Effect of the improvement program of head nurses’ communication skills on head nurses and nurses’ job satisfaction

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Abstract

**Background and aim:** Head nurses and nurses’ job satisfaction as one of the main aspects of an effective health care system has a vital role in the delivery of care to patients. In this regard, communication is very crucial in the professional life of health care providers. This study aimed to determine the effect of the improvement program of head nurses’ communication skills on head nurses and nurses’ job satisfaction.

**Methods:** This study was a non-randomized trial conducted through two intervention and control groups. To do the study, head nurses and nurses working in two teaching hospitals affiliated with Tehran University of Medical Sciences were chosen in two hospitals. The hospitals were randomly assigned into two intervention and control groups. The head nurses’ group in both the hospitals, completed demographic information form, communication skills and Herzberg’s job satisfaction questionnaires in two stages (before the intervention and 6 weeks after the intervention). The nurses’ group, completed demographic information form and the Herzberg’s job satisfaction questionnaire. The communication skills’ improvement program consisted of workshops based on Knowles adult education theory presented in the intervention group in two days and for 8 hours.

**Results:** After the intervention, head nurses and nurses’ job satisfaction in the intervention group did not show any significant difference in comparison with the control group. However, the communication skills of head nurses in the intervention group in comparison with the control group significantly increased and was maintained for 6 weeks ($P = 0.000$).

**Conclusion:** It can be concluded that improving communication skills increases the level of communication skills in head nurses, but it may have no effect on head nurses and nurses’ job satisfaction. Therefore, increasing job satisfaction needs more interventions rather than improving communication skills.

Key words: Job Satisfaction, Communication skills, Head nurse, Nurse