

Maternal Attitude and Satisfaction towards Involvement of Nursing Students in their Care

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Abstract: *Background:* Mothers' satisfaction about nursing care during pregnancy, labor and puerperium is a quality indicator. Nursing students are a part of nursing staff whose responsibilities are to care of mothers and achieve their expectations. *Objectives:* To evaluate maternal attitude and satisfaction towards involvement of nursing students in their care. *Methods:* A hospital based cross-sectional study was conducted throughout the period from February to April 2018, at Mohayil General Hospital, Saudi Arabia. 100 mothers who purposively selected were the study sample. Three tools of data collection were used: Interviewing questionnaire, Likert Attitude Scale with high reliability (Cronbach's alpha coefficient $r = 0.964$) and Patient satisfaction scale (Risser, 1975), its reliability (Cronbach's alpha coefficient $r = 0.910$) *Results:* Mothers' mean age was 31.7. The majority of mothers (61%) were fairly satisfied towards care provided by nursing students with low mean score of total satisfaction scale (2.60+0.65) and more than half of mothers (63%) had negative attitude towards involvement of nursing students in their care. The results represented a highly positive significant correlation between the mean score of mothers' attitude and satisfaction. *Conclusion:* The study findings reflected that the nursing care delivered by the nursing students at the hospital is deficient and the mothers are not much satisfied and had negative attitude. The study recommended further research to find out the barriers leads to maternal negative attitude towards nursing students' involvement in their care

Keywords: Mother's Satisfaction, Attitude, Involvement, Nursing Students

1. Introduction

Patient satisfaction is vital and most specifically used indicator for estimating the quality of health services. It is not important whether the patient is right or wrong, but what is important is how the patient feels.¹ This can be achieved by virtuous therapeutic relationship between the health care provider and patient.² Patient satisfaction with nursing services gains even more importance, since owing to the nature of nursing, patients may judge the overall quality of hospital services based on their perceptions of the nursing care received.³ Nursing care is important for any health care agency because nurses comprise most of health care providers and they provide care for patients 24 hours a day.⁴ The nature of relationship between nurse and patient has some degree of significant impact on the overall quality of healthcare, the patient's compliance and satisfaction is greatly influenced by the appearance, behavior and the communication skill of the nurses as nurses stay 24 hours with the clients.⁵

Maternal satisfaction with prenatal care is an understanding of a subjective assessment of what women expected was supposed to happen in relation to delivery and what really happened. Maternal care givers also would like to assess the outcome of their care given during perinatal period.⁶ Because the memories and experience of childbirth remain with the woman throughout her life. Clearly, the support and care they receive during this period is critical and it is more important.⁷ The World Health Organization recommends monitoring and evaluation of maternal satisfaction in public health care sectors - to improve the quality and efficiency of

health care during pregnancy, childbirth, and the puerperium.⁸

Education for nursing varies from country to country. Education in clinical settings is a pivotal part of nursing education. A practicum in different clinical settings provides students with the opportunity to update their knowledge, skills and concepts they have acquired from lectures into practice with real patients, under the guidance of senior nurses.⁹

Moreover, in some instances it is an inevitable student nurse-patient relationship is being formed, which is described as the essence of nursing care. Many times, the student nurses were forced to take care of patients even without expert skills.¹⁰ Patients admitted to teaching hospitals where student nurses undergo clinical training on live patients. For nursing students contact with patients constitutes a very important part of their nursing training, as this exposure naturally gives rise to the student-patient relationship.¹¹ The quality of nursing care is the chief concern which should enable the progress of patients' health condition regardless of the care given by the nurses or student nurses. Although many studies have been conducted to study patients' satisfaction in various health fields, there is lack of studies regarding maternal satisfaction about nursing students' involvement in their care. In spite of that to improve the bedside teaching of nursing students, this study aimed to discover the maternal satisfaction and attitude towards nursing care given by the student nurses.

2. Objectives

To evaluate maternal attitude and satisfaction towards involvement of nursing students in their care.

3. Methods

It was a hospital based descriptive cross-sectional study. Study population consisted of mothers who have admitted in obstetric department at Mohayil General Hospital, Saudi Arabia, which is a teaching hospital affiliated to Ministry of Health, KSA. The target population was mothers available in the ward at the time of data collection during the period from February to April 2018. Sample sizes of 100 mothers were selected via purposive sampling technique. Inclusion criteria were multipara mothers who were able to listen and understand Arabic language in regardless of their age and level of education in addition to willingness to participate in the study. Primipara mothers were excluded from the survey since they have less exposure with student nurses care.

Tools of data collection:

Tool (1): Interviewing questionnaire was used to obtain the women's Socio demographic data such as Age, Educational level, Number of deliveries, Type of delivery and any chronic disease.

Tool (2): Likert Attitude Scale: The attitude scale to assess mothers' attitude towards involvement of student nurses in their care was developed by the researcher. It consists of 10 items and graded using a Five-point Likert Scale and ranging from 5=Strongly Agree, 4=Agree, 3= To some extent, 2=Disagree, 1= Strongly Disagree. The reliability was tested using Cronbach's alpha coefficient $r = 0.964$. It was found to be reliable.

Scoring: Total scores ranging from 10-50 and were classified as follows;

- Positive attitude:38-50
- Neutral attitude:24-37
- Negative attitude:10-23

Tool (3): Patient satisfaction scale (PSS) (Risser, 1975)¹², is an instrument to measure patients' satisfaction regarding nursing care. It includes 25 items grouped in three subscales; Technical- professional (7items), Interpersonal-educational (7items), and Interpersonal-trusting (11 items), both positive and negative statements included in each subscale. Each statement is assessed on a five-point Likert scale ranging from "Strongly agree" (=1) to "Strongly disagree" (=5). The negative statements are assessed in reverse. The higher the PSS score signifies the higher patient satisfaction with the nursing care provided by the students. Reliability was checked by Cronbach's alpha test and the tool was proved to be highly reliable (Cronbach's alpha coefficient $r = 0.910$) Scoring: Total score ranging from 25-125and it was classified as follows;

- Completely satisfied: 93-125
- Fairly satisfied: 59-92
- Unsatisfied:25-58

Field work:

The researcher has collected the data over a period of 3 months after obtaining approval from the Director of Mohail General Hospital, Mohail Asser, Saudi Arabia. The researcher visited the obstetrics' department from 9.00 a.m. to 12.00 p.m. for 2 days per week until the sample size completed. The purpose of the study has been clarified to each mother and oral approval was obtained individually. Mothers were asked to fill data collection tools individually within a time ranged from 10 -15 minutes depending on the response of mothers.

Ethical consideration:

An official permission with written letter clarifying purpose of the study was obtained from the Director of Mohail General Hospital to conduct field work of the study. The researcher explained the aim of the study to each mother included in the study and assured maintaining anonymity and confidentiality of the subjects' data. They were informed about their right to withdrawn from the study at any time without giving a reason.

Statistical methods for analysis:

Data entry and statistical analysis were done using the statistical package (SPSS version 16). Data were presented using descriptive statistics in the form of frequencies and percentages for qualitative variables, mean and standard deviation for quantitative variables. Pearson Correlation (r) was used to measure the correlation between variables. A significant level value was considered at $p < 0.05$.

4. Results

Table (1): Mothers' General Characteristics (n=100)

Items	No	%
Age in years Mean ($\bar{X} \pm SD$)	31.7 \pm 8.05	
Number of deliveries Mean ($\bar{X} \pm SD$)	3.9 \pm 2.60	
Chronic Diseases		
Diabetes	5	5%
Hypertension	6	6%
Anemia	11	11%
No	78	78%

A total number of 100 mothers were participated in the study. The above table revealed that mothers' mean age was 31.7 \pm 8.05 and mean number of deliveries were 3.9 \pm 2.60. In regard to chronic diseases the same table reveals that 78% of mothers were free from chronic diseases.

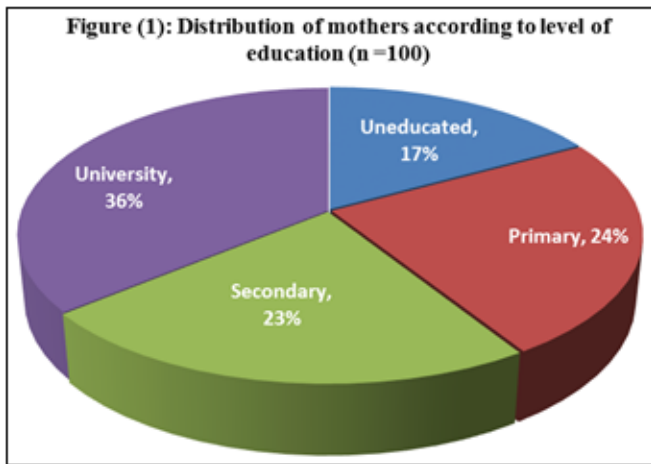
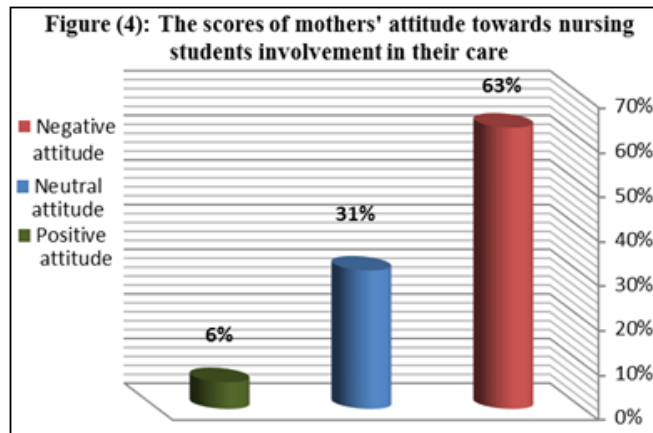


Figure 1: Indicates that 36% of mothers had university education, while the least 17% were uneducated.



The above figure shows that more than half of mothers (63%) had negative attitude towards involvement of nursing students in their care, while only 6% had positive attitude.

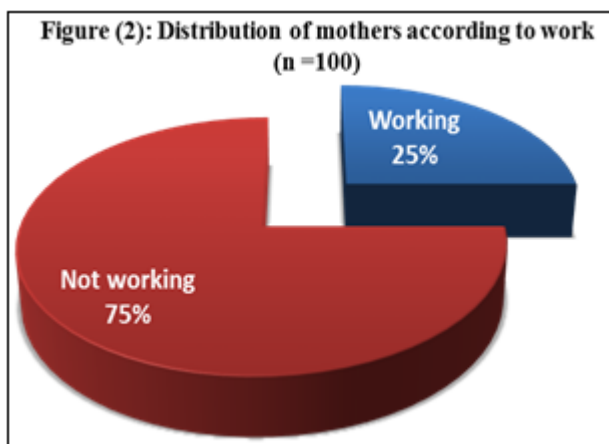
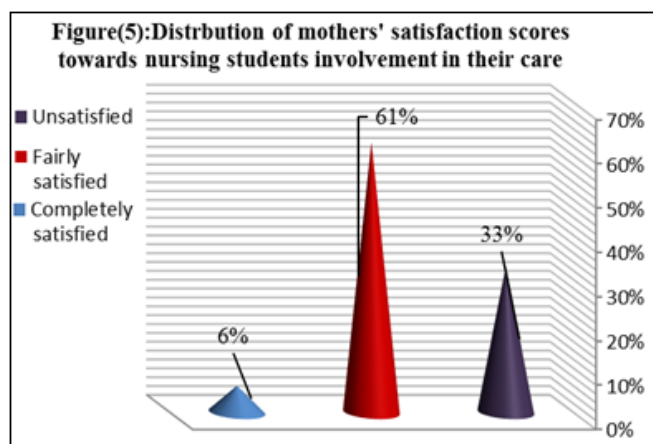


Figure 2: Illustrates that majority (75%) of mothers were not working



This figure (5) implies that the majority of mothers (61%) were fairly satisfied towards involvement of nursing students in their care, whereas only 6% were completely satisfied.

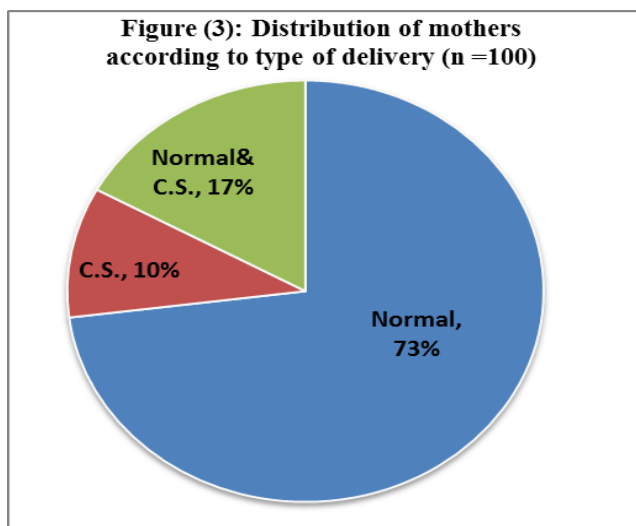


Figure 3: Shows the majority (73%) of mothers had previous normal labor and only 10% had previous Caesarean births.

Table 2: Mean response of mothers according to satisfaction scale (n=100)

Items	Mean ($\bar{X} \pm SD$)
Technical- professional	2.51±0.746
Interpersonal-educational	2.55±0.705
Interpersonal-trusting	2.96±0.66
Total scale	2.60±0.65

Table (2) presented the mean score of each subscale in satisfaction scale. The score for interpersonal- trusting was higher (2.96±0.66) than the other two subscales and technical- professional had the lowest score (2.51±0.746). More over the mean score of total satisfaction scale was also found to be low (2.60±0.65).

Table 3: Correlation between the mean score of mothers' attitude & satisfaction

Items	Attitude score	
	r	P- Value
Satisfaction score	0.576**	0.000

** Correlation is significant at the 0.01 level

Table (3) represents a highly positive significant correlation between the mean score of mothers' attitude and

satisfaction. This suggested that the lower mothers' satisfaction results in negative attitude towards involvement of nursing students in their care.

5. Discussion

Nursing care is the responsibility of nurses to serve the patients, and to meet their expectations. Nurses must provide quality care which influence patient satisfaction, nursing care provided by staff nurse and nursing students. Hospital practical training enables nursing students to acquire skills and attitudes for providing nursing care and to know the nursing profession.¹³ Patients' satisfaction is also considered as a feedback and used as a part of quality assessment process to identify potential areas for improvement.¹⁴ Our study aimed to evaluate maternal attitude and satisfaction towards involvement of nursing students in their care. It included one hundred multipara mothers with mean age 31.7 years and mean number of deliveries were 3.9. The majority (75%) of mothers were housewife, 73% had previous normal labor and 78% of mothers were free from chronic diseases. (Mohamed 2016)¹⁵ investigated maternal satisfaction regarding quality of nursing care during labor and delivery and reported that the study group age ranged from 17-44 years and more than three quarter of mothers (78.5%) were housewife.

Pregnancy and labor are stressful experience in mothers' life. Mothers' satisfaction regarding maternity nursing practice is an indicator of the quality of nursing education and quality of care provided by future nurses. Positive experience during childbirth help mothers to develop positive attitude. There are a number of factors contributing to each mother's childbirth experience such as information given, personal support and nursing care.¹⁶ The present study showed that mothers' satisfaction mean score was low, including lower scores of technical performance of nursing care provided by nurse students, interpersonal- education domain which focus on information exchange between nursing student and mother as well as interpersonal-trusting that emphasis on verbal and non- verbal communication between nursing student and the mothers. The majority of mothers (61%) were fairly satisfied towards involvement of nursing students in their care. This result was supported by, Mukumbang & Adejumo, 2014¹⁷ who mentioned that patients who nursed by nursing students developed unpleasant and negative experiences because of students poor nursing procedures, and lack of interpersonal skills. Another study done by Shakya & Aryal, 2018¹⁸ proved that nearly half (40.9%) of their respondents said that student nurses do not have so much experience like the professional nurse. But the present finding was contradictory with the study done by Oskay et al., 2015¹⁹ with the sample of 210 patients from perinatal ward reported that, patients were highly satisfied with the care they received from the nursing students.

Moreover, the results of current study revealed that there was highly positive significant correlation between mothers' attitude and their satisfaction towards students' involvement in their care. This meant that the lower mothers' satisfaction results in negative attitude towards involvement of nursing students in their care. Lynoe, 1998²⁰ stated that patients

who had negative attitude regards student involvement, had negative experiences of students' participation. Mol et al., 2011 also stated that patients in general practice have reported less willingness to let students participate when the consultation is about intimate or to perform any invasive procedures.²¹ In other study conducted in Saudi Arabia to evaluate patients' attitudes towards students in Riyadh, showed that 55% of patients mentioned that they had the right to refuse students participation.²² Richard et al., 2007²³ explained that patients feeling uncomfortable towards students' involvement in their care because of privacy concerns and poorer quality of care. But this finding was inconsistent with the study carried out by Marwanet al., 2012²⁴ stated that in teaching hospitals, almost half of the patients were reported that student involvement increased the quality of health care.

Religious and cultural factors may be affecting mothers' acceptance of nurse students in their care, female patients are shamed easily.²⁵ In the present study more than half of mothers (63%) showed negative attitude towards involvement of nursing students in their care, it may be due to culture believes of Saudi women regarding privacy issues or their expectancy of emotional support not achieved. It is not allowed to family member or husband to be with her for support during labor or even for investigations, also sometimes Saudi women were worried about if she cared by male or female physician. Because of these factors the expectations of mothers in maternity wards were more than other women.

This study has several limitations. The research included a sample of mothers from only Muhayil General Hospital, so the data cannot be generalized to the whole population. This research should be conducted in all regional hospitals. Another limitation is more detailed information about barriers against student participation could have been obtained by analyzing data from the participants who were negative towards student involvement.

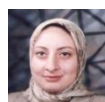
6. Conclusion

The findings of this study provided an insight into the maternal attitude and satisfaction when they are being nursed by student nurses in teaching hospitals. According to the patient's perspective, it could be concluded that the nursing care delivered by the nursing students at the hospital is deficient and the mothers are not much satisfied. One of the key challenges for every Institution is to develop the professional skills of nursing students to increase the quality of patient care. With constantly changing health system, hospitals will have to recognize the importance of student Nurses in patient care. We recommend the authorities to improve professional skills of nursing students based on our results to increase level of maternal satisfaction. In addition, we recommend further research to find out the barriers leads to maternal negative attitude towards nursing students' involvement in their care.

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