**TRANSCRIPT 14**

**P14**: Participant 14

**R**: Researcher

R: Good day, ma’am.

P14: Good day, ma’am.

R: My name is Isabel Shilenge. I’m a Master’s student from the University of Pretoria. My professor is…my supervisor is Professor NC Van Wyk. How are you doing today?

P14: I’m fine, thank you.

R: Ok ma’am. Um thank you for honoring the appointment and I would like to appreciate you takng the time to come. Your participation is going to assist me in understanding the support that you need as a nursing student to develop your professional dignity.

P14: Ok ma’am.

R: Uh the title of the study is ‘An exploration of support needed by nursing students to develop their professional dignity’. As a reminder, what is meant by professional dignity ‘it is the 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’. Do you understand ma’am?

P14: Yes, I understand.

R: Before we go on ma’am, I would like to just remind you about the information leafletas we’ve discussed before. Um the information leaflet describes the purpose of the study as I have mentioned that it is going to be valuable in understanding the support that you need as a nursing student. It is going to take about 45 to 60 minutes, but it can take less or more minutes depending on how you answer the questions. There are no risks involved but some of the questions might uh make you to relive some of the instances where you were mentally distressed, if that happens you can decide not to answer the question and I can also refer you to the counselling department at the campus at no cost to you. There are no possible benefits directly to you, but it will uh benefit other groups of students that are coming after you. It is a voluntary participation; you can withdraw at any time without any effects on your part or in your studies. There will be no money paid to you to participate. Ethical approval was granted by the Research Ethics Committee of University of Pretoria, Gauteng Department of Health and also the college for data collection. Your information is going to be confidential whatever we talk about. Your name will not appear in the study, you will be given a pseudonym or a code that will identify you. Only myself and the supervisor will have access to the names of the participants and um all the information will be kept under lock and key, only available and accessible by me and my supervisor…and then the interview is going to be audiotaped. Do you agree to participate? To continue with the interview ma’am?

P14: I agree.

R: Do you agree that we can audiotape the interview?

P14: Yes, I agree, you can audiotape.

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

P14: Firstly um the support is that uh for the students to be well informed of where they are going, what kind of a ward they will be working at unlike the student being surprised and being told that ‘you are going to this institution’, but then the students don’t know where to report, they only refer them ‘look for CETU’…ok…when we get to CETU, they also don’t have the placement, they take you somaar like you are a workforce, they place you where they see there is a high shortage of staff.

R: mm…ok ma’am. What do you think should be done to support nursing students to develop their professional dignity?

P14: Provide continuous support neh…

R: mm

P14: for example um most of the nursing students, we face bullying and we…our part…we…we forced to do the work that are not meeting our objectives, so uh even though the units in the hospitals receive our objectives, they still do not regard them, they only want to assist us after we have done their own work…also that there is nobody who advocates for the students, when the students advocate for themselves they continue heir bullying they be like ‘yes ankere you say its your objectives, do that yourselves, you know too much’…

R: mm

P14: in stead of showing the students how to do the right thing, they rather show us how to do shortcuts which is misleading us leading to poor nursing, poor health service delivery…

R: mm, ok ma’am you are saying nursing students are facing bullying, would you care to explain more on that?

P14: For example, in one of the biggest institutions, uh the biggest institution um one of us had a needle prick and then she reported that she is going to OHS, uh and then at OHS they told her to go and come back tomorrow because she was distressing, she was in distress…already she had reported in the ward. Tomorrow morning when she comes back, she was told that she didn’t report and she did report to the same sister, the same sister took her hour form instead of assessing on how she is doing…placing her in a cubicle that is less stressful for her mental health, she took her hour form, told here gore (that) ‘today your hour form will be with me, you will come back to replace the day when I’m on duty again’ and didn’t regard whether she is capable of working, needs further counselling because it does…it was her first needle prick.

R: mm…so if I hear you correctly ma’am, you are talking about mental health support from the sisters…

P14: Yes

R: Ok ma’am…

P14: and also for the bullying…

R: mm…continue…

P14: with the bullying, we are being bullied to do things that are within…that are not even within our scope of practice. To some point we were forced to clean in one of the units because of there were no cleaners, it’s fine it’s part of our job to keep the unit clean, but also that we would do procedures and they will refuse to sign for our workbooks. They would refuse like they will also go for long lunches, not come back and leave the unit with only the students. When the students say they will talk, they will crush them.

R: So, ma’am, when you are left in situations like that, how do you cope?

P14: We as students, we are taught to work as a team from the college, if we see something happening, at the end of the day, everybody in the ward, if something happens to the patients, we are held responsible for that. We try to say ‘waitse keng (you know what) no, let’s…let’s stay because if we leave it’s also a problem, we can’t leave the patients alone’, we’d stay there and they’d come back, and then unlucky of them always when they do that, the patient care, the matron would come and ask ‘why are the students here alone’, and we’d like ‘uh they went for tea and left us here, they didn’t even tell us we just saw there’s nobody and we cannot also leave’. They would go for long lunches; the sister would go leave the hospital and go to the nearest mall for 3 hours because the students are there.

R: mm…so, ma’am when you are in situations like that where you are left alone, and you’re saying there are no nurses or sisters in the ward, how does that make you feel?

P14: (deep inhale) …it’s mak…it’s like yoh we’re being abused, what if we have an emergency…sometimes it put me at…specifically for me before I learn how to…the medic…how…ok, specifically for me that I know gore (that) I do not know how to mix some of emergency drugs, it…what if we have an emergency, especially in the medical ward, that means we resu…that means resuscitation, and people are in…are out of the unit, seeing a patient die will not sit well into our conscience because of we do not know and then if we report we are also wrong, we are also being victimized...’I won’t sign for you’, they’d be like ‘I won’t sign for you’…we are all scared because at the end of the day, we need them to sign for us and then kamo (here) also they are teaching us the wrong things. When we try to do the right things, you are also wrong. They want us to od things bona (they) the way they want to do.

R: So, ma’am, what support do you need from the professional nurses during WIL to assist you in developing your professional dignity?

P14: During WIL?...

R: Yes, when you are placed at the clinical facilities.

P14; To start with, they should learn to orientate us, tell us ‘we know you have objectives to…to meet. In the morning let’s do this and this, we work as a team so that we have enough time, to assist you with your objectives’, for example giving of IV medications is one of our objectives. Firstly, before she must come orientate us, teach us how they mix their medications according to their hospital institutions, not for us to go from the textbook to the workbook and the manual of…for us to learn from that but also for them to show us ‘here in Stev Bik’…for example let’s say Steve Biko… ‘we mix this and this’, when you go to another hospital they should also inform ‘this is how we mix’, for like…for an emergency trolley or example, to have direction of this you mix it with this, with how many mils to make life easier. So, they don’t even explain that to us they will be like ‘take’ and write the names, write the names, they give the…she mix there and say yah ‘your work is to connect, connect’…we are connecting without even knowing what we are connecting.

R: So, um for clarity ma’am you are saying that the support that you require is guidance

P14: guidance…

R: from the professional nurses

P14: Yes, from the professional nurses not for them to regard…to regard us as a workforce. We know we had to meet other objectives we have already done with in first year, we have to do them, but also they must be considerate that cos already we know gore (that) on your first…on your first transitioning months when we had…when we have to move they will be like ‘uh-uh, how did you pass without knowing how to do this’, especially with our programme it does not have com…it does not have comm-serve. When you get into an institution, they expect you to know everything, and our programme is packed, all packed.

R: Ok ma’am, you are talking about the programme that is packed, what support do you require from the lecturers to assist you in developing your professional dignity?

P14: From the lecturers…

R: Yes ma’am…

P14: Ok, from the lecturers neh, so fat this year uh we were getting our placement from the final year in the beginning, we were getting placements late facing that we had to face criticism alone when the lecturers take their time to respond, we had to advocate for ourselves. So, not all of us can politely and gently advocate for ourselves, some of us…some were advocating (laughing) they are very advocating, we’d say they are political advocates so um for lecturers neh, they should just try as much as possible firstly to give us our placement in place, prepare us, give us clarity and for…give us the time to prepare for let’s say we have a weekend, Monday we are going for clinical, that weekend we know ‘ok, I’m going to a medical ward, I’m going to need this and this and this’ then you go prepared, unlike you go unprepared and then you go to a cardio, you don’t even have a stethoscope and then you find the hospitals they don’t have BP machines, you are left with manual, though we have to carry it every day, it’s fine (giggles…firstly is that um on time, and then also is that we have um a lot of unclarity because the SOP’s they keep on changing along with the workbooks, so for the lecturers to also familiarize themselves with the institutional policies that people who are working from this institution you must know, if you are giving medications this is how they do it but you must know, you must learn how to do it that way but also remember to follow your workbook because we as I told you, we are given to hang, we are not calculating. They calculate and they give us to hang…come exam, we don’t know.

R: So, you need the lecturers to uh support you in uh proper preparation also in uh form of preparing you when you go to clinical facilities to know the protocols…

P14: Yes.

R: What else ma’am do you require them to assist you with?

P14: So, to assist us…

R: Yes.

P14: provide support like with current the assignment, if I were to compare, I’m gonna compare with an institution that is outside town this side, and then the institution opposite the facility. This institution, their lecturer puts a lot of effort for them. She guides them through every assignments, she guides…when she is there with them she spends the whole day, she goes in the morning and says ‘let’s do this assignment, how far are you guys, bring your written drafts, let’s see how far you are doing things’…they…every, all the modules, all 3 modules she guides them, she used to…and we are not allowed to be given some of rubrics you know…(takes long exhale)

R: Ok, take your time,

P14: (coughs)

R: …deep breaths and relax…

P14: Ok (clears throat)…yes, its hurting you know ok but it’s fine…she ev…actually…neh ma’am, she puts a lot of effort to assist them and guides them like when they are there, we have some hospital required assignments, they ref…some of the admins, they refuse us with access but when she is there she goes there with them and say ‘we need those access, we need this data, give this people data’, they get the data they work together, they work as a team…before um in second year, one of the lecturers we came from that side, she was also very supportive but very strictly but she helped us a lot because she guided us step by step ‘do this’,…this side they just come on this other facility, they just come for person for what they came to do, if we were to ask they’ll be like ‘no, it’s a group work, you must call us to consult’, unlike coming and ‘ok, today I’m meeting them, please go through this assignment, are you guys understanding, how far are you?’.

R: Ok ma’am, so, taking from what you’ve just said, you need guidance and advocacy from your lecturers

P14: Ye…yes

R: If you get that ma’am, how would that make you feel?

P14: If I get that how would that make me feel, firstly it will keep my love for nursing not to deplete because some of these, they are getting to us as in like we are…some of them…some of the students are also complaining to change careers, they are not even planning to stay anymore they don’t care what happens because of the treatment and how this programme has been going. They are just exhausted, they don’t even want it anymore, so that is the first one. Secondly, yoh it will stop our failing rate, it will decrease our failing rate and also to encourage us to put more effort as we see the lecturers are putting more effort to us, cos it will be useless for the lecturer to put a lot of effort and we waste it, we are all adult learners.

R: mm…ok ma’am um where do you think the support should come from, should start from?

P14: From the management.

R: Mh…could you explain further ma’am?

P14: Uh you know as we’re taught to be leaders and managers, as a manager you shouldn’t always have to be a manager but also a leader. Always produce things on time so that your staff is also encouraged to do things on time neh…

R: mm

P14: …and also if the lecturers are also supported neh, the students wouldn’t have to suffer a lot because if their lecturers are also put under pressure, unplan…improper planning and stuff, the students are also going to suffer and if the students, the products are going to suffer, the whole health system is going to fall owing to that the say nursing has gone to the dogs, it will really go to the dogs.

R: mm I hear you. So, you’re saying it should start from management from the nursing institution side?

P14: Yes.

R: Ok, you’re not talking about the management from the facilities.

P14: Yes ma’am.

R: I just wanted clarity on that ma’am.

P14: and then in the facilities, it starts with the…the nurses themselves…

R: mm

P14: (clears throat)…they must start with the nurses, actually the nursing managers neh, if they want for their units to be…to have a…to…to ad…to adhere to its mission and vision, they must also be fair to the workers, ensure that they apply proper conflict management, proper policies in the units accommodate everybody and students, not be a manager that always runs away but also if you see that your staff is complaining and then you also familiarize yourself with the students, cos the students are of a new generation, they see a lot, they know a lot with the new developments, so as a manager, and you are the one planning policies in the unit, you must interact with the students…mostly assist them with the in-service training or the managerial activities that directly need you to assist them.

R: Ok ma’am. So, what support do you need from other health members, healthcare members like multidisciplinary team members to assist you in developing your professional dignity?

P14: From the doctors, they shouldn’t take us as their cleaners…

R: mm

P14: They are taught how to dispose, they would rather not dispose. There should be a strict measure just to deal with them because you cannot throw a needle, put a needle on top of the bin, who is expected to push it down. You know the dangers, all the nurses must come and push it down that’s how some of the students get their needle pricks, they do not know whether ‘it’s my needle or the needle that was there’. That’s the only problem, but when it comes to doctors rounds as a student you also need to acq…equip yourself with knowledge on the first day we said ok ‘we have cardio, we have this, so on Monday these kind of doctors are coming’, you learn about the conditions so that when they go there, they talk because they must be considerate that when you ask them and try to positively advocate for the patient, you are not undermining them, you just need clarity cos you are the one who’s going to remain with the patient, the one’s who are going to administer the medication…they must be considerate that I must give clear written instructions because tomorrow, they have the council that protect them, the nurses and the students don’t have, their council protects the community.

R: mm…ok ma’am, so you want the doctors to be considerate.

P14: Yes, so far it was the doctors. The other psychologists, occupational therapist, the others, they work with us cos I remember as I’ve told you, there were no nurses…

R: mm

P14: …the occupational therapist came to me and said, ‘the patient is wet’ and me saying, ‘let me get help’ and she said ‘no need, I know they are gone. Get those things and let us change the patient and then I will work with you’…then we changed the patient even help me and taught me not to even strain my back anymore. So, she…we changed the patient and she continued, and she called me back ‘please assist me’ she couldn’t close the bed, she closed. Everyday then there is another drama she would rather go to the students because the sisters they refuse to help cos we find that…last we saw this doctor, very rude but still cannot insert a drip. He came in and didn’t greet, and we were looking at him and said ‘hey let’s leave him, let’s mind our own business’ and unlucky of him the patient next to him we are busy with, is a sister in SBAH, and she said ‘hm, this one doesn’t greet, let’s leave him and see what will happen’ and we are like ‘ok sister…no, but then he’s hurting the patient’ and she said ‘hey, he does not know what is humanity, what is ubuntu, how to work with people, let’s leave him because we gonna say “no don’t put it here, put it here”, they will tell you I don’t remember seeing you in MEDUNSA’ , so we sat there and then the sister came and said ‘why aren’t you assisting’, and we said ‘uh-uh, the patient said we mustn’t do it because he does not even greet, he doesn't talk to us, so how do we go to him, what if he’s angry and he chase us…uh-uh we can’t do such’ and she said ‘uh-uh, assist…put up that drip’ and we ok is fine, and then we inserted the drip on the other hand, because we were telling him ‘this hand is swollen, don’t use it’, he ignored us for the first time, that’s when the patient said ‘leave him, leave him he doesn’t even greet us’.

R: Ok ma’am, so from what I’m hearing you’re also talking about support in the form of ubuntu, humanity…

P14: Yes ma’am

R: Ok ma’am, do you believe that as a nursing student you are getting support from the lecturers and the professional nurses during your WIL?

P14: Not all of them and not always, but we are as I’ve said some take their time to assist us till we understand, some will just ‘you will see yourself’ even it happens in both theory during theory time and lecturing time. We know that uh our programme is filled with more of group work and what-what, but as students we know that there are some kind of group work, they are not that …group work are not even effective for some students especially when you find there are large groups, they are not being effective, and then we suggest that we are seeing that we are going to have a high failure rate, they ignored us. We asked them ‘can we have a pool of questions made by the lecturer, give us homework on those pool of questions as in like…all has…everybody has to have homework, there is no learning that will take place without homework. Give us those questions on this topic, we go home we answer everything’…we even also when we come back we even also like wait ‘they know how to answer this question, do they understand it, am I teaching to the drain or am I…these people is learning taking place or not’. There is no such assessment before formatives, there is no such assessment.

R: So, ma’am, how do you cope when you feel like the lecturers are not giving you enough support?

P14: We give ourselves support. We hug ourselves, we hug each other, we look at…we formed groups, separate groups privately right…for me, we have formed a group. We are a group of 5 we study together but you cannot come to the group, it is a strict law that you cannot come to the group without notes…because if we were to discuss and you were confused in class, you will become more confused if we study in a group.

R: Ok ma’am, so how do you feel when you get some support, from the lecturers, that will assist you in developing your professional dignity?

P14: Hm…it calms me, it takes all the stress down knowing that when I’m no longer confused, I understand and I know that ok, now going back into the right track, let me bring myself together. The stress becomes less but the workload doesn’t change, but the stress becomes less. You get to be calm and do the right thing as you are expected to do.

R: Ok ma’am, and how do you cope or how do you feel, when you are getting that support from the professional nurses during WIL?

P14: You know that ma’am neh, not from professional nurses mostly we get support from the some of the enrolled nurses. So, personally I, I’ve had this support, I was not ok. I had this support from an enrolled nurse, working in the opposite hospital that side, um I was not ok and she said ‘are you ok’ and I said ‘no’, she said ‘bothata (what’s the problem), is it the mjol (relationship problem)’ and I said ‘no, it’s school work, it’s a lot’, she said ‘no man, don’t worry, you got this. Tell me what’s stressing you I’ll…ok firstly this is how you gonna work, today you are stressed neh and tomorrow we are working together, so today let me do the cardex’s, you do the simplest stuff like you take the vitals, and then you measure the input, and you feed you do that level one stuff’ and I said ‘ok, its fine, I will also assist where I can, she said ‘no, today we are gonna talk about this stress, you are gonna leave this place without the stress’ and I was telling her the programme is there is a lot of us who may not get jobs immediately, she said ‘no don’t worry, there are agencies even when you are not working you can keep yourself busy at that agency’, and I said ‘but you not supposed to work’ and she said ‘yes you are not supposed to work, but then you cannot study other specialties but they can teach you skills…go there they will teach you skills while you are waiting’ and I’m like ‘really’ and she said ‘mm, do that because we also wrote the board exam before when we were auxillaries, we did write a board exam, it’s not hard you will pass’

R: Ok ma’am, so from what you are saying you are getting encouragement from the nurses…

P14: From the nurses…

R: So, if you are not getting the support from the professional nurses during WIL, how does that make you feel?

P14: Uh it feels like I’m going to…ok I’m going…deep down the pit hole I’m going to see this or because of they know, they know how to be abusive…when they abuse is not the same yoh is not the same like in other institution there is a district Maubane, the district that side…

R: mm

P14: during our skills the OPM uh the OPM’s there on our first day they want the lecturers to come with us. Without the lecturer on the first day, they are not taking any R.1… first year students, they didn’t with R.171, I don’t know with others, but they didn’t welcome us. So, in the first day they would ask the lecturer ‘when are you coming? When is the exams?’ on those days the OPM’s ensured that we are not delegated. She has to make time to sit down with us and assess us on our workbook especially on the things that we will be skilled, she would be like in the morning, ‘who is starting’ while we are busy with the routine. One would go, she assesses her and then when she is finished the other one would go…and then on that day we were supposed to knock off at 4, when she leaves at 4 she says ‘ bana ba skolo (students), let’s go and start’, we would sit with here for an hour in her office before she knocks off and then she said ‘what did you learn, do you know how to do this’, she would show us as she knew that at the back of our books there are extra skills, she kne…she taught us how to insert a drip in first year and the doctors there, they were also assistful, if there were no sister he would show us ‘even on yourself you look for this drip, for this vein and then you will just insert’. They would teach us; they were very welcoming in that institution neh…

R: mm

P14: So, that institution specifically if I were today to chose where to work to, I would go there because they are very encouraging, they’ll be like ‘guys go on’ she will be encouraging her workers, her staff ‘when are you guys going to do Midwifery? uh-uh there are short courses tsamayang (go)…go to school’. They are very motivating to a point whereby all the staff is being developed, is not like being a nurse because hm…mh…some of us, some of the students as I told her, the sister they will never want to study further and in nursing you need to study further to be knowledgeable in order to im…to be with time, if you don’t continuously study yoh…

R: …to be updated

P14: then you are a disaster cos you will be that kind of a nurse ‘uh-uh I’ve been here too long’ not accepting change.

R: mm

P14: So, when they, the staff especially the enrolled nurse give us the support, it gives us ‘ok, sister o shap (the sister is welcoming), let’s go ask her’, ‘sister, can you please assist us with this, what are you busy with’, ‘no, I’m busy with…’ then we say ‘ok sister, you are busy. What can we do to help you so that we go faster, and you give us our…your time to assist us’, some will be like ‘let’s give the medication, can you mix’, ‘no, we can’t do…’, ‘which ‘go show you how we mix while I write the matron’s report. After writing the matron’s report, we’re going to install, afterward we sit down, we do the skill’, either she will call the ENA’s, the EN’s to come assist us that ‘come, let’s assist them they are having an exam tomorrow’, and then we do the ac…there, everything…everything with them, she says ‘are you ok, you can stay long with us’ aft…or during visiting time that’s when they say ‘come, let’s do’

R: mm

P14: They give us that thing to ok fine, it’s not only at sim lab that also they help us to do it practical, and they will explain this ‘just because you’re with you doing this and we are doing this, here we are doing this’, is not always where you will work you can insert the drip…like the nearest hospital the nurses don’t insert the drip, we have to wait for the doctor…but still if we see it’s critical, you act because tomorrow it’s you and Nursing Council and scope of practice.

R: Ok ma’am, um what else ma’am do you need from the lecturers, professional nurses during WIL, from others to assist you with developing your professional dignity?

P14: Ma’am it’s…we are not there to undermine them; we are not there to disrespect them. They should just welcome us. We are there to learn from them and it’s an opportunity for them to learn from a new generation and how things are changing cos we know there are nurses who cannot use ECG but R.171 they are not doing the ECG, but they can have access to how to use an ECG without a manual, to assist them. Just to welcome us, learn to work as a team.

R: Ok ma’am, teamwork.

P14: Yes ma’am.

R: Ok ma’am, I hear you. Anything else that you’ll like to add.

P14: Anything else I’ll like to add…

R: in terms of the support that you need to develop…

P14: Ma’am I will emphasize on the theory and from the campus side…

R: mm

P14: From theory the lecturers must ensure that the theory stays…give out homework like in second year for like how in communicable disease lectures and the lesson, she ensures that there is a long question from those activities in the slides. Those activities are compiled aside as an activity for students to do and come back and for the lecturer to check if the students can answer the questions and understand the content, it will decrease the failing rate.

R: Ok, so you’ll like to have the lecturer to evaluate you…

P14: To evaluate us to see if learning has taken place or not.

R: Ok ma’am. Um ma’am we’ve come to the end of the interview, um I’ve picked up somewhere you said it’s hurting you, when you are not being uh supported enough and um, I see facially you are hurting. I did mention that I will refer you to the student development, counselling in the campus at no cost to you. Are you ma’am uh willing to go, can I refer you or you’ll self-refer?

P14: Ok ma’am um can you answer that in words…you prefer to go…

P14: I will go…

R: …yourself?

P14: I will go myself.

R: Ok ma’am. Thank you, ma’am.

P14: I will explain to you later (giggles)

R: Ok no problem, ma’am.

P14: Thank you, ma’am.

R: Um like I’ve said thank you ma’am for availing yourself to come and partake in the study. You really, really assist in understanding the support that you require as a nursing student to develop your professional dignity. This is the end of the interview…

P14: Ok.

R: Thank you.

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