WEST VISAYAS STATE UNIVERSITY
COLLEGE OF EDUCATION
GRADUATE SCHOOL
Iloilo City

NURSES' WORKPLACE ASSERTIVE BEHAVIORS: BASIS FOR THE DEVELOPMENT OF

ASSERTIVENESS TRAINING PROGRAM FOR NURSES

A Dissertation Presented to

the Faculty of the Graduate School

College of Education

West Visayas State University

La Paz, Iloilo City

In Partial Fulfillment

of the Requirements for the Degree

Doctor of Philosophy in Education

(Psychology and Guidance)

by

Ryan Michael F. Oducado

June 2020

WEST VISAYAS STATE UNIVERSITY
COLLEGE OF EDUCATION
GRADUATE SCHOOL
Iloilo City

APPROVAL SHEET

A Dissertation for the Degree

Doctor of Philosophy

(Psychology and Guidance)

by

Ryan Michael F. Oducado

Approved by the Research Committee:

_____
MA. LULU L. LOYOLA, EdD, RGC, Chair

_____
ROSANA GRACE B. BELO-DELARIARTE, EdD, RN, Member

_____
GENEVEVE M. PARREÑO, DSc, Statistician, Member

_____
ROBYNIEL A. ALBA, PhD, RN, Outside Expert, Member

_____
HILDA C. MONTAÑO, EdD, RGC, Adviser

_____
MA. ASUNCION CHRISTINE V. DEQUILLA, PhD
Dean

June 2020

Oducado, Ryan Michael F. "*Nurses' Workplace Assertive Behaviors: Basis for the Development of Assertiveness Training Program for Nurses.*" Unpublished Doctor of Philosophy in Education (Psychology and Guidance) Dissertation, West Visayas State University, Iloilo City, June 2020.

Abstract

Assertive behavior is an essential skill nurses need to develop, and several studies have reported the benefits of assertiveness in nursing. However, workplace assertive behaviors of Filipino nurses have not been widely explored and investigated. This mixed-method research design employing sequential explanatory approach was conducted to determine the workplace assertive behaviors and related factors among staff nurses. The participants of this study were staff nurses (n = 233 for quantitative part, n = 14 for qualitative part) working in two tertiary hospitals in Iloilo City. Adopted published self-administered survey questionnaires and an interview guide were used to gather data. Descriptive and parametric inferential statistical tools were used to analyze the quantitative part of the study, while thematic analysis was employed for the qualitative aspect of the research. Narrative joint display was utilized to integrate the results of both aspects of the study. Results revealed that staff nurses had moderate level of self-esteem, had high psychological empowerment, perceived their leaders to be highly empowering and had moderate extent of use of workplace assertive behaviors. Workplace assertive behaviors significantly differed in terms of employment status, age, years of work experience and length of service while no significant differences were found based on sex, civil status, educational attainment, type of school graduated, type

of hospital, area of assignment and pre-service and in-service education and training on assertiveness. Staff nurses' level of self-esteem, their level of psychological empowerment, and perception of their leaders' empowering behaviors were significantly correlated with nurses' extent of use of workplace assertive behaviors. Multiple regression analysis found psychological empowerment to be the single significant predictor variable explaining 20.7% of the total variance in workplace assertive behaviors of staff nurses. On the other hand, eight (8) meaningful themes were generated in the qualitative analysis, namely the importance of: 1) assertive behaviors for both the nurses and patients' welfare, 2) effective communication, 3) competence, 4) supportive leader behavior, 5) having codes and standards, 6) job security, 7) relationships and familiarity, and 8) reaction of others and consequences of assertive behaviors. Integrative analysis revealed internal and external factors influencing nurses' use of workplace assertive behaviors. The findings informed the Assertiveness Training Program for Nurses that was found to be highly acceptable and culturally- appropriate for Filipino staff nurses. The nature of assertiveness is complex and multidimensional and the influences to such behavior include both internal and external factors. Assertiveness training along with empowering strategies may be necessary to promote nurses' assertive behaviors in the workplace.

WEST VISAYAS STATE UNIVERSITY
COLLEGE OF EDUCATION
GRADUATE SCHOOL
Iloilo City

TABLE OF CONTENTS

WEST VISAYAS STATE UNIVERSITY
COLLEGE OF EDUCATION
GRADUATE SCHOOL
Iloilo City

...

WEST VISAYAS STATE UNIVERSITY
COLLEGE OF EDUCATION
GRADUATE SCHOOL
Iloilo City

LIST OF TABLES

WEST VISAYAS STATE UNIVERSITY
COLLEGE OF EDUCATION
GRADUATE SCHOOL
Iloilo City

LIST OF FIGURES

WEST VISAYAS STATE UNIVERSITY
COLLEGE OF EDUCATION
GRADUATE SCHOOL
Iloilo City

LIST OF APPENDICES

References

Abdollahi, B. (2005). Psychological empowerment: Dimensions and validation on the

structural equation model. *Quarterly Journal of Research and Planning in Higher*

Education, 11(1), 37-64. Retrieved from

https://journal.irphe.ac.ir/browse.php?a_id=488&sid=1&slc_lang=en

Abed, G.A., El-Amrosy, S.H., & Atia, M.M. (2015). The effect of assertiveness training

program on improving self-esteem of psychiatric nurses. *Journal of Nursing*

Science, 1(1), 1-8. Retrieved from http://article.aascit.org/file/pdf/8940729.pdf

Abu Yahya, O., Ismaile, S., Allari, R.S., & Hammoudi, B.M. (2019). Correlates of nurses'

motivation and their demographic characteristics. *Nursing Forum*, 54(1), 7-15.

https://doi.org/10.1111/nuf.12291

Abuyan, A.M.D., et al. ...Tura, N.L. (2007). *The level of dating behavior and the level of*

assertiveness among selected level IV nursing students of Cebu Doctors'

University: A basis for improvement of assertiveness skills (Undergraduate

thesis). Cebu Doctors' University, Cebu. Retrieved from HERDIN

Agency for Healthcare Research and Quality. (2016). *Hospital survey on patient safety*

culture: 2016 user comparative database report. Retrieved from

www.ahrq.gov/sites/default/files/wysiwyg/professionals/quality-patient-

safety/patientsafetyculture/hospital/2016/2016_hospitalsops_report_pt1.pdf.

Aggarwal, A., Dhaliwal, R.S., & Nobi, K. (2018). Impact of structural empowerment on

organizational commitment: The mediating role of women's psychological

empowerment. *Journal of Business Perspective,* 22(3), 284-294.

https://doi.org/10.1177/0972262918786049

Aiken, L.H., Clarke, S.P., & Sloane, D.M. (2000). Hospital restructuring: Does it adversely

affect care and outcomes? *Journal of Nursing Administration,* 30(10), 457-465.

Retrieved from https://www.ncbi.nlm.nih.gov/pubmed/11924307

Alan, H., & Baykal, U. (2018). Personality characteristics of nurse managers: The

personal and professional factors that affect their performance. *Journal of*

Psychiatric Nursing, 9(2), 119-128. dx.doi.org/10.14744/phd.2017.08870

Alberti, R.E., & Emmons, M.L. (1986). *Your perfect right: A guide to assertive living* (5th

ed.). San Luis Obispo, CA: Impact Publishers

Alberti, R.E., & Emmons, M.L. (2008). *Your perfect right: A guide to assertive behavior*

(9th ed.). San Luis Obispo, CA: Impact Publishers

Ames, D., Lee, A., & Wazlawek, A. (2017). Interpersonal assertiveness: Inside the

balancing act. *Social and Personality Psychology Compass,* 11(6), e12317.

https://doi.org/10.1111/spc3.12317

Amiri, M., Khademian, Z., & Nikandish, R. (2018). The effect of nurse empowerment

educational program on patient safety culture: A randomized controlled trial.

BMC Medical Education, 18(158). https://doi.org/10.1186/s12909-018-1255-6

Anant, H.S. (2018). *The future of higher education in the Middle East & Africa.* In H.M.

Fardoun, K. Downing, M. Mandy & A. Fernandes (Eds.). Cham, Switzerland:

Springer International Publishing AG

Amicone, K. F., & Miller, R. (2015). Assertiveness in nursing students. *Honors Research*

Projects, 8. http://ideaexchange.uakron.edu/honors_research_projects/8

Arellano, L.D. (2011). *Assertiveness and value priorities among nurses pursuing*

graduate education (Master's thesis). Southwestern University, Cebu. Retrieved

from HERDIN

Arnold, J.A., Arad, S., Rhoades, J.A., & Drasgow, F. (2000). The empowering leadership

questionnaire: The construction and validation of a new scale for measuring

leader behaviours. *Journal of Organisational Behaviour,* 21(3), 249–269.

http://dx.doi.org/10.1002/(SICI)1099-1379(200005)21:3%3C249::AID-

JOB10%3E3.0.CO;2-

Ata, A.A., & Ahmed, A.K. (2018). Effect of assertiveness training program on nurse

interns' self-esteem and stress at El-Fayoum university hospitals. *American*

Journal of Nursing Research, 6(6), 568-575. DOI: 10.12691/ajnr-6-6-27

Athayde, M.P. (1981). Nursing assertiveness in two cities. *AORN Journal,* 33(6): 1184-

1198. https://doi.org/10.1016/S0001-2092(07)66269-3

Azizi, S.M., Heidarzadi, E., Soroush, A., Janatolmakan, M., & Khatony, A. (2020).

Investigation the correlation between psychological empowerment and

assertiveness in nursing and midwifery students in Iran. *Nurse Education in*

Practice, 42, 102667. https://doi.org/10.1016/j.nepr.2019.102667

Babakus, E., & Mangold, W.G. (1992). Adapting the SERVQUAL scale to hospital services: An empirical investigation. *Health Services Research,* 26(2): 767-786. Retrieved from https://www.ncbi.nlm.nih.gov/pmc/articles/PMC1069855/

Babiera, E.J.M., & Panares, K.N.H. (2012). *Assertiveness and willingness to handle patients with chest tube drainage among selected level III nursing students at Cebu Doctors' University: Proposed guidelines to maintain willingness to care (Undergraduate thesis).* Cebu Doctors' University, Cebu. Retrieved from HERDIN

Babiker, A., El Husseini, M., Al Nemri, A., Al Frayh, A., Al Juryyan, N., Faki, M. O., Assiri, A., ... Al Zamil, F. (2014). Health care professional development: Working as a team to improve patient care. *Sudanese Journal of Paediatrics,* 14(2), 9-16. Retrieved from https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4949805/

Baddar, F., Salem, O.A., & Hakami, A.A. (2016). Nurse manager's attitudes and preparedness towards effective delegation in Saudi Hospitals. *Health Science Journal,* 10(3), 1-10. Retrieve from https://www.hsj.gr/medicine/nurse-managers-attitudes-and-preparedness-towards-effective-delegation-in-saudi-hospitals.php?aid=9498

Bailey, T.L. (2009). Organizational culture, macro and micro empowerment dimensions, and job satisfaction: An application of concurrent mixed method and multi-level methods in the federal sector. *Universal-Publishers.* Retrieved from http://www.universal-publishers.com/book.php?method=ISBN&book=1599422913

Bagley, C., & Mallick, K. (2001). Normative data and mental health construct validity for the rosenberg self-esteem scale in British adolescents. *International Journal of Adolescence and Youth,* 9(2-3), 117-126. DOI: 10.1080/02673843.2001.9747871

Bandura, A. (1977). Self-efficacy: Toward a unifying theory of behavioral change. *Psychological Review,* 84(2), 191-215. http://dx.doi.org/10.1037/0033-295X.84.2.191

Begley, C. M., & Glacken, M. (2004). Irish nursing students' changing levels of assertiveness during their pre-registration programme. *Nurse Education Today,* 24(7), 501–510. https://doi.org/10.1016/j.nedt.2004.06.002

Benner, P. (1984). *From novice to expert: Excellence and power in clinical nurse practice.* Menlo, Park, CA: Addison-Wesley Publishing Company Inc.

Benner, P. (2001). *From novice to expert: Excellence and power in clinical nursing practice (commemorative edition).* Upper Saddle River, NJ: Prentice Hall Health.

Bester, J., Stander, M.W., & Van Zyl, L.E. (2015). Leadership empowering behaviour, psychological empowerment, organisational citizenship behaviours and turnover intention in a manufacturing division. *SA Journal of Industrial Psychology,* 41(1), 1-14. http://dx.doi.org/10.4102/sajip.v41i1.1215

Blascovich, J., & Tomaka, J. (1993). *Measures of self-esteem.* In J.P. Robinson, Shaver, P.R., & L.S. Wrightsman (Eds.). Measures of personality and social psychological attitudes. Ann Arbor: Institute for Social Research.

Board of Nursing Resolution 220 series of 2004. *The code of ethics of registered nurses.*

Retrieved from

https://www.prc.gov.ph/uploaded/documents/Board%20of%20Nursing-CE.pdf

Bong, M., & Clark, R.E. (1999). Comparison between self-concept and self efficacy in

academic motivation research. *Educational Psychologist*, 34(3), 139-153.

https://doi.org/10.1207/s15326985ep3403_1

Boone, B.N., King, M.L., Gresham, L.S., Wahl, P., & Suh, E. (2008). Conflict

management training and nurse-physician collaborative behaviors. *Journal of*

Nurses in Staff Development, 24(4), 168-175. doi:

10.1097/01.NND.0000320670.56415.91.

Boudrias, J. S., Gaudreau, P., & Laschinger, H. K. S. (2004). Testing the structure of

psychological empowerment: Does gender make a difference? *Educational and*

Psychological Measurement, 64(5), 861-887.

https://doi.org/10.1177/0013164404264840

Bostanabad, M.A., Sahebihagh, M.H., Asadollahi, M., & Zakernik, M. (2018).

Psychological empowerment and its relationship with assertiveness skill among

nurses in neonatal wards. *Cukurova Medical Journal*, 43(4), 828-834. DOI:

10.17826/cumj.389821

Braun, V., & Clarke, V. (2006). Using thematic analysis in psychology. *Qualitative*

Research in Psychology, 3(2), 77–101.

https://doi.org/10.1191/1478088706qp063oa

Brincat, M.A. (2012). *Factors affecting assertiveness among nurses (Master's thesis)*.

University of Malta, Malta. Retrieved from

https://www.um.edu.mt/library/oar/handle/123456789/44706

Briner, R.B. (2000). Relationships between work environments, psychological

environments and psychological well-being. *Occupational Medicine,* 50(5), 299-

303. Retrieved from https://academic.oup.com/occmed/article-

pdf/50/5/299/4241787/50-5-299.pdf

Bryman, A. (2006). Integrating quantitative and qualitative research: How is it done?

Qualitative Research, 69(1), 97–113. doi: 10.1177/1468794106058877.

https://doi.org/10.1177/1468794106058877

Buback, D. (2004). Assertiveness training to prevent verbal abuse in the OR. *AORN*

Journal, 79(1), 147-164. https://doi.org/10.1016/S0001-2092(06)61149-6

Burke, W. (1986). *Leadership as empowering others.* In S. Srivastva (Ed.), Executive

power. San Francisco: Jossey-Bass

Burnard, P. (1991). Assertiveness and clinical practice. *Nursing Standard,* 5(33), 37-39.

doi: 10.7748/ns.5.33.37.s42

Burns, J. M. (1978). *Leadership.* New York, NY: Harper & Row.

Bushiri, C.P. (2014). *The impact of working environment on employees' performance:*

The case of institute of finance management in Dar Es Salaam Region (Master's

thesis). Open University of Tanzania. Retrieved from

http://repository.out.ac.tz/608/1/MHRM-DISSERTATION.pdf

Dinçyurek, S., Çağlar, M., & Silman, F. (2009). Determination of the locus of control and level of assertiveness of the students studying in the TRNC in terms of different variables. *Procedia Social and Behavioral Sciences, 1*(1), 12–22. https://doi.org/10.1016/j.sbspro.2009.01.007

Carillo, M.K.M.D., et al. ...Labayan, P.A.A. (2011). *Level of preparedness and assertiveness to impart health teachings to community members among selected level III nursing students of Cebu Doctors' University: Basis for self-assertiveness enhancement program (Undergraduate thesis).* Cebu Doctors' University, Cebu. Retrieved from HERDIN

Carlsen, B. & Norheim, O. F. (2005). "Saying no is no easy matter" A qualitative study of competing concerns in rationing decisions in general practice. *BMC Health Services Research, 5*(1), 70. https://doi.org/10.1186/1472-6963-5-70

Carroll, E., & Coetzer, R. (2011). Identity, grief and self-awareness after traumatic brain injury. *Neuropsychological Rehabilitation, 21*(3), 289-305. http://dx.doi.org/10.1080/09602011.2011.555972

Carson, J., Fagin, L., Bromn, D., Leary, J., & Bartlett, H. 1997. Self-esteem in mental health nurses: Its relationship to stress, coping and burnout. *Journal of Research in Nursing, 2*(5), 361-369. https://doi.org/10.1177/174498719700200508

Chandler, G. E. (1992). The source and process of empowerment. *Nursing Administration Quarterly, 16*(3), 65-71. Retrieved from https://journals.lww.com/naqjournal/citation/1992/01630/the_source_and_proce ss_of_empowerment.11.aspx

Chamberlin, J. (1997). A working definition of empowerment. *Psychiatric Rehabilitation Journal*, 20(4), 43-46. Retrieved from http://polkcountypbsn.org/wp-content/uploads/2012/10/Working-definition-of-empowerment.pdf

Chávez, L.M. & Canino, G.C. (2005). *Toolkit on translating and adapting instruments.* Retrieved from: http://www.hsri.org /files/uploads/publications /PN54_Translating _and_Adapting.pdf

Choi, S.L., Goh, C.F., Adam, M.B.H., & Tan, O.K. (2016). Transformational leadership, empowerment, and job satisfaction: The mediating role of employee empowerment. *Human Resources for Health*, 14(1), 73. https://doi.org/10.1186/s12960-016-0171-2

Christiana, M.B.J. (2017). *Organization behavior.* New Delhi, India: Educreation Publishing

Cialdini, R.B., & Goldstein, N.J. (2004). Social influence: Compliance and conformity. *Annual Review of Psychology*, 55, 591-621. https://doi.org/10.1146/annurev.psych.55.090902.142015

Clark, C.C. (1979). Assertiveness issues for nursing administrators and managers. *Journal for Nursing Administration*, 9(7), 20-24. Retrieved from https://www.ncbi.nlm.nih.gov/pubmed/255590

Clark, R.A., Hartline, M.D., & Jones, K.C. (2009). The effects of leadership style on hotel employees' commitment to service quality. *Cornell Hospitality Quarterly*, 50(2), 209-230. https://doi.org/10.1177/1938965508315371

Conger, J. A. (1989). Leadership: The art of empowering others. *Academy of Management Executive,* 3(1), 17-24. Retrieved from https://www.jstor.org/stable/4164863

Conger, J. A., & Kanungo, R. N. (1988). The empowerment process: Integrating theory and practice. *Academy of Management Review,* 13(3), 471-482. Retrieved from https://www.jstor.org/stable/258093

Cooper-Evans, S., Alderman, N., Knight, C., & Oddy, M. (2008). Self-esteem as a predictor of psychological distress after severe acquired brain injury: An exploratory study. *Neuropsychological Rehabilitation,* 18(5-6), 607-626. https://doi.org/10.1080/09602010801948516

Corrigan, E. (2002). Nurses as equals in the multidisciplinary team. *Human Fertility,* 5(sup1), 37-40. https://doi.org/10.1080/1464727022000199901

Council for Research in Values and Philosophy. (1994). *Values in Philippine culture and education.* Washington D.C, USA.

Cowin, L., & Sims, C. (2006). New graduate nurse self-concept and retention: A longitudinal survey. *International Journal of Nursing Studies,* 43(1), 59–70. https://doi.org/10.1016/j.ijnurstu.2005.03.004

Creswell, J. W., & Plano Clark, V. L. (2011). *Designing and conducting mixed methods research* (2nd ed.). Los Angeles, LA: Sage Publications.

Dabirian, A., Malekipour, S. Darvishpoor Kakhki, A., & Mehrabi, Y. (2015). The correlation between nurses' self-esteem and job satisfaction in educational hospitals of Khorramabad in 2014. *Advances in Nursing and Midwifery*, 25(88). https://doi.org/10.22037/anm.v25i88.9816

Daffon, D.V.F., et al. ...Mingo, J.F. (2006). *Relationship between intelligence quotient and degree of assertiveness among selected nursing students at Cebu Doctors' University: Basis for assertiveness enhancement program (Undergraduate thesis).* Cebu Doctors' University, Cebu. Retrieved from HERDIN

Dallas, H. (2011). 'Assertiveness is the best form of communication'. *Vital,* 8, 36-37. https://doi.org/10.1038/vital1330

Davis, L.L. (1992). Instrument review: Getting the most from your panel of experts. *Applied Nursing Research,* 5(4), 194–197. https://doi.org/10.1016/S0897-1897(05)80008-4

Dawes, J. (2008). Do data characteristics change according to the number of scale points used? An experiment using 5-point, 7-point and 10-point scales. *International Journal of Market Research,* 50(1), 61-77. Retrieved from http://citeseerx.ist.psu.edu/viewdoc/download?doi=10.1.1.417.9488&rep=rep1&type=pdf

Dee, J. R., Henkin, A. B., & Duemer, L. (2002). Structural antecedents and psychological correlates of teacher empowerment. *Journal of Educational Administration,* 41(3), 257-277. https://doi.org/10.1108/09578230310474412

Deltsidou, A. (2008). Undergraduate nursing students' level of assertiveness in Greece: A questionnaire survey. *Nurse Education in Practice,* 9(5), 322–330. https://doi.org/10.1016/j.nepr.2008.08.002

DeVellis, R.F. (2003). *Scale development: Theory and applications* (2nd ed.), California: SAGE

Dhanpal, H.N. & Paul, A. (2015). Effectiveness of assertive training programme on relieving the academic stress and anxiety. *International Journal of Nursing Critical Care,* 1(1): 26-29. Retrieved from http://citeseerx.ist.psu.edu/ viewdoc/download?doi=10.1.1.1029.6565&rep=rep1&type=pdf

Dzaher, A. (2017). 4 key factors that motivate nurses in their career. *MIMS Today.* Retrieved from https://today.mims.com/4-key-factors-that-motivate-nurses-in-their-career

Domino, G., & Domino, M. L. (Eds.). (2006). *Psychological testing: An introduction.* New York, NY, US: Cambridge University Press. http://dx.doi.org/10.1017/CBO9780511813757

Dones, L.B.P., Paguio, J.T., Bonito, S.R., Balabagno, A.O., & Pagsibigan, J.S. (2016). Work environment of nurses in the Philippines: A preliminary study. *Philippine Journal of Nursing,* 82(2), 4-10. Retrieved from http://www.pna-pjn.com/research/001/

Dunn, M., & Sommer, N. (1997). Managing difficult staff interactions: Effectiveness of assertiveness training for SCI nursing staff. *Rehabilitation Nursing,* 22(2), 82-87. Retrieved from https://www.ncbi.nlm.nih.gov/pubmed/9110849

Egcas, R.A. (2017). Employment security of nurses: Baseline for a strategic human

resource direction. *Asia Pacific Journal of Multidisciplinary Research,* 5(4), 39-47.

Retrieved from http://www.apjmr.com/wp-content/uploads/2017/11/APJMR-

2017.5.4.05-1.pdf

Encyclopedia.com. (2016). https://www.encyclopedia.com/social-sciences/dictionaries-

thesauruses-pictures-and-press-releases/employment-status

Ellis, J., & Hartley, C. (2005). *Managing and coordinating nursing care.* (4th ed).

Philadelphia, PA: Lippincott, Williams and Wilkins.

Eo, Y. Kim, Y., & Lee, N. (2014). Path analysis of empowerment and work effectiveness

among staff nurses. *Asian Nursing Research*, 8(1), 42-48.

https://doi.org/10.1016/j.anr.2014.02.001

Eskandari, F., Siahkali, S.R., Shoghli, A., Pazargadi, M., & Tafreshi, M.Z. (2017).

Investigation of the relationship between structural empowerment and

organizational commitment of nurses in Zanjan hospitals. *African Health

Sciences*, 17(1), 285-292. https://dx.doi.org/10.4314/ahs.v17i1.35

Falk-Rafael, A.R. (2001). Empowerment as a process of evolving consciousness: A

model of empowered caring. *Advances in Nursing Science*, 24(1), 1-16.

https://doi.org/10.1097/00012272-200109000-00004

Farrell, G. A. (2001). From tall poppies to squashed weeds: Why don't nurses pull

together more? *Journal of Advanced Nursing*, 35(1), 26-33.

https://doi.org/10.1046/j.1365-2648.2001.01802.x

Faul, F., Erdfelder, E., Lang, A., & Buchner, A. (2009). Statistical power analyses using

G*Power 3.1: Tests for correlation and regression analyses. *Behavior Research*

Methods, 41(4), 1149-60. https://doi.org/10.3758/BRM.41.4.1149

Faulkner, J., & Laschinger, H. (2008). The effects of structural and psychological

empowerment on perceived respect in acute care nurses. *Journal of Nursing*

Management, 16(2), 214-221. https://doi.org/10.1111/j.1365-2834.2007.00781.x

Fetters, M.D., Curry, L.A., & Creswell, J.W. (2013). Achieving integration in mixed

methods designs—Principles and practices. *Health Services Research*, 48(6 Pt 2),

2134–2156. https://doi.org/10.1111/1475-6773.12117

Fiske, S.T., Gilbert, D.T., & Lindzey, G. (2010). *Handbook of social psychology* (5th ed).

Hoboken, NJ: Wiley

Fletcher, K. (2006). Beyond dualism: Leading out of oppression. *Nursing Forum*, 41(2),

50-59. https://doi.org/10.1111/j.1744-6198.2006.00039.x

Ford, R.C., & Fottler, M.D. (1995). Empowerment: A matter of degree. *Academy of*

Management Executive, 9, 21-28. https://doi.org/10.1111/j.1744-

6198.2006.00039.x

Fukada, M. (2018). Nursing competency: Definition, structure and development. *Yonago*

Acta Medica, 61(1), 1-7. https://doi.org/10.33160/yam.2018.03.001

Fulton, Y. (1997). Nurses' views on empowerment: A critical social theory perspective.

Journal of Advanced Nursing, 26(3), 529–536. https://doi.org/10.1046/j.1365-

2648.1997.t01-13-00999.x

Fusch, P.I., & Ness, L.R. Are we there yet? Data saturation in qualitative research.

Qualitative Report, 20(9), 1408–1416. Retrieved from

https://nsuworks.nova.edu/cgi/viewcontent.cgi?article=2281&context=tqr

Gatbonton, R.R.G. (2019). Decisional involvement on work quality of nurses. *Nursing*

and Palliative Care International Journal, 2(1), 21-27. doi:10.30881/npcij.00011

Garon, M. (2012). Speaking up, being heard: Registered nurses' perceptions of

workplace communication. *Journal of Nursing Management,* 20(3), 361-371.

https://doi.org/10.1111/j.1365-2834.2011.01296.x

Gerber, L. (2018). Understanding the nurse's role as a patient advocate. *Nursing,* 48(4),

55-58. https://doi.org/10.1097/01.NURSE.0000531007.02224.65

Gerry, E.M. (1989.) An investigation into the assertive behaviour of trained nurses in

general hospital settings. *Journal of Advance Nursing,* 14(12), 1002-1008.

https://doi.org/10.1111/j.1365-2648.1989.tb01510.x

Gibson, C.H. (1991). A concept analysis of empowerment. *Journal of Advanced Nursing,*

16(3), 354-361. https://doi.org/10.1111/j.1365-2648.1991.tb01660.x

Gillen, T. (1997). *Assertiveness.* London: Chartered Institute of Personnel and

Development

Gluck, M., & Charter, R. (1980). Personal qualities of nurses implying need for

continuing education to increase interpersonal and leadership effectiveness.

Journal of Continuing Education in Nursing, 11(4), 29-36.

https://doi.org/10.3928/0022-0124-19800701-06

Goedhart, N.S., van Oostveen, C.J., & Vermeulen, H. (2017). The effect of structural

empowerment of nurses on quality outcomes in hospitals: a scoping review.

Journal of Nursing Management, 25(3), 194-206.

https://doi.org/10.1111/jonm.12455

Gómez-Salgado, J., Navarro-Abal, Y., López-López, M. J., Romero-Martín, M., & Climent-

Rodríguez, J. A. (2019). Engagement, passion and meaning of work as

modulating variables in nursing: A theoretical analysis. *International Journal of*

Environmental Research and Public Health, 16(1), 108.

https://doi.org/10.3390/ijerph16010108

Greco, P., Laschinger, H.K., & Wong, C. (2006). Leader empowering behaviors, staff

nurse empowerment and work engagement/burnout. *Nursing Leadership,* 19(4),

41-56. Retrieved from

https://www.researchgate.net/profile/Heather_Laschinger/publication/6538180_L

eader_Empowering_Behaviours_Staff_Nurse_Empowerment_and_Work_Engage

mentBurnout/links/0912f50aae6a2f18c3000000/Leader-Empowering-Behaviours-

Staff-Nurse-Empowerment-and-Work-Engagement-Burnout.pdf

Gultekin, A., Ozdemir, A.A. & Budak, F. (2018). The effect of assertiveness education on

communication skills given to nursing students. *International Journal of Caring*

Sciences, 11(1), 395-401. Retrieved from http://www.international

journalofcaringsciences.org/docs/45_ozdemir_original_11_1.pdf

Hadavi, M., & Nejad, M.A. (2018). Assertive behaviors among nursing staff in a local

hospital in Iran. *Modern Care Journal,* 15(2), e80765. doi:

10.5812/modernc.80765.

Haladin, N.B., Ibrahim, N.A., & Rajab, A. (2015). Nurses' assertive communication: A

review and future directions. *LSP International Journal,* 2(2), 27-35.

https://doi.org/10.11113/lspi.v2n2.26

Hall, N. (2016). Speak up: Easier to say than do. *Journal of Perioperative and Critical

Intensive Care Nursing,* 2,111. DOI: 10.4172/jpcic.1000111

Hamooleh, M.M., Iranshahi, M., Seyedfatemi, N., & Haghani, H. (2017). The relation

between moral distress and assertiveness among nursing personnel. *Medical

Ethics Journal,* 11(42), 59-68. Retrieved from http://journals.sbmu.ac.ir/en-

me/article/download/20845/14759

Hamoud, S.A., Ei Dayem, S.A.,& Ossman, L.H. (2011). The effect of an assertiveness

training program on assertiveness skills and self esteem of faculty nursing

students. *Journal of American Science,* 7(12), 1085-1096. Retrieved from

http://www.jofamericanscience.org/journals/am-

sci/am0712/138_6456bam0712_1085_1096.pdf

Hargie, O. (2011). *Skilled interpersonal communication: Research, theory and practice.*

Routledge, London.

Hartin, P., Birks, M., & Lindsay, D. (2018). Bullying and the nursing profession in

Australia: An integrative review of the literature. *Collegian,* 25(6), 613–619.

https://doi.org/10.1016/j.colegn.2018.06.004

Hase, S. (1984). Assertiveness through communications. *The Australian Nurse Journal,* 14(4), 56-58. Retrieved from https://epubs.scu.edu.au/gcm_pubs/90/

Hashish, E.A.A., All, N.H.A. & Mousa, A.A. (2018). Nurses' perception of psychological empowerment and its relationship to work engagement and job insecurity. *Journal of Nursing Education,* 8(9), 26-44. https://doi.org/10.5430/jnep.v8n9p36

He, L., Ma, Y.F., Zhang, K.S., & Wang, Y.X. (2019). Self-esteem enhancement as a strategy for promoting the mental health and averting the occupational problems of nurses. *Frontiers of Nursing,* 6(1), 59-65. https://doi.org/10.2478/fon-2019-0012

Hodgetts, S. (2011). Being assertive benefits everyone. *Nursing Times.* Retrieved from https://www.nursingtimes.net/roles/nurse-managers/being-assertive-benefits-everyone/5038545.article

Houser, J. (2012). *Nursing research: Reading, using and creating evidence* (2nd ed.). Canada: Jones and Bartlett Learning

Hui, C. (1994). Effects of leader empowerment behaviors and followers' personal control, voice and self-efficacy on in-role and extrarole performance: An extension and empirical test of Conger and Kanungo's empowerment process model (Doctoral dissertation). *Dissertation from Proquest Information and Learning* (UMI No. 9418834). Indianapolis, IN: Indiana University

Iacobucci, D., & Duhachek, A. (2003). Advancing alpha: Measuring reliability with confidence. *Journal of Consumer Psychology,* 13(4), 478-487. https://doi.org/10.1207/S15327663JCP1304_14

Ibrahim, S.A. (2011). Factors affecting assertiveness among student nurses. *Nurse Education Today*, 31(4), 356-60. https://doi.org/10.1016/j.nedt.2010.07.006

Ibrahim, M.M., Abo El-Magd, M.H., & Sayed, H.Y. (2014). Nurse's psychological empowerment and perceived autonomy in university and teaching hospitals at Menofia Governorate/Egypt. *Journal of Nursing Education and Practice*, 4(9), 59-68. https://doi.org/10.5430/jnep.v4n9p59

Iglesias, M.E.L., & Vallejo, R.B.D.B. (2012). Prevalence of bullying at work and its association with self-esteem scores in a Spanish nurse sample. *Contemporary Nurse*, 42(1), 2-10. https://doi.org/10.5172/conu.2012.42.1.2

İlhan, N., Sukut, Ö., Akhan, L.U. & Batmaz, M. (2016). The effect of nurse education on the self-esteem and assertiveness of nursing students: A four-year longitudinal study. *Nurse Education Today*, 39, 72-78. https://doi.org/10.1016/j.nedt.2015.12.026

Institute of Medicine (U.S.). (2011). *The future of nursing: Leading change, advancing health.* Washington, DC: The National Academies Press. Retrieved from https://www.ncbi.nlm.nih.gov/books/NBK209867/

Jakubowski, P., & Lange, A. (1978). *The assertive option: Your rights and responsibilities.* Champaign, Illinois: Research Press

James, J. (2013). A new, evidence-based estimate of patient harms associated with hospital care. *Journal of Patient Safety*, 9(3), 122-128. https://doi.org/10.1097/PTS.0b013e3182948a69

Johnson, E. (2013). *Face validity.* In: Volkmar F.R. (eds) Encyclopedia of Autism

Spectrum Disorders. New York, NY: Springer. https://doi.org/10.1007/978-1-

4419-1698-3_308

Joint Commission. (2012). Joint commission center for transforming healthcare releases

targeted solutions tool for hand-off communications. *Joint Commission*

Perspectives, 32(8), 1-3. Retrieved from

https://www.jointcommission.org/assets/1/6/tst_hoc_persp_08_12.pdf

Joint Commission. (2015). *Sentinel event data: Root cause by event type 2004-2014.*

Retrieved from www.tsigconsulting.com/tolcam/wp-

content/uploads/2015/04/TJC-Sentinel-Event-

Root_Causes_by_Event_Type_2004-2014.pdf.

Jose, T.T., & Bhat, S.M. (2015). A descriptive study on self-esteem among nurses

working in selected hospitals of Udupi and Mangalore Districts Karnataka, India.

International Journal of Nursing Education, 7(3), 154-159. Retrieved from

http://nitte.edu.in/journal/June2014/4-11.pdf

Kanade, A. (2018). The effect of assertiveness training program on nurses. *Indian*

Journal of Psychiatric Nursing, 15(2),19-23. DOI: 10.4103/2231-1505.255708

Kanter, R.M. (1977). *Men and women of the corporation.* New York, NY: Basic Books.

Kanter, R.M. (1993). *Men and women of the corporation.* New York, NY: Basic Books.

Karakas, S.A., & Okanli, A. (2015). The effect of assertiveness training on the mobbing

that nurses experience. *Workplace Health & Safety,* 63(10):446-451.

https://doi.org/10.1177/2165079915591708

Kaufman, G., & McCaughan, D. (2013). The effect of organisational culture on patient

safety. *Nursing Standard,* 27(43), 50-56.

https://doi.org/10.7748/ns2013.06.27.43.50.e7280

Kaur, D., Thapar, K., & Kaur, N. (2018). A study to assess the effectiveness of

assertiveness training on level of assertiveness among staff nurses working in

tertiary care hospital, Ludhiana, Punjab. *International Journal of Scientific*

Research, 7(4), 19-20. DOI : 10.36106/ijsr

Kebriaei, A., Rakhshaninejad, M., & Mohseni, M. (2014). Influence of psychological

empowerment on organizational commitment among medical employees in a

hospital setting. *Bangladesh Medical Research Council Bulletin,* 40(3), 107-112.

https://doi.org/10.3329/bmrcb.v40i3.25232

Kilkus, S.P. (1993). Assertiveness among professional nurses. *Journal of Advance*

Nursing, 18(18), 1324-1330. https://doi.org/10.1046/j.1365-

2648.1993.18081324.x

Kindipan, I. (2107). *The role of leader empowering behaviors on work engagement and*

intent to stay among staff nurses in acute care hospitals (Doctoral dissertation).

University of Texas Arlington, USA. Retrieved from https://rc.library.uta.edu/uta-

ir/handle/10106/26995

Knol, J., & Van Linge, R. (2009). Innovative behavior: The effect of structural and

psychological empowerment on nurses. *Journal of Advance Nursing,* 65(2), 359-

370. http://dx.doi.org/10.1111/j.1365-2648.2008.04876.x

Konczak, L.J., Stelly, D.J., & Trusty, M.L. (2000). Defining and measuring empowering

leader behaviors: Development of an upward feedback instrument. *Educational*

and Psychological Measurement, 60(2), 301-313.

http://dx.doi.org/10.1177/00131640021970420

Kramer, M., & Schmalenberg, C. (1993). Learning from success: Autonomy and

empowerment. *Nursing Management,* 24(5), 58-64. Retrieved from

https://www.ncbi.nlm.nih.gov/pubmed/8265082

Kuokkanen, L., & Leino-Kilpi, H. (2000). Power and empowerment in nursing: Three

theoretical approaches. *Journal of Advanced Nursing,* 31(1), 235-241.

https://doi.org/10.1046/j.1365-2648.2000.01241.x

Labrague, L.J., McEnroe- Petitte, D.M., Tsaras, K., Cruz, J.P., Colet, P.C., & Gloe, D.S.

(2018a). Organizational commitment and turnover intention among rural nurses

in the Philippines: Implications for nursing management. *International Journal of*

Nursing Sciences, 5(4), 403-408. https://doi.org/10.1016/j.ijnss.2018.09.001

Labrague, L.J., Gloe, D., McEnroe, D.M., Konstantinos, K., & Colet, P. (2018b). Factors

influencing turnover intention among registered nurses in Samar Philippines.

Applied Nursing Research, 39, 200–206.

https://doi.org/10.1016/j.apnr.2017.11.027

Lamasan, J.I.L., & Oducado, R.M.F. (2018). A qualitative description of millennial nurse

administrators' perspectives on leadership and their practice environment.

Indonesian Nursing Journal of Education and Clinic, 2(3), 153-164. doi:

10.24990/injec.v3i2.226

Lapeña, L.F.R., Tuppal, C.P., Loo, B.G.K., & Abe, K.H.C. (2018). Transformational and transactional leadership styles of nurse managers and job satisfaction among Filipino nurses: A pilot study. *Nurse Media Journal of Nursing*, 7(2), 65-78. https://doi.org/10.14710/nmjn.v7i2.15171

Larijani, T.T., Aghajani, M.R., Zamani, N., & Ghadirian, F. (2017). Assertiveness and the factors affecting it among nursing students of Tehran University of Medical Sciences. *International Journal of New Technology and Research*, 3(5), 34-38. Retrieved from https://www.ijntr.org/download_data/IJNTR03050023.pdf

Laschinger, H.K.S., Wong, C., McMahon, L., & Kaufmann, C. (1999). Leader behaviour impact on staff nurse empowerment, job tension and work effectiveness. *Journal of Nursing Administration*, 29(5), 28-39. https://doi.org/10.1097/00005110-199905000-00005

Laschinger, H.K.S., Finegan, J., & Shamian, J. (2001). Promoting nurses' health: Effect of empowerment on job strain and work satisfaction. *Nursing Economics*, 19(2), 42-52. Retrieved from https://www.ncbi.nlm.nih.gov/pubmed/11388162

Laschinger, H.K.S., Finegan, J., Shamian, J., & Wilk, P. (2003). Workplace empowerment as a predictor of nurse burnout in restructured healthcare settings. *Hospital Quarterly*, 6(4), 2-11. doi:10.12927/hcq.2003.17242

Laschinger, H., Finegan, J., & Wilk, P. (2009). Context matters. The impact of unit leadership and empowerment on nurses' organizational commitment. *Journal of Nursing Administration*, 39(5), 228-235. https://doi.org/10.1097/NNA.0b013e3181a23d2b

Laschinger, H.K.S., Nosko, A., Wilk, P., & Finegan, J. (2014). Effects of unit

   empowerment and perceived support for professional nursing practice on unit

   effectiveness and individual nurse well-being: A time-lagged study. *International*

   Journal of Nursing Studies, 51(12), 1615-1623.

   https://doi.org/10.1016/j.ijnurstu.2014.04.010

Laschinger, H.K.S., & Havens, D.S. (1996). Staff nurse work empowerment and

   perceived control over nursing practice: Conditions for work effectiveness.

   Journal of Nursing Administration, 26(9), 27-35.

   http://dx.doi.org/10.1097/00005110-199609000-00007

Laschinger, H.K.S., Sabiston, J.A., & Kutszcher, L. (1997). Empowerment and staff nurse

   decision involvement in nursing work environments: Testing Kanter's theory of

   structural power in organizations. *Research in Nursing & Health*, 20, 341-352.

   https://doi.org/10.1002/(SICI)1098-240X(199708)20:4<341::AID-

   NUR7>3.0.CO;2-G

Lavrakas, P.J. (2008). *Encyclopedia of survey research methods*. Thousand Oaks, CA:

   Sage Publications, Inc. https://dx.doi.org/10.4135/9781412963947

Lazarus, A.A. (1973). On assertive behavior: A brief note. *Behavior Therapy*, 4(5), 697-

   699. ttps://doi.org/10.1016/S0005-7894(73)80161-3

Laerd Statistics. (2018). *Testing for normality using SPSS statistics*. Retrieved from

   https://statistics.laerd.com/spss-tutorials/testing-for-normality-using-spss-

   statistics.php

Lee, S.E. (2013). *Job satisfaction among staff nurses in relation to leader empowering behaviors, structural empowerment and psychological empowerment (Master's thesis).* The University of British Colombia, Vancouver, Canada. Retrieved from https://open.library.ubc.ca/collections/ubctheses/24/items/1.0166827

Legard, R., Keegan, J., & Ward, K. (2003). *In-depth interviews.* In J. Ritchie, J. Lewis (Eds). Qualitative research practice: A guide for social science students and researchers. London: Sage

Legaspi, R.E. (2019).A comparison of job satisfaction among Filipino nurses employed in the Philippines and overseas. *Philippine Journal of Health Research and Development,* 23(1), 38-47. Retrieved from https://pjhrd.upm.edu.ph/index.php/main/article/view/261

Lewis, M. W., & Grimes, A. J. (1999). Metatriangulation: Building theory from multiple paradigms. *Academy of Management Review,* 24(4), 672-90. Retrieved from https://www.jstor.org/stable/259348?seq=1#page_scan_tab_contents

Li, H., Shi, Y., Li, Y., Xing, Z., Wang, S., Ying, J., ... & Sun, J. (2018). Relationship between nurse psychological empowerment and job satisfaction: A systematic review and meta-analysis. *Journal of Advanced Nursing,* 74(6), 1264-1277. https://doi.org/10.1111/jan.13549

Lina, J.D. (2019). Our overworked and unpaid/underpaid nurses badly need help. *Manila Bulletin.* Retrieved from https://news.mb.com.ph/2018/02/26/our-overworked-and-unpaidunderpaid-nurses-badly-need-help/

Lincoln, Y.S., & Guba, E.G. (1985). *Naturalistic inquiry.* Newbury Park, CA: Sage

Publications.

Lyndon, A. (2006). Communication and teamwork in patient care: How much can we

learn from aviation? *Journal of Obstetric, Gynecologic and Neonatal Nursing,*

35(4), 538-546. https://doi.org/10.1111/j.1552-6909.2006.00074.x

Lynn, M.R. (1986). Determination and quantification of content validity. *Nursing*

Research, 35(6), 382-385. Retrieved from

https://journals.lww.com/nursingresearchonline/Citation/1986/11000/Determinati

on_and_Quantification_Of_Content.17.aspx

Macaden, L. (2005). Assertiveness in nursing. *Indian Journal of Continuing Education,*

6(2), 5-8. Retrieved from

https://www.researchgate.net/publication/258209024_Macaden_L_July_-

_Dec_2005_Assertiveness_in_Nursing_Indian_Journal_of_Continuing_Nursing_Ed

ucation_62_5-8

MacCutcheon, M. (2016). *Silent epidemic: Lack of assertiveness and low self-esteem.*

Retrieved from https://www.goodtherapy.org/blog/silent-epidemic-lack-of-

assertiveness-low-self-esteem-1103165

McKay, M.T., Boduszek, D., & Harvey, S.A. (2014). The rosenberg self-esteem scale: A

bifactor answer to a two-factor question? *Journal of Personality Assessment,*

96(6): 654-660. https://doi.org/10.1080/00223891.2014.923436

Maheshwari S.K., & Gill, K.K. (2015). Relationship of assertiveness and self esteem

among nurses. *International Journal of Health Sciences and Research*, 5(6), 440-

449. Retrieved from http://www.ijhsr.org/IJHSR_Vol.5_Issue.6_June2015/61.pdf

Manning, M.L. (2006). Improving clinical communication through structured

conversation. *Nursing Economics,* 24(5), 268–271. Retrieved from

https://www.ncbi.nlm.nih.gov/pubmed/17131620

Manojlovich, M. (2007). Power and empowerment in nursing: Looking backward to

inform the future. *OJIN: The Online Journal of Issues in Nursing*, 12(1),

Manuscript 1. DOI: 10.3912/OJIN.Vol12No01Man01

Manojlovich, M. (2005). Promoting nurses' self-efficacy: A leadership strategy to improve

practice. *Journal of Nursing Administration*, 35(5), 271-280. DOI:

10.1097/00005110-200505000-00011

Mariano, S.M.N., Javier, W.B., Fauni, L.L. & De Vera, L.A. (2014). Level of empowerment

of staff nurses in selected private hospitals in Cavite. *Philippine Journal of

Nursing,* 84(2), 40-47. Retrieved from https://www.pna-

ph.org/component/attachments/download/218

Marquis, B.L., & Huston, C.J. (2009). *Leadership roles and management functions in

nursing: Theory and Application.* China: Lippincott Williams & Wilkins

Marshall, D. (2015). *The importance of assertive behavior in healthcare.* Retrieved from

http://www.myrounding.com/blog/the-importance-of-assertive-behavior-in-

healthcare-for-patient-safety

Marton-Williams J. (1986). *Questionnaire design, in consumer market research handbook.* In R. Worcester and J. Downham (Eds). London: McGraw-Hill Book Company

Mathew, J., Ram, D., Bhattacharjee, D., & Sharma, A. (2013). Self-esteem, job satisfaction and burnout between general and psychiatric nursing staff: A comparative study. *Journal of Health Management,* 15(4), 595–612. https://doi.org/10.1177/0972063413516232

Maxfield, D., Grenny, J., McMillan, R., Patterson, K., & Switzer, A. (2005). *Silence kills: The seven crucial conversations for health care.* Retrieved from https://faculty.medicine.umich.edu/sites/default/files/resources/silent_treatment. pdf

McCabe, C., & Timmins, F. (2003). Teaching assertiveness to undergraduate nursing students. *Nurse Education in Practice,* 3(1), 130-142. https://doi.org/10.1016/S1471-5953(02)00079-3

McCabe, C. & Timmins, F. (2010). *The importance of assertive behaviour by nurses in becoming autonomous practitioners.* Faculty of Nursing, 25th Annual Nursing and Research Conference, Royal College of Surgeons in Ireland, Stephen's Green, Dublin, 23-25th February.

McCartan , P.J., & Hargie, O.D. (2004a). Assertiveness and caring: Are they compatible? *Journal of Clinical Nursing,* 13(6), 707-713. https://doi.org/10.1111/j.1365-2702.2004.00964.x

McCartan, P.J., & Hargie, O.D. (2004b). Effects of nurse's sex role orientation on

positive and negative assertion. *Nursing and Health Science,* 6(1), 45 – 49.

https://doi.org/10.1111/j.1442-2018.2003.00173.x

McClure, M.L., Poulin, M.A., Sovie, M.D., & Wandelt, M.A. (1983). *Magnet hospitals:*

Attraction and retention of professional nurses. Kansas City: American Nurses'

Association.

McLeod, S.A. (2012). *Low self esteem.* Retrieved from

https://www.simplypsychology.org/self-esteem.html

McLeod, S.A. (2014). *Carl Rogers.* Retrieved from

https://www.simplypsychology.org/carl-rogers.html

McVanel, S., & Morris, B. (2010). Staff's perceptions of voluntary assertiveness skills

training. *Journal for Nurses in Staff Development,* 26(6), 256–259.

https://dx.doi.org/10.1097/NND.0b013e31819b5c72

Melendez, G. (2017). *The perceived leadership characteristics, behaviors, and self-*

esteem: Conducting your leadership orchestra as a Hispanic nurse. Sigma 28th

International Nursing Research Congress, Dublin, Ireland. Retrieved from

https://stti.confex.com/stti/congrs17/webprogram/Paper84776.html

Meng, L., Liu, Y., Liu, H., Hu, Y., Yang, J., & Liu, J. (2014). Relationships among

structural empowerment, psychological empowerment, intent to stay and

burnout in nursing field in mainland China—based on a cross-sectional

questionnaire research. *International Journal of Nursing Practice,* 21(3), 303-312.

https://doi.org/10.1111/ijn.12279

Menon, S.T. (1995). *Employee empowerment: Definition, measurement and construct validation.* Montreal: McGill University

Menon, S. (2001). Employee empowerment: An integrative psychological approach. *Applied Psychology,* 50(1), 153-180. https://doi.org/10.1111/1464-0597.00052

Merriam-Webster's Dictionary. (2018). Retrieved from https://www.merriam-webster.com/

Miki, A. (2002). Stress management in hospitals. *Sangyo Eiseigaku Zasshi,* 44(6), 219-223. https://doi.org/10.1539/sangyoeisei.KJ00001039883

Mohamed, N.A., Abd El-Hammed, N.A., & Thabet, R.A. (2016). The effect of assertiveness training program on psychiatric nurses' communication skills and self-esteem. *Medical Journal of Cairo University,* 84(1), 663-669. Retrieved from https://pdfs.semanticscholar.org/fd69/f975d7ff09a79a54c7b9800e8f6eb7a5a9b6.pdf

Montayre, J.G., Montayre, J.C., & Bandong, C.J. (2016). Family and caregiving values: Factors influencing career choice of Filipino nursing students. *University of the Visayas Journal of Research,* 10(1), 15-19. http://doi.org/10.5281/zenodo.2386770

Mooney, M., Glacken, M., & O'Brien, F. (2008). Choosing nursing as a career: A qualitative study. *Nurse Education Today,* 28(3), 385–392. https://doi.org/10.1016/j.nedt.2007.07.006

Morse, J.M. (1991). Approaches to qualitative-quantitative methodological triangulation. *Nursing Research*, 40(2), 120-123. Retrieved from https://journals.lww.com/nursingresearchonline/Citation/1991/03000/Approaches _to_Qualitative_Quantitative.14.aspx

Mukundan, J., & Nimehchisalem, V. (2012). Evaluative criteria of an English language textbook evaluation checklist. *Journal of Language Teaching & Research*, 3(6), 1128-1134. https://doi.org/10.4304/jltr.3.6.1128-1134

Mushtaq, B. (2018). Assertiveness in nursing. *COJ Nursing and Healthcare*, 3(3), 1-2: Retrieved from https://crimsonpublishers.com/cojnh/pdf/COJNH.000561.pdf

Nacioglu, A. (2016). As a critical behavior to improve quality and patient safety in health care: Speaking up! *Safety in Health*, 2(10). https://doi.org/10.1186/s40886-016-0021-x

Namasivayam, K., Guchait, P., & Lei, P. (2014).The influence of leader empowering behaviors and employee psychological empowerment on customer satisfaction. *International Journal of Contemporary Hospitality Management*, 26(1), 69 -84. http://dx.doi.org/10.1108/IJCHM-11-2012-0218

Napoli, J.M.D., O'Flaherty, D. Musil, C., Clavelle, J.T., & Fitzpatrick, J.J. (2016). The relationship of clinical nurses' perceptions of structural and psychological empowerment and engagement on their unit. *Journal of Nursing Administration*, 46(2), 95-100. https://doi.org/10.1097/NNA.0000000000000302

National Center for Education Statistics (2018). Retrieved from https://nces.ed.gov/programs/coe/indicator_caa.asp

Niikura, R. (1999). Assertiveness among Japanese, Malaysian, Filipino, and U.S. white-

collar workers. *Journal of Social Psychology,* 139(6), 690-699.

https://doi.org/10.1080/00224549909598249

Norton, R. & Warnick, B. (1976). Assertiveness as a communication construct. *Human*

Communication Research, 3(1), 62-66. https://doi.org/10.1111/j.1468-

2958.1976.tb00504.x

Oducado, R.M.F. (2019). Leader empowering behaviors and psychological empowerment

as perceived by young hospital staff nurses: A pilot study. *Jurnal Ners,* 14(1), 47-

54. http://dx.doi.org/10.20473/jn.v14i1.15056

Okuyama, A., Wagner, C., & Bijnen, B. (2014a). How we can enhance nurses'

assertiveness: A literature review. *Journal of Nursing Care,* 3(5), 1-9.

http://dx.doi.org/10.4172/2167-1168.1000194

Okuyama, A., Wagner, C., & Bijnen, B. (2014b). Speaking up for patient safety by

hospital-based health care professionals: A literature review. *BMC Health*

Services Research. 14,61. https://doi.org/10.1186/1472-6963-14-61

Olshansky, E. (2011). Nursing as the most trusted profession: Why this is important.

Journal of Professional Nursing, 27(4), 193-194.

https://doi.org/10.1016/j.profnurs.2011.06.007

Omura, M., Levett-Jones, T., & Stone, T.E. (2019a). Evaluating the impact of an

assertiveness communication training programme for Japanese nursing students:

A quasi-experimental study. *Nursing Open,* 6(2), 463-472.

https://doi.org/10.1002/nop2.228

Omura, M., Levett-Jones, T., & Stone, T.E. (2019b). Design and evaluation of an

assertiveness communication training programme for nursing students. *Journal*

of Clinical Nursing, 28(9-10), 1990-1998. https://doi.org/10.1111/jocn.14813

Omura, M., Stone, T. E., Maguire, J., & Levett-Jones, T. (2018). Exploring Japanese

nurses' perceptions of the relevance and use of assertive communication in

healthcare: A qualitative study informed by the Theory of Planned Behaviour.

Nurse Education Today, 67, 100–107.

https://doi.org/10.1016/j.nedt.2018.05.004

Omura, M., Stone, T. E., & Levett-Jones, T. (2018a). Cultural factors influencing

Japanese nurses' assertive communication Part 1: Collectivism. *Nursing & Health*

Sciences, 20(3), 283-288. https://doi.org/10.1111/nhs.12411

Omura, M., Stone, T. E., & Levett-Jones, T. (2018b). Cultural factors influencing

Japanese nurses' assertive communication Part 2: Hierarchy and power. *Nursing*

& Health Sciences, 20(3), 289-295. https://doi.org/10.1111/nhs.12418

Ontario Ministry of Training, Colleges and Universities. (2011). *How to use the checklist*

for evaluating learning materials. Retrieved from

http://tcu.gov.on.ca/eng/eopg/publications/OALCF_How_to_Evaluate_Learning_

Materials_Mar_11.pdf

Ortiga, Y.Y. (2018). Learning to fill the labor niche: Filipino nursing graduates and the

risk of the migration trap. *RSF: The Russell Sage Foundation Journal of the Social*

Sciences, 4(1), 172-187. https://doi.org/10.7758/RSF.2018.4.1.10

Ouyang, Y., Zhou, W. & Qu, H. (2015). The impact of psychological empowerment and organisational commitment on Chinese nurses' job satisfaction. *Contemporary Nurse,* 50(1), 80-91. https://doi.org/10.1080/10376178.2015.1010253

Pabilona, L.F.L., et al. ...Umbao, J.C. (2011). *Level of self-confidence and assertiveness to care for patients with mechanical ventilator among level III Nursing students of Cebu Doctors' University: Basis for assertiveness to care enhancement program (Undergraduate thesis).* Cebu Doctors' University, Cebu. Retrieved from HERDIN

Palatnik, A. (2016). Speak up for patient safety. *Nursing Critical Care,* 11(6), 4. doi: 10.1097/01.CCN.0000503425.05594.02

Paler-Calmorin, L. & Calmorin, M.A. (1997). *Statistics in education and the sciences.* Sampaloc, Manila: Rex Book Store, Inc.

Park, H.S., & Yang, Y.O., 2006. A concept analysis of assertiveness. *Taehan Kanho Hakhoe Chi,* 36(3), 468–474. https://doi.org/10.4040/jkan.2006.36.3.468

Peachey, G.A. (2002). *The effect of leader empowering behaviours on staff nurses workplace empowerment, psychological empowerment, organizational commitment, and absenteeism (Doctoral dissertation).* McMaster University, Hamilton, Canada

Peplau, H.E. (1997). Peplau's theory of interpersonal relations. *Nursing Science Quarterly,* 10(4), 162–167. https://doi.org/10.1177/089431849701000407

Peplau, H. (2004). *Interpersonal relations in nursing: A conceptual frame of reference for psychodynamic nursing.* New York, NY: Springer Publishing Company

Perkins, D.D., & Zimmerman, M.A. (1995). Empowerment theory, research and

application. *American Journal of Community Psychology,* 23(5), 569-579,

Retrieved from

https://pdfs.semanticscholar.org/ef70/cb7c6a4cfd28ec0d9dea83cc826d19362c5e

.pdf

Peneva, I., & Mavrodieva, S. (2013). A historical approach to assertiveness.

Psychological Thought, 6(1), 3-26. https://doi.org/10.5964/psyct.v6i1.14

Philippine Health Research Ethics Board. (2018). *2017 National ethical guidelines for*

health and health-related research (Version 2). Retrieved from

http://www.ethics.healthresearch.ph/index.php/2012-04-19-05-10-10/297-2017-

national-ethical-guidelines-revision

Philippine Statistics Authority. (2016). Employment situation in October 2015. Retrieved

from: https://psa.gov.ph/content/employment-situation-october-2015-final-

results

Polit, D.F., & Beck, C.T. (2006). The content validity index: Are you sure you know

what's being reported? Critique and recommendations. *Research in Nursing and*

Health, 29(5), 489-97. https://doi.org/10.1002/nur.20147

Polit, D.F., & Beck, C.T. (2004). *Nursing research: Principles and methods* (7th ed).

Philadelphia, PA: Lippincott Williams & Wilkins

Poroch, D., & McIntosh, W. (1995). Barriers to assertive skills in nurses. *Australian and*

New Zealand Journal of Mental Health Nursing, 4(3), 113-123. Retrieved from

https://www.ncbi.nlm.nih.gov/pubmed/9086937

Prince Edward Island Department of Education Canada (2008). *Evaluation and selection of learning resources: A guide.* Retrieved from

http://www.gov.pe.ca/photos/original/ed_ESLR_08.pdf

Pronovost, P.J. (2010). Learning accountability for patient outcomes. *Journal of American Medical Association,* 304(2), 204-205.

https://doi.org/10.1001/jama.2010.979

Quinn, R.E., & Spreitzer, G.M. (1997). The road to empowerment: Seven questions every leader should consider. *Organizational Dynamics,* 26(2), 37-48. Retrieved from https://www.unitar.org/hiroshima/sites/unitar.org.hiroshima/files/ AF2009_WSI%26II_Seven_questions_Article.pdf https://www.unitar.org/hiroshima/sites/unitar.org.hiroshima/files/AF2009_WSI% 26II_Seven_questions_Article.pdf

Raad, J. (2015). *Rehab measures: Rosenberg Self-esteem scale.* Retrieved from

http://www.wwnorton.com/college/psych/psychsci/media/ rosenberg.htm

Rada, I.J.R., et al. ...Pacudan, A.R.R. (2012). *Level of confidence and assertiveness in performing head-to-toe assessment in the clinical setting among selected level of II Nursing students of Cebu Doctors' University: Basis for assertiveness enhancement program in performing head-to-toe assessment (Undergraduate thesis).* Cebu Doctors' University, Cebu. Retrieved from HERDIN

Rainer, J. (2015). Speaking up: Factors and issues in nurses advocating for patients when patients are in jeopardy. *Journal of Nursing Care Quality,* 30(1), 53-62.

doi: 10.1097/NCQ.0000000000000081.

Rasetsoke, R.L. (2012). *Assertive behaviour of professional nurses and nurse managers*

in unit management at academic hospital settings in the Pretoria Region

(Master's thesis). University of Johannesburg, South Africa. Retrieved from

https://ujcontent.uj.ac.za/vital/access/services/Download/uj:7557/CONTENT1

Reid, J., & Bromiley, M. (2012). Clinical human factors: The need to speak up to

improve patient safety. *Nursing Standard,* 26(35), 35-40. Retrieved from

https://pdfs.semanticscholar.org/26f0/fae43021f6fb8ed457e5afe5421d68982620.

pdf

Reuter, C., & Fitzsimons, V. (2013). Physicians orders echoes from military and religious

history. *American Journal of Nursing,* 111(8), 11. doi:

10.1097/01.NAJ.0000432941.27219.95

Reyes, M.E.S., Amistoso, M.N.G., Babaran, C.A.C., Bulaong, G.B.M., Reyes, V.D.M., &

Tubig, N.N. (2017). Death anxiety & self-esteem of Filipino youths & older adults.

North American Journal of Psychology, 19(2), 435-450. Retrieved from

https://www.academia.edu/33010448/Death_Anxiety_and_Self-

Esteem_of_Filipino_Youths_and_Older_Adults

Rezayat, F., & Nayeri, N.D. (2014). The level of depression and assertiveness among

nursing students. *International Journal of Community Based Nursing-Midwifery,*

2(3), 177-184. Retrieved from

https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4201197/

Riley, J.B. (2000). Communication in nursing. (4th ed). St.Louis, Missouri: Mosby, Inc.

Ritzmann, S., Hagemann, V., & Kluge, A. (2014). The training evaluation inventory (TEI) - Evaluation of training design and measurement of training outcomes for predicting training success. *Vocations and Learning,* 7(1), 41-73. https://doi.org/10.1007/s12186-013-9106-4

Robbins, S.P., & Hunsaker, P.L. (2007). *Training in interpersonal skills.* (4th ed). Delhi, India: Pearson Education, Inc.

Robbins, T.L., Crino, M.D., & Fredendall, L.D. (2002). An integrative model of the empowerment process. *Human Resource Management Review,* 12, 419-443. Retrieved from https://pdfs.semanticscholar.org/86ac/28ad4870db 488514d8fdbf11d3d77a9e4d58.pdf

Rodwell, C. M. (1996). An analysis of the concept of empowerment. *Journal of Advanced Nursing,* 23(2), 305-313. https://doi.org/10.1111/j.1365-2648.1996.tb02672.x

Romek, V.G. (2003). *Training of confidence in interpersonal relations.* Sankt-Petersburg: Reč

Rogers, C. (1959). *A theory of therapy, personality and interpersonal relationships as developed in the client-centered framework.* In S. Koch (Ed), Psychology: A study of a science. New York, NY: McGraw Hill.

Rosenberg, M. (1965). *Society and the adolescent self-image.* Princeton, NJ: Princeton University Press.

Royan, S., Alikhani, M., Mohseni, M., Alirezaei, S., Khosravizadeh, O., & Moosavi, A.

(2017). Nurses' psychological empowerment in Iran: A systematic review and

meta-analysis. *Journal of Tropical Medicine and Public Health*, 10(6), 1558-1562.

Retrieved from http://www.atmph.org/text.asp?2017/10/6/1558/222669

Ryan-Merritt, M. (1982). A teaching strategy for evaluating assertive behavior change.

Journal of Nurse Education, 21(9), 13-16. https://doi.org/10.3928/0148-4834-

19821101-04

Ryan, M.V. (1981). The practice of assertiveness. *Occupational Health Nursing*, 29(4),

7–47. https://doi.org/10.1177/216507998102900401

Sabah, M., Nasir, S., Hussain, M., & Afzal, M. (2018). Attitude and preparedness of the

nurse manager's regarding effective delegation in Jinnah Hospital, Lahore.

International Journal of Graduate Research and Review, 4(4): 149-155. Retrieved

from http://ijgrr.org/vol_4/Sabah_et_al._4.4.pdf

Sabatina, D., Begum, M., & Joseph, A. (2018). Assessment of assertiveness and self-

esteem among bsc nursing 1st year students of a selected nursing College of

Hyderabad. *Journal of Psychiatric Nursing*, 7(1), 5-8.

http://dx.doi.org/10.21088/jpn.2277.9035.7118.1

Sabiston, J. A., & Laschinger, H. K. S. (1995). Staff nurse work empowerment and

perceived autonomy: Testing Kanter's theory of structural power in

organizations. *Journal of Nursing Administration*, 25(9), 42-50. Retrieved from

https://www.ncbi.nlm.nih.gov/pubmed/7674044

Sahin, S. (2020). Developing a checklist for English language teaching course book

analysis. *International Journal of Education and Research*, 8(1), 107-120.

Retrieved from https://www.ijern.com/journal/2020/January-2020/09.pdf

Saito, I. (2010). *Pakikisama: A Filipino trait.* Lizheng University Institute of Psychology,

8. Retrieved from

https://pdfs.semanticscholar.org/e07e/f91b6d66b14e664958db0bd51f9d80552ae

7.pdf?_ga=2.210654229.1216390292.1587906510-1403625020.1518923783

Salter, A. (2002). *Conditioned reflex therapy: The classic book on assertiveness that*

began behavior therapy. Gretna, LA: Wellness Institute.

Sandelowski, M. (2000). What happened to qualitative description? *Research in Nursing*

and Health, 23(4), 334-340. https://doi.org/10.1002/1098-

240X(200008)23:4<334::AID-NUR9>3.0.CO;2-G

Santos, S.V.M., Macedo, F.R.M., Silva, L.A., Resck, Z.M.R., Nogueira, D.A., & Terra, F.S.

(2017). Work accidents and self-esteem of nursing professional in hospital

settings. *Revista Latino-Americana de Enfermagem*, 25:e2872. DOI:

http://dx.doi.org/10.1590/1518-8345.1632.2872.

Sari, I., Soyer,F., & Gulle, M. (2014). The role of perceived leadership behaviors as

predictor of assertiveness levels in individual sport athletes. *Procedia Social and*

Behavioral Sciences, 152, 446-450. https://doi.org/10.1016/j.sbspro.2014.09.229

Saunders, B., Sim, J., Kingstone, T., Baker, S., Waterfield, J., Bartlam. B., Burroughs, H., & Jinks, C. (2018). Saturation in qualitative research: Exploring its conceptualization and operationalization. *Quality and Quantity,* 52(4), 1893-1907. https://doi.org/10.1007/s11135-017-0574-8

Schalk, D., Bijl, M., Halfens, R., Hollands, L., & Cummings, G.G. (2010). Interventions aimed at improving the nursing work environment: A systematic review. *Implementation Science*, 5(34), 1-11. https://doi.org/10.1186/1748-5908-5-34

Schwappach, D., & Richard, A. (2018). Speak up-related climate and its association with healthcare workers' speaking up and withholding voice behaviours: A cross-sectional survey in Switzerland. *BMJ Quality and Safety,* 27(10), 827–835. http://dx.doi.org/10.1136/bmjqs-2017-007388

Scott, P.A., Matthews, A., & Corbally, M. (2003). *Nurses' and midwives' understanding and experiences of empowerment in Ireland.* Retrieved from https://health.gov.ie/wp-content/uploads/2014/03/Nurses-and-Midwives-Understanding-and-Experiences-of-Empowerment-in-Ireland.pdf

Seibert, S.E., Wang, G., & Courtright, S.H. (2011). Antecedents and consequences of psychological and team empowerment in organizations: A meta-analytic review. *Journal of Applied Psychology,* 96(5), 981-1003. http://dx.doi.org/10.1037/a0022676

Shapira-Lishchinsky, O., & Tsemach, S. (2014). Psychological empowerment as a mediator between teachers' perceptions of authentic leadership and their withdrawal and citizenship behaviors. *Educational Administration Quarterly,* 50(4), 675–712. http://dx.doi. org/10.1177/0013161X13513898

Sharma, P., Davey, A., Davey, S., Shukla, A., Shrivastava, K., & Bansal, R. (2014). Occupational stress among staff nurses: Controlling the risk to health. *Indian Journal of Occupational and Environmental Medicine,* 18(2), 52-56. https://doi.org/10.4103/0019-5278.146890

Sherman, R.O. (2014). Risk taking in nursing leadership. *Emerging RN Leader.* Retrieved from https://www.emergingrnleader.com/risk-taking-nursing-leadership/

Sheini-Jaberi, P., Baraz-Pordanjani, S., & Beiranvand, S. (2014). Relationship between self-esteem and burnout in nurses. *Journal of Clinical Nursing and Midwifery,* 4(3), 53-63. Retrieved from http://jcnm.skums.ac.ir/article-1-98-en.html

Singh, B.M., & Chatterjee, K. (2015). Concept of nursing empowerment. *International Journal of Science and Research,* 6(8), 1458-1460. Retrieved from https://pdfs.semanticscholar.org/eac4/1cf1d01ce050e8bed9ea36847d9e5ec986a 5.pdf

Sim, M.R., & Kim, K.H. (2012). Job satisfaction, self-esteem, and nursing task performance among registered nurses and nurse assistants in long-term care hospitals. *Journal of Korean Academy of Nursing Administration,* 16(4), 446-454. https://doi.org/10.11111/jkana.2010.16.4.446

Smith, M.J. (1985). *When I say no, I feel guilty.* New York, NY: Bantam Books.

Schober, P., Boer, C., & Schwarte, L. A. (2018). Correlation coefficients: appropriate use

and interpretation. *Anesthesia & Analgesia,* 126(5), 1763-1768. doi:

10.1213/ANE.0000000000002864

Soni, R. & Kalaivani srinivasan, H. (2017). A pre- experimental study on the effect of

'Assertiveness training program' among nursing students of a selected college of

Nursing, Ajitgarh, 2013-2014. *International Journal of Applied Research,* 3(5):

533-538. Retrieved from https://pdfs.semanticscholar.org/0d3d/f6fdb54f3

ba54075bee2a2c20d04dac8125c.pdf

Spielman, R.M. (2017). *Psychology.* Houston, Texas: OpenStax, Rice University.

Spreitzer, G.M. (1995). Psychological, empowerment in the workplace: Dimensions,

measurement and validation. *Academy Management Journal,* 38(5): 1442-1465.

http://dx.doi.org/10.2307/256865

Spreitzer, G. (1996). Social structural characteristics of psychological empowerment. *The*

Academy of Management Journal, 39(2), 483-504. Retrieved from

http://www.jstor.org/stable/256789

Spreitzer, G.M. (2008). Taking stock: A review of more than twenty years of research on

empowerment at work. *SAGE Handbook of Organizational Behavior.* Retrieved

from https://pdfs.semanticscholar.org/09ac/ed8af807c913a795066fda

7546df238a17ae.pdf

Sreedevi, P.A., Aswathy, B.L., & Neethumol, R. (2018). A correlational study on assertiveness and self esteem of undergraduate students of a selected college of nursing, Ernakulam. *Indian Journal of Public Health Research and Development,* 9(6), 49-55. DOI: 10.5958/0976-5506.2018.00522.3

Statistics Solutions. (2018). *Psychological empowerment instrument.* Retrieved from https://www.statisticssolutions.com/psychological-empowerment-instrument/

Stewart, J. (2006). Transformational leadership: An evolving concept examined through the works of Burns, Bass, Avolio, and Leithwood. *Canadian Journal of Educational Administration and Policy,* 54, 1-29. Retrieved from https://journalhosting.ucalgary.ca/index.php/cjeap/article/view/42735

Stewart, J.G., McNulty, R., Griffin, M.T., & Fitzpatrick, J.J. (2010). Psychological empowerment and structural empowerment among nurse practitioners. *Journal of the American Association of Nurse Practitioners,* 22(1), 27-34. https://doi.org/10.1111/j.1745-7599.2009.00467.x

Sucan, S., Turan, M.B., Pepe, O., Karaoglu, B., & Dogan, D. (2016). The relationship between leadership styles and assertiveness of physical education teachers. *International Journal of Science Culture and Sport,* 4(1), 11-22. DOI: 10.14486/IntJSCS530

Taghavi, T., Sharifi, N., Aghajani, M., & Mehran, A. (2010). Relation between assertiveness and anxiety in nursing and midwifery students. *Journal of Hayat,* 15:61–72. Retrieved from http://hayat.tums.ac.ir/article-1-121-en.html

Tannenbaum, A.S. (1986). *Back to basics: Beyond perception.* In R.N. Stern & S. McCarthy (Eds.), International yearbook of organizational democracy for the study of participation, co-operation and power: Volume III, The organizational practice of democracy. New York: John Wiley.

Tashakkori, A. & Teddlie, C. (2003). *Handbook of mixed methods in social and behavioral research.* Thousand Oaks, CA: Sage Publications

Teixeira, A.C. & Barbieri-Figueiredo, M.D.C. (2015). Nursing empowerment and job satisfaction: An integrative review according the structural theory. *Journal of Nursing Referência,* 6(6), 151-158. http://dx.doi.org/10.12707/RIV14024

Tellis, C.M. & Barone, O.R. (2018). *Counseling and interviewing in speech-language pathology and audiology.* Burlington, MA: Jones & Barlett Learning, LLC

Terra, F.S., Marziale, M.H.P., & Robazzi, M.L.C.C. (2013). Evaluation of self-esteem in nursing teachers at public and private universities. *Revista Latino-Americana de Enfermagem,* 21, 71-78. https://dx.doi.org/10.1590/S0104-11692013000700010

Timmins, F., & McCabe, C. (2005). Nurses' and midwives' assertive behaviour in the workplace. *Journal of Advance Nursing,* 51(1), 38-45. https://doi.org/10.1111/j.1365-2648.2005.03458.x

Timmins, F., & McCabe, C. (2015). A survey of UK midwives' views of their assertive behaviour in the workplace. *Jacobs Journal of Nursing and Care,* 1(2), 1-12. Retrieved from https://jacobspublishers.com/a-survey-of-uk-midwives-views-of-their-assertive-behaviour-in-the-workplace/

Thomas, K., & Velthouse, B. (1990). Cognitive element of empowerment: An interpretive model of intrinsic motivation. *Academy of Management Review,* 15(4), 666-681. Retrieved from https://calhoun.nps.edu/handle/10945/45984

Trihadi, D. Silvi, E. & Murtiasih, D.K. (2017). Assertiveness training can increase nursing student confidence. *International Journal of Education and Clinic,* 2(1), 34-43. http://dx.doi.org/10.24990/injec.v2i1.139

Townend, A. (2007). *Assertiveness and diversity.* New York, NY: Palgrave Macmillan.

Unal, S. (2012). Evaluation the effect of self-awareness and communication techniques on nurses' assertiveness and self-esteem. *Contemporary Nurse,* 43(1), 90-98. https://doi.org/10.5172/conu.2012.43.1.90

Uner, S., & Turan, S. (2010). The construct validity and reliability of the Turkish version of Spreitzer's psychological empowerment scale. *BMC Public Health,* 10(117): 1-8. https://doi.org/10.1186/1471-2458-10-117

Upenieks, V.V. (2003). The interrelationship of organizational characteristics of magnet hospitals, nursing leadership, and nursing job satisfaction. *Health Care Manager,* 22(2), 83-98. DOI: 10.1097/00126450-200304000-00002

Valentine, P.E.B. (1995). Management of conflict: Do nurses/women handle it differently? *Journal of Advanced Nursing,* 22(1), 142-149. https://doi.org/10.1046/j.1365-2648.1995.22010142.x

Vallerand, R.J., Blanchard, C., Mageau, G.A., Koestner, R., Ratelle, C., Léonard, M., Gagné, M., & Marsolais, J. (2003). Les passions de l'âme: On obsessive and harmonious passion. *Journal of Personality and Social Psychology,* 85(4), 756–767. https://doi.org/10.1037/0022-3514.85.4.756

Van Bogaert, P., Peremans, L., Diltour, N., Van heusden, D., Dilles, T., Van Rompaey B, & Havens, D.S. (2016). Staff nurses' perceptions and experiences about structural empowerment: A qualitative phenomenological study. *PLoS ONE*, 11(4), e0152654. https://doi.org/10.1371/journal.pone.0152654

Venkatesh, V., Brown, S.A., & Bala, H. (2013). Bridging the qualitative–quantitative divide: Guidelines for conducting mixed methods research in information systems. *MIS Quarterly*, 37,(1), 21-54. Retrieved from http://www.vvenkatesh.com/wp-content/uploads/2015/11/Venkatesh_Brown_Bala_MISQ_forthcoming.pdf

Vestal, K.W. (1980). Assertiveness: It's a two way street. *The Journal of Practical Nursing*, 30(11), 28-29.

Waltz, C.F., Strickland, O., & Lenz, E.R. (2010). *Measurement in nursing and health research* (4th ed). New York, NY: Springer

Warr, P.B. (1987). *Work, unemployment and mental health.* Oxford: Oxford University Press

Weinstein, S.M. (2016). *Why are nurses important?* Retrieved from https://www.sharecare.com/health/nursing/why-nurses-important

Wellins, R. S., Byham, W. C., & Wilson, J. M. (1991). *Empowered teams.* San Francisco, CA: Jossey-Bass.

Westaway, M.S., Wessie, G.M., Viljoen, E., Booysen, U., & Wolmarans, L. (1996). Job satisfaction and self-esteem of South African nurses. *Curationis,* 19(3), 17-20.

West Visayas State University. (2018). *Evaluation form for printed instructional materials.* Document No. WVSU-IQA-SOI-05-F01

White, K. (2002). Nursing as vocation. *Nursing Ethics,* 9(3), 279-290. https://doi.org/10.1191/0969733002ne510oa

Wilkes, L., Cowin, L., & Johnson, M. (2015). The reasons students choose to undertake a nursing degree. *Collegian,* 22(3), 259-265. https://doi.org/10.1016/j.colegn.2014.01.003 |

Wolpe, J. (1990). *The practice of behavior therapy.* New York, NY: Pergamon.

Wong, C.A., Spence Laschinger, H.K., & Cummings, G.G. (2010). Authentic leadership and nurses' voice behaviour and perceptions of care quality. *Journal of Nursing Management,* 18(8), 889-900. https://doi.org/10.1111/j.1365-2834.2010.01113.x

Yoshinaga, N., Nakamura, Y., Tanoue, H., MacLiam, F., Aoishi, K., & Shiraishi, Y. (2018). Is modified brief assertiveness training for nurses effective? A single-group study with long-term follow-up. *Journal of Nursing Management,* 26(1), 59–65. https://doi.org/10.1111/jonm.12521

Yurdugul, H. (2008). Minimum sample size for Cronbach's coefficient alpha: A Monte-Carlo study. *Hacettepe University Journal of Education,* 35, 397-405. Retrieved from https://www.researchgate.net/publication/268809872_Minimum_ Sample_Size_for_Cronbach's_Coefficient_Alpha_A_Monte_Carlo_Stdy

Zhang, X., & Bartol, K. M. (2010). Linking empowering leadership and employee creativity: The influence of psychological empowerment, intrinsic motivation, and creative process engagement. *Academy of Management Journal,* 53(1), 107–128. http://dx.doi.org/10.5465/ AMJ.2010.48037118