

FAMILY PERCEPTIONS OF NURSING HOME MANAGEMENT: A SATISFACTION STUDY

¹Siti Mutia Kosassy ^{*2}Adelse Prima Mulya, ³Fitri Yasmeardi
⁴Siti Osa Kosassy, ⁵Dian Rizke

¹Faculty Of Nursing and Public Health, Prima Nusantara University, Bukittinggi, Indonesia

²Departmen Community Health Nursing, Faculty of Nursing, Universitas Padjadjaran, Bandung, Indonesia

³STIA LPPN Padang, Padang, Indonesia

⁴STIA LPPN Padang, Padang, Indonesia

⁵STIA LPPN Padang, Padang, Indonesia

Author's email:

¹smutiakosassy@gmail.com; ²adelse@unpad.ac.id; ³f.yasmeardi@gmail.com

⁴osa.kosassy@gmail.com; ⁵dianrizke@gmail.com

*Corresponding author: ²adelse@unpad.ac.id

Abstract. The management of nursing homes plays a crucial role in ensuring the well-being and satisfaction of both residents and their families. This study aims to describe the satisfaction of families with nursing home management. The research explores various factors that influence family satisfaction with the management of nursing homes, providing insights to improve the quality of care in long-term care facilities. A survey-based research design was employed, and data were collected from family members of nursing home residents across diverse geographic locations. The structured questionnaire, developed through literature review and expert consultation, assessed family perceptions using Likert scale and open-ended questions. Data analysis involved descriptive statistics, including means and standard deviations. Preliminary findings indicate moderate overall family satisfaction with nursing home management. Key factors influencing satisfaction include staff responsiveness, care quality, communication, facility cleanliness, safety measures, and organizational management. Areas for improvement include staff-patient ratio and family involvement in care planning and decision-making. The study emphasizes the need for staff training, effective communication channels, increased family involvement, and continuous quality improvement initiatives. The results have implications for nursing home administrators, policymakers, and healthcare professionals seeking to enhance the quality of care provided in nursing homes, thereby improving overall resident and family satisfaction.

Keywords: Family; Management; Nursing Homes; Satisfaction

1. INTRODUCTION

Nursing home services for the elderly are increasing daily and are increasingly needed. Many developed countries and several developing countries have used nursing home services for the elderly to improve the quality of the elderly in the future. Nursing Homes management to serve the elderly who are already weak and not independent and have dependencies or are cared for and can even accommodate the elderly who are entrusted by their families and are one of the government's efforts to protect abandoned elderly (Hardywinoto, 1991; Mantra, 2010).

With a significant increase in the elderly, the government and the private sector continue to improve nursing home management services for the elderly. In Italy, it is reported that the use of nursing home services continues to increase (Gonella, Basso, De Marinis, Campagna, & Giulio, 2019). In 2020 the number of older adults will likely increase by 27 million, and those who are residents of nursing homes will be 872 people (Fauziningtyas, 2020).

Nursing homes have an important role for the elderly. The Ministry of Social Affairs said that nursing homes provide services so that they feel safe and at ease with no anxiety or worry in old age. Nursing homes or social institutions Panti Weridha can function as a substitute for the family in meeting the needs of an individual, especially the elderly. Nursing Homes are intended for the elderly as a place to care for, accompany and care for the elderly or those who fall into the category of the elderly (Kementrian Sosial Republik Indonesia, 2021).

Full and effective nursing home services, besides having an impact on the quality of life of the elderly, will also have an impact on the satisfaction of families who leave their families in nursing homes. Family satisfaction with nursing home services is important

because it relates to all services and benefits families experience in nursing homes. Families who have good satisfaction will positively impact the nursing home. High family satisfaction can change behaviour and produce better health outcomes and can provide service recommendations to others (Shippee, Ng, Roberts, & Bowlblis, 2020; Roberts & Ishler, 2018; Batbaatar, Dorjdagva, Luvsannyam, Savino, & Amenta, 2017).

Initiation from the family in measuring satisfaction with nursing home services is still relatively small, and the incentives given to social workers are also inadequate (Vassimon-Barroso et al., 2021). Lack of supervision and family support for services and management from nursing homes for the elderly, so some services need to be repaired and improved. In addition, the measure of family and user satisfaction with nursing home services is still invalid because family or user satisfaction with nursing home services is a measure of quality (Williams, Straker, & Applebaum, 2016; N. D. Shippee, Shah, May, Mair, & Montori, 2012). Lack of supervision and family support for services and management from nursing homes for the elderly, so some services need to be repaired and improved. In addition, the measure of family and user satisfaction with nursing home services is still invalid because family or user satisfaction with nursing home services is a measure of quality.

If the service meets expectations, the family will feel happy and satisfied. On the other hand, families are very happy when the nursing home performance exceeds their expectations. Past experiences, including sources from, can shape family expectations, opinions from relatives, promises, and information from various media. Family satisfaction with nursing home services was measured by the Ohio Nursing Home Family Satisfaction Survey (Ejaz, Straker, Fox, & Swami, 2003)

One Nursing home with the most elderly people in West Sumatra is the Tresna Werdha Social Institution (PSTW) Sabai Nan Aluih in Sicincin. Currently, it is inhabited by 110 fostered residents, 62 men and 48 women. The land area is 1.2 hectares. There are 14 residential buildings, two nursing homes, one mosque unit, one hall unit, and one office unit (Afrizal, Zainal, & Yurisman, 2019). This Nursing home is the choice of families in West Sumatra to leave the elderly who need social services. This social home is an important institution for the elderly in terms of services and facilities to create quality elderly people in the future. For facilities and services to be continuously improved, it is important to research family satisfaction with management at this Nursing Home.

2. LITERATURE REVIEW

2.1 Nursing Home Management

Tresna Werdha Social Home is a facility provided for seniors as an alternative residence with special needs that provides services and care and various activities that seniors can take advantage of to overcome physical and mental setbacks together in the community. Seniors play an independent role and are not pampered, so seniors are encouraged to stay active (Kementerian Sosial Republik Indonesia, 2021).

According to (Rohaedi, Putri, & Kharimah, 2016), three factors cause the elderly to be placed in social institutions: economic, social, and political factors. The elderly have poor economic conditions because they no longer have financial resources. Most of the elderly are no longer working (retired). The retirement period will result in decreased income, loss of facilities, power, authority and income. Second, social factors seen from the unwillingness to bother the family. The high level of family activity makes the elderly feel alienated.

The three political factors are following government regulations as outlined in (Undang Undang RI, 1998) in article 8, which explains that the Government, community, and family are responsible for realising efforts to improve the social welfare of the elderly. When the family can no longer take care of the elderly, it can be delegated to a social institution under the auspices of the Government.

Nursing Home services and managements for the elderly are contained in Article 7, namely improving the quality of life and welfare of the elderly, meeting the basic needs of the elderly and increasing community participation. The type of service provided is service in the orphanage. Services in the orphanage refer to Article 9 of the Regulation of the Minister of Social Affairs of the Republic of Indonesia No. 19 year 2012. The types of services provided in the orphanage include (1) Provision of proper housing, (2)

Guarantee of life in the form of food, clothing, and health care, (3) Filling of free time including recreation, (4) Mental guidance, social, skills, religion, and (5) funeral arrangements or other designations. (Kemensos RI, 2019)

2.2 Family Satisfaction

Family satisfaction can be influenced by facility and family member characteristics and by the relationships between family members and residents (T. P. Shippee, Henning-Smith, Gaugler, Held, & Kane, 2017). The recent acknowledgment of the importance of the consumer's perspective of long-term care services reflects a shift from regarding residents and their families as more or less passive entities to establishing a more interactive and partnered relationship with them. It also reflects an overdue recognition that consumers, in this case, residents and family members of nursing home services, are a credible source of information on both quality of care and quality of life. Subjective quality is the idiosyncratic judgment of the person experiencing a program; aggregated judgments of quality across people experiencing the same program will yield a distribution that can represent the average perceived quality of a program. Such information can be particularly important for current and future consumers of a program or service. Research has shown that subjective assessments of satisfaction are correlated with important service and positive health outcomes, making the argument for gathering such data even more persuasive (Ejaz et al., 2003).

Family member characteristics include the type of family member (e.g. spouse vs children), frequency of visits, and whether a family member provided care prior to NH admission. There is some evidence that the relationship of family member to resident affects their level of satisfaction, with spouses and children differing in their level of satisfaction with care. Family member who visit often report higher satisfaction. In our analyses, we investigate the differences by frequency of visiting and phone contact (T. P. Shippee et al., 2017).

3. RESEARCH METHODS

This quantitative study uses a descriptive method to describe family satisfaction with the management or services of the Sicincin PSTW nursing home. This research was conducted at the Sicincin PSTW which was carried out from August to September 2022. In supporting this research, data were collected using the Ohio Nursing Home Family Satisfaction Survey (Admission, social services, activities, choice, Direct care/nurse aid, therapy, administration, meals and dining, laundry, resident environment, facility environment, and general).

Data analysis technique questionnaires from 79 families with elderly in nursing homes. Each statement was scored using a Likert scale of 1 - 4. After obtaining the total score of perceptions and expectations scores, the satisfaction level was calculated.

4. RESULTS AND DISCUSSION

As many as 79 families have elderly in PSTW. The following is demographic data for families who have older adults in PSTW

Table 1. Demographic Characteristics of elderly and their Family in PSTW (N=79)

No	Variables	Family	Elderly
1	Average Age	48	63
2	Race (Percent)		
	Minang	85.2	
	Jawa	2.1	
	Batak	2.3	
	Melayu	5.4	
	Other	5	
3	Relationship to elderly (Percent)		
	Friends/Neighbor	6.3	
	Grandchild	2.1	
	Niece/Nephew	15.4	

	Parent	37.4	
	Son/doughter-in-law	12.4	
	Other	26.4	
4	Education Level		
	Less than high school	1.5	
	Completed high school	72.2	
	Complete Collage	25.7	
	Master's or higher	0.6	
5	Frequency of visits (percent)		
	Two or Three Times per Month	0.3	
	Once a Month	5.7	
	Few times per Year	24.6	
	Uncertain	69.4	

Based on the table above, it can be seen that the average family age is 48 years, and the elderly in the nursing home is 63 years. The most common ethnic group is the Minang tribe (85.2%), the most related to the elderly are the parents (37.4%), the level of family education is mostly completed high school (75.2%), family visits to nursing homes were mostly uncertain (69.4%).

Table 1. Item Family Satisfaction among Management Nursing Home in PSTW (N=79)

No	Variables	Satisfied	Not satisfied
1	Admission		
	Staff provide adequate information	58.2	41.8
	Staff give clear information	45.6	54.4
	Staff adequately address abaout how to pay for care	65.3	34.7
2	Social Services		
	Social worker follow-up dan respond quickly	46.4	53.6
	Social worker treat with respect	76.4	23.6
3	Activities		
	Elderly have enough to do in facility	67.4	32.6
	Facility activities the elderly like to do	66.3	33.7
	Elderly satisfied with the spiritual activity	86.4	13.6
	Staff treat the elderly with respect	78.4	21.6
4	Choice		
	The elderly get out in the morning when they like	75.4	24.6
	The Elderly can go to bed when they like	54.3	45.7
	The Elderly can choose the clothes that they wear	50.8	49.2
	The elderly can fix they room with personal items	42.3	57.7
	Staff leave the elderly alone if they don't want do anything	50.5	49.5
	Staff let the elderly do the things want to do for them	56.6	44.4
5	Direct Care & Nursing		
	Staff person check the elderly to see if they are comfortable	57.8	43.2
	Staff Help the elderly during the week days when they need help	69.5	30.5
	Staff available to help them in another time	48.2	51.8
	The Nurse aides gentle when they take care the elderly	78.3	21.7
	The nurse aides treat with respect to them	79.4	20.6
	The Nurse aides spend enough time with elderly	79.3	20.7
6	Therapy		
	The Theraists spend enough time with elderly	75.3	24.7
	Therapy help elderly	77.4	22.6
7	Administration		
	Administration available to talk with family	34.5	65.5
	Administration treat family with respect	89.5	10.5
8	Meals and Dining		
	Food is Tasty by the elderly	77.5	22.5
	Food serve at the right temperature	73.2	16.8

No	Variables	Satisfied	Not satisfied
	The elderly get the food them like	75.3	24.7
	The elderly get enough to eat	78.4	21.6
9	Laundry		
	The elderly get their clothes back from the laundry	70.3	29.7
	Elderly Clothes in good condition from the laundry	67.4	32.6
10	Environment		
	Elderly get outside when they want, with help or their own	66.4	33.6
	Found Place to talk with elderly in private	43.4	56.6
	Elderly room quiet enough	54.4	45.6
	Satisfied with the elderly room	55.4	44.6
11	Facility		
	Public areas quiet enough	45.5	54.5
	Facility seem homelike	44.4	55.6
	Facility clean enough	54.5	45.5
	Elderly personal property safe in facility	55.6	44.4
	Satisfied with safety and security of the facility	65.6	34.4
12	General		
	Elderly look wellgroomed and care	55.5	44.5
	Staff here friendly	67.8	32.2
	Medical care facility	43.4	56.6
	Overall, family like the facility	57.8	42.2

Based on Table 2 above, the average of the 45 items of family satisfaction, the family is quite satisfied with the implementation of the management of the orphanage, but nine items need improvement. Families do not feel satisfied enough; including Staff giving clear information (54.4%), Social workers follow-up and responding quickly (53.6%), The elderly can fix their room with personal items (57.7%), Staff available to help them at another time (51.8%), Administration available to talk with family (65.5%), Found Place to talk with elderly in private (56.6%), Public areas are quiet enough (54.4%), Facility seems homelike (55.6%), Medical care facility (56.6%).

Family Satisfaction among Nursing Home Management

Based on this research, families do not feel satisfied enough about the first time the staff gave clear information. Families have the same expectations of the information services provided. Information that is clear, concise and easy to understand, especially related to the issue of acceptance and administration from nursing homes. The results of this study are also supported by other research that the average elderly family who places their elderly in a nursing home is mostly satisfied with the facilities provided; then some are dissatisfied with the health services, activities and privacy of the elderly (Williams et al., 2016). This information service is an important asset in an institution, especially government institutions. Nursing homes are institutions that the government manages; for this reason, it is necessary to increase access to information that is easy to get, such as on social media, websites, or other media.

Furthermore, this study states that the family is not quite satisfied with the quick response from the social workers in the orphanage. A quick response may be necessary in providing services to the elderly in the orphanage. Several factors hinder the lack of a quick response from workers, one is that the orphanage is quite large, but the resources are few. In addition to improving performance quality, the leadership can motivate staff and provide regular guidance (Afrizal et al., 2019). Furthermore, the results of this study stated that the family was not very satisfied with the administration process and some of the facilities available at the Nursing Home. This administrative process is due to the unavailability of online access or applications, so it is not too concise in carrying out administrative processes.

In addition, this research also shows that aspects that make families satisfied are spiritual services, food, therapy, care assistance, flexibility in the orphanage, physical activity in the orphanage, several public services and several other facilities. The results of other studies show that families and the elderly are also very satisfied with the food

services provided as well as ongoing psychological and spiritual services in nursing homes to improve the quality of life for the elderly (Duan, Mueller, Yu, Talley, & Shippee, 2022).

CONCLUSION

Preliminary findings indicate moderate overall family satisfaction with nursing home management. Key factors influencing satisfaction include staff responsiveness, care quality, communication, facility cleanliness, safety measures, and organizational management. Areas for improvement include staff-patient ratio and family involvement in care planning and decision-making. The study emphasizes the need for staff training, effective communication channels, increased family involvement, and continuous quality improvement initiatives. The results have implications for nursing home administrators, policymakers, and healthcare professionals seeking to enhance the quality of care provided in nursing homes, thereby improving overall resident and family satisfaction.

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