



شبكة المعلومات الجامعية

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ



شبكة المعلومات الجامعية
@ ASUNET



شبكة المعلومات الجامعية التوثيق الالكتروني والميكروفيلم



شبكة المعلومات الجامعية

جامعة عين شمس

التوثيق الالكتروني والميكرو فيلم

قسم

نقسم بالله العظيم أن المادة التي تم توثيقها وتسجيلها
علي هذه الأفلام قد أعدت دون أية تغيرات



يجب أن

تحفظ هذه الأفلام بعيدا عن الغبار

في درجة حرارة من ١٥-٢٥ مئوية ورطوبة نسبية من ٢٠-٤٠%

To be Kept away from Dust in Dry Cool place of
15-25- c and relative humidity 20-40%

بعض الوثائق الأصلية تالفة

بالرسالة صفحات لم ترد بالاصل

B 7 V E I

**ASSESSMENT OF NURSE INTERNS'
COMMUNICATION SKILLS IN
HEALTH TEACHING**



THESIS

*Submitted in partial fulfilment of the requirement for
Master Degree in Nursing Administration*

By

Nevein Abd EL Salam Hussein

(B. Sc. Nursing)

Supervisors

Prof. Dr. Mahassen Ismaeil

*Prof. of Nursing Administration
Faculty of Nursing
Cairo University*

Dr. Harisa El-Shimy

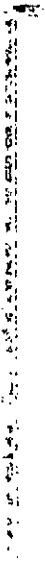
*Ass. Prof. of Nursing Administration
Faculty of Nursing
Ain-Shams University*

Dr. Dalal Akel

*Lecturer of Nursing Administration
Faculty of Nursing
Ain-Shams University*

*Faculty of Nursing
Ain-Shams University*

2001



بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

قَالُوا سُبْحَانَكَ لَا عِلْمَ لَنَا إِلَّا مَا عَلَّمْتَنَا
إِنَّكَ أَنْتَ الْعَلِيمُ الْحَكِيمُ

صَدَقَ اللَّهُ الْعَظِيمُ

سُورَةُ الْبَقَرَةِ : ٣٢

ACKNOWLEDGEMENT

First of all thanks GOD for helping me to do this work and for giving me generously throughout my life.

I am greatly indebted to Professor Dr. Mahassen Ismaeil, professor of Nursing Services Administration, Cairo University, for her valuable advises and guidance toward the achievement of this work.

My deepest gratitude and sincere thanks to Dr. Harisa El-Sheimy, assistant professor of Nursing Services Administration, Ain Shams University, for her everlasting encouragement and support, for her sincere criticism, and constant help toward the fulfillment of this work.

My appreciation and grateful thanks to Dr. Dalal Akel, lecturer of Nursing Services Administration, Ain Shams University, for her continuous encouragement, support and assurance.

Special thanks and deep appreciation to my parents who helped and supported me a lot for the achievement of this work and throughout my life.

Also special and sincere thanks to my dear friends, who played sisters role with me and helped me a lot toward the achievement of this work.

200.

LIST OF CONTENTS

	Page
Introduction	1
Aim of The Study	6
Literature Review.....	7
Definition of internship.....	8
Purpose of the internship	8
Patient education.....	9
Physical environment.....	10
Privacy	10
Timing	10
Vocabulary level	11
Definition of communication	12
The communication process	13
Models of the communication process	13
How messages are understood	16
Communication barriers	19
Care communication	26
Verbal communication.....	26
Non-verbal communication	27
Types of communication	30
The believability scale of body language	31
Advantages of face to face communication	23
Functions of communication	34
Functions of non-verbal communication	35
Components of non-verbal communication	37

Subjects and Methods	43
Results	49
Discussion	92
Conclusion	98
Recommendations	103
Summary	105
References	110
Appendix	
Arabic Summary	

LIST OF TABLES

- Table (1): Frequency distribution of the demographic characteristics of interns in the study
- Table (2): Frequency distribution of the family characteristics of interns in the study
- Table (3): Frequency distribution of the educational characteristics of the study interns
- Table (4): Frequency distribution of the history of failure in the scholar years among study interns
- Table (5): Frequency distribution of the history of working in the scholar years among study interns .
- Table (6): Frequency distribution of adequate/inadequate communication skills of the nurse interns as regard to preparation items
- Table (7): Communication skills observed on the nurse interns as regard to the preparation phase
- Table (8): Frequency distribution of adequacy /inadequacy of Performance of the nurse interns as regard to verbal communication skills
- Table (9a): Observed verbal communication skills among interns in the study as related to introduction .

- Table (9b): Observed verbal communication skills among
interns in the study as related to introduction..
- Table (9c): Verbal communication skills as observed among
nurse as regard to items of closure
- Table (9d): Verbal communication skills as observed among
nurse interns as regard to voice characteristics
- Table (10): Frequency distribution of adequate/inadequate
non-verbal communication skills performed
by the nurse interns
- Table (11): Non-verbal communication skills as observed
among interns in the study sample
- Table (12): Relation between adequacy of communication
skills and marital status of interns in the
study
- Table (13): Relation between adequacy of communication
skills and place of residence among
interns in the study sample
- Table (14): Relation between adequacy of communication
skills and type of basic education
among interns in the study sample
- Table (15): Relation between adequacy of communication
skills and type of secondary education
among interns in the study sample