

# LEVEL OF SATISFACTION OF THE ADOLESCENT WITH THE APP CONFIDENT FOR DECISION MAKING IN PREGNANCY PREVENTION. LAS MERCEDES AND LEONCIO PRADO SCHOOLS - HUÁNUCO, 2020

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## Abstract

The study aims to determine the level of satisfaction of adolescents with the Confident APP for decision making in pregnancy prevention, specific satisfaction with the quality of content, resolution of consultations, decision making, reliability and response time, using the inductive method, descriptive epidemiological design, relational level, prospective and longitudinal type, and the virtual satisfaction survey instrument. The intervention consisted of providing information on sexual and reproductive health through the App to the target population for decision-making. The sample consisted of ninety-nine students from Leoncio Prado and Las Mercedes schools who met the pre-established criteria. The results are: 1. Average age of the adolescents was 16 years old. 2. Quality of content satisfied conducive to learning 50%, clarity of content 43%, clarity of information 42%. 3. Consultation resolution satisfied a professional response 46%, clarification of doubts 40%. 4. Decision-making satisfied 86% of students at Leoncio Prado and 83% at Las Mercedes; they would recommend it by 42%, and it empowers them about sexual and reproductive rights by 40%. Reliability is 44% satisfied and adequate response time is 47% satisfied. The statistics show a p-value of 0.000, which affirms the existence of a correlation between the level of satisfaction with the use of the Confident App and making good decisions on adolescent sexuality; the value of Kendall's Tau B Coefficient O, 609 indicates that there is a "Good correlation", which is an acceptable predictor of adolescent decision making. In conclusion, the higher the level of satisfaction in resolving teenagers' doubts on issues related to their sexuality, the better they will be able to make the right decisions regarding their sexuality, thus preventing teenage pregnancies.

**Keywords:** Satisfaction Level, Adolescent, App, Decision Making, Pregnancy Prevention, Pregnancy Prevention.

### Resumen

La investigación tuvo como objetivo determinar el nivel de satisfacción del adolescente con el APP Confident para la toma de decisiones en prevención del embarazo, específicamente la satisfacción sobre calidad de contenido, resolución de consultas, toma de decisiones, confiabilidad y tiempo de respuesta; bajo el método inductivo, diseño epidemiológico descriptivo, nivel relacional, tipo prospectivo y longitudinal, el instrumento encuesta virtual de satisfacción. La intervención consistió en suministrar información sobre salud sexual y reproductiva a través del App a la población objetivo para la toma de decisiones. La muestra estuvo representada por noventa y nueve alumnos de los colegios Leoncio Prado y Las Mercedes que cumplieron con los criterios preestablecidos. Resultados: 1. Edad media de los adolescentes 16 años. 2. Calidad de contenido satisfecho: propicia el aprendizaje 50%, claridad de contenido 43%, claridad de información 42%. 3. Resolución de consultas satisfecho: respuesta profesional 46%, aclaración de dudas 40%. 4. Toma de decisiones satisfecho: acertadas sobre eventos de la sexualidad alumnos del C.N. Leoncio Prado el 86% y C.N Las Mercedes 83%, lo recomendarían 42%, empodera sobre derechos sexuales y reproductivos 40%. 5. Confiabilidad 44% satisfechos y tiempo de respuesta adecuada 47% satisfechos. En la estadística mostramos p-valor de 0,000 que afirma la existencia de correlación entre el nivel de satisfacción del uso del App Confident y la toma de decisiones acertadas en la sexualidad del adolescente, el valor del coeficiente de Tau B de Kendall O, 609 nos indica que existe "Buena correlación"; lo que es un aceptable predictor en la toma de decisiones del adolescente. Concluyendo que cuanto mayor sea el nivel de satisfacción en la resolución de las dudas del adolescente sobre temas de su sexualidad, mejor será la toma de decisiones acertadas con lo respecta a su sexualidad y por lo tanto se prevendrán los embarazos en adolescentes.

**Palabras clave:** Nivel de Satisfacción, Adolescente, App, Toma de Decisiones, Prevención de Embarazo.

### Introduction

According to Alvarado (2013, p.2), "In the southern part of America, poverty is an indicator that has quite high figures, especially in countries with low levels of schooling, thus, teenage pregnancies cause social problems and increase poverty. Over the years, it has been observed that sexuality is the task of school educators and the family environment; however, other factors have an influence, among them the culture, the health area and the currents of thought in society".

According to the World Health Organization:

"The agency considers broad conceptual aspects of human need at different stages of a person's life. These include being female or male, the responsibilities of each person, sexuality in each life cycle, the right to privacy, the right to make

decisions about reproduction or the desire to postpone pregnancy at an adolescent age, and sexual orientation involving safe and risk-free sexual practices. The cognitive issue involves the practice of established concepts for good reproductive and sexual health care. Sexuality should be related to the behavioral dimensions of the person, not being so, many cases are not evident or not clearly expressed; in sexuality, there is the implication of biological, psychological, social, economic, political, cultural, ethical, legal, historical, religious and spiritual conditions."

In this research, education and sexuality in the new information and communication technologies are used, about which Belli (2001, p.107) argues:

"Technological and scientific advances poured as online information today include the conceptual part of issues in reproductive health and sexuality. The topic of sexuality is treated in an innovative context in the field of technoscience, thinking in new paradigms to be able to discuss and apply it".

The first step is to understand sexuality as something strictly linked to emotions and intimacy, facing new paradigms and new meanings. In the past, emotions could not be treated because of the lack of clear concepts, and intimacy was treated traditionally and classically.

Nowadays there is a need to conceptualize new terms to mention emotions and other ways of experiencing when there is the approach of the person to new technologies.

The use of a language with computer terms may help to understand technical aspects of sexuality; pouring the problem at the universal level. Referring to the Huanuco Region is no stranger, because there are alarming figures that are increasing unwanted pregnancies in adolescents due to a lack of information on issues of sexual and reproductive health, and in the absence of information they make unwise decisions.

Local publication newspaper: Hoy

"Concerning the first semester of 2018, in which 785 teenage pregnancies were registered, in 2019 they increased by 33 cases, which represents 4.2 %."

The Ombudsman's Office refers to:

"It has been attending cases of teenage pregnancy registered in the Huanuco provinces of Yarowilca (16 cases in the district of Aparicio Pomares between 2017 and 2018) and Ambo (one case as a result of rape). According to the Regional Health Directorate, only in the first quarter of 2018, 407 cases of teenage pregnancy have been registered in the Huanuco region and 1491 cases during 2017."

Due to this problem, the following research was conducted under the following question: What is

the level of adolescent satisfaction with the APP Confident for decision-making in pregnancy prevention in the Las Mercedes and Leoncio Prado Gutierrez Schools - Huánuco, 2020, under the following sub-problems: What are the basic characteristics of age, educational institution and gender of the population under study? What is the level of satisfaction of the adolescent in the use of the APP Confident on the quality of content concerning decision-making in the study population? What is the level of satisfaction of the adolescent in the use of the APP Confident for the resolution of consultations in the study population? What is the level of satisfaction of the adolescent in the use of the APP Confident for decision-making? The researchers have the general objective of determining the level of adolescent satisfaction with the APP Confident for decision-making in pregnancy prevention. In the Las Mercedes and Leoncio Prado schools - Huanuco, 2020; with a quantitative research approach, relational level with a descriptive, prospective epidemiological design; where we concluded by determining that in the Leoncio Prado school, 30.6% were very satisfied, 55.6% satisfied and 13.9% acceptable; while in the Las Mercedes school, 44.4% were very satisfied, 38.1% satisfied and 17.5% dissatisfied. This research contributes to solving a social problem in the Huanuco Region since teenage pregnancy is steadily increasing.

## Methodology

Due to the characteristics of the research, an inductive deductive methodology with a quantitative approach was followed at; the correlational level because the concordance between both variables considered in this research was related. The type of research was prospective and cross-sectional; the study design was Epidemiological Descriptive of two variables: level of satisfaction and decision making.

The sample population consisted of all adolescent students of the Las Mercedes Educational Centers, with n=63 students and Leoncio Prado with n=36 students who met the selection criteria, making a sample of N=99. In the first stage, all the procedures for working with adolescents were

rigorously followed, including informed consent; in the second stage, they were sent the link to the mobile application APP "Confident" and provided with information on decision-making, dealing with issues of pregnancy prevention, as well as finding specialized attention from professionals when required; in the third stage, they filled out an online satisfaction scale, from which we finally obtained the results.

## Results

The analysis of the results responded to the proposed objectives:

In the basic characteristics we identified the number of participants by the school according to age; observing a certain similarity between both schools where the highest percentage were the 16-year-olds being 50% for the C.N Leoncio Prado and 55.6% for the CN Nuestra Señora de las Mercedes and in the 17-year-olds with 38.9% for the CN Leoncio Prado, and 31.7% for CN Nuestra Señora de la Mercedes.

According to the level of satisfaction of adolescents in the use of the APP Confident on the quality of content in terms of clarity and understanding of the information provided in the Confident App on the sexual and reproductive rights of adolescents, it was found that 36.4% were very satisfied, 47.5% satisfied and 16.2% indicated acceptably. The level of satisfaction was similar in both national schools. Regarding the risks of pregnancy in adolescents, 42.4% were very satisfied, 43.4% were satisfied and 14.1% were acceptable. There was a difference in the level of satisfaction between the national schools, with the highest percentage being: very satisfied in the CN Las Mercedes (44.4%), satisfied in the CN Leoncio Prado (50%), and acceptable in the CN Las Mercedes (15.9%). 40.4% were very satisfied, 42.4% were satisfied and 17.2% indicated acceptably. Similar values were found in the level of satisfaction between the two national schools.

Regarding the level of satisfaction of the adolescent in the use of the APP Confident concerning the resolution of queries, answers from the professionals of the application which are expected by the study population indicate that 29.3% were very satisfied, 45.5% satisfied and 25.3% indicated acceptably. A higher level of very satisfaction was found in Las Mercedes (34.9%) compared to 19.4% in Leoncio Prado. Regarding the clarification of doubts expressed by the study population, 38.4% were very satisfied, 40.4% were satisfied and 21.2% were acceptable. The highest level of satisfaction was found in Las Mercedes where 44.4% were very satisfied compared to 27.8% in Leoncio Prado.

Level of satisfaction of adolescents in the use of the APP Confident concerning making the right decisions on sexuality events after using the Confident App; where it was determined that at Leoncio Prado 30.6% were very satisfied, 55.6% satisfied and 13.9% acceptable; while at Las Mercedes, 44.4% were very satisfied, 38.1% satisfied and 17.5% dissatisfied.

About the level of satisfaction of adolescents in the use of the APP Confident, through the statement "If I were to recommend the use of the application to improve the decision-making of my friends and colleagues" by the study population, it was found that 40.4% were very satisfied; 42.4% were satisfied, 16.2% indicated acceptable and 1% were dissatisfied. The levels of satisfaction were found to be very satisfactory in a higher percentage in Las Mercedes, (44.4%) compared to 33.3% in Leoncio Prado (33.3%), while the percentage of dissatisfied people was observed in Leoncio Prado (2.8%). Affirmation "Now I understand and can demand my sexual and reproductive rights" by the study population, where it could be determined that 40.4% were very satisfied; 39.4% satisfied, and 20.2% indicated acceptably. The levels of satisfaction were found to be very satisfactory in a higher percentage in Las Mercedes with 42.9% compared to 36.1% in Leoncio Prado, while a higher percentage of the acceptable level was observed in Leoncio Prado with 25% compared to 17.5% in

Las Mercedes. Regarding the reliability of the information provided in the "Confident" App, 35.4% were very satisfied, 44.4% were satisfied and 20.2% indicated that it was acceptable. The level of satisfaction was similar in both national schools. If the response to the demand for requested information is received promptly and in the appropriate timeframe for decision-making by the study population; where it could be determined that 26.3% were very satisfied; 46.5% were satisfied, and 24.2% indicated acceptable and 3%

were dissatisfied. Similar levels of satisfaction were found in both national schools.

In the statistics, the p-value of 0.000 shows the existence of a correlation between the level of satisfaction with the use of the Confident App and the adolescent's decision-making in sexuality, the value of Kendall's Tau B Coefficient O, 609 indicates that there is a "good correlation", which is an acceptable predictor of the adolescent's decision making.

Table 12. Cross-tabulation of the level of adolescent satisfaction in the use of the APP Confident and in making the right decisions to prevent pregnancy in the schools I.E. Nuestra Señora de las Mercedes and I.E. Leoncio Prado Gutiérrez - Huánuco, 2020.

Decision making	Satisfaction of the "CONFIDENT" app that allowed me to clarify many doubts.								Value of	
									Tau b	p-
									of	value
	VERY SATISFIED		SATISFIED		ACCEPTABLE		Total		Kendall	
	f	%	f	%	f	%	f	%		
VERY SATISFIED	30	78,9%	07	17,5%	02	09,1%	39	39,0%	0,609	0,000
SATISFIED	08	21,1%	27	67,5%	10	45,5%	45	45,0%		
ACCEPTABLE	00	00,0%	06	15,0%	10	45,5%	16	16,0%		
Total	38	100,0%	40	100,0%	22	100,0%	100	100,0%		

Significance level of 5% = 0,05

### Discussion

The growing use of ICT and mobile learning in educational contexts has prompted us to find out how useful is the APP for mobile devices called "Confident" for decision making in the prevention

of teenage pregnancy, to test their levels of satisfaction.

According to the WHO, adolescence is the period of human growth and development that occurs after childhood and before adulthood, between the ages of 10 and 19. It is one of the most important

transitional stages in the life of a human being, characterized by an accelerated rate of growth and physical, psychological and social changes.

Adolescence is a period of preparation for adulthood during which several major developmental experiences occur. Beyond physical and sexual maturation, these experiences include the transition to social and economic independence, the development of identity, the acquisition of the skills necessary to assume adult roles, and the capacity for abstract reasoning. Although adolescence is synonymous with exceptional growth and great potential, it is also a time of considerable risk, during which the social context can have a decisive influence.

Many adolescents are under pressure to use alcohol, tobacco or other drugs and to start having sex at increasingly younger ages, putting them at high risk of unwanted pregnancies and sexually transmitted infections.

The behavioral patterns that are established during this process, such as the use or non-use of drugs or risk-taking or protective measures related to sexual practices, can have lasting positive or negative effects on the individual's future health and well-being. For these reasons, health professionals need to intervene through information, education and communication actions aimed at the sexual and reproductive health of adolescents.

About the results on the levels of satisfaction of the study population, the reliability of the information, sexual and reproductive rights, the risks of pregnancy and the use of contraceptive methods, respectively, it was determined that most of the adolescents had high levels of satisfaction (very satisfied). This shows that the interventions carried out with adolescents are beneficial. According to MINSA, the level of satisfaction is a rational or cognitive experience, derived from the comparison between expectations and the behavior of the service provided, and is subordinated to factors such as expectations, moral and cultural values, personal needs, etc., which in some way condition satisfaction to be different and in different circumstances. Delbanco & Daley state that "user satisfaction is one of the most important results of providing good quality

services since it has a determining influence on their behavior". Based on this conception, it can be deduced that the "Confident" App is a good quality tool since very satisfactory results were achieved in most of the adolescents under study. For their part, Belli et al. (2019) refer that currently, the use of mobile applications helps the adolescent to understand in a protected way (identity) issues of sexuality. In turn, Noa & Mustelier (2019) emphasize the need to use new technologies to understand sexual education in students, since the information they obtain gives them the possibility to better face a responsible sexual life and thus contribute to achieving a better quality of life.

Regarding the responsiveness of the App administrators, they have shown that there was a satisfactory response, regarding the clarification of doubts, responsiveness, and promptness in responding to the demand for information.

The results about the satisfaction of the adolescents can warn that the application of the App "Confident" will have short-, medium- and long-term effects not only at an individual level but also in their social environment, under the premise that the higher the level of satisfaction on issues of their sexuality, the better they will be able to make the right decisions regarding their sexuality and therefore prevent teenage pregnancies.

## Conclusions

FIRST. The highest percentage of adolescents in the study were those aged sixteen (50% for CN Leoncio Prado and 55.6% for CN Nuestra Señora de las Mercedes).

SECOND. Level of satisfaction of adolescents in the use of the APP Confident in the quality of content:

1. The "Confident" App facilitates the learning of sexual and reproductive health issues in adolescents thanks to the satisfactory results achieved (satisfaction levels above 50%).
2. The level of satisfaction of the adolescents under study on the clarity and understanding of the information provided in the "Confident" App on

the risks of teenage pregnancy was "satisfied" in 43.4%.

3. The level of satisfaction of the adolescents under study on the clarity and understanding of the information provided in the "Confident" App on the use of contraceptive methods in adolescents was satisfied in 42.4%.

THIRD. Level of satisfaction of the adolescent in the use of the APP Confident concerning the resolution of queries:

1. Regarding the level of satisfaction of adolescents in the use of the APP Confident, concerning the responses of the application's professionals, which are those expected by the study population, it was determined that 45.5% were satisfied.

2. Regarding the level of satisfaction of adolescents in the use of the APP Confident about the clarification of doubts expressed in the study population, it was determined that 40.4% were satisfied.

FOURTH. Adolescent's level of satisfaction in the use of the APP Confident concerning decision making:

1. Regarding the level of satisfaction of adolescents in making the right decisions about sexuality events after using the Confident App, it was determined that in Leoncio Prado N.C. 30.6% were very satisfied, 55.6% satisfied and 13.9% acceptable; while in Nuestra Señora de las Mercedes N.C. 44.4% were very satisfied, 38.1% satisfied and 17.5% dissatisfied.

2. Regarding the level of satisfaction of adolescents in the use of the APP Confident concerning the statement "I would recommend the use of the application to improve the decision making of my friends and colleagues", it was determined that 42.4% were satisfied.

3. Regarding the level of satisfaction of adolescents in the use of the APP Confident concerning the statement "I now understand and can demand my sexual and reproductive rights", it was found that 40.4% were very satisfied.

FIFTH. Level of satisfaction of the adolescent in the use of the APP Confident about:

1. The level of satisfaction of the adolescents under study regarding the reliability of the information provided in the "Confident" App was "satisfied" in 44.4% of them.

2. Regarding the level of satisfaction of adolescents in the use of the APP Confident as to whether the response to the request for information is received promptly and within the appropriate timeframe for decision making, it was found that 46.5% were satisfied.

The conclusion is that the higher the level of satisfaction in resolving teenagers' doubts about their sexuality, the better they will be able to make the right decisions regarding their sexuality and therefore prevent teenage pregnancies, as demonstrated by the statistical test.

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