EP046

EVALUATION OF COMMUNICATION SKILLS STATUS AMONG NURSES IN TAWAU HOSPITAL



MINISTRY OF HEALTH MALAYSIA
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INTRODUCTION

Effective communication is fundamental to the nurse–patient relationship and plays a critical role in ensuring patient safety, quality of care, and positive clinical outcomes. Assessing communication competencies among nurses is essential to identify gaps and improve healthcare delivery.

OBJECTIVE

- To evaluate the communication skills status among nurses in Tawau Hospital.
- To analyse the association between demographic characteristics and communication skills status.

METHODOLOGY

Study Design: Quantitative cross-sectional survey

Instrument: Self-administered online questionnaire (Google Form); Cronbach's alpha = 0.75–0.85

Sample: 233 Registered Nurse U5/U6 (TBK1/KUP)

Data Analysis: Descriptive analysis, Independent t- test and one-way ANOVA

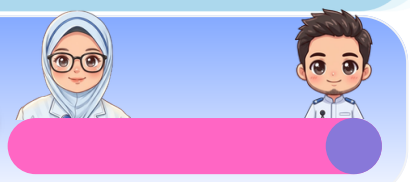
Sampling Technique: Stratified Random Sampling

Ethical Approval: MREC (NMRR-ID 25-03341-XEB (IIR)

RESULT

DEMOGRAPHIC PROFILE

Gender
94.4%
Female



Post-Basic Qualification
53.6%
Yes



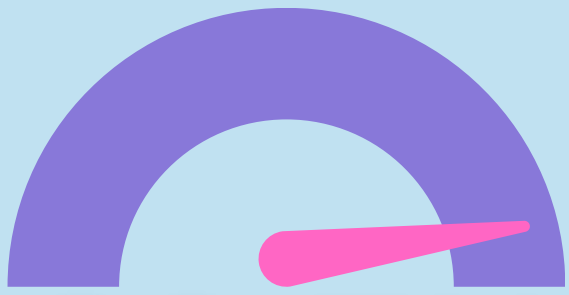
Age



Year of Experience



COMMUNICATION SKILL STATUS



92.7%

Achieve HIGH Level

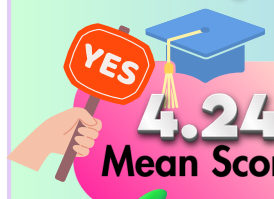
Mean Score

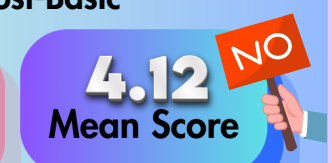
4.18

ASSOCIATION

Significant Variable

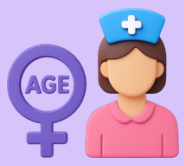
Post-Basic





Significant Value ($p = 0.014$)

Non-Significant Variables



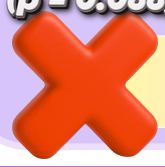
Age ($p = 0.088$)



Gender ($p = 0.800$)



Experience ($p = 0.304$)



Showed no statistically significant association with communication skills ($p>0.05$)

DISCUSSION AND CONCLUSION

Communication skills among nurses in Tawau Hospital are generally high. Demographic variables such as age, gender, and experience do not significantly influence communication proficiency. Post Basic training is a key determinant of superior communication. These findings highlight the importance of structured educational programmes in improving patient-centred communication, beyond reliance on experiential learning alone. Formal training has been shown to enhance nurses' communication skills, confidence, and ability to deliver patient-centred care, supporting the need for more standardised approaches[1]. However, its overall effectiveness remains inconclusive, as research findings are mixed[2].

RECOMMENDATION

It is recommended that communication components currently included in post-basic programmes be integrated into the basic nursing curriculum. Greater emphasis should be placed on practical application, aligned with theoretical instruction. Furthermore, structured communication training within hospital settings is essential to strengthen communication skills among nurse.

ACKNOWLEDGEMENT

We would like to express our gratitude to the Director-General of Health Malaysia for given us permission to present this poster. We extend our appreciation to the Director, Head of Clinical Research Centre, Head of Psychology and Counselling Unit and all nursing staff of Hospital Tawau for their direct contributions and support in completing this study.

REFERENCES

[1] Kerr, D., Martin, P., Furber, L., Winterburn, S., Milnes, S., Nielsen, A., & Strachan, P. (2020). Communication skills training for nurses: Is it time for a standardised nursing model? Nurse Education in Practice.

[2] Kwame, A., & Petrucka, P. M. (2021). A literature-based study of patient-centered care and communication in nurse-patient interactions: Barriers, facilitators, and the way forward. BMC Nursing, 20(1), 158. https://doi.org/10.1186/s12912-021-00684-2