**TRANSCRIPT 10**

**P10**: Participant 10

**R**: Researcher

R: Good day, ma’am.

P10: Good day, ma’am.

R: Um thank you for honoring the appointment to come and participate in the study.

P10: You welcome ma’am.

R: My name is Isabel Shilenge. I’m a Master’s student at the University of Pretoria. How are you feeling today ma’am?

P10: I’m feeling ok.

R: Ok, thank you ma’am. As we’ve already discussed the information leaflet, I’m just going to go again and summarise it…that it talks about the nat…it describes the nature and the purpose of the study. It also describes the procedures that it will take about 40 to 60 minutes but depending on how we go along with the interview it may be longer or it may be shorter than that…and then there are no physical risks involved, however you might experience some discomfort like some of the questions might evoke some experience that you went through maybe at the college or at the however if you feel like you don’t want to answer some of these questions, you are welcome not to answer the questions…and also take note uh you are…I am going to refer you to the counselling department should you feel any discomfort or distress, at no cost to you.

P10: Ok.

R: and then you are not going to be paid to take part in the study. It is also voluntary, so at any time during the interview you can decide to withdraw, there won’t be any negative uh effects that will be implored on you. Ethical approval was granted by the Research Ethics Committee from the University of Pretoria, also from the Department of Health and also from the GCON for data collection. Your name will not be mentioned during the interview, will not appear anywhere in the study even after it’s published. You are welcome to uh check the findings of the study, we can contact you or you can come to the college to check once the study is published, on the results. Do you still consent to go ahead with the interview?

P10: Yes I do ma’am.

R: Thank you, ma’am. Um just a reminder the title of the study is ‘An exploration of support needed by nursing students to develop their professional dignity’. I would also like to remind you of what we mean when we talk about professional dignity, ‘it is a manner in which manner in which a professional person views him or herself integrated with a manner in which other people view him or her as a professional person. One has a professional dignity when one views oneself as a professional person of value integrated with others view of a person as a valuable professional person’. Is it understood ma’am?

P10: Yes, I understand.

R: Ok ma’am. What support do you need from others to feel dignified as a nursing student?

P10: (silence)…like from the…the sisters or the lecturers, anyone?

R: Anyone ma’am…

P10: mm

R: or the lecturers, the sisters, other disciplines as well.

P10: Ok…ok the support I need personally is just uh time to understand what is happening so that I can be uh well integrated into the space that I’m working in…that’s what I need most…and when I’m confused about something I would like clarity…

R: mm

P10: and then yah…that’s all I can think about now…

R: Ok ma’am…um what do you think should be done to support nursing students to develop their professional dignity?

P10: First of all is understanding that they deserve dignity as a professional even if we are students…

R: mm

P10: and there’s a lot of disrespect if I can say for lack of a better word, uh when it comes to being a student you are expected to just do whatever everybody says…you are not given a chance to contest anything um yah…it’s a lot of ‘akere (isn’t) you are a student, so you have to do this’ or because you are a student if you want signatures you need to do certain things…

R: Ok ma’am, you are saying there’s a lot of disrespect and you have elaborated further on that one. How does that make you feel du…when a…during that situation when you feel disrespected as a nursing student?

P10: Yah as they say in Sizulu…in IsiZulu “is’dima sam (my dignity)” …like it takes my um pride down a lot…

R: mm

P10: Sometimes you feel like you not even a person, it makes you feel very…very bottom with the bit…very low…

R: and how do you cope when you feel like that?

P10: Uh…I can a lot of motivation from my friends and just uh motivating myself from knowing that when I complete this I will have the dignity and the respect that I deserve as a professional and that yah…I hope I can afford it to uh the students one day when I’m a sister in charge of them…

R: mm…what support do you need from the lecturers to develop your professional dignity?

P10: From the lecturers, I think when it comes to professional dignity…mm I don’t know…(silence) … can I hear the question one more time?

R: Ok, what support do you need from your lecturers to develop your professional dignity?

P10: Ok so, what we do in school is learn our rights as the…and our responsibilities as students and as nurses as well as practicing ethical principles like your autonomy…

R: mm

P10: yah…and your beneficence and your maleficence especially in the workplace…and yah then just getting that support from lecturers especially when we not tre…being treated uh fairly in the clinical space, they do stand up for us and in the institution that I’m working in currently…

R: mm

P10: so, yah that helps a lot.

R: Uh you’re saying that you need support from your lecturers to stand up for you when you are in the clinical facilities…

P10: mm

R: Um would you care to elaborate further on that one?

P10: …like when we have problems with a certain sister um our lecturers can step in and try to mediate the situation if the operational manager couldn’t deal with the situation.

R: Are you getting that kind of support?

P10: Yah some situations we are…

R: uh can…can you explain further on that one ma’am?

P10: Uh one example is when I worked at gynae ward, so I had a problem with one of the sisters, she expects me to help with her share of work…we worked in the same cubicle…so she expected me to help her with her share of work, but she never helped me with mine. So, it just made more work for me and less work for her. So, she would just disappear and then leave me with all the work. So, at least my lecturer stepped in…I told one of the lecturers they step in and they were like…they told the CETU sisters…CETU sisters….student uh office there in DGM…so they told them that um we have to talk to the sister because what she is doing is unfair, you have to distribute work fairly, we are not here to be a workforce we are here to be students…

R: mm

P10: That’s the type of support that they did offer as lecturers.

R: and how did you feel, how did that make you feel?

P10: I felt good…(smiling)…I felt uh vindicated in…in at least I’m not the only one who sees that what she’s doing is unfair, I’m not being a cry-baby.

R: Ok ma’am. What support do you need from the professional nurses during WIL to develop your professional dignity?

P10: Um from the sisters because we are mostly with them when it comes to practical stuff…

R: mm

P10: for them to at least show us the correct way of doing procedures um and how to handle certain situations because I’m going to be a registered nurse which means I have other people that I have to be responsible for so, they also teach us those types of responsibilities and supervise us so that we are ready to act in their footsteps.

R: mm…when you say ‘show you how to handle some situations’, what do you mean?

P10: I mean like uh handling conflicts in the workplace um solving problems like if the emergency trolley has no med, do I call, where do I go, who do I talk to…. uh certain procedures on how to conduct certain procedures like getting…uh what you call…uh inventory uh your supplies and equipment…

R: mm

P10: yah…

R: Are you getting that support, and if no, would you care to elaborate more…if yes, also elaborate more…

P10: Ok, I think I am, in the current um placement that I have in DGM, those sisters are supportive they make sure that we understand everything that has to happen in the ward, all the nitty-gritty from the ordering stock, ordering medicine, how to give medicine in those particular wards, things like that…

R: and how does that make you feel?

P10: It makes me feel good and competent because uh…uh a lot of the time the issue is competency is really bad…

R: When you say ‘competent’ what do you mean?

P10: like I can uh take that role as a sister and be independent on my own and uh conduct those procedures and uh and upholds standards that they uh conduct in their wards.

R: Ok ma’am, what support do you need from other members of the multidisciplinary team to develop your professional dignity?

P10: Oh, that’s just respect like I’m not there to serve you, I’m part of the team so I must be involved as well. I shouldn’t just sidetracked be like maybe just take notes or especially from doctors, like in Steve Biko…I used to work in Steve Biko…Steve Biko doctors do not even communicate with the…the sisters themselves let alone us students. So, it makes it really difficult to work with them…especially in caring for the patient.

R: mm…and when it’s difficult to work with them, how do you cope?

P10: Mh…I take a break. I take 5 minutes just to breathe, come back and control whatever emotion I am feeling at that time if it’s stress or if it’s anger…yah then I just come back down and then I try my best to work with whatever…

R: How would you like them to assist you to develop your professional dignity? I’m talking about what you’ve just said about the doctors. How would you like their support?

P10: So, I’d like more communication…

R: mm

P10: to all of us like on the simple level because it seems like if you are a doctor, they think that they are higher than everybody else so we should all be on the same level because we are all part of the team trying to care for the same patient.

R: mm and how would you like others to support you to develop your professional dignity? I’m talking about in terms of physios, your peer colleagues and so on.

P10: Uh as I’ve said the same with the doctors…just communication and proper collaboration. If we compare notes, we like ok let’s help each other take care for this patient properly…to get them the best care.

R: mm

P10: mm

R: Um where do you feel the support should start?

P10: I think it should start with the sisters. They should uh take a step and address these doctors first and then because we are the ones who constantly with the patients, we should be the ones advocating for each other and the patient. So, it should start with the sisters.

R: So, for clarity ma’am you are saying the sisters should be able to advocate for you as a nursing student…

P10: Yes.

R: Ok, ma’am um what about the lecturers…support?

P10: As I said the lecturers don’t really have that much reigning in the hospital because they are not always there, but they do help when situations do appear. So, how they could help is uh they could also intervene, but I don’t think it will happen with them…

R: Why do you think so ma’am?

P10: …when it comes to other members of the multidisciplinary team.

R: Why do you think it won’t have any effect?

P10: Mh…because in the hospital, there are people with authority and our lecturers uh don’t have much authoritative power there.

R: So, ma’am, do you believe that as a student you are getting the support to develop your professional dignity from either the lecturers’ side or from the professional nurses, clinical side also from the nursing institution side?

P10: I will say from the lecturers side it needs a little bit of more work, but they are trying their best…and from the sisters’ side f…most sisters that I have encountered they really do help, they educate a lot, and they give the necessary support I do need.

R: With the lectures you’re saying ‘they need a little bit um more’ can you elaborate further on that?

P10: It’s like a…a um advocating for us in difficult situations, that’s the situations that they don’t as I’ve said they don’t have much authoritative power…

R: mm

P10: So, I think they…it should start with having authoritative power in the institutions then it will help more.

R: Ok ma’am. Do you have any more information that you would like to add in terms of the support that you need to develop your professional dignity?

P10: Uh I can’t think of anything now, I think I said a lot.

R: Ok ma’am, um thank you very much for honoring the appointment…um I would like to make you aware that in terms of the findings, you are welcome to view the published um findings once they are done, and out here at the college…um you are also…we can also contact you to come and view whenever you are ready.

P10: Oryt.

R: Thank you, ma’am.

P10: Thank you.

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