

The Spanish adaptation of the *Strengthening Families Program*: satisfaction of participants that end a mid-duration selective prevention program.

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OBJECTIVE

- To know the characteristics of the families and their changes due to their participation in the Spanish adaptation of the *Strengthening Families Program*. Also, the levels of satisfaction of the families with the program are analyzed.

SAMPLE

- Between April 2008 and June 2010, 19 applications of the program were undertaken at social care units of different municipalities of the Balearic Islands. In total, we dealt with 200 families that were in situations of social risk. 148 families ended the program (73.91%). Of these, 69 were interviewed at the end of the application. Families selected for the interviews are those from we obtained the full data records needed for testing the scientific evidence of the program.

METHOD

- Method consists in a cross descriptive study, through personal interview and applying an evaluation scale of satisfaction. This scale is combined with record instruments for assessing the characteristics of the interviewees and their participation in the program. The instrument for evaluating satisfaction includes 33 questions, 15 of them are closed in Likert model and the rest are open questions (i.e. estimations and opinions). Questions are answered by each member of the family.
- Data collection includes all participants (both parent and children). We analyze here the satisfaction interviews that are carried out with the parents at the end of their participation in the family competence program (14 weeks). Interviews include issues related to: experienced satisfaction, assessment of the program activities and its trainers, perceived discrepancy between their expectations and their assessment of the experience, willingness to participate in future applications of the program and, finally, their intention to recommend the program to other families.

RESULTS

- Results are positive and consistent, obtaining an average of 4,55 out of 5 in all cases (both fathers and mothers).
- 75,36% of the interviewees are fairly or very satisfied with the family competence program.
- A satisfaction index of the participants is calculated through 15 different items. This index measures average overall satisfaction with the trainers and the program activities.
- Satisfaction index is similar for fathers (4,68) and mothers (4,71), being the family satisfaction index 4,69.
- A positive correlation is observed (Spearman's rank correlation coefficient) between the satisfaction level and positive changes perceived by families (0,461, $p=0,000$). Satisfaction is explained by the results obtained.
- In the evaluation of the change in positive parenting, differentiation of satisfaction levels allows us to demonstrate how a significant difference takes place among three groups defined by the scope of change (ANOVA, $F=14,206$, $p=0,000$).
- Self-evaluated group as "moderate change" ($N=5$) portrays significantly lower values than the other two groups: the "medium change" group ($N=27$) and the "high change" group ($N=37$) (Tukey b contrast).
- A distinctive issue is related to the number of sessions that participants have assisted to. In the *Strengthening Families Program*, they are evaluated only those participants that have attended at least to 11 sessions (out of the 14 of the program). In the sample, 60,87% attended 13 or 14 sessions, while 39,13% attended 11 or 12 sessions. Family satisfaction index of the first group is 4,80, whereas for the second group is 4,52 ($t=6,325$, $p=0,000$).
- Systematic relationship among attendance, motivation and satisfaction should be highlighted. This relationship produces a relevant effect on the improvement of the results. Nevertheless, we should also take into account that the more satisfied are also the further motivated to attend.
- Families with best results in the evaluation also present significantly higher levels of satisfaction, which is correlated with their participation along the program.
- Participants bring in evaluations of satisfaction not related to the specific characteristics of the family, but to the final results of the program.

CONCLUSIONS

- Results obtained in all indexes are very relevant. The relationship among perception of the quality of the program, compromise of the educators and results obtained by participants is confirmed. The variable of the work of the educators, as perceived by participants, is the one that predicts further quantity of relative variance with the satisfaction of the program.
- A relation exists between, on the one hand, the participation and following-up of the mid-duration programs (14 weeks), and, on the other hand, the results. Furthermore, results are intertwined with the level of satisfaction of the program. Overall, satisfaction is positive, and it increases when the results are better.
- Principal causes of dissatisfaction are due to accessibility problems and length of the program; whereas participants depict a high level of satisfaction with the professionals of the program, underlining their kindness and their technical competence.