Effectiveness of Comprehensive Nursing Intervention Program on enhancement of Interpersonal Relationship Skills, Emotion Regulation and Job Satisfaction among staff nurses in selected Hospitals, Bengaluru

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ABSTRACT

Introduction

Satisfaction of the nurses are key component in delivering inviolable health care in the country. Multiple factors are responsible for nurses’ job satisfaction. Satisfied nurses are able to provide quality nursing care for their patients. Staff Nurses’ Job satisfaction are influenced by extrinsic and intrinsic factors. The success of nurses in delivering patient care depend on their Interpersonal Relationship Skills. Nurses are the core member in health care team and are able to provide quality patient care through their therapeutic relationship. Every individual has emotional experiences either in a negative or positive way. Regulating one part of behavior will help to improve the situation and help to feel better. If the nurses are able to regulate their emotions in positive way, they will be able to provide efficient nursing care to their patients and it improves quality of nursing care in the health care system.

Aim of the study was to find the effectiveness of CNIP for improving the Interpersonal relationship skills, Emotion regulation and Job satisfaction among Staff Nurses.

Material and methods: Evaluative research approach with a quasi-experimental Nonequivalent control group pre-test – post-test design was adopted. Main study sample subjects were from three different settings, Government, Corporate and Mission hospitals in Bengaluru with 180 staff nurses, 60 (30 for control and 30 for experimental) from each setting were selected by using random sampling. IPR Skills Scale, CERQ, DERS and JSS were used to measure the Interpersonal relationship skills, Emotion regulation and Job satisfaction of Staff Nurses. Comprehensive Nursing Intervention Program is the direct interventions in the form of a planned guidance program provided to staff nurses to improve their interpersonal relationship skills & emotion regulation. Six sessions of Comprehensive Nursing Intervention Program classes were conducted. All the measurements were carried out once before the Comprehensive Nursing Intervention Program (CNIP) and twice after administering the CNIP in experimental group and twice before administering CNIP in the control group.

Results: Majority of staff nurses 100% in experimental group and 94% in control group were females, 6% were males in control group. 46% in experimental group and 41% in control group were married. The majority 54% in experimental and 59% in control group were unmarried. The average age of staff nurses in corporate hospital were 30 years and staff nurses in mission hospital were 25 years and in government hospital were 49 years. 92% in experimental group and 93% in control group did not have any chronic illness and 8% in experimental group and 7% in control group had chronic illness. 6% in experimental group and 8% in control group
had Degree education, 94% in experimental group and 92% in control group had
Pre-Degree education. The majority 58% in experimental group and 63% in control
group were BSc, 41% in experimental group and 36% in control group were GNM,
1% in experimental group and 1% in control group were MSc nurses.
As both groups were homogeneous, both groups matched before intervention into
the experimental and control group. Both the experimental and control groups were
with identical mean scores of IPR Skills, CERQ, DERS and JSS before the Nursing
intervention. The mean scores were increasing as time passed.
Study revealed the distribution of levels of IPR Skills, CERQ, DERS, and JSS of staff
nurses show that the independent t-value (-2.569**) is significant for JSS of pre-test
(61.59±7.072). There is significant difference found among staff nurses for Job
satisfaction working in corporate, government and mission hospital. No significant
difference was found between pre-test score for IPR Skills (137.47± 15.142), CERQ
(39.58± 4.969), and DERS (117.43 ± 11.690). Equality of Means with independent
sample for experimental and control group were tested, p-value for JSS of staff
nurses working in corporate and mission hospital were 0.031 and 0.020 (p > 0.05)
respectively. This shows that staff nurses JSS score was significant at 0.05 level and
there is significant difference in the JSS score of staff nurses working in corporate and
mission hospital.
The Comprehensive Nursing Intervention was effective (CERQ F<sub>CAL</sub>=1153.469,
DERS F<sub>CAL</sub>= 1228.189) for Emotion regulation in making a statistically significant
difference in staff nurses at the 0.001 level (2-tailed) for basic, last day and after one
month. The main effect between the period of measurement for Interpersonal
relationship skills (F<sub>CAL</sub> = 554.207**, P<0.001) was found to be significant difference
in the mean scores of Interpersonal relationship skills of staff nurses between
different measurement period. The main effect between the period of measurement
for JSS (F<sub>CAL</sub> =620.662**, P<0.001) was found to be statistically significant that there
exists a significant difference in the scores of JSS of staff nurses between different
measurement period.
There is no significant difference in IPR Skills, CERQ and DERS of staff nurses
working in different settings as ‘t’ value calculated found to be statistically not
significant at 0.05 level in all measurement. This shows that level of IPR skills, CERQ
and DERS reported by staff nurses were almost similar in three settings. The JSS
score in corporate hospital was (64.85± 5.380) and t-test value is -2.204* and is
significant at 0.05 level. The JSS score in mission hospital was (60.72 ± 6.327) t-test
value is -2.396* and is significant at 0.05 level. The JSS score of staff nurses working
in Corporate and Mission hospital were found to be significant. The main effects
between groups and within groups of measurement for CERQ levels (F = 6.948**,
p<0.001) were found to be significant which indicates that there exists a significant
difference in scores of CERQ levels between different measurement period of staff
nurses working in corporate, government, and mission hospitals.
The effects between groups and within groups of measurement for DERS levels (F =
15.272**, p<0.001) were found to be significant which indicates that there exists a
significant difference in scores of DERS levels between different measurement
period of staff nurses working in corporate, government, and mission hospitals.
correlation between IPR with CERQ, p’value was 0.030 and correlation was 0.162*, Correlation is significant at 0.05 level (2-tailed). Correlation between CERQ & DERS Correlation -177* with p’value is 0.018. Correlation between CERQ & JSS, Correlation was 0.310** with p’value of 0.000, Correlation is significant at 0.01 level (2-tailed). The result shows that there is a relationship exists between IPR, CERQ, DERS and JSS score levels of staff nurses.

Chi square value calculated for finding, association between IPR Skills and selected socio personal variables were found to be significant (χ²=6.216*, p=0.045, p<0.05) for number of children, 1/3 (35.7%) of Staff nurses with high IPR Skills were having two children.

Chi square value calculated for finding association between CERQ and selected socio personal variables were found to be significant (χ²=5.082*, p=.024, p<0.05) for age, 1/2 (50.0%) of Staff nurses with high CERQ belong to < 33 years of age, (χ²=5.219*, p=.022, p<0.05) for type of family, 1/3 (29.3%) of Staff nurses with high CERQ belong to joint family, and (χ²=16.617**, p=.001, p<0.05) for distance, 1/2 (54.7%) of the Staff nurses with high CERQ were travelling 1.5 km distance respectively.

Chi square value calculated for finding association between DERS and selected socio personal variables were found to be significant (χ²=3.922*, p=.048, p<0.05) for age, i.e.1/2 (69.5%) of Staff nurses with high DERS belong to > 33 years of age, (χ²=8.975*, p=.011, p<0.05) for number of children, 1/3 (35.7%) of Staff nurses with low DERS were having two children, (χ²=4.182*, p=.041, p<0.05) for religion, 1/3 (37.8%) of Staff nurses with high DERS were belong to Hindu religion, (χ²=3.947*, p=.047, p<0.05) for salary, 1/2 (59.8%) of Staff nurses with high DERS were receiving <14k salary (χ²=6.469*, p=.011, p<0.05) for residence, 1/3 (34.1%) of Staff nurses with high DERS were coming from home and (χ²=18.248**, p=.001 p<0.05) for distance, 1/3 (29.3%) of Staff nurses with high DERS were travelling 1.5 km distance respectively.

Chi square value calculated for finding association between JSS and selected socio personal variables were found to be significant (χ²=4.660*, p=.031, p<0.05) for age, i.e. 1/3 (30.9%) of Staff nurses with high JSS belong to > 34 years of age (χ²=5.252*, p=.022, P<0.05) for religion, 1/2 (54.3%) of Staff nurses with high JSS were belong to Hindu religion (χ²=6.341*, p=.012, p<0.05) for salary, 1/2 (60.6%) of Staff nurses with high JSS were receiving <14k salary and (χ²=14.055**, p=.001 p<0.05) for distance 1/2 (54.3%) of Staff nurses with high JSS were travelling 1.5 km distance respectively.

**Conclusion:** Comprehensive nursing intervention program was effective for improving Interpersonal relationship skills, Emotion regulation and Job satisfaction of Staff Nurses working in Hospitals. The staff nurses who are able to control their emotions have more interpersonal relationship skills and able to take more responsibilities in their profession.

**Key words:** Comprehensive nursing intervention program, Interpersonal relationship skills, Emotion regulation and Job satisfaction.