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## Communication satisfaction of professional nurses working in selected public health care services in the city of Johannesburg, South Africa

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This study aimed to establish and describe the level of communication satisfaction that professional nurses experience in selected public hospitals in the City of Johannesburg, South Africa. Quantitative, explorative and descriptive research was conducted to determine the communication effectiveness and levels of communication satisfaction. Data were collected by means of questionnaires, based on an adapted version of the Downs and Adrian (2004) Communication Satisfaction Questionnaire (CSQ). A sample of 265 professional nurses, from different nursing categories, was chosen using a disproportionate random stratified sampling method. The study population consisted of 3 groups of professional nurses, namely nurse managers (n=18), operational managers (n=22) and professional nurses (n=90). Cronbach's alpha internal consistency analysis: Item analysis was done to assess the reliability of the different dimensions or constructs in the questionnaire via Cronbach's alpha values. The study highlighted areas of effective and ineffective communication, as well as areas of communication satisfaction and dissatisfaction, among professional nurses. The recommendations for the improvement of the communication effectiveness and communication satisfaction of PNs are aimed at creating an organisational atmosphere conducive to two-way communication.

### Biography

J D Wagner graduated from the University of South Africa (UNISA) in 2013 and completed his Master's degree in Health Studies. He functioned in both the public and private health sectors in South Africa, in the clinical nursing domain and is currently a Senior Lecturer at Ann Latsky Nursing College (Gauteng, South Africa).

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