



شبكة المعلومات الجامعية
التوثيق الإلكتروني والميكرو فيلم

بسم الله الرحمن الرحيم



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التوثيق الإلكتروني والميكروفيلم



شبكة المعلومات الجامعية التوثيق الإلكتروني والميكروفيلم



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جامعة عين شمس

التوثيق الإلكتروني والميكروفيلم

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Assertiveness among Nurses in El Fayoum University Hospitals

Thesis

Submitted for Partial Fulfillment of Master Degree
in (Nursing Administration)

By

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**Faculty of Nursing
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2021**

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Acknowledgments

*First and foremost, I feel always indebted to **Allah**, the **Most Beneficent** and **Merciful**, Who gave me the strength to accomplish this work,*

*My deepest gratitude to my supervisor, **Prof. Dr./ Mona Mostafa Shazly**, Professor of Nursing Administration, Faculty of Nursing, Ain Shams University, for her valuable guidance and expert supervision, in addition to her great deal of support and encouragement. I really have the honor to complete this work under her supervision.*

*I would like to express my great and deep appreciation and thanks to **Assist. Prof./ Hanaa Mohammed Abdrabou**, Assistant Professor of Nursing Administration, Faculty of Nursing- Ain Shams University, for her meticulous supervision, and her patience in reviewing and correcting this work,*

Special thanks for nurses and all members for their participate in this study.

Ola Eid Ahmed Hussien



Dedication

*I would like to dedicate this
thesis to*

MY Husband

My family

*For their love, care, support
and encouragement that allowed
me to accomplish this work*

Ola Eid Ahmed Hussien

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List of Abbreviations

<i>Abbr.</i>	<i>Full-term</i>
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CCU	: Coronary care unit
ENT	: Ear nose and throat
ER	: Emergency room
ICU	: Intensive care unit
OR	: Operative room
SD	: Standard deviation
SICU	: Surgical intensive care unit
SPSS	: Statistical package for social science

Assertiveness among Nurses in El Fayoum University Hospitals

Abstract

Background: Assertiveness is a particular mode of communication. It occupies the healthy middle ground between aggressiveness and submissiveness and helps to identify problems and facilitate decision making. **Aim of the study:** this study aimed to assess assertiveness among nurses in EL Fayoum University Hospitals. **Design:** A descriptive design used in this study. **Setting:** This study carried out at in EL Fayoum University Hospitals. These hospitals namely, Surgical University Hospital and Medical University Hospital. **Subjects:** Study subjects included staff nurses, head nurse and assistant head nurses who were working in aforementioned two hospitals. Their total number was (200) staff nurse and (42) head nurse and assistants. **Data collection tools:** two tools were used to collect data. First tool Self-administer questionnaire consisted of two parts, the first part is socio-demographic data Sheet and the second part is an assertiveness assessment scale. Second tool assertive behavior inventory. **Results:** the highest mean score of assertiveness dimensions was negotiating the system& active orientation while the lowest mean score was work habits. The majority of nurses were assertive. Also, the highest mean score of factors affecting assertive behavior was human relation factors while the lowest assertive factors score nurse's belief factors. **Conclusion:** there was a highly statistically significant positive correlation between assertiveness and factors affecting assertive behavior. **Recommendation:** Maintain periodical meeting for nurses from different hospitals by seeking their opinions, and exchanging their experiences. Enhance critical thinking abilities & assertive skills through training programs and workshops.

Key words: Assertivness, , Nurses