

A Study to Explore the Expectations of Adolescents from Nurses of Pediatric Wards: A Qualitative Phenomenological Study

Ms. Anita Mallappa Janagond¹, Mrs. Shaila Mathew², Mrs. Rohini Dani³, Dr. Dhanraj Babu⁴ and Mrs. Manisha Kulkarni⁵

¹M. Sc Nursing student, Bharati Vidyapeeth (Deemed to be University), College of Nursing, Sangli, Maharashtra, India 416414.

²Asst. Professor, Bharati Vidyapeeth (Deemed to be University), College of Nursing, Sangli, Maharashtra, India 416414

³Professor, Bharati Vidyapeeth (Deemed to be University), College of Nursing, Sangli, Maharashtra, India 416414

⁴Professor, Bharati Vidyapeeth (Deemed to be University), College of Nursing, Sangli, Maharashtra, India 416414

⁵Clinical Instructor, Bharati Vidyapeeth (Deemed to be University), College of Nursing, Sangli, Maharashtra, India 416414

*Corresponding Author
Ms. Anita Mallappa
Janagond

Article History

Received: 28.06.2025

Revised: 06.07.2025

Accepted: 14.08.2025

Published: 02.09.2025

Abstract: Adolescence is period where the transition between childhood and adulthood takes place. This period is heightened with emotions and mood swings¹. Hospitalization is a stressful and fearful event for every children. not because they are sick but also they are in a new environment, with new people like the health care team members. They are unable to cope up with situation if the health care team are not supportive. Especially the nurse plays an important role in caring the child.² Qualitative approach was used to explore the expectations of adolescents from nurses of pediatric wards. Non probability purposive sampling technique was used. The tool consisted of demographic profile and interview guidelines. The data was collected through one to one in-depth semi structured interview. Saturation of data was achieved with 12 samples.. thematic analysis was based on the Conventional content analysis to analyze the collected data. Based on commonalities within the data, themes and categories were formulated . A total of 8 themes, 21 sub themes and 30 codes were generated from collected data. Themes generated were provision of care, transparency, guidance, support, communication, clinical competencies, and efficiency in health care and behavior.

Keywords: Explore, Expectations of adolescents, Paediatric ward.

INTRODUCTION

Every individual experience numerous phases of growth and development from conception until death one of the crucial stage is adolescence³. Adolescence is essentially an organic phenomenon. When people reach almost their adult physical stature, it is a time of rapid physical transformation and personality development.². During his phase adolescents require adequate, equitable, acceptable, and successful medical treatments, adolescents need information to grow and develop in good health. This includes comprehensive, age-appropriate sexuality education, opportunities to learn life skills, and safe, supportive surroundings. Additionally, they require chances to actively engage in the planning and implementation of programs aimed at preserving and enhancing their health. Responding to the unique needs and rights of teenagers requires expanding these possibilities⁴.

Adolescents are among the most challenging patients to care for in a hospital setting since they are in a period of transition and decision-making. Even a brief stay in the hospital can negatively impact the adolescent and make their everyday stressors worse. 5 When the

adolescent are admitted in the hospital the special consideration needs to be taken. Because they can perceive what is going on in their care. Adolescents shows extreme mood swings and experience sense of loss as they begins to separate from parents and have intense loyalty to peer groups. 6 Nurses in pediatric wards serve as the primary caregivers, offering not only medical support but emotional and psychological care to adolescents and who maintain continuous contact with the child.

Objective

To explore the expectations of adolescents from nurses working in paediatric wards.

MATERIAL AND METHODS

A qualitative research approach was considered and Phenomenology served as the methodology framework. Non probability purposive sampling technique was used. The tool consisted of demographic profile and guidelines. The data was collected through one to one in-depth semi structured interview. Saturation of data was achieved with 12 samples.

RESULT

The thematic analysis was done by using conventional content analysis. A total of 8 themes, 21 sub themes and 30 codes were generated from collected data.

Section I: Findings related to demographic variables of adolescents admitted in pediatric wards.

Provides an overview of the demographic information of the adolescents participated in the study. Understanding the demographic profile of adolescents is essential for contextualizing their experiences and exploring potential patterns.

Table no 1 Frequency and Percentage Distribution of Demographic Variables. N=12

Sr.no.	Demographic Variables	Category	Frequency	Percentage %
1	Age (in years)	16-18	12	100
2	Gender	Male	9	75
		Female	3	25
3	Duration of hospital stay	5 to 9 days	7	58.33
		10 to 14 days	5	41.67
4	Previous history of admission	Yes	4	33.33
		No	8	66.67

Table no. 1 shows that out of 12 (75%) participants 9 (25%) were male and rest of the 3 were females.

In total 12 participants 7 (58.33%) were admitted for about 5 to 9 days and 5 (41.67%) were admitted for 10 to 14 days.

4 (33.33%) participants were admitted previously and 8 (66.67%) adolescents did not have any previous history of admission.

Section II: Analysis of data regarding expectations of hospitalized adolescents from nurses of paediatric wards.

Presents the themes, subthemes, codes that emerged from the analysis of raw data collected from adolescents. By organizing the data into coherent themes, the aim was to distil the essence of adolescent's narratives and uncover underlying patterns and meanings that may inform understanding expectations of adolescents about nurses of paediatric nurses.

Table No. 2 Description of the themes generated N=12

Expectations of Adolescent towards nurses working in pediatric wards	Theme
	• Provision of care • Support • Transparency • Guidance • Communication • Clinical competencies. • Efficiency in health care • Behavior

The themes which were from transcribed data helped in understanding how participants come across various experiences during hospitalization and what they expected from nurses while taking caring of them.

They were anxious, separated from family members but still they tried to adjust in the hospital environment throughout this journey they wanted that nurses should support them, communicate with them.

To gain a deeper comprehension of themes, each theme was again dissected, and its constituent subthemes were scrutinized through analysis into smaller topics.

Table no. 3 Description of the sub theme generated from the theme.

Sr.No.	Theme	Subtheme
1.	Provision of care	Prompt treatment
		Attentive Patient Care
2.	Support	Encouraging Confidence
		Positive Reinforcement
3	Transparency	Progress updates
		Punctuality
		Prior Information

4.	Guidance	Care instruction
		Articulate speech
5.	Communication	Soothing conversations
		Active Involvement
		Kind listening
		Cheerfulness
		Respectful interaction
6	Clinical competencies.	Proper Procedure
7	Efficiency in health care	Accountability
		Systematic work
		Compassionate
		Consistent
8	Behavior	Speaking with Empathy
		Professional behaviour

Above table explains about 8 themes, 21 sub themes.

For comprehension each theme is grouped into subthemes.

To explain the expectations related to provision of care were prompt attention, Attentive and Patient care categorized as subthemes. To explain the theme support, subthemes categorized are Encouraging Confidence, Positive Reinforcement, Progress updates. In theme transparency the subthemes are divided into progress updates, timely report and prior information. The communication theme categorized into Soothing conversations, active Involvement, Kind listening, cheerfulness and respectful interaction were clarified as subthemes.

Clinical competencies was explained with subthemes such as timely administration and proper procedure. Efficiency in health care elaborated subthemes such as accountability, systematic work, compassionate patient care, consistent patient care. Behaviour theme is categorized into speaking with empathy and professional behaviour.

Table No. 3.1 Description of theme related to expectations about provision of care.

Subtheme	Code
Prompt treatment	On time
	Vigilant
Attentive and Patient Care	Continuous follow up

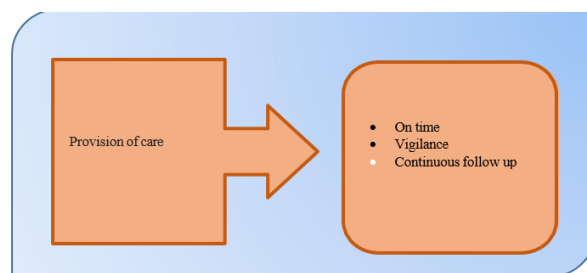


Fig no. 1 Sub theme used to depict the expectations related to provision of care

Expectations related to provision of care.

During the conversations with adolescents, it was observed that most of adolescents expect that nurses should give the medication on time, should give the treatment on time and they wanted to monitor them continuously and also they expect nurse should take immediate actions in emergency condition.

Prompt treatment

Adolescents, with their experiences during hospital stay, expressed that nurse should be a responsible person, should work attentively; they need to recognize the needs of patients. They verbalized that nurses should avoid unnecessary delays. Timely attention helps to reduce the anxiety, builds trust and shows that the nurse respects their concerns.

Attentive Patient Care

The researcher observed that many adolescents expressed that they should give attentive care and treat them properly. Many adolescents experienced that nurses were not very much concerned with their recovery, adolescent expect that they should ask about their recovery, and need to monitor every variations occurring in health status.

Table No. 3.2 Description of theme related to expectations about Support

Subtheme	Code
Encouraging Confidence	Help
	Provide courage
Positive Reinforcement	Reassure

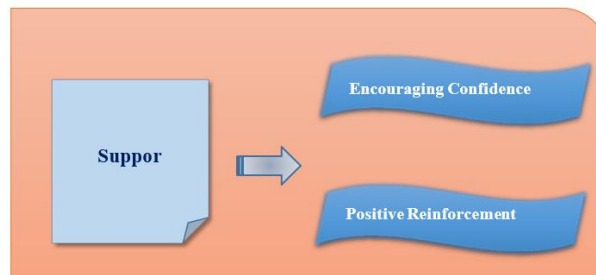


Fig no. 2 Sub theme used to depict the expectations related to support

Expectations related to support

Adolescents had numerous new experiences during hospitalization like fear about procedures, equipments and their noise, unfamiliar health care team members during that time they expect that nurse should help them in adjusting with hospital environment by motivating them reassuring them with proper conveying of information.

Encouraging Confidence

During interview adolescents expressed that, nurses should encourage them in their care, and nurses should help them in reducing their anxiety hospitalization. Adolescents expect nurses to help build their confidence by being supportive, respectful, and encouraging. They verbalized, that when nurses speak positively, involve adolescents in decision-making, and explain health information clearly, it boosts their self-esteem and helps them feel more in control of their health.

Positive Reinforcement

During interview adolescents stated that they expect nurses need to talk with them in positive way about their condition, should give positive feedback about health status that help them recover fast. They want nurses to appreciate and encourage their healthy behaviors, and offer praise for making good choices, such as following treatment plans or expressing their feelings. Positive comments, smiles, and encouragement from nurses help adolescents feel valued, motivated, and confident

Table No. 3.3 Description of theme related to expectations about Transparency

Subtheme	Code
Progress updates	Inform
	Update
Punctuality	Immediate information
	Report on time
Prior information	Inform before procedure

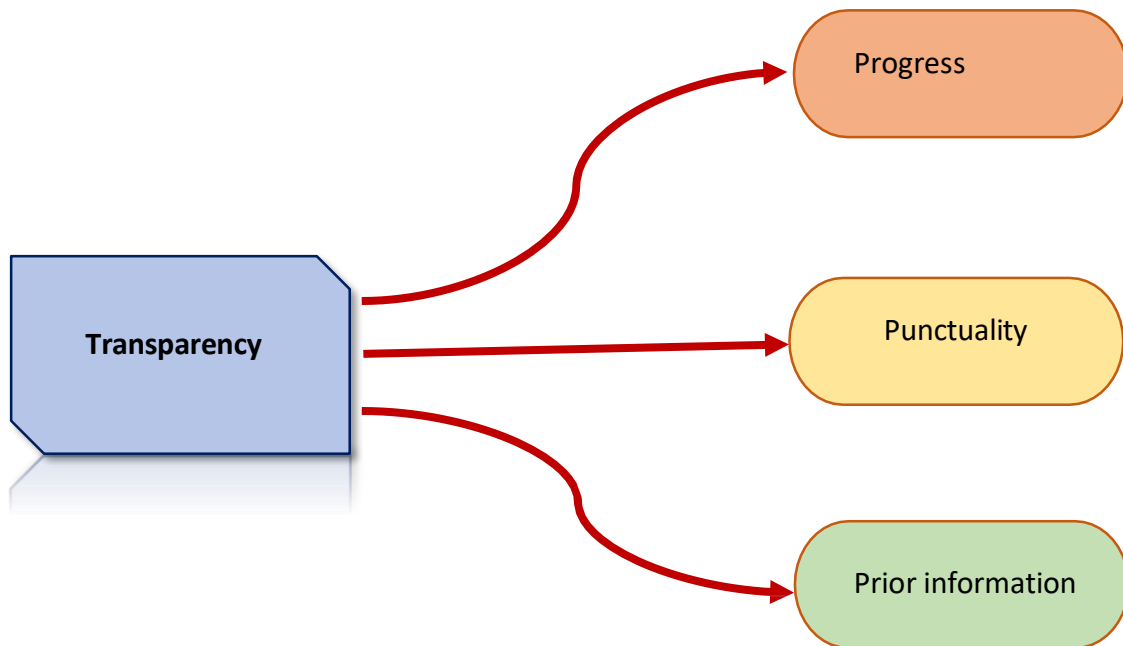


Fig no. 3 Sub theme used to depict the expectations related to transparency

Progress updates

During interview adolescents expect nurses to keep them informed about their health status and any progress being made. They want regular updates that are clear, honest, and easy to understand, as this helps them feel involved and reassured. Being told how they are improving, what the next steps are, or if there are any changes in their care plan makes them feel valued and respected. Adolescents appreciate when nurses take the time to explain things directly to them, rather than only to parents or guardians.

Punctuality

Adolescents expect nurses to be punctual and reliable when providing care. Being seen on time, procedures, helps them feel that their time is respected and that their health concerns are important. Delays or long waiting times can cause frustration, anxiety, or a feeling of being overlooked. Adolescents appreciate when nurses are organized, efficient, and timely in delivering medications, responding to needs, or giving updates. Adolescents stated that they expect nurses should convey information about their health status frequently, inform doctors on time during emergencies, inform about investigations report.

Prior Information

Adolescent during the interview expressed that nurses were informing about any procedure to the parents but expect that nurses should inform adolescents only so that they can gain the confidence get prepare for any procedure.

Table No. 3.4 Description of theme related to expectations about Guidance

Subtheme	Code
Clear Instructions	Direct
Articulate speech	Precision
	Avoid misinformation
	Proper explanation
	Simplify the explanation

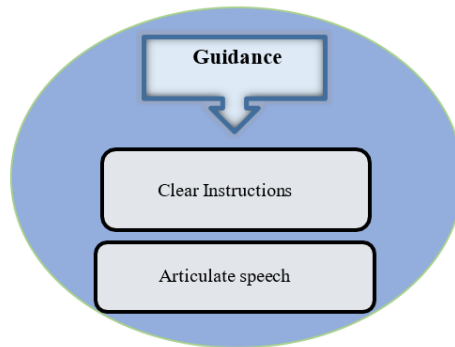


Fig no. 4 Sub theme used to depict the expectations related to guidance

Guidance

Adolescents in the interview expressed that they didn't know about disease and treatment modalities. They expect that nurses should guide to take care of themselves and instruct them about treatment modalities, they want nurses to explain in simple explanation which they can understand. Adolescents expect nurses to provide honest, supportive, and age-appropriate guidance to help them understand their health and make informed decisions. They look to nurses for clear explanations about their condition, treatment options, and healthy lifestyle choices.

Care instructions

During interview adolescent expressed that nurses should instruct them how to care of and also their parents, they verbalized that nurses should give if any special instructions are to be followed during their treatment.

Articulate speech

Being adolescent they understand whatever care they were receiving in hospital they wanted to know everything so they expect that nurses should explain about their daily care and about procedure. Many of the adolescents expressed that nurses need to give good information related to their treatment and recovery, should not give the misinformation that can lead to anxiety, they expect that nurses should give the clear information with simple language.

Table No. 3.5 Description of theme related to expectations about communication.

Subtheme	Code
Soothing conversations	Calm tone
	Soft speaker
Active Involvement	Interaction
Kind listening	Active Listener
Cheerfulness	Positive interaction
Respectful interaction	Politeness

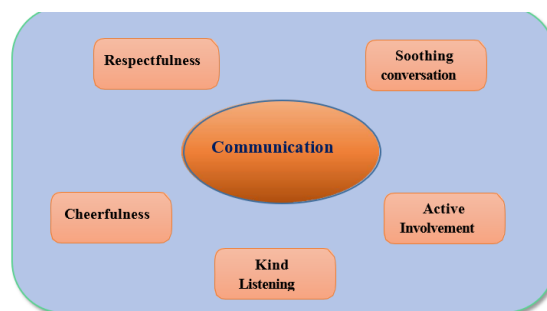


Fig no. 5 Sub theme used to depict the expectations related to communication

Expectations related to communication

During interview most of the adolescents expressed that nurses should interact with patient and their family, enquire about the health status, speak with kind words, listen them actively and nurse should provide reassurance and empathy. Adolescents expect nurses to communicate with them in a way that is clear, respectful, and easy to understand. They want nurses to listen actively, give them space to express themselves, and respond without judgment. Adolescents value when nurses speak directly to them rather than only addressing parents or guardians, making them feel included and respected. Using simple, age-appropriate language and taking time to explain procedures or health information helps adolescents feel

more at ease and involved. They expect good communication from nurses builds trust, reduces fear or confusion, and strengthens the relationship between the nurse and the adolescent.

Soothing Conversations

Adolescents want nurses to speak in a gentle and soft manner, avoiding harsh or abrupt words. Nurses should respect adolescents' opinions and feelings, creating a safe space for open communication.

Active Involvement

Adolescents anticipate that nurses will take an active role in their care and demonstrate a sincere interest. Adolescents want nurses to be present, attentive, and involved in every step of their care during hospitalization, it may include providing information, offering support, or encouraging participation in decision-making. This active involvement helps adolescents feel cared for, understood, and supported, and it fosters a stronger sense of trust and connection with their healthcare providers.

Kind listening

During interview adolescents expressed that nurses should listen with attention, patience and calm mind, Adolescents expect nurses should understand adolescent's point of view. They verbalized that, kind listening makes them feel good.

Cheerfulness

During interview adolescents expressed nurses need to talk in a joyful way, they should spend time with patients, should have a sense of humour, give compliments. They expressed that these conversations create a positive, trust atmosphere, making the patient feel more ease to express themselves.

Respectful interaction

During interview adolescents verbalized that nurse should talk with respect, respond thoughtfully to concerns and ensure the patient to be valued, heard and understood. They expect nurse should respect the patient's opinions, preferences and individuality without judgement.

Table No. 3.6 Description of theme related to expectations about clinical competencies.

Subtheme	Code
Proper procedure	Gentle handling

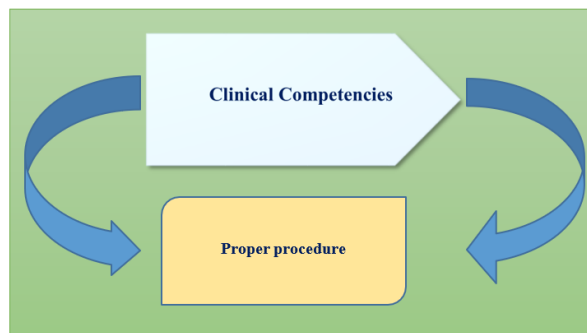


Fig no. 6 Sub theme used to depict the expectations related to Clinical competencies

Expectations Related to Clinical Competencies

During interview adolescents expressed that nurse should perform procedures skillfully and confidently, minimizing the pain and discomfort. They expect that nurse should perform her work on time.

Timely Administration

Adolescents expressed nurses to administer medications at the times prescribed without unnecessary delays. They verbalized that they feel frustrated if there is a delay in receiving medications, especially for pain relief or critical treatments.

Proper Procedure

Adolescent during interview stated that nurses demonstrate confidence and precision when performing procedures, they expect nurse should ensure no unnecessary pain or errors will happen.

Table No. 3. Description of theme related to expectations about Efficiency in health care.

Subtheme	Code
Accountability	Responsibility
Systematic work	Organized work
Compassionate	Proper Care
Consistent	Routine work

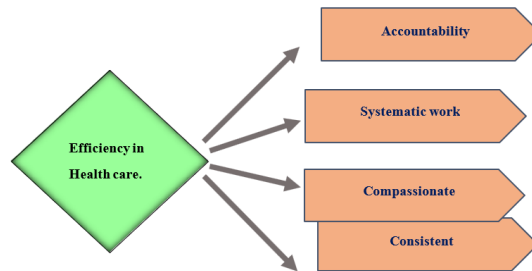


Fig no. 7 Sub theme used to depict the expectations related to effective communication

Expectations Related to efficiency in healthcare.

Adolescents expect the nurses should work as responsible, they should be accountable for their action need to do systematic work, demonstrate the procedures confidently, need to monitor the variations continuously.

Accountability

Adolescents expect nurses to perform their duties with precision, following medical protocols and ensuring safe practices. They expect nurses should responsible, dependable, and honest in their actions and decisions.

Systematic work

During interview adolescent expressed that nurse should be organized, efficient, and delivered in structured manner, prioritize task effectively, organize the articles before starting the procedure and maintain professionalism to ensure quality care.

Compassionate

Adolescents verbalized that nurse should value emotional support, empathy and personalized attention alongside medical care. Adolescents expect nurses to be empathetic listeners, especially when they are anxious, scared, or confused. Adolescents often feel more comfortable when nurses show a friendly, open, and approachable demeanour.

Consistent

Adolescents expect that nurses should emphasize reliability, continuity and quality in every interaction. Adolescents expect consistent care from nurses as it helps build a sense of trust, safety, and reliability in the healthcare environment. Adolescent expect nurses should follow through with promised actions, and maintain a stable, respectful attitude across all interactions.

Table No. 3.8 Description of theme related to expectations about behaviour of nurse

Subtheme	Code
Speaking with Empathy	Kindness
Professional Behaviour	Respectability

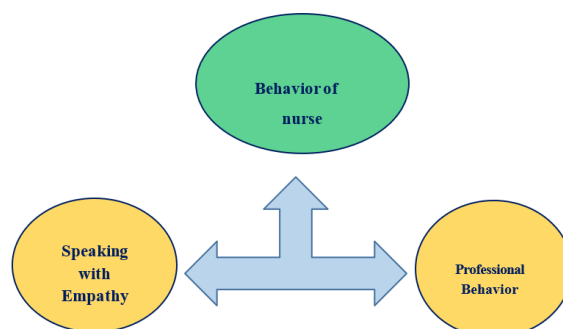


Fig no. 8 Sub theme used to depict the expectations related to behavior

EXPECTATIONS RELATED TO BEHAVIOR

Many of adolescents expect the nurses to communicate with them in a respectful and non-judgmental manner, they want nurses should listen attentively, respond thoughtfully and recognizing their need for independence and individuality. Adolescents value nurses who are approachable, friendly, and patient, creating a safe space where they feel comfortable expressing their concerns.

Speaking with Empathy

During interview adolescents verbalized that understanding and addressing the patient's emotions, fears and concerns through kind, thoughtful and non-judgmental communication. They want nurses to listen attentively, acknowledge their feelings and respond with compassion rather than criticism or indifference.

Professional Behavior

Adolescents expect that nurses should provide high quality care, have respectful communication, adhere to responsibility, and have a sense of integrity and focused during their interactions, showing that they take their responsibilities seriously. Adolescents also verbalized maintaining, using respectful language and treating all patients fairly and without bias.

CONCLUSION

The qualitative analysis of data has revealed 08 themes, 21 subthemes and 29 codes. The expectations of adolescents towards nurses in pediatric wards reflect a multifaceted view of care that extends beyond clinical competence. Adolescents value prompt and attentive care, underpinned by clear communication, emotional support, and trust-building practices. They seek nurses who are not only clinically skilled but also compassionate, transparent, and actively involved in their journey to recovery. The desire for guidance, respectful interaction, and empathetic behaviour highlights the importance of recognizing the adolescent's need for autonomy, confidence, and emotional reassurance during hospitalization. Ultimately, adolescents expect a holistic approach to nursing, where

professional conduct is balanced with human connection to feel safe, supported, and understood.

Adolescents envision nurses not only as healthcare providers but also as trusted guides and emotional supporter during a vulnerable period in their lives. Meeting these expectations through a blend of clinical excellence, empathetic care, and open communication can significantly improve the overall hospital experience and outcomes for adolescent patients.

DISCUSSION

The study utilized a qualitative and exploratory technique to evaluate adolescents' expectations about paediatric nurses. The study aimed to identify common qualities, perspectives, expectations among participants. The researcher conducted semi-structured interviews to acquire significant and unique information about expectations of participants during hospital stay.

A thematic analysis was utilized to evaluate the collected information. Based on commonalities within the data, themes and subtheme were divided. Eight theme were recognized: Provision, support, transparency, Guidance, communication, clinical competencies, efficiency in health care, and behavior.

The findings of the study were similar to other studies which were conducted by different researchers.

Mary Brady conducted a qualitative study on hospitalized children's perspectives on what makes a good nurse. The study had three main objectives: to address gaps in existing literature, to identify what hospitalized children believe makes a successful nurse, and to offer insights for improving children's nursing practice. The grounded theory that emerged highlighted five key themes—communication, professional competence, safety, professional appearance, and virtues—that represent children's perceptions of the ideal nurse. Among these, effective communication was identified as a crucial attribute of a skilled nurse. 6

Pelander T and Leino-Kilpi H conducted a study on the quality of pediatric nursing care, focusing on children's expectations. This qualitative study aimed to explore

what children expect from pediatric nursing care. Children anticipated that nurses would be dependable, compassionate, possess a good sense of humor, and wear colorful clothing to work. Both parents and nurses were expected to engage in nursing activities, with an emphasis on safety, fun, education, and care. The results revealed that children can offer valuable insights into the quality of pediatric nursing care. These findings open up new opportunities for enhancing children's perceptions of pediatric nursing.⁷

PM Santos, LF Silva, et al. conducted on nursing care through perception of hospitalized children. Their aim was to identify hospitalized children perception about nursing care and understanding their perspective and finding the best ways to perform nursing care children. Results shows the value of having fun while in the hospital, being kind and considerate, and explaining the procedures that were carried out. As a result of their hospitalization experience, school-aged children internalize the role of nurses, who serve as mediators in the child's developmental zones, teaching them what they can learn from someone with more experience⁸. They also acknowledge that they communicate both verbally and nonverbally in order to provide care, and that these behaviors are centred on their recuperation.⁹

Conclusion

The researcher explored the expectations of adolescents about nurses regarding provision of care, support during hospitalization, guidance, transparency, communication clinical competencies, efficiency in health care, and behaviour of nurse working paediatric wards, by using in-depth semi- structured interviews and thematic analysis.

Participants shared their expectations from their experiences during hospitalization about nursing care, communication, support and treatment.

Researcher indicates that adolescents who are hospitalized needs comprehensive support during their hospital stay for the adjustment and cure. Hospitalization is stressful event for adolescent they feel restricted so they need open communication with nurses, they wants to address their opinions by nurses, wants to know about their treatment modalities, and expect that nurses should work efficiently.

In order to sum up, this research contributes to our comprehension dynamics of caring adolescents during their hospitalization and emphasizes the necessity of comprehensive support that attend to the interviewed such as provision of care, support during hospital stay, proper communication, transparency, efficient care, clinical skills, and maintaining professional behaviour. This study establish the foundation for future initiatives focused at meeting the adolescents' expectations about nursing care by emphasizing the experiences and viewpoints of adolescents.

REFERENCE

1. Sawyer, Susan M., et al. "The Age of Adolescence." *The Lancet Child & Adolescent Health*, vol. 2, no. 3, Mar. 2018, pp. 223–228.
2. Marlow, Dorothy R. *Textbook of Paediatric Nursing*. 6th ed., Elsevier, pp. 950–958.
3. Kapur, S. "Adolescence: The Stage of Transition." *Horizons of Holistic Education*, vol. 2, no. 3, July 2015, pp. 233–250.
4. World Health Organization. *Adolescent Health*. https://www.who.int/health-topics/adolescent-health/#tab=tab_1. Accessed 17 Oct. 2025.
5. Duzkaya, Didem S., Gül Uysal, and Hakan Akay. "Nursing Perception of the Children Hospitalized in a University Hospital." *Procedia - Social and Behavioral Sciences*, vol. 152, 7 Oct. 2014, pp. 362–367.
6. Brady, M. "Hospitalized Children's Views of the Good Nurse." *Nursing Ethics*, 2009.
7. Pelander, Tiina, and Helena Leino-Kilpi. "Quality in Pediatric Nursing Care: Children's Expectations." *Issues in Comprehensive Pediatric Nursing*, vol. 27, no. 3, 2004, pp. 139–151.
8. Vygotsky, Lev S. *A Formação Social da Mente: O Desenvolvimento dos Processos Psicológicos Superiores*. 7th ed., São Paulo: Martins Fontes, 2007.
9. Santos, P. M., et al. "Nursing Care Through the Perception of Hospitalized Children." *Revista Brasileira de Enfermagem*, vol. 69, July 2016, pp. 646–653.
10. Polit, Denise F., et al. "Appendix D: Sources of Definitions." *ING Research*, p. 355.