

Perceived quality of nursing care in trauma service

Qualidade percebida da assistência de enfermagem no serviço de trauma

Calidad percibida de la atención de enfermería en el servicio de traumatología

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ABSTRACT

Measuring the quality of nursing care provided by the different hospital institutions allows users to express their satisfaction or dissatisfaction with the care received in this service, thus favoring the process of continuous improvement in the quality of care provided to the individual. In order to determine the quality of nursing care in the trauma services of the "IESS Latacunga" and "General Docente Ambato" hospitals, a quantitative, descriptive and transversal study was carried out. For this purpose, the SERVQUAL research instrument was applied to the selected subjects. After the survey, relevant results were obtained indicating that 48.9% of the participants perceive that the nursing professional does not attend punctually to the patient's call for assistance in the required needs, this being their appreciation during the hospital stay, while 20.4% consider that the attention is adequate and timely. Concerning the facilities and technology in the health facilities, 98% of the users surveyed stated that they were acceptable and only 2% expressed disagreement due to the lack of modern equipment. It is concluded that the respondents have an acceptable perception of the quality of nursing care received by the professional nursing staff, however, we would recommend greater emphasis on punctuality when providing care, it is worth mentioning that the demand of hospitalized patients makes it difficult to provide timely patient care. It is necessary, therefore, to implement strategies to improve the level of care in tangible and intangible aspects within the structuring and process of care at the relevant time.

Keywords: Quality of care, nursing staff, Patient Satisfaction, Effectiveness.

RESUMO

O controle de qualidade da prestação de serviços de enfermagem deve ser uma atividade planejada e sistematizada para identificar oportunidades de melhoria ou situações que devam ser estudadas a fundo, por meio da qual o usuário possa expressar seu grau de satisfação, favorecendo assim o processo de melhoria contínua. Para determinar a qualidade da assistência de enfermagem nos serviços de traumatologia dos hospitais IESS Latacunga e General Docente Ambato, foi realizado um estudo quantitativo, descritivo e transversal. Para o qual foi aplicado aos sujeitos selecionados o instrumento de pesquisa denominado SERVQUAL. Após o levantamento realizado, foram obtidos resultados relevantes onde se identifica que 48,9% dos participantes percebem que o profissional de enfermagem não atende a chamada do paciente pontualmente para atendimento nas necessidades solicitadas, sendo esta sua valorização durante a internação, enquanto 20,4% consideram que o atendimento é adequado e oportuno. Em relação às facilidades e tecnologias que os estabelecimentos de saúde possuem, 98% indicam que é aceitável, enquanto 2% expressam sua discordância quanto à falta de equipamentos modernos. Conclui-se em linhas gerais que a percepção sobre a qualidade da assistência é aceitável, porém em algumas instituições de saúde quando a assistência de enfermagem é necessária ela é retardada devido à sobrecarga de trabalho. Portanto, é necessário implementar estratégias para melhorar essa deficiência em aspectos tangíveis e intangíveis dentro da estruturação e processo de cuidado no momento adequado.

Palavras-chave: Qualidade da assistência, equipe de enfermagem, Satisfação do paciente, Efetividade.

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RESUMEN

El control de la calidad de la prestación de servicios en enfermería debe ser una actividad planificada y sistemática para identificar oportunidades de mejora o situaciones que deben ser estudiadas en profundidad, a través de esta el usuario pueda expresar su nivel de satisfacción, favoreciendo así al proceso de mejora continua. Para determinar la calidad de atención de enfermería en los servicios de traumatología de los hospitales IESS Latacunga y General Docente Ambato, se realizó un estudio de tipo cuantitativo, descriptivo y transversal. Para lo cual se aplicó el instrumento de investigación denominada SERVQUAL a los sujetos seleccionados. Posterior a la encuesta realizada se obtuvo resultados relevantes donde se identifica que el 48.9% de los participantes percibe que el profesional de enfermería no asiste con puntualidad al llamado del paciente para su asistencia en las necesidades requeridas, siendo esta su apreciación durante la estancia hospitalaria, mientras que el 20.4% considera que la atención es adecuada y oportuna. En lo que se refiere a las instalaciones y tecnología que poseen los establecimientos de salud un 98% indica que es aceptable mientras el 2% expresa su desacuerdo ligado a la falta de equipos modernos. Se concluye en líneas generales que la percepción acerca de la calidad de atención es aceptable sin embargo en algunas instituciones de salud cuando se necesita la atención de enfermería esta se retarda debido a la sobrecarga laboral. Por tanto, es necesario implementar estrategias para mejorar esta falencia en aspectos tangibles e intangibles dentro de la estructuración y el proceso del cuidado en el momento pertinente.

Palabras clave: Calidad de atención, personal de enfermería, Satisfacción del Paciente, Efectividad.

INTRODUCTION

Nowadays, the intention to measure the quality of nursing care provided in hospital institutions by the professional nursing staff allows the user to express their satisfaction or dissatisfaction regarding this, and in the same way, this serves to improve the services of these hospital institutions. According to Ruales and Milena (2019) the perceived quality of nursing care can significantly affect the psychological well-being of patients. On the other hand, Salguero and Ruby (2019) indicate that, when conducting their study at the Hospital San Vicente de Paúl, most users of the hospital's trauma service perceived a high level of humanized care and quality of care by the nursing staff. Thus, the quality of care perceived by the users of the health institutions allows for the continuous improvement of the responsibilities of the nursing personnel who are involved in providing this service. By virtue of this, quality of care can be defined as those characteristics that are indispensable to satisfy the user's needs in the nursing professional field (Ruiz et al., 2020).

In the same context, nursing care is considered as the art of caring, responding to the needs of helping people when they require care. At the same time, this health professional must provide a humanitarian space in their professional service, to safeguard the integrity of each patient. According to Dorothea Orem's theory, nursing care belongs to a specialized service (Noriega, 2022).

Regarding that, Dorothea Orem's theory of nursing care is one of the most important theories in contemporary nursing. It focuses on the capacity of people to care for themselves and how nurses can intervene to help people meet their care needs (Noriega, 2022). It further posits that each person has the capacity to care for themselves, but sometimes they need help to do so, and nurses are the people charged with providing that help by identifying patients' care needs and intervening to meet those needs (Padilla et al., 2021).

The same theory states that the quality of nursing care is categorized into three main components: the self-care deficit, the nursing system, and the development of self-care. The self-care deficit refers to a situation in which a person is unable to meet his or her basic care needs, such as feeding, grooming and health care. Nursing system refers to nursing intervention to satisfy the peoples needs and self-care development refers to the ability of the individual to take care of themselves (Agudelo and Lancheros, 2021).

Finally, Orem's theory also focuses on the nurse's role as an educator, empowering patients and their families to effectively care for themselves and reduce self-care deficits. The theory also emphasizes the importance of collaboration between the nurse and patient to ensure that care interventions are effective and meet the patient's needs (Sanchez et al., 2022).

On the other hand, the nursing staff to provide quality care and warmth must be trained in knowledge and technical and interpersonal skills to be able to care for each of the patients since nursing care involves cordiality, empathy and individualized attention which has an impact on the care of each of the patients (Ruiz et al., 2020). The work is focused on human care in which is based on the Nursing Care Process through which is responsible for diagnosing, planning, executing and evaluating their actions to obtain favorable results within the care provided in the health facility, with the purpose of improving the perception that patients have regarding nursing care (Miranda-Limachi et al., 2019). Continued monitoring of the behaviors or activities provided by the nursing staff should be considered, until their last hospital stay of the hospitalized patients, in order to detect probable alterations in the care and to be able to improve in certain aspects that are not completely satisfactory (Salamanca et al., 2022).

Some studies have focused on the perception of the quality of nursing care in different hospitals around the world, whose intention is to measure the strengths and weaknesses of nursing staff in different hospitals both internationally and nationally so that these data can be used to improve and ensure a better experience for patients at the time they attend one of these health care facilities.

In this way, in the Traumatology Clinical Unit of the Dr. Antonio María Pineda Hospital in Venezuela in August 2016, a study was carried out on the perception of the quality of care by the nurses. Thirty-two patients were questioned with a questionnaire to assess the opinion of the users and among the main results they found that the quality of care provided by the nursing staff ranged from regular to poor, so the hospital, which was the context of the study, should have provided the services with the necessary human, material and regulatory resources to guarantee quality care (Berríos et al., 2019).

Another study was proposed to examine the perception of the quality of care provided by the nursing staff in the Cardiology service at the Hospital de Especialidades Ignacio García Téllez in Yucatán, Mexico. The study was carried out with a population of 60 patients of this service and the SERVQHAS -E questionnaire for perceiving the quality of care was applied to them. The results obtained with this survey indicate that the quality of care in this service is 85% accepted, but there are some suggestions for improvement, such as more opportune and assertive communication and providing better

maintenance of the physical facilities (Torres-Buenfil et al., 2020).

Additionally, Carvajal et al. (2022) in the article "Percepción de pacientes diabéticos sobre la atención recibida por el profesional de enfermería: una revisión sistemática", the objective of this study is to evaluate the perception of diabetic patients on the care received by nursing professionals. The study was based on a search of published studies in online databases, using keywords related to diabetes, nursing care and patient perception. The selected studies were submitted to a critical analysis and relevant data were extracted. The results of the systematic review indicated that diabetic patients have a generally positive perception of the care received by nursing professionals. In particular, patients value the personalized care, the accessibility of nursing professionals, and the diabetes education provided by nursing professionals. However, some areas for improvement were also identified, such as the need for better communication between patients and nursing professionals and the need to tackle cultural and linguistic barriers.

In Ecuador, a study was carried out with a population of 35 patients belonging to the hospitalization area of a public hospital in Ecuador. The SERVQHOS-E instrument was applied to them to measure the perception of quality of care. Among the main findings was that the response rates in the category much better than expected were the highest in terms of the perception of tangible issues, such as material resources, trust and the quality of nursing care, which reflects progress for the hospital (Rocío-Menéndez et al., 2020).

This study attempts to determine the perceived quality of nursing care in hospitalized patients of the trauma service of the Hospital General Docente Ambato and the Hospital IESS of Latacunga through the compilation of data by means of patient surveys, with which it will be possible to identify the main factors that intervened in the low quality of attention and care provided by nursing professionals, which has repercussions on the health and well-being of the patient.

METHODS

Type of study and context

For this research, the design used was quantitative, descriptive and cross-sectional, since it allowed collecting data at a single moment and at a specific time, with the purpose of correlating data (Padilla et al., 2021), which allowed describing how the variables of the quality of nursing care behave and their influence on the perception of patients who have been treated in the trauma service of the Hospital General Docente Ambato and the Hospital IESS Latacunga. According to Manterola et al. (2019), quantitative and descriptive type research is a research methodology that aims to describe and measure phenomena or variables through the collection and analysis of numerical data. This methodology focuses on the collection of objective and verifiable data which can be analyzed using statistic techniques.

Sample

The sampling was by convenience as it included all patients who have been hospitalized in the trauma service of the aforementioned hospitals. The study population was 50 patients who have been hospitalized in the trauma service (Cifuentes, 2019).

The inclusion considered are patients over 18 years of age who have been hospitalized for more than 5 days and who are able to understand and complete the survey. Therefore, when selecting the sample, it is considered that this population is adequate to meet the objectives set out in the research. In addition, it is important to mention that the patients who have been hospitalized in the service are of help to know the quality of care according to the Service, consequently, we worked with the total sample.

Data collection instruments

For data collection and analysis of this article, research instruments called SERVQUAL (Zeithaml and Parasuraman, 1990) were applied, consisting of 23 items with a Likert or satisfaction scale with 4 response options as follows: "very satisfied", "satisfied", "not very satisfied" and "not at all satisfied". It is also important to indicate that the data collection instrument showed a value of .89 within the Cronbach's alpha coefficient, so its reliability is very high. Cronbach's reliability coefficient, denoted as Cronbach's alpha, is a measure of the internal consistency or reliability of a questionnaire or measurement scale. It is used to assess the reliability of a questionnaire in terms of how well the items or questions in the questionnaire measure the same construct or concept. Cronbach's alpha value ranges from 0 to 1, where a value closer to 1 indicates higher reliability (Limaymanta, 2019). The statistical data were processed through the SPSS program (statistical package for the social sciences) from which descriptive statistics were obtained, such as: frequency and percentage of the data obtained from the interviews.

RESULTS

This section may be divided by subheadings. It should provide a concise and precise description of the results, their interpretation, as well as the experimental conclusions that can be drawn. Present textual and / or visual (illustrations and / or tables) research results.

Table 1 Hospitalization Place (Universo)

Hospitalization Place Universo	Frequency	Percentage
IESS Latacunga Hospital	24	48.000
General Docente Ambato Hospital	26	52.000
Total	50	100%

Source: SERVQUAL

For this study, 24 patients representing 48% of the sample were taken from the Hospital IESS Latacunga; while 52%, representing 26 patients, belonged to the Hospital General Docente Ambato (Table 1). The results analyzed will be divided into three categories: facilities, care and socio-affective quality. First, we will analyze the questions surrounding the answers to Facilities to find out how the hospital facilities of the place where the questionnaire was carried out affect the quality of care.

Table 2 Technology of the equipment that nurses use to do their work has been

Technology of the equipment that nurses use to do their work has been	Frequency	Percentage
Worse than expected	1	2.041
As I expected	12	24.490
Better than I expected	32	63.265
Much better than expected	5	10.204
Total	50	100%

Source: SERVQUAL

Table 2, dealing with the technology used by the professional nursing staff, shows that 63.2% of respondents said it was better than expected, while only 2.04% said it was worse than expected.

Table 3 The information provided by the nurses has been.

The information provided by the nurses has been.	Frequency	Percentage
Much worse than I expected	3	6.122
Worse than expected	5	8.163
As I expected	19	38.776
Better than I expected	19	38.776
Much better than expected	4	8.163
Total	50	100%

Source: SERVQUAL

In table 3 the participants indicated that the information provided by the nursing professionals was: as expected and better than expected with an equal percentage corresponding to 38.776% and a small group belonging to 6.122% indicated that it was much worse than expected.

Table 4 The waiting time to be seen by the nurse when you require something has been.

The waiting time to be seen by the nurse when you require something has been	Frequency	Percentage
Much worse than I expected	1	2.041
Worse than expected	23	46.939
As I expected	11	22.449
Better than I expected	11	22.449
Much better than expected	4	8.163
Total	50	100%

Source: SERVQUAL

Regarding the question that measures the waiting time to be attended, Table 4 shows that the highest rank is the criterion that indicates worse than expected with 46.93%, while the lowest rank is much worse than expected with 2.01%.

Table 5 The nurses' interest in solving their problems has been.

The nurses' interest in solving their problems has been.	Frequency	Percentage
Much worse than I expected	2	2.041
Worse than expected	17	34.694
As I expected	20	40.816
Better than I expected	8	16.327
Much better than expected	3	6.122
Total	50	100%

Source: SERVQUAL

Table 5 shows that the nurses' interest in solving their problems was: as I expected with a percentage of 40.816% and in lower acceptance, we have the question much worse than I expected with 2.041%.

Table 6 The punctuality of the nurse in attending has been.

The punctuality of the nurse in attending has been.	Frequency	Percentage
Much worse than I expected	1	2.041
Worse than expected	25	48.980
As I expected	10	20.408
Better than I expected	8	16.327
Much better than expected	6	12.245
Total	50	100%

Source: SERVQUAL

Table 6, which investigates the punctuality of the nurse's attention, 48.98% indicated that it was worse than I expected; while only 2.04% indicated that it was much worse than I expected.

Table 7 The speed with which she gets what she needs or asks for from the nursing staff has been.

The speed with which she gets what she needs or asks for from the nursing staff has been.	Frequency	Percentage
Worse than expected	19	38.776
As I expected	13	26.531
Better than I expected	13	26.531
Much better than expected	5	8.163
Total	50	100%

Source: SERVQUAL

On the other hand, table 7 the highest rank is 38.77% with the criterion worse than expected and with a lower rank the criterion much better than expected with 8.16%. These percentages refer to the question that asks about how much the nursing staff asks for or gives something to the nursing staff.

Table 8 The helpfulness of the nurses in assisting when needed it has been.

The helpfulness of the nurses in assisting when needed it has been.	Frequency	Percentage
Much worse than I expected	1	2.041
Worse than expected	14	28.571
As I expected	15	30.612
Better than I expected	10	20.408
Much better than expected	10	20.408
Total	50	100%

Source: SERVQUAL

Table 8 showed the highest ranking with 30.61% on the criterion as I expected; while the lowest ranking with 2.04% on the criterion much worse than I expected were those who analyze the willingness of the nurses to help the patient.

Table 9 The trust (confidence) that nurses convey to patients has been.

The trust (confidence) that nurses convey to patients has been	Frequency	Percentage
As I expected	18	36.735
Better than I expected	16	32.653
Much better than expected	11	20.408
Total	50	100%

Source: SERVQUAL

Table 9, the maximum value equivalent to 36.73% in the criterion as I expected and the minimum value is 2.04% in the criterion much worse than I expected, this in the question that addresses the confidence that nurses express.

Table 10 The personal treatment given to patients by nurses has been

The personal treatment given to patients by nurses has been	Frequency	Percentage
Worse than expected	8	13.245
As I expected	17	34.694
Better than I expected	20	40.816
Much better than expected	6	12.245
Total	50	100%

Source: SERVQUAL

On the other hand, in the question that asks about the treatment by the nursing staff, the highest rank is 40.81% in the criterion better than I expected and the lowest rank is 12.24% in the criterion much better than I expected (Table 10).

Table 11 The nursing staff's ability to understand the needs of patients has been

The nursing staff's ability to understand the needs of patients has been	Frequency	Percentage
Worse than expected	6	12.245
As I expected	20	40.816
Better than I expected	20	40.816
Much better than expected	4	6.122
Total	50	100%

Source: SERVQUAL

Table 11 shows the values that stand out in the higher range with the same value of 40.81% but in different criteria; the first one indicates as I expected and the other one better than I expected. This contrasts with the lower range which has a value of 6.12% in the criterion much better than I expected.

Table 12 Report your overall level of satisfaction with the nursing care you received during your stay at the Hospital.

Report your overall level of satisfaction with the nursing care you received during your stay at the Hospital.	Frequency	Percentage
Very satisfied	6	12
Satisfied	24	48
Low satisfaction	17	34
Not satisfied	3	6
Total	50	100%

Source: SERVQUAL

In terms of satisfaction with the care provided by the nursing staff, 48% are satisfied while 6% are not at all satisfied with the care provided (Table 12).

Table 13 Multiple Table

Have nurses performed tests or procedures on you without your permission?			Do you know the name of the nurse who attended you on each rotation?		
	f	%		f	%
Yes	5	10,0%	Yes	17	34,0
No	45	90,0%	No	33	66,0
Total	50	100%	Total	50	100%

Source: SERVQUAL

The patients state that 90% of the nurses perform their procedures with the patient's approval, and 10% state that they have not asked for authorization to perform procedures in accordance with their treatment. It is worth to mention that 66% of the nurses according to the survey do not introduce themselves to their patients before starting their shift and 34% state that they do not know the name of the nurse who attends them (Table 13).

DISCUSSION

It is possible to suggest that the perception of the quality of nursing care is a mental process that manifests itself in the patient's imaginary regarding the patient-nurse relationship (Trujillo et al., 2020). For this idea to occur and in turn to be positive, it has several factors that allow perceiving this quality in order to be aware of the situation within the hospital (Milian, 2020). Currently, nursing care is focused on the patient through individualized care, so that the patient ceases to be an object and becomes an individual.

This study was carried out with a universe of 50 patients who are divided into 24 hospitalized patients who belong to the Hospital IESS Latacunga and 26 who belong to the Hospital General Docente Ambato. The questionnaire that was applied was the SERVQUAL, which consists of 23 items with a Likert or satisfaction scale with 4 response options. The results obtained from the application of the questionnaire and its subsequent analysis have made it possible to establish three categories that allow us to have a perception of the quality of the nurse's treatment.

These categories are facility, care and affectionate treatment. In the first category, the facilities and everything that refers to the tangible use of furniture, technology and information provided by the nursing staff of these hospitals have medium and high weightings, that is, patients have a positive view of the place where they attend and associate quality with high-level equipment and facilities. In this sense, quality is perceived according to the innovation and state-of-the-art equipment in terms of technology that they may possess so that users are treated with quality, well-being and timeliness (Mesquita Araujo et al., 2017).

Patients experience this perception of quality when the implementation of technologies responds to new care strategies (Achagua and Alexander, 2022). With this, security at the time of care is intensified and they feel that they have come to the right place for the treatment of their disease. This kind of technology is portrayed in the way the patient is cared for, which contributes to the innovation and improvement of nursing practice (Mesquita Araujo et al., 2017). Also, it is perceived as quality of care, the quantity and the way in which care is provided. In the data obtained from the questionnaires, it can be seen that there is a high rate of acceptance that patients have in front of the inquiry about whether quality information is provided. It should be remembered that the first information regarding their treatments or their admission to the health centers is given by nursing staff (Molina et al., 2023). This information should be provided responsibly and with care in order to have a positive effect on people.

Information should evolve around being assertive, having the component of good treatment and that its timing is timely so that it can be perceived as an important element in the people who play as recipients of the message in hospitals (Jacobo et al., 2017). Information that is late or arrives after its validity time has passed is no longer necessary. In this sense, waiting time is a factor that has not improved in either hospital, as it continues to be a point for improvement in the surveys conducted (Vilar et al., 2021). Thus, patient discomfort is seen in the delay of information, regardless of whether it is important or not. The time factor is a very valuable element for users, which for most users of hospital services demonstrates reliability in their care.

However, the interest shown by the nursing staff is an equally important component as the previous ones, but this one is aimed at the personalization of the service by the nurse. Interest is defined as that which another person demonstrates in the care and attention of a person in need of help. This interest must be personalized, efficient and continuous so that it can be perceived as a quality practice by the nursing staff with the purpose of achieving user satisfaction (Morales et al., 2020). In these two hospitals that have been surveyed, the level of interest shown by the nursing staff is medium, i.e., there has not been a satisfaction that changes the patient's opinion. The interest has been the same in all of them, which does not reach the purpose of customization and continuity that it should have in order to become a point in favor of the quality of care.

On the other hand, according to some authors, the service immediacy is something necessary and important within the nursing services, since, being the first contact with the hospital, users measure the quality of care with this factor, the timely and assertiveness with which the diligences are developed give a level of quality (Pantajo and Mariel, 2019). In this same sense, the user tends to perceive good attention when there is immediacy of their requests and in turn corresponds to the predisposition that they have so that they can mediate for users against other departments (Morales Castillejos et al., 2020).

A third level of analysis of this survey refers to the personal and affective environment that the nursing staff causes

with the users. According to Muñoz (2022), the quality of nursing care contemplates the physical, social, spiritual, cognitive, affective dimensions; what is known today as holistic care, focused on the need for humanized care where their needs as human beings are considered, from establishing a relationship with nurses based on assertive communication, empathy and trust, including values in practice. For this reason, it is important to take into account the theories of human care proposed by Watson, which establishes ten factors of care that it is important for nurses to take into account when carrying out the necessary care of users in order to avoid a kind of dehumanization in primary care in hospitals

CONCLUSIONS

Based on the stated objectives, we conclude:

Primarily it is determined that the quality of nursing care in the traumatology service is positive in certain aspects since the patients surveyed perceive it as such, showing in the results of the survey applied between 48% to 60% of acceptance in the activities that the professional nursing staff performs, it is worth mentioning that the activities performed by the staff are very important for the satisfaction of patients at the time of their hospitalization since the users are in charge of evaluating in a better way the work of the staff that attends them.

The patients' level of satisfaction in relation to the care they receive is based on the treatment and attention provided by the nurses at the time of their recovery. On the other hand, the patients' perception of the nursing care in the trauma service was positive, when emphasizing aspects such as empathy, communication and dignified treatment, which through the survey shows 68% to 89% of acceptability within the attitudes presented by the professionals at the time of performing their work. Similarly, the perception that the patient has concerning the speed with which the needs expressed to the nursing staff are executed is analyzed, in which 12% to 36% of acceptance is perceived, thus analyzing 50% of patients who do not agree with the speed at the time of care, due to this situation, the nurses do not attend immediately to the patient's call, which has generated a low perception in the patients at the moment of helping and providing an efficient service with respect to the punctuality in their attention.

The study results indicate that the perceived quality of nursing care in the trauma service is positively evaluated in certain aspects by the patients, who are satisfied with the care received and perceive a good level of quality in the care provided by the nursing staff. These results highlight the importance of maintaining and continuously improving the quality of nursing care in the trauma service, in order to guarantee high quality care and patient satisfaction.

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Contribution of each author to the manuscript:

Task	% of contribution of each author	
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A. theoretical and conceptual foundations and problematization:	80%	20%
B. data research and statistical analysis:	50%	50%
C. elaboration of figures and tables:	80%	20%
D. drafting, reviewing and writing of the text:	50%	50%
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