



A Descriptive Study To Assess Assertive Behaviour And Self-Esteem Among Staff Nurses In A Selected Hospital Developing Disseminating An Informational Booklet On Assertive Behavior.

¹Ms Selina Mathew, ²Ms. Chaitali Meshram

¹Assistant Professor, ²Clinical Instructor

Mental Health Nursing Department,
Bhausaheb Mulak Nursing College, Nagpur, India

Abstract: **Introduction** A descriptive study to assess the assertive behaviour and self esteem of staff nurses in selected hospital in the city and to develop and disseminate an informational booklet regarding assertive behaviour. **Objectives:** To assess the assertive behaviour of staff nurses; to assess the self esteem of staff nurses; to associate the assertive behaviour of staff nurses with selected demographic variables; to associate the self esteem of staff nurses with selected demographic variables; to correlate assertive behaviour and self esteem and to develop and disseminate an informational booklet regarding assertive behaviour. **Method:** A non-experimental descriptive design was used to assess knowledge of 100 staff nurses. The participants were selected by using a non probability convenient sampling technique. The structured questionnaire was prepared to assess the knowledge of staff nurses. **Results:** It was found that most of the staff nurses 45(45%) were having assertive behaviour, 29(29%) of them were probably aggressive, 20(20%) were somewhat assertive behavior, 6(6%) were situationally non assertive, and none of the samples were very non assertive behavior. All of the staff nurses 100(100%) were having self esteem score “within normal range”. It was also found that there was no significant association of assertive behavior with selected demographic variables, also there was no significant association of self esteem with selected demographic variables. **Conclusion:** The study concluded that most of the staff nurses 45(45%) were having assertive behaviour, 29(29%) of them were probably aggressive, 20(20%) were somewhat assertive behavior, 6(6%) were situationally non assertive, and none of the samples were very non assertive behavior. All of the staff nurses 100(100%) were having self esteem score “within normal range”.

Index Terms - Assertiveness, Self -esteem, Nurses

INTRODUCTION

Nursing is centered on the nurse-patient/client relationship. Nursing is a profession and thus the success of the work is partly determined by the effective cooperation and interaction with patients, peers and other health professionals. This role is enhanced when nurses have good command over communication skills. An essential component of effective communication is the ability to behave assertively. Assertiveness is considered healthy behaviour for all people that, when present, mitigates against personal powerlessness and results in personal empowerment.¹

Assertive behaviour promotes feeling of personal power and self confidence. These two components are commonly lacking in clients with emotional disorders. Becoming more assertive empowers individuals by promoting self esteem, without diminishing the esteem of others.²

BACKGROUND OF THE STUDY

As we grow up we learn to adapt our behaviour as a result of the things that happen to us. We model ourselves upon those around us, for example parents, teachers and our friends, and other influences such as television and magazines. If during this time our self confidence is eroded, for example by being bullied or ridiculed at school or criticised within the family, then in our adult lives we may be more likely to react passively or aggressively in similar situations. Although a person may have learned to react passively or aggressively in life, they can change and learn to become more assertive.³

NEED OF THE STUDY

Assertiveness is an important behaviour for today's professional nurse. As nurses move away from traditional subservient roles and perceived stereotypes it is increasingly being recognized that a nurse needs to behave in assertive manner. Assertiveness is necessary for effective nurse-patient communication, and it is suggested that its development may also aid the confidence of the profession as it develops. Nursing has determined that assertive behavior among its practitioners is an invaluable component for successful professional practice. Assertiveness is a core human behavior and is key to interpersonal relationships. Using the components of the concept of assertiveness, many conflicts in a nursing situation can be effectively prevented.⁴

PROBLEM STATEMENT

A descriptive study to assess the assertive behaviour and self esteem among staff nurses in selected hospital in the city and to develop and disseminate an informational booklet regarding assertive behaviour.

OBJECTIVES:

- To assess the assertive behaviour among staff nurses.
- To assess the self esteem among staff nurses.
- To find out the relationship between assertive behaviour among staff nurses with various demographic variables.
- To find out the relationship between self esteem among staff nurses with various demographic variables.
- To develop and disseminate an informational booklet regarding assertive behaviour.

Conceptual Framework

This study was based on Stuart Stress Adaptation Model related to self-concept responses.

METHODOLOGY

RESEARCH APPROACH: Quantitative approach

RESEARCH DESIGN: Non experimental descriptive design

SAMPLE: Staff nurses of selected hospital.

SAMPLE SIZE: 100 Staff nurses of selected hospital.

SAMPLING TECHNIQUE: Non probability convenient Sampling Technique.

TOOL : The structured questionnaire will be used to collect the data consisting of two parts:

- **Part A – I :** Questions on demographic background
- II:** Modified Rathus assertiveness schedule.
- **Part B – Rosenberg Self esteem scale.**

ETHICAL CONSIDERATION

A Non experimental descriptive study was conducted in selected hospital in the city. The study was approved by institutional ethical committee and the study was conducted in accordance with ethical guidance prescribed by central ethical committee on human research. The ethical consideration for the study was to check that the study is application to staff nurses and assessed the subjects are protected from any physical, psychological and emotional harm.

ASSUMPTIONS

- Assertive behaviour and self esteem may vary according to demographic variables.
- Staff nurses may lack assertive behaviour.
- Staff nurses may have low self esteem.

INCLUSION CRITERIA

The study includes staff nurses who:

- Worked in selected hospital.
- Were available at the time of data collection.
- Knows English/ Hindi Language.

EXCLUSION CRITERIA

The study excludes the staff nurses who were:

- In the post of clinical supervisors or ward in-charge post.
- Not willing to participate in the study.

RESULTS

Table 1: Percentage wise distribution of staff nurses according to their demographic characteristics. (Age, Gender, Birth order in the family & Qualification)

Demographic	Frequency	Percentage
Age(years)		
21-30 yrs	87	87
31-40 yrs	10	10
41-50 yrs	3	3
Age >50 yrs	0	0
Gender		
Male	9	9
Female	91	91
Birth order in the family		
1 st child	37	37
2 nd child	29	29
3 rd child	23	23
4 th child and	11	11
Educational Status		
Diploma in	96	96
B.Sc. Nursing	2	2
Post B.Sc	2	2
Marital Status		
Married	35	35
Unmarried	64	64
Divorced	0	0
Widow/Widower	1	1
Separated	0	0
Type of family		
Nuclear	50	50
Joint	46	46
Extended	4	4
Area of Residence		
Urban	50	50

Rural	39	39
Semi Urban	11	11
Work Experience		
0-3 yrs	66	66
4-7 yrs	19	19
8-11 yrs	7	7
Work	8	8

The table shows that majority of the subjects 87(87%) were in 21-30 years of age group, 10 (10%) were in 31-40 years of age group, 3(3%) were in 41-50 years of age group and none of the subjects were in above 50 years of age group. According to gender majority 91(91%) were female & 9(9%) were male. According to birth order in the family, most of the subjects 37(37%) were 1st child, 29 (29%) were 2nd child, 23(23%) were 3rd child and 11(11%) were 4th child in their family. According to qualification, majority of the subjects 96(96%) had diploma in General Nursing & Midwifery, 2(2%) had B.Sc Nursing degree & 2(2%) had Post B.Sc Nursing degree.

Table 2: Assessment of assertive behaviour of staff nurses

Assertive behaviour	Score Range	Score		Mean score	Standard Deviation
		Frequency (f)	Percentage (%)		
Very Non Assertive	-90 to -20	0	0		
Situational Non Assertive	-20 to -0	6	6	30.25	17.85
Somewhat Assertive	0 to 20	20	20		
Assertive	20 to 40	45	45		
Probably Aggressive	40 to 60	29	29		
Minimum score	-2				
Maximum score	69				

The above table shows that most of the staff nurses 45(45%) were having assertive behaviour, 29(29%) of them were probably aggressive, 20(20%) were somewhat assertive behavior, 6(6%) were situationally non assertive, and none of the samples were very non assertive behavior. The minimum assertive score was -2 and the maximum score was 69, the mean assertive score was 30.25 and standard deviation was 17.85.

Table 3: Assessment of self esteem of staff nurses

n=100

Level of self esteem	Score Range	Score		Mean score	Standard Deviation
		Frequency	Percentage		
Low Self Esteem	<20	0	0	26.94	2.61
Within Normal Range	≥20	100	100 %		
Minimum score	20				
Maximum score	35				

The above table shows that all of the staff nurses 100(100%) were having self esteem score “within normal range”. The minimum self esteem score was 20 and the maximum score was 35, the mean self esteem score was 26.94 and standard deviation was 2.61.

Table 4: Association of assertive behavior in relation to their qualification

n=100

Qualification	Frequency	Mean score	Standard Deviation	F-value	p-value
Diploma in General Nursing & Midwifery	96	29.68	17.84	4.79	0.22 NS, p>0.05
B.Sc. Nursing					
Post B.Sc Nursing					

This table shows the association of assertive behavior scores with educational status of staff nurses. The tabulated ‘F’ values was 4.79(df=2,97) which is much higher than the calculated ‘F’ i.e. 1.53 at 5% level of significance. Also the calculated ‘p’=0.22 which was much higher than the acceptable level of significance i.e. ‘p’=0.05. Hence it is interpreted that qualification of staff nurses is statistically not associated with their assertive behavior score.

Table 5: Association of self esteem in relation to their qualification

n=100

Qualification	Frequency	Mean score	Standard Deviation	F-value	p-value
Diploma in General Nursing & Midwifery	96	27.02	3.66	0.59	0.55 NS, p>0.05
B.Sc. Nursing					
Post B.Sc Nursing					

This table shows the association of self esteem scores with educational status of staff nurses. The tabulated 'F' values was 4.79(df=2,97) which is much higher than the calculated 'F' i.e. 0.59 at 5% level of significance. Also the calculated 'p'=0.55 which was much higher than the acceptable level of significance i.e. 'p'=0.05. Hence it is interpreted that birth order in the family of staff nurses is statistically not associated with their self esteem score.

DISCUSSION

The present study was undertaken with the main purpose of assessing the assertive behaviour and self esteem of staff nurses in selected hospital with the help of Modified Rathus assertiveness schedule and Rosenberg Self esteem Scale. The findings of the study were discussed based objectives and assumptions.

A descriptive study conducted by Kilkus, S. P. (1993), to determine assertiveness levels of a population of professional nurses and to determine if assertiveness levels are related to selected demographic factors including age, gender, years of nursing experience, basic nursing education, clinical nursing speciality, type of employer, highest educational level and prior assertiveness training. The sample composed of 500 registered nurses chosen randomly from the list of active licensees registered with the Minnesota (USA) State Board of Nursing. The questionnaire consisted of the Rathus Assertiveness Schedule (RAS) and a personal/ professional data form. The results revealed that this group of nurses was more assertive than any other group of nurses or non-nurses. The oldest group of nurses (60–76 years) was significantly less assertive than any of the younger groups of nurses. Nurses practising with a diploma as the highest level of education were significantly less assertive than nurses having a baccalaureate or above. And there was a significant difference in assertiveness between groups of nurses practising in different clinical specialties. It appeared that the majority of nurses in this study were assertive. They believed in themselves and their abilities.⁵

The present study showed most of the staff nurses 45(45%) were having assertive behaviour, 29(29%) of them were probably aggressive, 20(20%) were somewhat assertive behaviour, 6(6%) were situationally non assertive, and none of the samples were very non assertive behavior also there was no significant association of assertive behavior of staff nurses with any of the demographic variables selected for the study.

A descriptive survey study was conducted by Jose T T, BhatSripathy M. A, to determine self-esteem among nurses and to find its association with selected variables. The study population consisted of 1040 registered nurses working in selected medical college hospitals and government hospitals of Udupi and Mangalore districts. Purposive sampling was used to select the samples. Data were gathered by administering background proforma and self-esteem questionnaires. It was found

that majority of the subjects had normal self-esteem i.e. 813 (78.2%) and 211(20.3%) had low self-esteem. Self-esteem of nurses had significant association with area of work and, daily working hours with regard to work variables.⁶

The present study showed that, all of the staff nurses 100(100%) were having self esteem score “within normal range” and there was no significant association of self esteem of staff nurses with any of the demographic variable selected for the study.

An exploratory, co-relational, cross sectional study was conducted by Maheshwari S K and Gill K K , to examine the relationship of assertive behaviour and self esteem among nurses. 220 eligible nurses working in selected hospitals of Punjab It was found that assertive behavior has moderate positive correlation with self esteem at 0.01 level of significance ($r=.272$). Older nurses who were on regular job, studied from Govt. nursing institutions and working in Govt. hospitals were more assertive. Nurses those were older, Christian, belongs to nuclear family and working as PHN had more self esteem as compared to others. The findings of the present investigation suggested that assertive behaviour and self esteem are positively and significantly correlated.⁷

In the present study it was found that there was significant positive correlation between assertive behavior and self esteem score. Also a significant positive correlation was found between somewhat assertive behavior and self esteem. But a weak correlation between situationally non assertive behavior and self esteem was found. Also there was a negative correlation between probably aggressive and self esteem.

CONCLUSION

After the detailed analysis, this study leads to the following conclusion: That, most of the staff nurses 45(45%) were having assertive behaviour, 29(29%) of them were probably aggressive, 20(20%) were somewhat assertive behaviour, 6(6%) were situationally non assertive, and none of the samples were very non assertive behaviour. The present study also showed that, all of the staff nurses 100(100%) were having self esteem score “within normal range”. Hence, based on the above cited findings, it was concluded undoubtedly that most of the staff nurses have assertive behaviour, all of the staff nurses were having self esteem and there is a strong correlation between assertive behaviour and self esteem.

RECOMMENDATIONS

1. A similar study can be replicated on a large scale population in the same city.
2. A similar study can be done to assess assertive behaviour and self esteem of nurses in community setup in same city.
3. A comparative study can be done to assess the assertive behaviour and self esteem of nurses working in district hospitals and public health centres of the city
4. A Study can be conducted to evaluate the effectiveness of SIM on assertive behaviour and self esteem among staff nurses

AUTHORS CONTRIBUTIONS

The author carries out tasks from data collection, data analysis, making discussions to making manuscripts.

SOURCE OF FUNDING: The research was not funded, all the expenses were carried out by the researcher.

CONFLICT OF INTEREST: The author declares no conflict of interest.

ACKNOWLEDGEMENT

First of all the author would like to thank God Almighty for his abundant grace, blessings and strength throughout the study.

Heartiest gratitude to Late **Mrs. Kaveri G. Talwekar**, Director, VSPM College of Nursing and RC for her support in conducting research.

We would like to extend my sincere thanks to **Mrs. Lata Sukare**, Principal, for her support and for making the necessary provisional arrangement at various setting.

It is a sense of honour and pride to place on record sincere thanks to the respected guide **Mrs. Susanne Mathew**, Vice principal cum Professor, who taught the concept of research and under whose expert guidance, and constant encouragement author was able to complete this study successfully. Special thanks to **Ms. Binu Thomas** Lecturer and **Mr. Sujo Jose** Assistant Nursing Superintendent.

We also take this opportunity to express my sincere appreciation to our parents for their unending love, faith and support in my every decision.

REFERENCES

1. Kilkus, S. P. Assertiveness among professional nurses. *Journal of Advanced Nursing*. 1993;18: 1324–1330. Available at: Wiley Online Library <http://onlinelibrary.wiley.com/doi/10.1046/j.1365-2648.1993.18081324>.
2. Townsend Mary C. *Psychiatric Mental Health Nursing*. 5th edition Jaypee Brothers Medical publishers New Delhi
3. Williams C J. Overcoming Depression: A Five Areas Approach. Available from: <http://www.leeds.ac.uk/studentcounselling/sections/2/Beingassertive.pdf>
4. Park HS, Yang YO. A concept analysis of assertiveness. Article in *Korean Taehan Kanho Hakhoe Chi*. 2006 June 36(3):468-74
5. Safaa Diab Abd El-Wahab, Lamiaa Hassanin Eit . *Journal of Nursing Education and Practice*. ISSN 1925-4040 April 13 2015, Vol. 5(6) Available from :<http://dx.doi.org/10.5430/jnep.v5n6p106>.
6. Iacobucci T A, Daly B J, Lindell D and Griffin M Q. *Nursing Ethics*. Professional values, self-esteem, and ethical confidence of baccalaureate nursing students. 2012; 20(4) 479–490.. Available from: <http://home.nwciowa.edupublic>
7. Johnson L. Nurses in OR are more assertive than radiographers. *Aust J Adv Nurs*. 1993 Mar-May; 10(3):20-6. Available from: <http://www.ncbi.nlm.nih.gov/pubmed>