

Objective:-3 to compare the level of satisfaction with psychiatric hospital services among inpatient and outpatient caretakers of psychiatric patients.

Table-4 Descriptive statistics:-

Unpaired T Test	Comparison	
	Satisfaction Scores (IN)	Satisfaction Scores (OUT)
Mean Score	95.30	94.45
Mediam Score	97.5	99.5
S.D.	12.645	12.554
Range of Possible Score	100	100
Range of Obtained Score	55	52
Number	60	60
Max Possible	125	125
Minimum Obtained	123	121

Minimum Possible	25	25
Minimum Obtained	68	69
Mean Percentage	76.24	75.56
Minimum Possible Gain percentage	23.76	24.44
Unpaired T Test	0.369	
P value	0.7124	
Table Value at 0.05	1.98	
Result	Non Significant	

Table-4 depicts that the inpatient and outpatient caretakers, according mean score is 95.30 and 94.45 respectively , median score is 97.5 and 99.5 respectively ,S.D is 12.645 and 12.554 respectively , range of possible score is 100 and 100 respectively , range of obtained score 55 and 52 respectively, number is 60 and 60 respectively maximum possible score is 125 and 125 respectively, maximum obtained score 123 and 121 respectively, minimum possible score is 25 and 25 respectively, minimum obtained score is 68 and 69 respectively, mean percentage is 76.24 and 75.56 respectively, maximum possible gain percentage is 23.76 and 24.44 respectively.
Hence the calculated value 0.369 is less than the table value 1.98. The result is Non significant.

Table-5: Test of significance

Unpaired T Test	Comparison	
	Satisfaction Scores (IN)	Satisfaction Scores (OUT)
Mean	43.58	43.63
S.D.	9.024	9.808
Number	60	60
Maximum	59	60
Minimum	26	21
Mean Difference	0.050	
Unpaired T Test	0.029	
P value	0.9769	
Table Value at 0.05	1.98	
Result	Non Significant	

Table 5 Depicts that the inpatient and out patient caretakers, mean is 43.58 and 43.63 respectively, S.D. is 9.024 and 9.808 respectively, number is 60 and 60 respectively, maximum is 59 and 60 respectively, minimum is 26 and 21 respectively.Mean difference is 0.050. Hence calculated value 0.024 is less then table value 1.98. The result is Non Significant

Table - 6

Frequency N=60				
Satisfaction Scores	**IN Patients**	**IN Patients%**	**OUT Patients**	**OUT Patients%**
Very satisfied (vs.) 101-125	19	32	25	42
Satisfied(s) 76-100	33	55	28	47
Neutral (N) 51-75	8	13	7	12
Dissatisfied (DS) 26-50	0	0	0	0
Very Dissatisfied ≤25	0	0	0	0

Table – 6 depicts the comparison of level satisfied between inpatient and outpatient caretaker.
According to satisfaction score more outpatient caretakers 25(42%) are very satisfied as compared to inpatients 19(32%).
According to satisfaction score more inpatient caretakers 33(55%) are very satisfied as compared to outpatients 28(47%).
According to satisfaction score more outpatient caretakers 8(13%) are Neutral as compared to outpatients 7(12%).
It is interesting to reveal that no one finding the dissatisfied and very dissatisfied group according to satisfaction score.
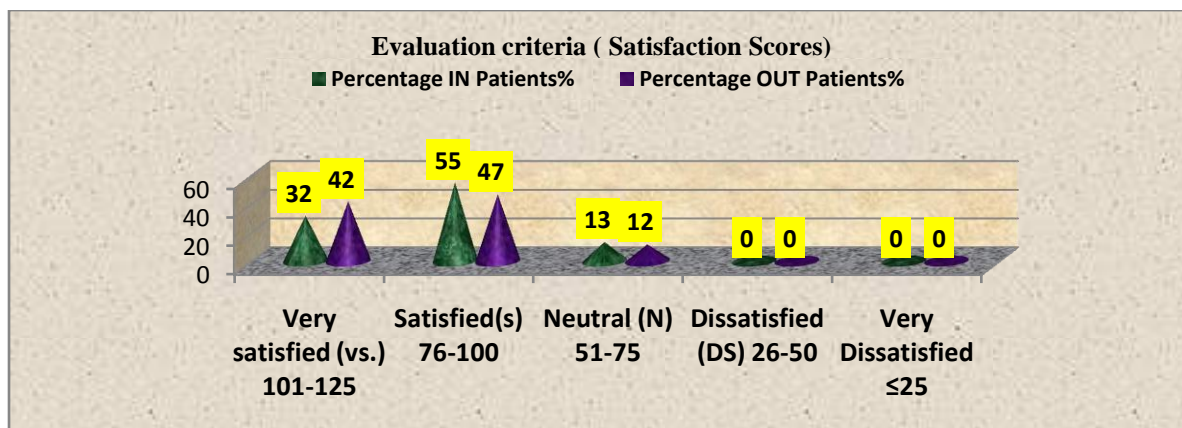
Objective 4:-To determine the association between the level of satisfaction with psychiatric hospital services among inpatient and outpatient caretakers with their selected socio demographic variable.

Table-7(a) Association between the level of satisfaction with psychiatric hospital services among Inpatient and Outpatient caretakers with their selected socio.

Demographic Data		Levels(n=60)			Levels(n=100)			Association IN Patients				
		Neutral	Satisfied	Very satisfied	Neutral	Satisfied	Very satisfied	Chi Test	P Value	df	Table Value	Result
Age	20yrs-30yrs	1	4	2	2	7	3	3.258	0.776	6	12.592	Not Significant
	31yrs-40yrs	4	8	4	7	13	7					
	41yrs-50yrs	2	11	8	3	18	13					
	51yrs-60yrs	1	10	5	2	17	8					
Gender	Male	5	16	9	8	27	15	0.583	0.747	2	5.991	Not Significant
	Female	3	17	10	5	28	17					
Marital Status	Single	0	2	2	0	3	3	1.046	0.593	2	5.991	Not Significant
	Married	8	31	17	13	52	28					
	Divorced/Separated	0	0	0	0	0	0					
	Windowed	0	0	0	0	0	0					
Educational Status:-	Literate	4	11	8	7	18	13	1.428	0.839	4	9.488	Not Significant
	Primary school	3	14	6	5	23	10					
	Secondary school	1	8	5	2	13	8					
	Higher Secondary School	0	0	0	0	0	0					
	Other(please specific)	0	0	0	0	0	0					
Occupational Status:-	Employed	0	8	3	0	13	5	5.911	0.206	4	9.488	Not Significant
	Self-employed	5	18	7	8	30	12					
	Unemployed	3	7	9	5	12	15					
Religion	Hindu	4	17	8	7	28	13	5.721	0.221	4	9.488	Not Significant
	Muslim	1	8	1	2	13	2					
	Other	3	8	10	5	13	17					
Area of residency	Urban	3	19	16	5	32	27	6.336	0.042	2	5.991	Significant
	Rural	5	14	3	8	23	5					
Family Status	Low Economic status	1	2	5	2	3	8	5.358	0.253	4	9.488	Not Significant
	Middle Economic status	7	27	12	12	45	20					
	High Economic status	0	4	2	0	7	3					

Table 7 (a) depicts the calculated value and table value, according to age 3.258 and 12.592, according to gender 0.583 and 5.991 according to marital status 1.046 and 5.991, according to educational status 1.428 and 9.488 according to occupational status 8.992 and 12.592, according to religion 5.721 and 9.486, according to family economic status 5.358 and 9.488 respectively . In the above mentioned variables, the calculated value is less then the table value shows there is no significant relationship at (P <0.05).

Where as : According to Area of Residency the calculated value 6.336 is greater than the table value 5.991, which reveals the there is significant relationship between the area of residency and level of satisfaction score is in patient caretaker.

Table -7 (b): Association between the levels of satisfaction score with there selected socio demographic variable. Among outpatient caretakers:-

Demographic Data		Levels(n=60)			Association OUT Patients				
		Neutral	Satisfied	Very satisfied	Chi Test	P Value	df	Table Value	Result
Age	20yrs-30yrs	0	4	3	3.141	0.791	6	12.592	Not Significant
	31yrs-40yrs	1	9	6					
	41yrs-50yrs	4	8	9					
	51yrs-60yrs	2	7	7					
Gender	Male	3	10	5	5.931	0.655	8	15.507	Not Significant
	Female	2	13	16					
	3	1	2	2					
	4	0	0	1					
	5	1	3	1					
Marital Status	Single	2	4	3	3.971	0.410	4	9.488	Not Significant
	Married	5	24	20					
	Divorced/Separated	0	0	0					
	Windowed	0	0	2					
Educational Status:-	Literate	1	4	3	2.144	0.906	6	12.592	Not Significant
	Primary school	2	3	4					
	Secondary school	1	9	6					
	Higher Secondary School	3	12	12					
	Other(please specific)	0	0	0					
Occupational Status:-	Employed	1	0	1	4.651	0.325	4	9.488	Not Significant
	Self-employed	0	0	0					
	Unemployed	4	13	8					
	4	4	15	16					
Religion	Hindu	1	5	5	2.812	0.832	6	12.592	Not Significant
	Muslim	3	8	5					
	Other	3	15	15					
	4	0	2	2					
Area of residency	Urban	1	6	1	10.542	0.229	8	15.507	Not Significant
	Rural	1	9	9					
	3	3	5	11					
	4	1	0	1					
	5	1	1	3					
Family Status	Low Economic status	0	1	1	3.660	0.454	4	9.488	Not Significant
	Middle Economic status	5	20	12					
	High Economic status	2	7	12					

Table -7 (b) shows that the calculated value and table value, according to age 3.141 and 12.592, according to gender 5.931 and 15.507, according to marital status 3.931 and 9.488, according to educational status 2.149 and 12.592 , according to occupational status 4.651 and 9.488, according to religion 2.812 and 12.592, According to Area of residency 10.542 and 15.507, according to family economic status 3.660 and 9.488 respectively. Thus all the above mentional variables, calculated value is less then table value, so there is no significant relationship between the selected socio demographic variable and satisfaction score of outpatient . (P<0.05)

Major findings of the study:-
Majority of the inpatient and out patient care taker:-
- According to were 41 yr -50 years and 21(35%) respectively.
- According to gender equal male and females 30 (50%) and females 37 (62%) respectively.
- According to martial status were married 49 (82%) and 56 (93%) respectively.

* According to educational status were both literate & primary school 23 (38%) & secondary school 16(23%) respectively.
* According to occupational status were self employed 30(50%) & unemployed 29(49%) respectively.
* According to religion was Hindu 29(48%) other 33(55%) respectively.
* According to area of residency urban 38 (63%) & rural 44(73%) respectively.
* According to family economic status was middle economic status 46(77%) & middle economic status 37 (62%) respectively.
* According to satisfaction score more outpatient caretakers 25(42%) are very satisfied as compared to inpatients 19(22%) respectively.
* According to satisfaction score more inpatient caretakers 33(55%) are satisfied as compared to outpatients 28(47%) respectively.
* According to satisfaction score more inpatient caretakers 8(13%) are Neutral as Compared to outpatients 7(12%) respectively.
  It is interesting to reveal that no one finding the dissatisfied and very dissatisfied group according to satisfaction score respectively.
* There is no significant relationship between selected socio-demographic variable and level of satisfaction score inpatient and outpatient caretaker expect the area of residency in inpatient caretaker.

IV. Discussion

The findings of the study were discussed in terms of objectives of the study and assumptions. The data was collected from 120 caretakers in selected hospital Agra (u.p). The findings of the present study compared with other studies.

In the present study According to satisfaction score more outpatient caretakers 25(42%) are very satisfied as compared to inpatients 19(22%). According to satisfaction score more inpatient caretakers 33(55%) are satisfied as compared to outpatients 28(47%). According to satisfaction score more inpatient caretakers 8(13%) are Neutral as compared to outpatients 7(12%). It is interesting to reveal that no one finding the dissatisfied and very dissatisfied group according to satisfaction score and the result is significant with area of residency of caretakers. The findings of the present study were supported by study of Daniel Fu Keung Wong who conducted a study to assess the quality of life of our caregivers which was measured by The World Health Organization Quality of Life Scale – BRIEF Version, which has been used to measure the quality of life of other Chinese populations in Taiwan and mainland China. With the availability of data in the other studies, one sample tests were performed to examine the differences in QOL scores between Chinese caregivers in the three places. The results indicate that that the caregivers in our sample had significantly poorer QOL than the general public in Hong Kong, mainland China, and Taiwan , and that their QOL was significantly.

The findings of the present study were supported by study of Muhammad A Z, Jude U, Adel A Using the responses of 130 Kuwaitis in stable condition with schizophrenia, we assessed the pattern of satisfaction with the national psychiatric service, in comparison with the international data, and examined the factors associated with satisfaction in the seven domains of the VSSS. Although the participants generally expressed satisfaction with the service, their responses indicated that the system was rather weak in the areas of information provided to users and the range of available interventions. However, the system was judged to have strengths in the behaviour of professionals, the effectiveness of treatment and in the way that family caregivers were assisted.

V. Conclusion

The finding of the study revealed that according to satisfaction score more outpatient caretakers 25(42%) are very satisfied as compared to inpatients 19(32%), more inpatient caretakers 33(55%) are satisfied as compared to outpatients 28(47%), more inpatient caretakers 8(13%) are Neutral as compared to outpatients 7(12%). It is interesting to reveal that no one finding the dissatisfied and very dissatisfied group according to satisfaction score and the result is significant with area of residency of caretakers.

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