

UNIVERSITI TEKNOLOGI MARA

COPING BEHAVIOR OF NURSING STUDENTS
WHO EXPERIENCED VERBAL ABUSE IN
CLINICAL PLACEMENT

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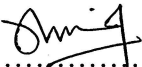
BACHELOR OF NURSING (HONS.)


JULY 2015

AUTHOR'S DECLARATION

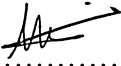
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Acknowledgement

Firstly, we would like to express our gratitude to our supervisor, Puan Suzana binti Yusof for her continuous support for our research, for her patience, her exemplary guidance, valuable feedback and immense knowledge throughout the duration of the project. Her perceptive criticism kept us working to make this project in much better way. Working under her guidance was an extremely knowledgeable and valuable experience for us. We also would like to give our gratitude to all the friends and colleagues who filled in the survey, without which this research would be incomplete. Last but not least, we would like to thank our family.

Abstract

Background: Verbal abuse among nursing student was recognized as a major problem during clinical placement, however coping behavior towards verbal abuse are less been studied by other research.

Objective: The purpose of thie study to identify coping behavior of nursing students who experienced verbal abuse during clinical placement.

Method: A descriptive study design was carried out whereby a verbal abuse questionnaire was distributed to nursing students.

Result: Finding from overall population of 109 nursing students indicated majority of student has been experienced and also witnessed verbal abuse during clinical placement with 79.8% and 78.9% respectively. Patient (56.3%) and clinical instructor (51.0%) has been identified being on top as sources of verbal abuse. The strongest emotional that students experienced verbal abuse has been reported was shame ($M=4.02, SD=1.35$), followed by humiliation ($M=3.82, SD=1.53$), frustration ($M=3.80, SD=1.41$) and sadness/hurt ($M=3.76, SD=1.69$). There is relationship show that the higher the semester there are more positive coping behavior that been used when they experienced verbal abuse. There is no significant different for negative coping behavior.

Conclusion: It can be conclude that the higher the semester the more positive coping behavior nursing students used when they experienced verbal abuse in clinical placement.

Keyword: verbal abuse, emotional reaction, coping behavior, nursing student