

National Consortium for Ph.D in Nursing

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Title:

“A study to develop and evaluate the effectiveness of assertiveness training module on assertive behaviour, self esteem, interpersonal communication satisfaction and stress among nurses working in selected hospitals of Punjab.”

ABSTRACT

Introduction: Traditionally, nurses behave in passive way and regarded to be in subservient roles. Nurses also have burden of other's people work due to inability to say 'no'. This unassertive behaviour of nurses is universally appreciated, expected and promoted by doctors dominated health care system. Unassertive behaviour of nurses results in low self esteem, high stress, frustration and mental fatigue. **Objective:** The objective of the study was to examine the effectiveness of assertiveness training module on assertive behaviour, self esteem, interpersonal communication satisfaction and stress among working nurses of selected hospital of Punjab.

Methods: Using quantitative, quasi-experimental, pre-test post-test control group design, 220 eligible nurses working in selected fourteen hospitals of Punjab were identified conveniently and data were gathered using Socio demographic and professional data sheet, Rathus Assertiveness Schedule, Rosenberg Self Esteem Scale, Interpersonal Communication Satisfaction Inventory and Perceived Stress Scale. Assertiveness training module was

developed and nurses of the experimental group were given training of assertiveness for two consecutive days in which eight sessions were delivered. Control group subjects were not given any intervention. Data were collected thrice (i.e. pre-test, post-test one on day two and post-test two on day 30th) and analyzed using descriptive statistics and inferential statistics including 't-test', ANOVA, repeated measure ANOVA, Post hoc analysis, χ^2 test and Carl Pearson's test.

Results: Nurses had low score in assertive behaviour, self esteem and interpersonal communication satisfaction and high stress at baseline. Assertiveness training was effective in improving assertive behaviour, self esteem and interpersonal communication satisfaction and reduced stress immediately and maintained till one month follow-up. Post hoc analysis found that assertive behaviour, self esteem and interpersonal communication satisfaction score was significantly increased in experimental group from baseline to post-test 1, post-test 1 to post-test 2 and baseline to post-test 2 whereas stress score was decreased across all observation. Assertive behaviour had significant moderate positive correlation with self esteem ($r= 0.272^{**}$) and interpersonal communication satisfaction ($r= 0.505^{**}$). Furthermore, assertive behavior was very largely negative correlated ($r= -0.720^{**}$) with stress. Self esteem was positively correlated with interpersonal communication satisfaction ($r= 0.230^{**}$) where as it was negatively correlated ($r= -0.289^{**}$) with stress. In addition, interpersonal communication satisfaction was moderate negatively correlated ($r= -0.445^{**}$) with stress at baseline.

Conclusion: Study concluded that assertive training was effective in improving assertive behaviour, self esteem and interpersonal communication satisfaction and reducing stress of nurses. Nurses should use assertive behaviour as it directly enhances social relationship, professional competence and persona development. Assertive nurses are likely to provide efficient patient care. Policy makers can plan and organize regular assertiveness training for nurses so that they can have improved assertive behaviour and communication.

Keywords: Assertiveness training, Effectiveness, Assertive behaviour, Self esteem, Interpersonal communication satisfaction, Stress, Nurse.