

The Relationships between Use of Interpersonal Communication Skills and Job Satisfaction among Nurses working in Psychiatric Wards at Teaching Hospitals in Baghdad City



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Abstract

Objectives: To find out the relationship between interpersonal communication skills and job satisfaction among nurses working in psychiatric wards, to find out the relationship between interpersonal communication skills, and demographic characteristics among nurses working in psychiatric wards.

Methodology: A descriptive study, was used for the present study. That was carried out from the 13th

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الخلاصة:

الاهداف: معرفة العلاقة بين مهارات التواصل الشخصية والرضا الوظيفي بين الممرضين العاملين في الردهات النفسية، ومعرفة العلاقة بين مهارات التواصل الشخصية والخصائص الديموغرافية بين الممرضين العاملين في الردهات النفسية. **منهجية البحث:** دراسة وصفية، وقد تم تنفيذ ذلك من 13 اكتوبر 2020 حتى مارس لعام 2022. من أجل تحديد العلاقة بين استخدام مهارات التواصل الشخصية والرضا الوظيفي بين الممرضين العاملين في الردهات النفسية في المستشفيات التعليمية في مدينة بغداد. وكانت الدراسة هي اختيار عينة ملائمة (غير احتمالية) في هذه الدراسة مكونة من 70 ممرض / ممرضة يعملون في الردهات النفسية في المستشفيات التعليمية في مدينة بغداد.

النتائج: أظهرت نتائج الدراسة ان لا يوجد ارتباط معنوي او علاقة ذات دلالة احصائية بين استخدام مهارات التواصل الشخصية والرضا الوظيفي للممرضين العاملين في الردهات النفسية. بينما لا توجد علاقة ذات دلالة احصائية بين استخدام مهارات التواصل الشخصية والخصائص الديموغرافية ما عدا الحالة الاجتماعية والمؤهل التمريضي حيث وجدت علاقة قوية ايجابية بينهم.

التوصيات: أوصت الدراسة برفع مقترح الى وزارة الصحة بمواصلة التعليم المستمر من خلال برامج التدريب على مهارات التواصل بين الممرضين وايضا حضور المؤتمرات للكادر التمريضي في المستشفيات النفسية للتعاون الجماعي لتعزيز مهارات التواصل داخل المؤسسة الصحية وتحسين الأجور والحوافز من خلال تطوير استراتيجية جديدة لجدول الرواتب للممرضين والممرضات بما يتناسب مع تكلفة المعيشة المرتفعة.

الكلمات المفتاحية: مهارات التواصل الشخصية الرضا الوظيفي.

October, 2020 to 15th march, 2022. in order to determine relationships between use of interpersonal communication skills and job satisfaction among nurses working in psychiatric wards at teaching hospitals in Baghdad city. A convenient (non-probability) sample was used in this study that composed of (70) nurses are working in psychiatric ward, at teaching hospitals in Baghdad City.

Results: The results of this study show no significant correlation between interpersonal

communication skills and job satisfaction among nurses working at psychiatric wards. While no significant relationship has been reported between use of interpersonal communication and demographic characteristics among nurses who are working at psychiatric wards, except Social Status and Qualifications of Nurses show significant relationship (reverse correlation).

Recommendations: The study recommended Continuing education through, communication skill training programs, attending conference to nursing

INTRODUCTION

Interpersonal communication is a vital and active process in the organization; if there is effective communication, personnel of an organization have the desire to perform that will increase through the exchange of information and knowledge and thus they will have sufficient capacity to perform their duties (1).

Interpersonal Communication skills apply to habits that can help people communicate their emotions and desires well and thereby accomplish their interpersonal objectives. In order to maintain productive and sensitive relationships with patients, and other members of the medical team, skilled communication is critical for nurses. However, communication preparation has shown to contribute to the development of skills and the enhancement of patient outcomes. Nurses should develop the skills required to build a partnership with patients and other

staff in general and psychiatric hospitals for teamwork collaboration to enhance communication skills within health institution, are recommended for nurses, and Suggested to Ministry of Health and Finance for improving the payment and incentives for nurses through develop a new salary scale strategy for male and female nurses commensurate with the high cost of living.

Keywords: Interpersonal Communication Skills, Job Satisfaction.

medical team members through nursing education in order to establish successful communication, so that they can later encounter them in practice in a clinical environment. Learning that is, more concrete can be inducing by realistic and theoretical learning. Parry suggests that teaching must be both participatory and experiential in order to improve communication skills (2).

Job satisfaction is one of the most vital factors that express output of human resources and efficiency. Therefore, it can be defined with several definitions based on the employees' feeling as the attitudes and feelings of people in general or employees about their work or their work experiences, and job satisfaction reflects how employees or worker feel about their jobs that relative to experiences and expectations (3).

The job satisfaction of nurses has a correlation and influence on various issues such as (health care outcomes, job commitment, and patient satisfaction) in the health care system. Nurses considered the important large or basic group in various institutions and they have an important role to provide health care to the patient in terms of improving the quality of care and this in turn, their performance and competency related to job satisfaction. Some studies viewing the dimensions of job satisfaction, and they are two types (extrinsic job satisfaction and intrinsic job satisfaction). The first is concerned with the content of the work itself, while the second is concerned with the tasks of the job itself, simply job satisfaction whether the individual or employee likes or dislikes his job; refer to how satisfied an individual or employee is with his or her job ⁽⁴⁾.

Nurses are among one of the largest groups in the health system offering services. Now there is a workforce and lack of nursing crisis facing the whole world. In contrast to the other professions, the rate of work desertion in nurses is very high, the rate of job desertion is around 20 percent in the US for the time being, and it has projected that this rate will amount to 36 percent in 2020. The shortage of nurses and their leaving rates has created significant challenges in providing patient care ⁽⁵⁾.

Job satisfaction is influence by a large range of variables. These variables include personal characteristics, professional variables (such as inter-professional relationships), organizational variables,

and environmental variables. Job satisfaction also be affected by the ability to establish effective communications with colleagues and patient, such ability is considered as a prerequisite to quality care delivery that deals with both professional and inter-professional communications. The necessary skills for such ability are call “communication skills” (CSs) and include verbal and non-verbal skills such as respectful active listening ⁽⁶⁾.

Aims of the Study

1. To find out the relationship between interpersonal communication skills and job satisfaction among nurses working in psychiatric wards.
2. To find out the relationship between interpersonal communication skills, and demographic characteristics among nurses working in psychiatric wards.

METHODOLOGY

Study Design: A descriptive study, was used for the present study. That was carried out from the 13th October, 2020 to 15th March, 2022 in order to determine relationships between use of interpersonal communication skills and job satisfaction among nurses working in psychiatric wards at teaching hospitals in Baghdad city.

Study Setting: The current study was conducted on the nurses who are working in Psychiatric Wards at Teaching Hospitals in Baghdad City. which are Ibn-Rushd and Al-Rashad Psychiatric Teaching Hospitals, these hospitals include different units and departments that are: psychiatric wards, E.C.T, Rehabilitation units, psychiatric

consultation, and misuse and addiction wards, the psychiatric ward, at teaching hospitals in Baghdad City sample is composed of (70) nurses; are working in that include morning and night shift.

RESULTS

Table (1): Correlation between Use of Interpersonal Communication Skills and Job Satisfaction among Nurses working at Psychiatric Wards

Nurses Correlation		Psychiatric wards N=70	
		IpCSs	JS
IpCSs	Pearson Correlation	1	0.228
	Sig. (2-tailed)		0.057
JS	Pearson Correlation	0.228	1
	Sig. (2-tailed)	0.057	

**Correlation is significant at the 0.01 level (2-tailed), *IpCSs: interpersonal Communication Skills, JS: Job Satisfaction*

This table depicts that no reported significant correlation between interpersonal communication skills and job satisfaction among nurses working at psychiatric wards.

Table (2): Correlation between Use of interpersonal Communication Skills and Gender of Nurses at Psychiatric Wards

IpCSs Gender	Psychiatric wards nurses (N=70)		
	N	Mean	SD
Male	42	63.88	6.890
Female	28	62.71	6.727
Total	70	63.41	6.800
Correlation	r = 0.085	p-value = 0.486	Sig.= N.S

This table shows that there is no significant relationship between use of interpersonal communication and nurses' gender among nurses who are working at psychiatric wards as referred by insignificant correlation analysis.

Table (3): Correlation between Use of interpersonal Communication Skills and Age of Nurses at Psychiatric Wards

IpCSs Age	Psychiatric wards nurses (N=70)		
	N	Mean	SD
< 20 year	1	53.00	-
20 – 29 year	20	62.70	5.583
30 – 39 year	27	63.11	8.482
40 – 49 year	11	63.45	6.023
50 ≤	11	66.36	3.854
Total	70	63.41	6.800
Correlation	r = 0.202	p-value = 0.093	Sig.= N.S

This table indicates that there is no significant relationship has been reported between use of interpersonal communication and nurses' age group among nurses who are working at psychiatric wards as referred by insignificant correlation analysis.

Table (4): Correlation between Use of interpersonal Communication Skills and Social Status of Nurses at Psychiatric Wards

IpCSs Social status	Psychiatric wards nurses (N=70)		
	N	Mean	SD
Single	16	65.69	5.147
Married	51	63.10	7.134
Divorced	1	57.00	-
Widowed/ widower	1	60.00	-
Separated	1	53.00	-
Total	70	63.41	6.800
Correlation	r = -0.268	p-value = 0.025	Sig.= S

This table shows that there is significant relationship (reverse correlation) between use of interpersonal communication skills and social status among nurses working at psychiatric wards.

Table (5): Correlation between Use of interpersonal Communication Skills and Shift Duty of Nurses at Psychiatric Wards

IpCSs Shift duty	Psychiatric wards nurses (N=70)		
	N	Mean	SD
Day	56	63.93	6.991
Night	14	61.36	5.746
Total	70	63.41	6.800
Correlation	r = 0.152	p-value = 0.208	Sig.= N.S

This table depicts that there is no significant relationship between use of interpersonal communication and nurses' shift duty among nurses who are working psychiatric wards as referred by insignificant correlation analysis.

Table (6): Correlation between Use of interpersonal Communication Skills and Years of Experience for Nurses at Psychiatric Wards

IpCSs Years	Psychiatric wards nurses (N=70)		
	N	Mean	SD
1 – 5	11	61.55	6.861
6 – 10	20	63.05	7.626
11 – 15	8	63.38	5.344
16 ≤	31	64.32	6.705
Total	70	63.41	6.800
Correlation	r = 0.140	p-value = 0.247	Sig.= N.S

This table reveals that there is no significant relationship has been seen between use of interpersonal communication and nurses' years of experience among nurses who are working at psychiatric wards as referred by insignificant correlation analysis.

Table (7): Correlation between Use of interpersonal Communication Skills and Qualifications of Nurses at Psychiatric Wards

IpCSs Qualifications	Psychiatric wards nurses (N=70)		
	N	Mean	SD
Nursing school	4	56.50	6.455
High nursing school	23	61.65	6.329
Diploma	22	65.32	6.003
Bachelor	17	64.06	7.742
Master degree	3	69.00	3.464
Doctorate	1	62.00	-
Total	70	63.41	6.800
Correlation	r = 0.275	p-value = 0.021	Sig.= S

This table reveals that there is significant relationship (positive correlation) between use of interpersonal communication skills and qualification among nurses working at psychiatric wards at p-value= 0.021.

DISCUSSION

Table (1): Correlation between Use of Interpersonal Communication Skills and Job Satisfaction among Nurses at Psychiatric Wards:

The finding in table 1 showed no reported significant correlation between interpersonal communication skills and job satisfaction. While the results that appeared with regard to nurses working in psychiatric wards, there is no relationship between communication skills and job satisfaction, and this indicates that nurses have a sufficient sense of job satisfaction towards their work and are not affected by communication skills either among patients or between their managers or among them. There is no related article providing a support for the finding of this study that is found this table.

Table (2): Discussion for Correlation between Use of interpersonal Communication Skills and Gender of Nurses at Psychiatric Wards:

The finding in table 2 revealed that there is no significant relationship between use of interpersonal communication and nurses' gender among nurses who are working at psychiatric wards as referred by insignificant correlation analysis. It seems one of the reasons for the result, the health system in institutions requires or needs effective participation or activities between recipients and caregivers, including nurses, as well as appropriate communication. Therefore, we find that males and females receive the same level of training of personal communication skills while working through training courses conducted by health institutions together in psychiatric wards. This supported by study of Agha Mohammad Hasani, et al., (2018), which include all nurses working in Ali-ibn Abi Talib, Moradi, and Niknafs Hospitals affiliated to Rafsanjan University of Medical Sciences, Rafsanjan, Iran, show that the mean scores of interpersonal

communication skills of male and female nurses did not show a significant difference. ⁽⁷⁾

Table (3): Discussion for Correlation between Use of interpersonal Communication Skills and Age of Nurses at Psychiatric Wards:

According to table 3 that showed no significant relationship has been reported between use of interpersonal communication and nurses' age group among nurses who are working at psychiatric wards as referred by insignificant correlation analysis. Such finding may be interpreted by the highest number is at the age of 30-39 years old, that's working at psychiatric wards, enter the adult group. The development of adulthood that stands out is the achievement of emotional maturity within. Someone who has emotional maturity will be able to resist emotions, be empathetic to appreciate, and be able to maintain feelings. The study found supportive evidence by Khoir (2020) who reported insignificant results, meaning there was no relationship between TCS and someone's age. ⁽⁸⁾

Table (4): Discussion for Correlation between Use of interpersonal Communication Skills and Social Status of Nurses at Psychiatric Wards:

The result in the table 4 revealed that there is significant relationship (reverse correlation) between use of interpersonal communication skills and social status among nurses working at psychiatric wards at $p\text{-value} = 0.025$. Similar to a study by Mohammadi, (2020) on 278 nurses working in educational hospitals in Sanandaj, Iran. ⁽⁹⁾

Table (5): Discussion for Correlation between Use of interpersonal Communication Skills and Shift Duty of Nurses at Psychiatric Wards:

It has shown in the table 5 that there is no significant relationship between use of interpersonal communication and nurses' shift duty among nurses who are working at psychiatric wards as referred by insignificant correlation analysis. This indicates that the nurses received the same level of training in communication skills as they work in the morning and evening shift, and also due to the fact that the nurses work in the shift system for each period of time according to the policy of the health institutions. The findings of this study are not line with those by Gholamiet al., (2015). ⁽¹⁰⁾

Table (6): Discussion for Correlation between Use of interpersonal Communication Skills and Years of Experience for Nurses at Psychiatric Wards:

In the table 6, there is no significant relationship has been seen between use of interpersonal communication and nurses' years of experience among nurses who are working at psychiatric wards as referred by insignificant correlation analysis. It is expected that with the increase in the time of work experience through dealing with different patients and also dealing with colleagues, it will improve or differences in the development of interpersonal communication skills, we notice a change or relationship between work time in experience and communication for nurses, and this indicates that they treat them at the same level for

different patients or even among themselves, as if they received constant training courses during the beginning of work, Supporting the finding of Yas & Mohammed (2016) the results showed there is no relations between them. ⁽¹¹⁾

Table (7): Discussion for Correlation between Use of interpersonal Communication Skills and Qualifications of Nurses at Psychiatric Wards:

According to table 7, a significant relationship (positive correlation) has been found between use of interpersonal communication skills and qualification among nurses working at psychiatric wards at p-value= 0.021. All respondents with high nursing school of nurse are partly in the high category, that is consistent with the present study of Badiyepymaiejahromi et al., (2018) showed that the nurses' level of education and quality of communication skills had a significant relationship ($p < 0.05$). ⁽¹²⁾

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CONCLUSION

The interpersonal communication skills have shown not correlated with job satisfaction. among the nurses working at psychiatric wards, and show significant relationship (reverse correlation), between use of interpersonal communication and Social Status and Qualifications of among nurses who are working at psychiatric wards.

RECOMMENDATIONS

Continuing education through, communication skill training programs, attending conference to nursing staff in general and psychiatric hospitals for teamwork collaboration to enhance communication skills within health institution, are recommended for nurses, and Suggested to Ministry of Health and Finance for improving the payment and incentives for nurses through develop a new salary scale strategy for male and female nurses commensurate with the high cost of living who are working in mental hospitals to keep nurses from change the setting of work.

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