

## **Assessment The Level Of Use Interpersonal Communication Skills Among Nurses Working In Psychiatric And General Wards At Teaching Hospitals In Baghdad City: Comparative Study”**

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### **Abstract**

Aimed of this study to identify the level of using interpersonal communication skills among nurses working in psychiatric and general wards at Teaching Hospitals in Baghdad city, and to compare between using of interpersonal communication skills among nurses working in psychiatric and general wards. The study Initiated from (13th Januarys, 2021 to march, 2022), The research design was employed in this study A descriptive study, comparative design. The sampling of this study was A convenient (non-probability) sample was used in this study that composed of 140 nurses; 70 nurses are working in psychiatric ward, and 70 nurses are working in general ward at teaching hospitals in Baghdad City, was distributed from the five teaching hospitals from Rusafa and Al-Karkh was involved in the present study. The results of data analysis were employed by Statistical Package for Social Science (SPSS version 25) that found that good interpersonal communication skills use 94.3% (n=66) among the nurses working at general wards, while 85.7% (n=60) among nurses working at psychiatric wards. The study recommended conducting systematic education Ministry of Health is necessary in the form of trainings and courses thought specialist's teachers or trainers in the field of proper communication to improve the quality of nursing care.

**Keywords**---Interpersonal Communication Skills,

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## 1. Introduction

Human is a social being that requires communication with others, therefore, communication can be defining as continuous processes through the exchange of ideas, beliefs and feelings. In society, there are many different ways for individuals to communicate according to their professionalism and responsibility (1).

For both sides, successful communication can produce beneficial results. The communicator delivers both intentions and objectives. The objectives will realize if the communicants interpret and understand the message well. The process of sending and receiving messages between two people or individuals with multiple effects and some instantaneous feedback is interpersonal communication. Interpersonal communication is a face-to-face interaction between individuals that enables each participant to communicate. Interpersonal communication can enhance humanitarian between communicating parties. Thus, it reduces conflicts and increases the good relationship between them, openness, empathy, supportive and positive attitude are indicators of Interpersonal communication (2).

There are cultural and philosophical meanings and principles of communication that play the most important role between the presenter (physician, nurse) and the service recipient (patients). For several years, the communication skills have recognized as a major part of medical services. There are many debates about influential communication; which is the basis of clinical skills to provide ideal medical care and the center of appropriate medical activities, the lack of nurse communication skills reduces the probability of success and raises the likelihood of lawsuit and litigation. Indeed, the weakness of patient communication can raise some issues, such as losing vital information from patients, misinterpreting patient data, creating an unreliable environment between patients, and paying more attention to the pharmacological improvements. Although we know that adequate communication skills will help patients improve their status, improve their psychological health, and satisfy their families, these issues occur (3).

Interpersonal communication skills are defined as the capacity to work successfully with others and include prejudice-free acceptance of others. This does not always imply that you like the individual, but it does indicate that you can overcome your hate to complete your job. These skills include the ability to favorably respond to employees' needs, providing a

nondiscriminatory work environment in which teams can reach their full potential, and delegating authority (4).

Effective interpersonal communication is important to nursing practice, effective communication has become a national standard of competence on which each registered nurse is evaluated as part of their annual renewal of registration (Nursing and Midwifery Board of Australia, 2006). To include a range of tactics and action, nurses must interact efficiently using both formal and informal sources. These techniques and approaches include the use of communication tools, communication within a multidisciplinary team, the provision of patient notes in oral and written forms both during and at shift change, including findings and treatments, the provision of patient information to families and the provision of support (5).

## **2. Methodology**

### **2.1. Design and setting of study**

A descriptive study, comparative design was carried out in order to achieve the earlier stated objectives of the study; the present study was established from 13<sup>th</sup> Januarys, 2021 to march,2022. The study was carried out to determine the relationships between use of interpersonal communication skills and job satisfaction among nurses working in psychiatric and general wards at teaching hospitals in Baghdad city. This study was conducted through A convenient (non-probability) sample. The sample is composed of (140) nurses; 70 nurses are working in psychiatric ward, and 70 nurses are working in general ward at teaching hospitals in Baghdad City. The sample of this study was distributed from the five teaching hospitals

### **2.2. Instrument of study**

The researcher uses an instrument consistof:Interpersonal communication skills scale, according to the study “Design and assess the validity and reliability of interpersonal communication skills, among nurses at Shiraz Educational Hospitals” (Khaghanizade et al., 2016) (6).

### **2.3 Statistical Analysis**

After the collection of data, they have been coded and analyzed by the application of statistical procedures and by using Statistical package of Social Science (IBM SPSS) program (version 25) for Windows to analyze and assess the results of the study.

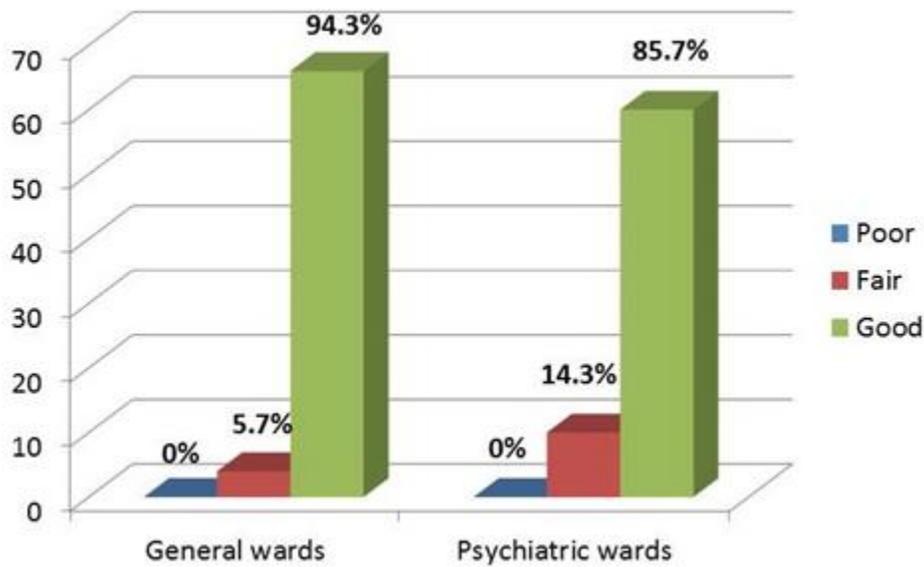
## **3.Results**

**Table 2: Overall Assessment of Interpersonal Communication Skills Levels among Nurses.(N= 140)**

Levels	General wards		Psychiatric wards	
	f	%	f	%
Poor	0	0	0	0
Fair	4	5.7	10	14.3
Good	66	94.3	60	85.7
<b>Total</b>	<b>70</b>	<b>100</b>	<b>70</b>	<b>100</b>
<b>M ± SD</b>	<b>66.11 ± 7.531</b>		<b>63.41 ± 6.800</b>	

f: Frequency, %: Percentage, M: Mean of total score, SD Standard deviation

Poor= 0-28, Fair= 29 -56, Good= 57-84



**Figure (4-1): Levels of Interpersonal Communication Skills among Nurses**

This figure shows good levels of skills among nurses in both groups.

**Table2: Mean and Standard Deviations for Assessment of Interpersonal Communication Skills Levels among Nurses (N= 140):**

List	Interpersonal Communication Skills	General wards N=70	Psychiatric wards N=70
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		<b>M ± SD</b>	<b>Assess.</b>	<b>M ± SD</b>	<b>Assess.</b>
1	I begin the communication with saying hello and greetings	2.87±0.448	Good	2.70±0.622	Good
2	I introduce myself to the client at the start of communication.	1.91±1.018	Fair	2.37±0.837	Good
3	I call the client in full name and respectfully.	2.69±0.526	Good	2.70±0.667	Good
4	I explain to the client's family the goal and reason for establishing the communication	2.81±0.519	Good	2.63±0.685	Good
5	I have to speak firmly with the client so that he/she listens to my words.	2.39±0.804	Good	2.27±0.867	Good
6	During communication, I encourage the client to express his/her problems.	1.83±1.116	Fair	1.80±0.894	Fair
7	I inform the client of my understanding by showing verbal or non-verbal responses.	2.47±0.675	Good	2.21±0.797	Good
8	I hesitate after responding and give the client time to show reaction to my response.	2.27±0.760	Good	2.10±0.783	Good
9	At the end of the communication, I try to convey a positive and happy feeling.	2.03±0.868	Good	2.01±0.860	Good
10	At the end of communication, I give the client time to pose his/her probable questions.	2.46±0.716	Good	2.53±0.653	Good
11	At the end of communication, I ask for the patient's view and feelings	2.39±0.921	Good	2.34±0.976	Good

12	To confirm, admire and praise, I use verbal reinforcements such as well-done, good, great, etc.	2.10±0.980	Good	2.41±0.752	Good
13	During communication with the client, I try to avoid using sarcastic or threatening or humiliating words.	2.50±0.676	Good	2.37±0.854	Good
14	To emphasize my speech, I use general words like never, not at all, etc.	1.66±1.020	Fair	1.71±1.024	Fair

**Table (2): Continued**

List	Interpersonal Communication Skills	General wards N=70		Psychiatric wards N=70	
		M ± SD	Assess.	M ± SD	Assess.
15	I try to use words and expressions understandable for the client.	2.54±0.674	Good	2.20±0.827	Good
16	When I know what the client is going to say, I don't wait for his/her speech to be completed and respond immediately.	2.49±0.737	Good	2.34±0.796	Good
17	I tidy my clothes and appearance before starting communication.	2.26±1.073	Good	2.30±0.890	Good
18	I maintain a suitable eye contact while communicating.	2.53±0.847	Good	2.26±0.774	Good
19	To convey a message, I use appropriate body gestures or facial expressions.	2.64±0.615	Good	2.41±0.732	Good
20	While communicating with the client, I maintain the adequate	2.43±0.772	Good	2.27±0.833	Good

	distance (from 30 to 100 cm.)				
21	I avoid rough and coarse language.	2.33±0.829	Good	2.20±0.773	Good
22	While communicating with the client, I always stay calm	2.46±0.695	Good	2.10±0.887	Good
23	While communicating with the client, I observe rules regarding polite non-verbal behaviors (such as shaking hands, manner of sitting, standing, entering and leaving the room, etc.).	2.56±0.651	Good	2.31±0.772	Good
24	I change the intonation and rhythm of my speech in accordance with the client	2.26±0.829	Good	2.20±0.791	Good
25	I present a situation-dependent facial expression (happiness, smiling, etc.).	2.24±0.824	Good	2.16±0.845	Good
26	I re-state the client's words in my own words according to my understanding.	2.51±0.775	Good	2.36±0.743	Good
27	I use my verbal and non-verbal messages to show I am listening to the client's speech (by saying aha, yeah, or nodding).	2.33±0.793	Good	2.09±0.775	Good

List	Interpersonal Communication Skills	General wards N=70		Psychiatric wards N=70	
		M ± SD	Assess.	M ± SD	Assess.
28	Even if a subject is not important for me, I pretend that I am	2.17±0.932	Good	2.04±0.806	Good

	listening.				
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M: Mean of score, SD Standard deviation

Poor= 0-1, Fair= 1.1 -2, Good= 2.1- 3

**Table3: Significant Differences in Use Interpersonal Communication Skills (IpCSs) with regard to Nurses working at General and Psychiatric Wards (N=140)**

Nurses' ward		M	SD	t	df	p≤ 0.05	Sig
Variables							
IpCSs	General	66.11	7.531	2.226	138	0.028	S
	Psychiatric	63.41	6.800				

M: Mean, SD: Standard deviation, t: t-test, df: Degree of freedom, Sig: Significance, p: Probability value, N.S: Not significant, S: Significant, H.S: High significant IpCSs: Interpersonal Communication Skills

**4. Discussion:**

The finding in Table (1) indicated that total nurses are showing good interpersonal communication skills as seen among 94.3% (n=66) of nurses at general wards and 85.7% (n=60) of nurses working at psychiatric wards. That mean they are using interpersonal communication skills professionally. This result disagreement with study by (Zangeneh et al., 2019) (7). revealed that nurses' communication skills were moderate, a comparison in our current study that appeared good levels of skills among nurses in both groups. The researcher notice that the majority of the nursing staff who work in general and psychiatric wards have received training courses for inter personal communication, this is also due to the creation of healthy work environments that improve communication This indicates no need for training of these skills for nurses.

Related to the table (2); Mean and Standard Deviations for Assessment of Interpersonal Communication Skills Levels among Nursesthe results showing that good level of skills as seen with high mean scores that indicate good level among all skills except skills in items 2, 6, and 14, While the nurses who working in psychiatric wards showing good level of skills also reported

with high mean scores that indicate good level among all skills except skills in items 6, and 14. A supported for this results was found in a study by Hemmati-Maslakpak et al., (2014)(8) was showed the majority nurses working in educational and non-educational hospitals, respectively (97.5, 97.8) evaluated their communication skills in good level. This indicates that the adequacy of the educational model for students in the study stage, as well as training in health institutions at the beginning of work by the institution in communicating in all respects with the patient, colleagues and work managers. The researchers believe that the adequacy of the training in health institutions at the beginning of work by the institution in communicating in all respects with the patient, colleagues and work managers. While the results for item 2, 6, and 14 for both general and psychiatric wards, that show fair level. These finding compatible with study by (McCabe, 2004) (9) note through data analysis four themes emerged. These were, 'lack of communication', 'attending', empathy' and 'friendly nurses'. This indicate a lack of awareness or appreciation from health care institutions on the importance and necessity of nurses using a patient-centered approach in communicating with him through health care provision, and thus requires communication with the patient.

According to Table (3) showed that there is significant difference in use of interpersonal communication skills with regard to nurses who are working at general wards than those working in psychiatric wards at  $p\text{-value} = 0.028$ . The findings of this study consistent with the findings of (Khoir, 2020)(10) who found are assigned to the hospital were good communication skills. We find in general hospitals that they contain different, it requires nurses to deal with different cases that are present in the hospital and also among co-workers. That is why we find nurses having these skills at high the level of effective and it is obvious that establishing an effective communication taking place when nurses work the skills they have been educated and This is due to the importance of communication in health institutions and in nursing, especially because it is an important and necessary part of nursing care and is also considered among the important competencies required in the hospital

#### **4. Conclusions**

The present study concluded that the nurses that working at general and psychiatric wards are show good levels of interpersonal communication skills among nurses in both groups, that the majority of nursing staff were acquainted with interpersonal communication skills, who work in the general and psychiatric wards have effective communication skills at a high rate.

## 5. Recommendation

conducting systematic education Ministry of Health is necessary in the form of trainings and courses thought specialist's teachers or trainers in the field of proper communication to improve the quality of nursing care.

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