ENGLISH AS A SECOND LANGUAGE NURSING STUDENTS’ PERCEPTIONS OF STAFF NURSE INCIVILITY

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INTRODUCTION
Background
- Incivility in the clinical setting
- Importance of clinical experiences
- The relationship between student nurses and staff nurses
- What makes nursing students vulnerable
- English as Second Language Nursing Students (ESL)
  - Represent 31.1% of entry-level BSN programs
  - Challenges with language and communication skills
- The effects of culture on language, communication, and perception

THEORETICAL FRAMEWORK
Theory of Cultural Variability
- Hofstede (1980) theory of cultural dimension
- Triandis (1989)
  - Individualism and Collectivism (IC)
    - Vertical: hierarchy
    - Horizontal: equality
  - Resources of the self (Laschinger et al., 2009)
  - Sense of community (Gallo, 2012)

RESEARCH QUESTION 1
What is the difference in perception of staff nurse incivility between ESL nursing students and non-ESL nursing students?

RESEARCH QUESTION 2
How do dimensions of culture differ by student category (ESL and non-ESL)?

RESEARCH QUESTION 3
Which demographic variables best predict perceptions of incivility?

METHODOLOGY
Research design
- Descriptive, cross-sectional, comparative and correlational

Sample
- Convenience sampling
- Members of the National Student Nurses’ Association (NSNA)

Data Collection Plan
- Mass broadcast email with an embedded video
- Instruments
  - Survey with three parts (Qualitatics)
    - Demographic form
    - Uncivil Clinical Behavior in Nursing Education (UCBNE)
    - Horizontal and Vertical Individualism/Collectivism Scale

Data Management
- Pre-analysis
  - SPSS version 23
  - Coding
  - Missing data
  - Management

Data Analysis
- Descriptive
  - Mean & Standard deviation
- Inferential
  - Correlations
  - MANOVA
  - Multiple Regression

ANALYSIS OF RESEARCH QUESTIONS
Research Question 1
What is the difference in perception of staff nurse incivility, hostile and mean behaviors, and incivility behaviors between ESL and non-ESL students?
- Exclusionary behaviors were significantly different
  - Total incivility scores were statistically significantly different
  - However, the effect size of both significant findings was extremely low (little practical difference)

Research Question 2
How do horizontal individualism, vertical individualism, horizontal collectivism, and vertical collectivism scores differ by ESL and non-ESL students?
- A significant result was found in the four scales between the two types of students (multivariate analysis: F = 28.86, \( \eta^2 = 0.22 \))
- Significant difference on vertical collectivism (univariate analysis: F = 5.33, \( \eta^2 = 0.21 \))
- However, the effect size of both significant findings was extremely low (little practical difference)

Research Question 3
Which of the following variables (age, gender, race, student category, and time in program) best predict perceptions of incivility?
- Time in Program, age, and gender were significant predictors (multiple regression using forward selection: F = 28.56, \( \eta^2 = 0.21 \), adjusted \( \eta^2 = 0.578 \))
- Variables accounted for 7.8% of the variance
- As student nurses’ time in program and age increased so did their perceptions of incivility
- Female student nurses were more likely to score higher on perceptions of incivility than were males

DISCUSSION OF FINDINGS
Differences in Perception of Staff Nurse Incivility between ESL and non-ESL Nursing Students
- The majority of nursing students reported uncivil behaviors that were “rarely” to “occasionally observed”
  - Mateen (2014) concluded that 13.8% reported that they were verbally abused occasionally and 60% reported that they were bullied occasionally
  - Fern and Meerebaum (2009) reported that reporting verbal abuse practices were variable

Dimensions of Culture as Predictors of Perceptions of Incivility
- ESL nursing students scored high in vertical collectivism scale
  - See themselves as a part of a collective (nursing students are a part of the nursing collective)
- Are willing to accept hierarchy (nursing students are on the bottom of the nursing hierarchy) and inequality within that collective
  - Might influence their willingness to accept incivility as normal behavior in clinical nursing education (Docker et al., 2012; Magnavita and Hepsomenu, 2011)
- Values close relationships (like family or family) within the group
  - Help them develop resilience against stressors and makes it possible for many to tolerate or accept incivility from others
  - (Melbourne et al., 2015)

It is possible ESL students are able to cope by using strategies learned from their vertical collectivism values to help manage their encounters with incivility

Age as a Predictor of Incivility
Consistent
- Generation differences influenced perceptions of incivility (Lutter, Price, and Spence-Laschinger, 2010)

Gender as a Predictor of Incivility
Consistent
- Female nursing students report perceived incivility more frequently than males
  - Counterparts (Babenko et al., 2014) concluded that 13.8% reported that they were verbally abused occasionally and 60% reported that they were bullied occasionally
  - Opposite findings reported from Clarke et al. (2012) and Gallo (2012)

Time in Program as a Predictor of Incivility
Consistent
- Third and fourth year nursing students reported experiencing more bullying
  - Clarke et al. (2012)
- Students learn how to cope and accommodate on a personal and organizational level, with horizontal violence as they progress through their education. (Curtis et al., 2007)

LIMITATIONS OF THE STUDY
- Convenience sample
  - Results are reflective solely of the students who participated in the study
  - Participants were unable to self-identify their ethnicity and/or ESL status
  - Unequal representation of ESL/non-ESL groups
- Surveys are relatively superficial and do not clearly reflect the respondent’s opinion
  - Can lead to self-reporting bias (Dillman et al., 2014)

FUTURE RECOMMENDATIONS
- Replicate the study and target schools of nursing with a large population of known ESL students
- Explore the relationship between ESL students’ collectivism values and how they cope with incivility in the clinical setting
- Examine age, gender, and time in program separately along with their influence on ESL students’ perception of incivility
- Re-examine data from the current study using survey responses from subjects who had no more than 10% missing data