**TRANSCRIPT 5**

**P5**: Participant 5

**R**: Researcher

R: Good morning, ma’am.

P5: Morning, ma’am

R: My name is Isabel Shilenge. I’m a Master’s student uh from the University of Pretoria. My supervisor is Professor NC Van Wyk. Uh the title of the study is ‘An exploration of support needed by nursing students to develop their nurs…their professional dignity’.

P5: Ok

R: How are you today ma’am?

P5: I’m good and you ma’am?

R: I’m good. Before we start with the interview, I would like us to go over the information leaflet so that we remind…I…I remind you of uh what the information leaflet is entails and remember at any time if you wish to withdraw you can withdraw.

P5: Ok

R: Yes ma’am. Um the aim of the study is to explore and describe the support that the nursing students need from their lectures and professional nurses who supervise them during WIL, to develop their professional dignity.

P5: Oryt

R: Um the interview will take about 30 to 45 minutes or 45 to 60 minutes depending on how we go on the information that you need to divulge…to give us.

P5: Oryt

R: and then um the interview has one main question which is ‘What support do you need from others to feel dignified as a nursing student?’

P5: Oryt

R: Ok, moving forward with reminding you about the leaflet…information leaflet, there are no risks, physical risks involved however there might be some questions that might invoke some uh negative experiences that you went through during your clinical placement or even here at the nursing college.

P5: Ok

R: So, if you do feel like you don’t want to answer any of those questions, please do not answer them…and then also take note that if you feel distressed, uh I will refer you to the student counselling department here at the campus at no extra cost to you.

P5: Oryt

R: The benefits of the study, you will not benefit directly from the study however the students that are coming after you, the groups that will be coming after you might be the ones who will benefiting from the information that you have given us.

P5: Ok

R: Um the information that you give us helps the researcher to improve awareness of the support that nursing students needs both in the…in… in theory meaning here at the campus and in clinical facilities. You will not be paid to take part in the study. It is a voluntary participation. And then please take note that ethical approval was granted by the University of Pretoria Research Ethics Committee, by the Gauteng College of Nursing also by the Tshwane District.

P5: Ok

R: All the information that we are going to discuss now is going to remain confidential. Your name will not appear anywhere on the research uh study. You are going to be assigned a code that will be the one that we know will referencing you. At the end of the study, once the study is published you are welcome to view the study. Some uh…before we…we publish, we might come and call you to verify the…the…the…the interview to say this is actually correct, this is what you said.

P5: Ok

R: Ok. Do you still agree to continue?

P5: Yes, I do.

R: Thank you. Before we move on, I would like to remind you what we mean by professional dignity. It is a manner in which a professional person views him or herself integrated with a manner in which other people view him or her as a person…

P5: Ok

R: …and as a professional person. One has professional dignity when one views oneself as a professional person of value integrated with others view of a person as a valuable professional person. Do you understand?

P5: Yes, I understand.

R: Ok. Now for the main question ‘What support do you need from others to feel dignified as a nursing student?

P5: Ok, uh…ok firstly from…ok how can I put it...from others as in like you mean your…our nurses and lecturers or…

R: From others I mean from the campus side also from the clinical facility side. The lecturers, the professional nurses as well as the other multidisciplinary team.

P5: Ok, let me start with the uh…uh…uh when it comes to placement in health facilities. So, uh in most cases when we get to clinical facilities…uh can we talk about the nurses because we are close to them?

R: Yes

P5: What they do is that they only assign us to duties at hospitals, we there just to push the…to help push the…the work just to help with the delegation and then they like forget about why we there as students, yah, I feel like they do…not there to…to fulfil our what can I say our objectives and yah we only get a little time to do that especially when it comes to uh…that level…

R: mm

P5: …we just there doing our basic nursing throughout the day till its knock-off time…

R: mm

P5: and then there is no…there is no support in terms of what we are there to do. And then with our lecturers…ok, in most cases with our lecturers is that uh mostly we complain to them about these things, about how we’ being treated in health facilities…

R: mm

P5: …but then what they do is that uh I don’t know if I should say is it…they don’t wanna fight with uh the nurses at the facilities…yeh in most cases they don’t resolve the problems we…we…we…the complaints we relay to them, yah…

R: mm

P5: …they just tell you to just hang in there, yah just hang in there then the placement will be over…

R: mm

P5: …in a short period of time, you’re out of there. So, yah I feel like we do not have that support, yah…its minimal…

R: mm

P5: So, and then with other multidisciplinary team members uh everyone is just there to do their things…they don’t …especially with us…the nursing students we don’t have much support from…I feel like we don’t have support from other members of the multidisciplinary team and then there’s no relationship between us, we only there with nurses and then that’s it.

R: mm

P5: So, yah…

R: So, when you say there’s minimal support from the lecturers…

P5: mm

R: …how would you like them to support you?

P5: Okay, firstly from the lecturers uh we complain to them right, let me start with this one.

R: mm

P5: So, I would like for them to attend to the…the complaints that we have, like address them at campus, at the facilities so that yeah…and then since we are let me say we are afraid of some of the nurses because some will uh…uh maybe say if you like you backchat with them, when they are talking to you its like disrespectful, so then you struggle…the placement there is gonna be hard. You struggle to get signatures on your hour-forms and then again on the workbooks. So, we would like for our lecturers to maybe be mediators between us and…the lecturers…yah I think maybe it will like solve our problems, yah solve the problems we have for us because if then the problem are…if there’s… its lecturers who address the nurses it’s gonna be better, we don’t get into trouble. So, I would like for them to address our…the issues we have with the nurses…

R: mm

P5: …in the health facilities. And then again ok uh with third level, I would say they are not…ok our lecturers are not friendly uh compared to the ones we had in the previous levels…

R: mm

P5: …so yah we are afraid, we even afraid of them…so…yah when you get there they uh deliver the content and then uh we even afraid to ask questions or to consult…we consult…we hardly consult…so…yah if they can change…just try and be a bit…I don’t know if I should say friendly or yah but then they’re too strict and then yah…

R: mm…

P5: that’s it…

R: …and um…what do you think should be done to support nursing students to develop professional dignity?

P5: Uhhh…ok can I ask again about that professional dignity part?

R: Professional dignity…

P5: mm

R: …is a way one sees oneself in a professional manner and also integrated with how others see you in a professional manner…like your dignity as a professional, as a student…

P5: mm

R: yes

P5: Ok so, what’s the question again?

R: The question is what do you think should be done to support nursing students to develop professional dignity?

P5: Oh, what should be done, ok…

R: mm

P5: Uhhh…ok it’s a tricky one…ok what can be done to support nursing students…ok, I think maybe if we…we would like have I don’t know if I should say is it like uh…uh is it in-service trainings or…or something like a lessons…bit of yah things we’d have to attend whereby we taught on how to…to like present ourselves, how to act as…as nursing professionals…

R: mh…

P5: …yes, while in the making and then what else should be done…mm…yah I think yah if we were to get like the support from people who have been in the profession for…for…for long…

R: mm

P5: …yes, then like how best like giving us information like how to carry ourselves, how to yes act like a nursing professional and then yah I think if we should get lessons at the moment I can’t remember…

R: Yes…so, um what do you think should be done to help the nursing student to develop their dignity in terms of nursing students being proud of themselves to say ‘I am a nursing student’…

P5: mm…

R: What is it, what is the support…

P5: Ok, the support…

R: that will make you proud to say I am a nursing student…

P5: Mm…ok, so uh…with me what will make me proud…uh…ok, firstly the…the…the support from should I say ok both the…the nurses and the lecturers…

R: mh…

P5: Ok, let’s start with in health facilities I feel like we are being like I don’t know if I should say aggravated…something like that…

R: mm…

P5: …yah we do not have the…what should I say the respect from…ok in most cases it’s from other multidisciplinary team members and other patients…so yah maybe if we were to…I don’t know… get support from also other…the other members of the multidisciplinary team and yah the nurses also will give us that thing to say that we proud to be nurses and then again uh what else…ok I can’t think of anything else to say…

R: Ok, no problem

P5: …sorry…

R: What support do you need from the professional nurses who supervise you during WIL to develop your professional dignity?

P5: uh…ok, so the support from other nurses neh…

R: Yes…

P5: Ok, um…ok from them would be the…I think we need more than just them being there to show us the ropes within the health…within the war…let…should I say the wards or in clinical facilities uh…I…I think they shouldn’t just support us in terms of just showing us their routines, how things are done in the hospital, but it should be more like ok more on the should I say…I don’t know if I should say personal or…or…yah eish ok…they usually ok the nurses usually don’t yah they don’t support us…should I say…yah they don’t support us, we just there like they just help us with showing us how things are done and then I think we…we also need support like more like I don’t know if I should say its…its…is it emotionally or…or psychologically…but then yah I think we also need that kind of support, not only on the what should be done but then yah how should I put it…like ok like if we do get the support from them, if they show us that they are happy to be in the profession then like its I don’t know if I should say its easy or nice to be there but then if we see that from them then I think I would also follow in their footsteps and then yah that give us is it hope or like something like, something like that just to make us yah be proud of being in this profession yah…them acting correctly and yah doing things according to the laws and yah

R: How would you like the professional nurses to involve you so that you feel like you are developing now as a professional, you are developing your professional dignity?

P5: Ok, how ok how would I be…how I would like to be involved?

R: Yes

P5: Ok, so first…ok in most cases uh we are not being involved in the decision-making part of yes, things that are done in the health facilities…yah…we just there they give you instructions to do whatever that is done…so I would like I would like for them to involve us throughout the nursing process the whole nursing process from the…cos what they do is just they…they like just do it on themselves and then when you get there as a student you just carry out the…you’re on the implementation part, and then and is also minimal, the involvement is also minimal…so I would like to be involved in the decision-making cos I’d like to think some of the information we do…we do have information as students that I’d like…let me put this way like, that they do not have or would have forgotten because we are still…

R: mm

P5: …fresh from school…yah we…we do information so I’d like for them to involve us in decision-making when it comes to patient care and yes also other things of the ward we’d like to contribute the little information that we have and then yah I think that’s it we’d like to be involved in that…throughout the nursing…the nursing process not just the implementation part of it.

R: So, now when you are not being involved…you are only being involved in the implementation part, how does that make you feel?

P5: Ok, with me I feel like we just being I don’t know if I should say we’re being used, we just there to like help push the work until its knockoff time. We…we…we pretty much don’t learn anything. We just get there till…and is mostly…most of it’s like the basic things that we I’d like to think that we by now we know…your bed-baths, feeding patients…the basic nursing care…we…like yah we…we do know those things so I would like to be involved in much like bigger things yah. So, yah nurses don’t involve students in those kind of things, you are only involved with those basic nursing care and uh cos we just yah those ones that are like I don’t know if I should say they are of a higher rank yah higher level we are not being involved…so uh at times you feel…demotivated or…or something like that you end up not even doing what you are there for, you don’t meet your objectives or whatever outcomes you have there…yah with me I…I feel demotivated we just cant wait for knockoff time then we go cos we feel like there’s nothing you…you learn, there’s nothing you do there. We only learned from our first level, first year yes, second year and then for the last year they don’t pretty much involve us in anything so uh it demotivates you and its like the last lap, so you feel like I don’t know changing careers or like yah cos you feel like uh you not being valued or something so yah you become demotivated.

R: So, when you feel like you are not being valued, you feel like you are demotivated how do you cope?

P5: Yoh ok, with…with the coping part I’d like to think uh convincing myself that I’m strong and then again with the fact that I’ve always liked to be…be a nurse yah it wasn’t a second option or anything. So, I think that’s what drives me, that’s what keeps me sane to think…to say…to convince myself that yah like I’m here for a reason and I feel like there’s no other place I’d like to be so that’s what keeps me going but then honestly when you like get out of the hospital facilities and then now you come to think of it, huh you see that uh…it’s hard like it’s hard for us like to cope, I’d like to think so and then yah we’re not…we are not given support in terms of I don’t know if I should say emotionally, psychologically…we’re just there pushing, trying to make it to the finish line but then yah I think what makes me cope is that yah it’s the fact that I don’t…I don’t feel like I have nowhere else to be, I just…I love the profession so that’s how I…I cope

R: mm…What support do you need from other members of the multidisciplinary team, to develop your professional dignity?

P5: Ok, uh in most cases ok uh let me now talk about the…the doctors to be specific. Ok, there are some procedures ok especially in the second level, where we give medication, we have exposure to theaters and all the other departments, I would like for them to…ok doctors don’t have a relationship…a good relationship with nurses according to how I uh I view it, yah…but then its worse when it gets to students I don’t see us at all…so we’d like for them to treat us like one of them…ok for example when they doing doctors’ rounds in nursing units…I would like for them to…they just communicate by themselves they don’t…even though you are there as a nurse or a student nurse, they don’t communicate with you, they’re just there pushing their…yes, they communicate with each other as doctors not involving you as a student nurse even though you are like there throughout the patient uh care, you should know like we be…we should be involved in…uh the progress, should I say progress or the findings that…the results that they find about the patient…yah if they were to…to involve us during their rounds yes explain those things if we need for them to explain them, and then what else uhm yah ok yah I think that’s the support we need…that’s like from the…cos I’ve never had exposure to like other members of the multidisciplinary team…but we’d like for them to like involve us yah the uh…again there are other procedures which they do that nurses do not, and then it would be as a student being inquisitive you’d want to know that how its being done, why and then the findings expl…for them to explain the findings but then uh in most cases they do not, so yah I would like for them to…as much as nurses do…but then for them to also have yah for them to…to…if we ask like questions for them to be patient with us and then with…uh with most of them its like uh they just refer you to your nurses to say they do not have time and all that…

R: mm

P5: Yah I would like for them to if we have questions for them that we’d like to direct straight to the doctors and then not go through nurses, I would like for them to help us with information like that because they…I would like to think they have more information than we do so I would like for them to engage us.

R: mm…

P5: Yes

R: How do you think the support from others will assist you with developing your professional dignity?

P5: Ok, firstly if support…the support in terms of maybe giving you…giving you with information all that about health, yes I’d like to think it gives you confidence to…to…to think to…to know that you…you…you’re…you have knowledge, you are sure about what you are doing, yah it would uh uh…it will help with yah building your confidence within the nursing profession…just you being… being sure about what you are doing you know that it’s the right thing so it gives you confidence it gives you…it pushes you, it gives you that thing to fall in love with the nursing profession more, and then yes I’d like to think it gives you confidence…and then yah and then I think with that, with confidence…with one having confidence then it gives you…you would carry out your…your tasks or duties you have with yah knowing that you carrying them properly, the correct way knowing that you doing the right thing and then again it gives you yah the love for your…your profession yah.

R: mm…Where do you feel the support should start?

P5: Where?

R: Where mm…

P5: Ok, so uh Id like to think the support should start maybe in our…our nursing uh…uh institution…institutions, yah from that level from school where uh…yah from our lecturers and then our campuses where they should I don’t know if I should say maybe I wouldn’t say modules but then something like maybe lessons yah lessons…a bit of lessons on professional dignity and all that, and then yah going on to the…the facilities also support should start from our nurses since they are the ones who we are close to yes…they were to give us support in terms of everything that we might need, not necessarily the outcomes that we are there to…to meet, yes. Yah, I think it should start from our lecturers and then also the nurses in the health facilities.

R: um you mentioned uh if…that the nurses they should gi…if…if they give you everything that you need that would be support enough for you, can you elaborate further on ‘everything that you need’…

P5: Uh ok…

R: …what you mean by that?

P5: Ok, firstly I’d like to think that we need…more than anything, emotional support or should I say psychological…emotional support from nurses. Ok things that as…as a student we not used to many of the things that we see in hospital facilities. You get there and then nurses are just like…uh let me not say they are rude but then they expect you to act the way they act and then forgetting that they’ve been in the field for longer. You get there you come across uh things that are should I say traumatizing or yah because some things we are not used to them and then nurses just like want you to uh act like it didn’t happen just move on and you may find that it maybe disturbed you emotionally or yah you fail to cope with the situation, and then yah I would like them to give us emotional support to like motivate us…it will keep us motivated and going through like we have their support if we come across something that uh that maybe uh…uh should I say caused emotional trauma, to then know you have the support you can go to them, talk to them about it and then yah it helps, it can help with moving forward…and then other things would be uh…uh maybe getting there and then maybe let me say you get there and we did…ake… sorry…we have a simulation lab at school and then we whereby we being taught about uh being taught by our lecturers sorry about the procedures they show us the ropes but then it’s not when we get to the facilities its…its like way different from what we learn from the simulation laboratories so yah I would like for the nurses to be like patient with us, show us the ropes…when we get there they expect us to be knowing everything, they’d be telling us that they’re not our lecturers they can’t be doing both the…the they can’t be doing work that that they are not paid for, they are just there to be show you the basics that they do and then they disregard the fact that you have just like little knowledge and then what we do at school is different totally different from what we do in the health facilities, so yah I would like for them to show us how they do them…like just to be patient with us yah not expect us to know everything since we’ve done them at school cos its different when you get there. So, I would like for them to show us the ropes, how they do it then yes, I think that’s it.

R: mm…Anything else that you’ll like to add, in terms of support?

P5: In terms of support?

R: mm and for you to feel dignified as a student…

P5: um…yoh, I can’t think of anything at the moment…

R: It’s ok…

P5: I can’t think of anything at the moment.

R: Ok, then that brings us to the end of our interview. I would like to thank you very much for honoring the appointment…

P5: I thank you also so much ma’am. I really appreciate being part of the research.

R: Thank you very much.

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*end of the transcription\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*