

Assess the Assertiveness Skill Among Nursing Officers at Selected Hospital of Dnh

Apeksha Bunage¹, Prof. Dr. N. Sriram², Ms. Srushti Chaudhari³

¹M.Sc. Nursing Department of Medical Surgical Nursing, Shri Vinoba Bhave College Of Nursing, Silvassa.

²Professor, Department of Medical Surgical Nursing, Shri Vinoba Bhave College Of Nursing, Silvassa.

³Nursing Tutor, Department of Mental Health Nursing, Shri Vinoba Bhave College Of Nursing, Silvassa.

ABSTRACT

Background: Assertive skills involve the ability to express your thoughts, feelings, needs, and rights in a clear, direct, and respectful way while considering the needs and feelings of others. It strikes a balance between being too passive (not standing up for oneself) and being aggressive (disregarding others' rights). These skills are essential for effective communication, building healthy relationships, and resolving conflicts. Assertiveness skills are essential for nurses, as they enable effective communication, advocacy for patients, collaboration with colleagues, and management of workplace challenges. In the healthcare setting, assertiveness helps nurses maintain professional relationships, ensure patient safety, and express their needs or concerns constructively.

Aim: The aim of the study is to Assess the level of Assertiveness skill among Nursing Officers

Methodology: A Descriptive Correlational Research Design was done on 150 samples in Shri Vinoba Bhave Civil Hospital, Silvassa. The sample was collected by Non probability Convenience Sampling Technique. Assertiveness skill inventory tool is used to assess and the result was analyzed by using Descriptive & Inferential statistics.

Result: The finding of the study revealed that Nursing officers were having High (87%) in Harmonious Assertiveness skill and low (51%) in the aggressive assertiveness skill and the Overall mean percentage of Assertiveness skill is 64%. Thus the Nursing officers are having moderate Assertiveness skills

Conclusion: Hence, it can be concluded that majority nursing officers had moderate level of assertiveness skill & there is need to improve assertiveness skill of nursing officers.

Keywords: Assertiveness Skill, Nursing Officers.

INTRODUCTION:

Nursing is the art and science of providing care together with an emphasis on preventing disease and injury, promoting and optimizing human functioning, easing suffering through compassionate presence, and facilitating healing. The Latin term "nutrire" originally meant to suckle and it was only in the late 16th century that the word "nurse" acquired its current meaning of a person who tends to the sick. Nursing is the diagnosis and treatment of human responses as well as advocacy in the realization of the interconnectedness of all people in the care of individuals, families, groups, communities, and populations. A nurse's special role is to help people, sick or well, carry out the tasks that promote health, healing or a

peaceful end of life and that they would complete on their own if they had the requisite knowledge, courage or strength. Whether a patient is ill or well, in every context, nursing includes the independent and cooperative care of people of all ages, families, groups, and communities. The fields of nursing include illness prevention, health promotion, and the care of the sick, disabled, and dying. Other important nursing responsibilities include research, education, patient and health systems management, advocacy, and the creation of a safe environment.

To provide safe, excellent, patient-centered care, good communication is essential. Nurses establish therapeutic relationships with patients and their families on a daily basis to ensure that their health care needs are addressed. Information is not shared and needs are not determined when there is a communication breakdown. Nurses can optimize communication channels with patients and families by establishing trust and paying attention to patients' concerns regarding their medical care. Additionally, the nurse plays a crucial role in ensuring that the multidisciplinary team members exchange information. Interactions with other healthcare team members are carried out in a thorough, precise, professional, and organized way.

Communication is essential to building a therapeutic relationship between a patient and a nurse. It can maintain a patient's quality of life, differentiate between poor and excellent nursing care, and allow nurses and patients to communicate and provide comfort when required. Since it promotes a positive relationship between nurses and patients and aids in overcoming social, psychological, and physical challenges, effective communication is especially important when patients are in the hospital.

In order to transfer critical information to other physicians or nurses who step in to deliver the best and most accurate treatments and care, nurses must be able to obtain a thorough diagnosis from the patient through conversation. It is imperative for nurses to maintain professional communication, information sharing, and handover in order to offer the best possible care and outcome for their patients. It is the duty of nurses to comprehend what constitutes professional communication abilities. Not only can a nurse's inability to communicate negatively impact the patient, but it also hinders the nurse's ability to do their duties as effectively as possible.

Those who are assertive communicators are: empowered; considerate of others' and their own needs; ability to express their opinions clearly, concise and direct, and friendly.

Being Assertive and honest in communicating one's needs, wishes, feelings, views, and opinions to others while remaining sensitive to their needs and refraining from purposefully offending anyone's feelings is what it means to be assertive. For both personal growth and successful communication, assertiveness is a necessary ability. They make it possible for people to respectfully and clearly communicate their needs and views without violating the rights of others.

Nurses that exhibit assertive behaviour are better able to communicate their ideas and value to the organization, which increases their self-confidence. Establishing and projecting the impression of a composed and polished professional is made possible by this behaviour. By reducing interpersonal disputes in both their personal and professional life, assertiveness helps nurses alleviate a significant source of stress for many. In assertive communication, nurses can receive messages without distortion by direct communication, openness, and honesty, which helps to preserve relationships with others. Nursing staff job happiness, patient satisfaction, and service quality can all be raised by employing assertiveness techniques.

Nurses must possess assertiveness in all three phases to provide precise patient care. Establishing a trusting relationship with patients enables them to make suggestions, communicate openly, and be assertive in

their care. Nurses are expected to have a strong understanding of their own behaviours and attitudes, as well as good communication skills.

Assertive communication can relieve stress, when nurses are assertive, patient outcomes improve. Assertiveness also helps nurses gain confidence in their professional skills their judgment. Assertive nurses are more proactive in learning, making decisions, and providing patient care.

OBJECTIVES:

- To identify the level of Assertiveness skill among nursing officers.
- To find association between Assertiveness skill among nursing officers with their selected socio demographic variable.

HYPOTHESIS:

H1 -There is a significant association between level of assertive skills and selected demographic variables of Nursing officers at 0.05 level of significance

METHODOLOGY:

Research Approach: In this study, the researcher utilized a Quantitative Research Approach.

Research Design: For this study, Descriptive was adopted

Population: In this study, the target population consisted of Nursing Officers from Shri Vinoba Bhave Civil Hospital, Silvassa.

Settings of the Study: The setting for the present study is Shri Vinoba Bhave Civil Hospital, Silvassa.

Sample: In this study, the sample consisted of Nursing Officers from Shri Vinoba Bhave Civil Hospital, Silvassa.

Sampling Technique: In this study, non-probability convenience sampling was used

Sample Size: The estimated sample size was calculated to be 150 considering the errors.

RESULT:

The data collected were analysed according to the plan for data analysis and divided into the following section.

Section A: Description of demographic variables of the staff nurses working in Shri Vinoba Bhave Civil Hospital, Silvassa.

Section B: Description of Assertiveness Skill of the staff nurses working in Shri Vinoba Bhave Civil Hospital, Silvassa.

I. Frequency and percentage distribution of demographic variables of Nursing Officers

II. Assessment on Level of Assertiveness among Nursing Officers

Section C: Association Between level of assertiveness among Nursing Officers and Selected Demographic Variables.

SECTION A: DESCRIPTION OF DEMOGRAPHIC VARIABLES OF THE NURSING OFFICERS

TABLE 1. Frequency and percentage distribution of demo - graphic variables of Nursing Officers. (n=150)

Sr. No.	Demographic Variables	Frequency	Percentage
1	Age in Year		
	a) 22 – 30 Years	92	61.3%
	b) 31 – 40 Years	56	37.3%
	c) 41 – 50 Years	02	1.4%
2	Gender		
	a) Female	148	98.7%
	b) Male	02	1.3%
3	Professional Qualification		
	a) GNM	124	82.7%
	b) B.Sc. Nursing	26	17.3%
4	Marital Status		
	a) Unmarried	45	30.0%
	b) Married	105	70.0%
5	Total Year of Work Experience		
	a) 1 – 5 Years	62	41.3%
	b) 5 – 10 Years	60	40.0%
	c) 10 – 15 Years	26	17.3%
	d) 1 > 15 Years	02	1.4%
6	Types Of Families		
	a) Nuclear Family	41	27.3%
	b) Joint Family	109	72.7%
7	Monthly Income in Rs.		
	a) 10,000 – 20,000/	100	66.7%
	b) 20,000 – 40,000/	37	24.6%
	c) 40,000 – 60,000/	06	4.0%
	d) 60,000 – 90,000/	07	4.7%
8	Duration of work in Government Hospital DNH		
	a) 1 – 5 Years	88	58.7%
	b) 5 – 10 Years	40	26.7%
	c) 10 – 15 Years	20	13.3%
	d) > 15 Years	02	1.3%
9	Area of Work		
	a) Gynaecology	26	17.33%
	b) DEIC	02	1.33%
	c) Deluxe	05	3.33%

	d) Dialysis	01	0.67%
	e) Emergency	07	4.67%
	f) ENT	02	1.33%
	g) FMW	10	6.67%
	h) NICU	08	5.33%
	i) Injection Room	01	0.67%
	j) MICU	20	13.33%
	k) MMW	13	8.67%
	l) MSW	12	8.00%
	m) Orthopaedic	08	5.33%
	n) Paediatric	16	10.67%
	o) Post Operative	07	4.67%
	p) Psychiatric	03	2.00%
	q) TICU	09	6.00%
10	Designation of Nurses		
	a) Junior Nursing Officers	130	86.7%
	b) Senior Nursing Officers	20	13.3%
11	Nature of Appointment		
	a) Regular	09	6.0%
	b) Contract	141	94.0%
12	Religion		
	a) Hindu	126	84.0%
	b) Muslim	01	0.7%
	c) Christian	22	14.7%
	d) Other	01	0.6%
13	Place of Residence		
	a) Rural	109	72.7%
	b) Urban	41	27.3%
14	No. of Sibling		
	a) 1	04	2.7%
	b) 2	18	12.0%
	c) 3	33	22.0%
	d) 4	41	27.3%
	e) 5	34	22.7%
	f) 6	11	7.3%
	g) 7	07	4.7%
	h) 9	02	1.3%
15	No. of Birth Order		
	a) 1	54	36.0%
	b) 2	40	26.7%
	c) 3	29	19.3%
	d) 4	13	8.7%

e) 5	10	6.7%
f) 6	02	1.3%
g) 7	02	1.3%

Table 1 indicates that the majority of subjects 92(61.3%) 22-30 years Age. 148(98.7%) are Females and 02(1.3%) are Males. In Professional qualification 124(82.7%) are GNM. Regarding Marital Status 105(70.0%) are married. Most of the subjects 62(41.3%) are having 1-5 years of work experience. 109(72.7%) belong to Joint Families. Most of the subjects 100(66.7%) are having an income of Rs. 10,000-20,000/. 88(58.7%) are working in Government Hospital DNH since 1-5 years. 26 (17.33%) are working in Gynaecology Department. Most of the subjects 130(86.7%) are Junior Nursing Officers. Most of the subjects 141(94.0%) are Contract based. Many of the subjects 126(84.0%) are Hindu. Most of the subjects are residing in 109(72.7%) rural areas. Many of the subjects 41(27.3%) are having four siblings. Many of the subjects 54(36.0%) are having first no. of birth order.

ASSESSMENT ON LEVEL OF ASSERTIVENESS AMONG NURSING OFFICERS

TABLE: 2 Assessment of Level of assertiveness among Nursing officers. (n=150)

Sr. No.	Level of Assertiveness	Frequency	Percentage
1	Low Assertiveness (<50%)	0	0%
2	Moderate Assertiveness (50-75%)	101	67.3%
3	High Assertiveness (>75%)	49	32.7%
	Total	150	100%

Table 2 presents the distribution of nursing officers based on their level of assertiveness. Among the 150 participants, none exhibited low assertiveness (<50%). The majority of nursing officers (67.3%) demonstrated moderate assertiveness (50-75%). Meanwhile, 32.7% of the nursing officers displayed high assertiveness (>75%). This data indicates that most nursing officers have moderate levels of assertiveness, with a smaller but significant proportion showing high assertiveness.

Table:3 Descriptive Statistics (Mean, Mean Percentage, SD, Range) of assertiveness Among nursing officers. (n=150)

Sr. No.	Assertiveness	Minimum	Maximum	Range	Mean	Mean Percentage	Std. Deviation
1	Passive Assertiveness	5	12	7	8.97	60%	1.33
2	Aggressive Assertiveness	3	11	8	7.65	51%	1.60
3	Manipulation	5	13	8	8.59	57%	1.40

4	Harmonious Assertiveness	9	15	6	13.11	87%	1.48
5	Assertiveness overall	31	45	14	38.32	64%	2.87

Table 3 indicates that Passive Assertiveness Scores ranged from 5 to 12, with a mean of 8.97 and a standard deviation of 1.33. Aggressive Assertiveness Scores ranged from 3 to 11, with a mean of 7.65 and a standard deviation of 1.60. Manipulation Scores ranged from 5 to 13, with a mean of 8.59 and a standard deviation of 1.40. Harmonious Assertiveness Scores ranged from 9 to 15, with a mean of 13.11 and a standard deviation of 1.48. Overall Assertiveness Scores ranged from 31 to 45, with a mean of 38.32 and a standard deviation of 2.87. Therefore, it can be concluded that from level of assertiveness skill, the Harmonious Assertiveness were highest i.e., 87% which reflect strong skills in balanced and constructive assertiveness.

SECTION C: ASSOCIATION BETWEEN LEVEL OF ASSERTIVENESS AMONG NURSING OFFICERS AND SELECTED DEMOGRAPHIC VARIABLES

Table:4 Associations between the Level of assertiveness among Nursing Officers and selected Demographic Variables (n=150)

Sr. No.	Demographic Variable	Level of Assertiveness		χ^2	df	P-Value
		High	Moderate			
1	Age in Year					
	22 – 30 Years	31	61	1.022	2	0.600 NS
	31 – 40 Years	18	38			
	41 – 50 Years	0	2			
2	Gender					
	Female	48	100	0.277	1	0.599 NS
	Male	1	1			
3	Professional Qualification					
	GNM	41	83	0.051	1	0.821 NS
	B.Sc. Nursing	8	18			
4	Marital Status					
	Unmarried	14	31	0.071	1	0.790 NS
	Married	35	70			
5	Total Year of work experiences					
	1 – 5 Years	21	41	8.263	3	0.045 S
	5 – 10 Years	20	40			
	10 – 15 Years	6	20			
	> 15 Years	2	0			

6	Types of Families					
	Nuclear Family	11	30	4.369	1	0.048 S
	Joint Family	38	71			
7	Monthly Income in Rs.					
	10,000 – 20,000/	37	63	2.776	3	0.427 NS
	20,000 – 40,000/	9	28			
	40,000 – 60,000/	1	5			
	60,000 – 90,000/	2	5			
8	Duration of work in Government Hospital DNH					
	1 – 5 Years	2	4	2.862	3	0.581 NS
	5 – 10 Years	31	51			
	10 – 15 Years	10	30			
	> 15 Years	5	15			
9	Area of Work					
	DEIC	0	2	18.25	16	0.309 NS
	Deluxe	2	3			
	Dialysis	1	0			
	Emergency	2	5			
	ENT	1	1			
	FMW	2	8			
	Gynaecology	14	12			
	Injection Room	0	1			
	MICU	4	16			
	MMW	1	12			
	MSW	3	9			
	NICU	2	6			
	Ortho	3	5			
	Paediatric	5	11			
	Post Operative	3	4			
Psychiatric	2	1				
TICU	4	5				
10	Designation of Nurses					
	Junior Nursing Officers	44	86	0.617	1	0.432 NS
	Senior Nursing Officers	5	15			
11	Nature of Appointment					

	Regular	2	7	0.475	1	0.491 NS
	Contract	47	94			
12	Religion			8.036	3	0.045 S
	Hindu	44	82			
	Muslim	1	0			
	Christian	3	19			
	Other	1	0			
13	Place of residence			0.056	1	0.813 NS
	Rural	35	74			
	Urban	14	27			
14	No. of Sibling			4.621	7	0.706 NS
	1	1	3			
	2	9	9			
	3	9	24			
	4	15	26			
	5	10	24			
	6	3	8			
	7	2	5			
	9	0	2			
15	No. Of Birth Order			1.442	6	0.963 NS
	1	18	36			
	2	14	26			
	3	9	20			
	4	4	9			
	5	3	7			
	6	0	2			
	7	1	1			

Table 4 presents the associations between the level of assertiveness and various demographic variables of nursing officers. The variables such as Total years of work experience ($p=0.045$), Types of families ($p=0.048$), Religion ($p=0.045$) were significantly associated with Assertiveness levels. Other variables, such as age, gender, professional qualification, marital status, monthly income, area of work, designation, nature of appointment, place of residence, number of siblings, and number of birth order, did not show significant associations ($p>0.05$). These results highlight that Total year of work experience, type of families and religion have a notable impact on the assertiveness of nursing officers. Hypothesis is accepted for Total year of work experience, Types of families and Religion, whereas Hypothesis rejected for age, gender, professional qualification, marital status, monthly income, area of work, designation, nature of appointment, place of residence, number of siblings, and number of birth order.

DISCUSSION:

In this study, among 150 samples, the maximum number of subjects 0 (0%) had low assertiveness skill, 101 (67.3%) subjects had moderate assertiveness skill, 49 (32.7%) subjects had high assertiveness skill. Present study was supported by Reetika Augustine conducted study to Assess The Assertive Behaviour Among Nurses At Their Work Place In A Selected Hospital, Ludhiana, Punjab. The result revealed that the subject had low assertiveness behaviour 0 (0%), Moderate assertiveness behavior was 73%, and high assertiveness behaviour 27%.

This study showed highest in harmonious assertiveness (87%). Present study was supported by Esin Arslan, K.N. Akca, Mürüvvet Baser Study on Level of Assertiveness and Peer Pressure of Nursing Student. The result revealed that 64 (40.9%) are having moderate assertiveness.

In this study, the p value of demographic data such as Total year of experience ($p=0.045$), Types of families ($p=0.048$), Religion ($p=0.045$) have significant association with the level of assertiveness at $p < 0.05$ level of significance. There was significant association between Total year of experience, Types of families, Religion with the level of assertiveness among Nursing Officers. Other variables like age (0.600), gender (0.599), professional qualification (0.821), marital status (0.790), monthly income (0.427), duration of work in Government Hospital DNH (0.581), area of work (0.309), designation of nurses (0.432), nature of appointment (0.491), place of residence (0.813), number of siblings (0.706) and number of birth order (0.963) doesn't have significant association with the level of assertiveness at $p < 0.05$ level of significance. There was no association between age, gender, professional qualification, marital status, monthly income, duration of work in Government Hospital DNH, area of work, designation of nurses, nature of appointment, place of residence, number of siblings and number of birth order with the level of assertiveness among Nursing Officers.

Present study was supported by Neha Shrestha, Kushum Kunwar, Rachita Neupaney, Sastika Shrestha Study on Assertiveness Levels among Nurses in a Hospital Setting in Banepa, Kavre District, the result showed that there is a significant association between level of assertiveness and age (0.0001), marital status (0.003) and number of sibling (0.011). Other variables like monthly income (0.004), educational qualification (0.122) and number of birth order (0.91) are found to be no significant association with the level of assertiveness among nurses.

CONCLUSION:

It can be concluded that majority nursing officers had moderate level of assertiveness skill & there is need to improve assertiveness skill of nursing officers.

REFERENCES:

1. American Nurses Association. Nursing: Scope and standards of practice. 4th ed. Silver Spring (MD): American Nurses Association; 2021.
2. Maymoun N, Sohail MS. Who wants to be a nurse? Understanding Emirati female students' knowledge and attitude about nursing as a career. Nurs Educ Perspect. 2020;41(3):E14–E19. doi:10.1097/01.NEP.0000000000000659.
3. Wikipedia contributors. Nursing [Internet]. Wikipedia, The Free Encyclopedia;. Available from: <https://en.wikipedia.org/wiki/Nursing>
4. National Institutes of Health. [Internet]. National Institutes of Health; Available from: <https://www.ncbi.nlm.nih.gov>

5. Nursing. Anaesthesia conference [Internet]. [place unknown]: Available from: <https://anaesthesiaconference.kiev.ua/>
6. AMN Healthcare. The most inspirational nurse of all time AMN Healthcare. Available from: <https://www.amnhealthcare.com/>
7. RxList. Nursing definition [Internet]. Available from: <https://www.rxlist.com/nursing/definition>
8. Regis College. Registered nurse responsibilities [Internet]. Available from: <https://www.regiscollege.edu/blog/nursing/registered-nurse-responsibilities>
9. National Institutes of Health. Communication: Nursing fundamental [Internet]. Available from: [URL]
10. Arnold, E. C., & Boggs, K. U. (2020). Interpersonal relationships: Professional communication skills for nurses (8th ed.). Elsevier
11. Bartleby. (n.d.). Communication with dementia patients <https://www.bartleby.com/essay/Communication-with-Dementia-Patient>
12. Bartleby. (n.d.). Professional communication for nurses. <https://www.bartleby.com/essay/Professional-Communication-For-Nurses>