



## Effectiveness of Structured Teaching Programme on "Knowledge on Assertive Communication and its benefits in Nurse Patient Relationship" among B.Sc. Nursing students in selected Nursing Colleges at Belgaum".

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### ABSTRACT

**Statement of the problem:** A Study to assess the effectiveness of Structured Teaching Programme on "Knowledge on Assertive Communication and its benefits in Nurse Patient Relationship" among B.Sc. Nursing students in selected nursing colleges at Belgaum". **Background:** Assertive communication consists of sharing wants and needs honestly in a safe manner and focuses on the issue, not the person, nurse patient relationship sets the tone of the care experience and has powerful impact on patient satisfaction. Lack of assertive communication in nurses while caring for a patient causes anxiety, frustration, discontentment, discouragement in the patient and thus affects the health of the patient. **Objectives of the study:** 1. To assess the pre test levels of knowledge on assertive communication and its benefits in nurse patient relationship of B.Sc. nursing students. 2. To assess the post test levels of knowledge on assertive communication and its benefits in nurse patient relationship of the study participants. 3. To evaluate the effectiveness of STP on assertive communication and its benefits in Nurse Patient Relationship by comparing the differences between the pre test and post test knowledge scores. 4. To associate the pre test knowledge score with selected socio demographic variables of the study participants. **Methods:** An evaluative approach with one group pre-test post-test design was used for the study. Simple random sampling technique is used to select the samples by using lottery method was used to draw 40 adolescent students as samples. The collected data was analyzed by using descriptive and inferential statistics. **Conclusion:** The findings of the study proved that effectiveness of structured teaching programme is an effective measure to improve the knowledge on assertive communication and its benefits in Nurse Patient Relationship among Nursing Students.

### KEYWORDS

Effectiveness; structured teaching programme; assertive communication; Nurse Patient Relationship.

### INTRODUCTION:

The nurse patient relationship sets the tone of the care experience and has powerful impact on patient satisfaction. Nurses spend the most time with patients<sup>1</sup>. Quality of communication in nursing has the highest impact on the life of the patients as it's an activity of conveying meaningful information<sup>2</sup>. Communication is a lifelong learning process for the nurse.<sup>3</sup> Assertive communication is as a type of communication which helps the communicator to feel good about one and increases his or her self esteem<sup>4</sup>. Patients and families count on nurses to keep them informed, to connect them to their physicians and other caregivers, to listen to them, to ease their anxiety, and protect and watch over them during their healthcare experience<sup>5</sup>. Lack of assertive communication in nurses while caring for a patient causes anxiety, frustration, discontentment, discouragement in the patient and thus affects the health of the patient. Prioritizing all these issues it's the need of the hour to focus more on the aspect of educating the budding nurses about assertive communication and its benefits in nurse patient relationship thus the quality of nursing care can be increased<sup>6</sup>.

### STATEMENT OF THE PROBLEM

A study to assess the effectiveness of structured teaching Programme on "Knowledge on Assertive Communication and its benefits in Nurse Patient Relationship" among B.Sc. Nursing students in selected nursing colleges at Belgaum".

### OBJECTIVES OF THE STUDY

1. To assess the pre test levels of knowledge on assertive communication and its benefits in nurse patient relationship of B.Sc. nursing students.
2. To assess the post test levels of knowledge on assertive communication and its benefits in nurse patient relationship of the study participants.

3. To evaluate the effectiveness of STP on assertive communication and its benefits in Nurse Patient Relationship by comparing the differences between the pre test and post test knowledge scores.

4. To associate the pre test knowledge score with selected socio demographic variables of the study participants.

### RESEARCH METHODOLOGY:

An evaluative approach with one group pre-test post-test design was used for the study. Simple random sampling technique is used to select the samples by using lottery method was used to draw 40 adolescent students as samples. The collected data was analyzed by using descriptive and inferential statistics.

### ANALYSIS AND DISCUSSION:

#### Sample characteristics:

It is observed that,

- 29 (72.5%) of adolescents were in the age group of 21 years & 5 (12.5%) in the age group of 20 years.
- 35 (87.5%) of adolescents were female & 5 (12.5%) were male.
- Majority of adolescents were Christian 30 (75%) & 1 (2.5%) was Hindu
- Maximum father educational status 18 (45%) had studied PUC while minimum of 2 (5%) father had completed their post graduation.
- Maximum mothers educational status 18 (45%) had studied PUC while a minimum of 2 (5%) mothers had completed their post graduation.
- Majority of adolescents 22 (55%) had previous knowledge regarding assertive communication while 18 (45%) had less

knowledge regarding assertive communication

- Majority of adolescents getting information from teachers 19 (47.5%) minimum 1 (2.5%) from relat

### Knowledge scores of adolescents on assertive communication

Overall knowledge of adolescent students 24 (80%) were found had average knowledge. The mean knowledge of score of adolescent students found in the aspect of assertive communication is 19.02

### Knowledge scores of adolescent regarding assertive communication

8(20%) of the participants had inadequate knowledge on assertive communication, where as more number of participants 24(60%) had moderate knowledge and 8 (20%) had adequate knowledge. The findings of the study was supported by, a study was designed to assess the effects of assertive communication in interpersonal relations and social behaviors. The objective of the study was to examine the effects of assertive communication in interpersonal relations. The study employed a quasi experimental design. The sample included 44 students from college of nursing Korea University, Seoul, Korea. 20 in the control group. Data was collected using structured questionnaires over a 3 month period. There were greater significant increases in scores of interpersonal relations and content of communication in the experimental group than the control group. Also there was a significant decrease in the score of interpersonal conflicts in the experimental group than the control group. Thus the study concluded that assertive communication has an effect on increasing content of communication and decreasing interpersonal conflicts<sup>7</sup>.

### Association between knowledge and selected demographic variables

The present study showed that there is no statistically significant association between knowledge scores and selected demographic variables such as age, gender, religion, education of father, education of mother, monthly family income, and source of information.

### Preparation and administration of structured teaching program.

Structured teaching program was prepared on the basis of review of literature, which permitted to the development of information regarding assertive communication and its benefits in improving nurse patient relationship. The criteria check list was based on objectives, content selection, content organization, language, visual image, feasibility and practicability of structured teaching program.

Based on the researcher's personal experience, students became less sensitive to others feelings and used threats to gain compliance or cooperation disagreed frequently and interrupted more and was unaware of the patients view. Being aware of the patients desire to be respected and valued as a person, researcher identified that knowledge of assertive communication and its benefits in nurse patient relationship is very necessary for the nursing students so that they can treat the patient with respect. As a valued person, displaying understanding and holding normal conversation with the patients and enabling them to have meaningful control over their care.

Keeping in view the above fact, the **investigators recommend** that,

1. A similar study may be conducted on a large sample for wider generalization.
2. A similar study may be conducted to assess the knowledge level among nursing students related to assertive communication and its benefits in nurse patient relationship.
3. An experimental study can be carried out to assess the effectiveness of structured teaching programme.

4. A similar study can be undertaken among the general public.

5. A similar study may be replicated by taking a large sample of nursing students.

6. A similar study can be conducted among nurses.

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