FACTORS AFFECTING ASSERTIVE BEHAVIOR OF NURSES WORKING IN DIFFERENT UNITS IN CAIRO UNIVERSITY HOSPITALS

Dalia Ahmed Safty EL-Din, Neulifar Shafek, Hoda Ezat,
Cairo University
Giza, Egypt

Master (Msc) Thesis, 2003

Abstract

The purpose of this study was to assess assertive behavior of nurses working in different units in Cairo University Hospitals and find out influential factors affecting it for nurses. The study sample included 150 nurses, 138 female and 12 male. Less than five years of experience working in (OR and surgical units, CCU/ICU, medical, x-ray and other investigation, pediatrics, oncology and others). Assertiveness Behavior Inventory Tool (ABIT) by Freeman (1988) was used to measure nurses' assertiveness level which cover the following items: the usual work setting of nurses and life events common to the general population. The second tool developed by the researcher which includes 37 items covers the following factors: personality, administrative factors, human relationships factors and nurses' beliefs. Results revealed that the majority of the subjects were between highly and moderately assertive. There were significant statistical differences between nurses' assertiveness level and their level of education, and age. Highly significant statistical differences were found between nurses' assertiveness and personality factors, administrative factors, human relationships and nurses' beliefs. It was recommended that nurse managers and head nurses should improve their supervision skills and maintain open communication channels with their subordinates to resolve conflict and match nurses' needs required and interest with work needs and interest. Provide all units in Cairo University Hospital with all supplies and equipment needed that help nurses to achieve the expected patient care outcome. Maintain regular staff development activities to update nurses' knowledge, skills and abilities.

Keywords
assertive behavior, different units,