Analysis of the Current Situation and Influencing Factors of the Satisfaction of the Elderly Living in Social Welfare Institutions in Lhasa City

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Abstract. Elderly is an important livelihood issue, and the aging of China is becoming more and more serious, accompanied by the miniaturization of family structure and empty nest. In order to cope with these problems, the development of institutionalized elderly care has been urgent. At present, China's nursing homes introduced public-private partnership, medical care, embedded and other pension models, but by geography, natural environment and historical development and other factors, the level of nursing homes around the world to start a different level of nursing service satisfaction is one of the important indicators to measure its level. In this paper, we conducted a research on Lhasa Social Welfare Institutions that practiced the public-private partnership and medical-nursing integration model, and the results showed that their satisfaction score was 81.9%, which was high. Multiple linear regression analysis found that gender, age, and education level significantly affect satisfaction. This paper reveals the operation of nursing homes in border ethnic areas, adds information to related studies, and provides suggestions for the development of nursing homes and the supply-side reform of nursing services.

Keywords: Lhasa; social welfare homes; elderly; satisfaction.

1. Introduction

At present, the speed of population aging in China is accelerating, and the trend of aging of the elderly population is becoming more and more obvious, as of the end of 2019, Lhasa City has a resident elderly population of about 80,000, with a household elderly population of 72,000, accounting for 12.88% of the total household population, which is the region with the largest elderly population and the highest degree of aging in the Tibet Autonomous Region, and the only city in the region that has entered the aging society [1], in which aging and advanced ageing are The aging and aging are accompanied by the miniaturization, nuclearization and empty nesting of family structure, which makes the function of family old-age care weakening [2], and the development of institutional old-age care has become an inevitable choice to cope with the above problems. At present, Lhasa City is taking the fifth batch of central financial support for the reform of home and community-based elderly care services as an opportunity to accelerate the top-level design of elderly care services, and to promote the "public-private partnership" and other socialized elderly care modes. 2023 In July, Lhasa Social Welfare Institution held the "public-private partnership" open competition for willing enterprises. "Willing enterprise open competition after the special meeting, by the traditional public nursing home to realize the medical care and recreation, public and private new mode of transition, and so far has been nearly a year, but how to carry out the effect of the welfare home to live in the elderly whether they are satisfied with it? Therefore, it is particularly important to conduct satisfaction surveys of the elderly residents.

2. Literature review

Elderly service satisfaction is an important subjective indicator to measure the satisfaction of the elderly and the level of service provision in nursing homes, at present, there have been a number of studies in China to explore the different modes of nursing homes or nursing homes for elderly people's satisfaction, although all scholars have carried out on-site interviews with the nursing home
examples and surveys, but the investigation of the region, the questionnaire used, the analysis of the methodology is not the same.

For example, in terms of the survey area, Qing Lianbin [3] extracted more than 10 elderly people in nursing homes in Shandong, Zhejiang, Hebei and Henan to conduct an interview study; Du Yunsu [4] conducted a survey on the nursing institutions in six cities in Hubei Province; and Liu Wei [5] extracted the nursing institutions in Harbin city to conduct a study, which covers the inland areas of the country. In terms of questionnaire design, most scholars designed their own questionnaires based on theories, for example, Song Fengxuan [6] used the SERVQUAL (service quality) model based on the gap model, and Wen Haichong [7] used the modified SERVPERF (service performance) model, and both of them designed their questionnaires through the five dimensions of tangibles, reliability, responsiveness, assurance, and empathy. Cheng Zhi [4] used the "CSNHQ" questionnaire developed by Rutgers University in the United States and then used it. In terms of analytical methods, some scholars [2-3] used descriptive statistics, others [8-9] explored the influencing factors through one-way ANOVA, while most scholars used multivariate linear regression [6-7] to explore the factors influencing satisfaction, and some scholars used structural equation modeling [4-5] to conduct research. The methods have their own characteristics.

To summarize, it is important to personally investigate and understand the satisfaction of the elderly residents to improve the services of nursing homes and the quality of life of the elderly residents, but at the same time, due to the different geographical locations, cultures and the nature of the nursing homes, there are differences in the results of the studies, and most of the studies focus on the mainland cities, and the studies on the handling of the nursing homes in the border areas and the satisfaction of the elderly residents are extremely limited. Most of the studies focus on the mainland cities, while the studies on the handling of nursing homes and the satisfaction of the elderly in border areas are extremely limited. Therefore, compared with the previous studies, this paper mainly fills in the information about the satisfaction with the service provision of nursing homes in the frontier ethnic areas.

3. Research design

3.1 Data sources

The data in this paper are obtained from the self-designed general information questionnaire and satisfaction questionnaire for elderly people living in nursing homes, which were obtained from a sample of elderly people living in Lhasa Social Welfare Institutes. The inclusion criteria for the questionnaire were: ① age ≥ 60 years old; ② voluntary participation in this study; ③ living in the nursing home for ≥ 1 month; ④ having the ability to listen, read and write. The exclusion criteria were: ① people with significantly impaired cognitive and communication functions; ② people with mental illness. The general information questionnaire included gender, age, ethnicity, and education level. The satisfaction questionnaire was revised by the pre-survey and contained 19 entries in 5 dimensions, with a Cronbach's alpha coefficient of 0.923, CITC ≥ 0.40 for each item, and a KMO value of 0.758. A Likert 5 scale was used, with a range of scores from 19 to 95, and the higher the scores, the higher the level of satisfaction. The study was conducted by the person in charge who uniformly trained the project members to talk face-to-face with the help of the caregivers in the orphanage, and the investigator read out the questions and filled out the questionnaires on behalf of them, which were retrieved on the spot. A total of 50 questionnaires were distributed and 46 were collected, with an effective recovery rate of 92%. Multiple linear regression model was used to explore the factors influencing satisfaction.

3.2 Results of multiple linear regression analysis

Table 2 shows the results of the multiple linear regression analysis, the F value is 11.302, which is significant at the 0.01 level, indicating that the results of the multiple regression model are
plausible; the Durbin-Waston value is 1.825, which indicates that the samples are independent of each other, and there is no autocorrelation; the adjusted R2 is 0.534, which indicates that the five independent variables explain 53.4% of the satisfaction scores of elderly people staying in the SWHs' variation; the covariance diagnostic analysis showed that the VIF was between 1.153-1.387 and the tolerance of the independent variables was between 0.721-0.867, indicating that there was no multicollinearity.

From the explanatory variables,

(1) The coefficient of gender is significantly positive, indicating that the satisfaction level of female elderly in nursing homes is higher than that of male. This may be due to the fact that women are generally more emotionally rich, especially in their old age, and tend to confide in others to help eliminate loneliness and avoid too much negative emotions that may cause psychological problems.

(2) The coefficient of age is significantly positive, which indicates that the senior citizens in nursing homes are more satisfied. The possible reason for this is that, through the interviews of this survey, we learned that the current nursing team within the welfare home is not particularly large, and naturally cannot take care of every old person, but will favor some frail and sickly old people, therefore, the senior elderly (who may be sicker) are taken care of for a longer period of time and more often, and the higher the satisfaction with the nursing service, which also reflects the attitude and number of service personnel from the side, Timeliness of care is unquestionable.

(3) The coefficient of the reason for moving in is significantly negative, indicating that different reasons for moving in have a negative impact on the life of the elderly after moving in, and the more active the elderly move in, the lower the satisfaction. In setting the dummy variable, we follow the passive gradually to the active willingness to move in to the assignment, the results show that with the active willingness to move in to strengthen the satisfaction of the elderly gradually decreased, the possible reasons for the passive old people can not independently choose how to spend their old age, if you do not move into the orphanage may be faced with no one to take care of all kinds of difficulties, there are orphanages such as a fixed abode and there are also people to take care of and treat the disease, it is easier to participate in activities during leisure time, then it is easier. With a fixed residence such as an orphanage and someone to take care of them and treat their illnesses, it is easier for them to participate in activities during their leisure time.

(4) The coefficient of education level is significantly negative, indicating that the higher the education level of the elderly residents, the lower the satisfaction level. The possible reason is that...
the lower the education level of the elderly, the more limited their cognitive level is, the more they can live in their own world, the expectations of the elderly are relatively low, the gap between reality and expectations is small, and it is easy to meet and realize their expectations, so the satisfaction is higher.

(5) The coefficient of the frequency of family visits is significantly positive, indicating that the higher the frequency of family visits, the higher the satisfaction of the elderly. This conclusion is obvious. In the eyes of the elderly, family is always the most solid dependence, the more often relatives and friends visit, the more the elderly will feel that they are still being cared for, remembered and loved, so that the elderly in the nursing home without lack of love, this happiness is how many caregivers care and comfort can not compare.

4. Conclusions and policy recommendations

This paper shows that gender, age, and the frequency of visits from relatives have a significant positive effect on the satisfaction of the elderly living in Lhasa Social Welfare Institutions, i.e., the higher the age of the female, the higher the frequency of visits from relatives, the higher the level of satisfaction, while the reason for moving in and the level of education have a significant negative effect on the satisfaction of the elderly living in the institutions, i.e., the higher the level of education, and the more the elderly actively living in the institutions, the lower the level of satisfaction. The higher the education and the more active the elderly are, the lower their satisfaction is. Based on the above analysis and conclusions, together with the current economic conditions and policy promulgation of nursing homes in border ethnic areas, this paper puts forward the following policy recommendations.

1. Improve management practices and enhance humanization. Despite their old age, the elderly still need respect and understanding. At present, many nursing homes have closed management, including the Lhasa Social Welfare Institution in this survey. For the elderly in poor health, there is enough space to move around, but for the elderly in good health, closed management makes them feel restricted and reduces their satisfaction. It is recommended that humane factors be added to access restrictions, that the health of the elderly be assessed in detail, that specific conditions and measures be negotiated with the elderly and their families on the basis of respect for the wishes of the elderly, and that responsibilities be enforced so as to make the management more flexible and humane.

2. Optimizing the supply of services and expanding the ranks of elderly services. First, with regard to dietary services, it is recommended that, on the basis of economic conditions, a survey of the dietary habits of the elderly be conducted to find the "highest common denominator" of foods that meet the preferences of the majority of the elderly, and that adjustments be made to meet individual needs. Secondly, with regard to mental comfort services, it is proposed that the number of carers be increased, so that they can talk to the elderly and satisfy their emotional needs, or that specialized psychological outpatient clinics and psychiatrists be set up to provide psychological counselling for the elderly, so as to ensure that attention is paid to their mental health.

3. Deepening the integration of medical care and improving the use of medical insurance. Currently, private companies have been introduced into the welfare homes, and the model of integrating medical care is being promoted. However, the number of attending physicians is insufficient, and there may be a shortage of manpower in case of emergencies, so it is recommended that the team of medical personnel be expanded to ensure medical protection. At the same time, the welfare home is not a designated institution for medical insurance, so the elderly are restricted from going out and are unable to use medical insurance to see a doctor, which increases their financial burden and reduces their satisfaction. It is possible to sign cooperation agreements with hospitals designated for medical insurance, or to have carers or physicians accompany the elderly to designated pharmacies or hospitals for medical treatment, thus reducing the financial burden and increasing satisfaction.
Reference

[1] Lhasa Civil Affairs Bureau. Promoting the high-quality development of senior care services [EB/OL]. https://mzj.lasa.gov.cn/lamzj/xxyw/202103/14b4bd7b0ed0448c9ad1590d5ae8d97c.shtml


