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Nursing staff's English language communication skills in Pakistan Ordnance Factories (POF) Hospital Wah Cantt, Rawalpindi-Pakistan: A need analysis

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Abstract
Communication in English language is important for the better service delivery and job performance of nursing staff in a hospital setting where foreign patients mostly seek treatments. In this regard, the current study has been carried out to study the needs of POF hospital nursing staff's English language communication skills. For this, data were collected from 20 nurses. Data were recorded through two Likert scale types i.e., 4 point (very important, fairly important, important, not important at all) and 5 points (very weak, weak, fair, good, very good). Data were analyzed through frequencies and percentages mainly. It has been found that nurses have weak speaking and listening skills which are required in the situations like handling educated and foreign patients, attending telephone calls, providing advice, providing instructions, laboratory testes explanation, explaining drug interactions, and medication administration to patients. For the target situations like better understanding of medicine, patient care, duties, medical treatment, and diseases nurses require English language proficiency or effective communication skills. Group work and learning in a class were the most reported activities by the nurses. It shows that English language communication for the nursing staff is of very much importance and thus a special course or syllabus must be designed for them which targets to improve their speaking and listening skills mainly so that they might be effectively deliver their services in the respective hospital.

Keywords: Nurses, POF hospital, English Communication, Need analysis

1. Introduction
Nurses constitute the important tier of the health care system and thus their effective communication and understanding with patients, doctors, and administration staff of the hospitals are vital for the effective health services delivery (Sodho *et al*., 2021) [6]. In this regard, the U.S. Department of Healthcare and Humanity Services (2001) and the Joint Commission International (JCI) (2017) have also pointed that nurses served as the major workforce of the health care system and thus they must need to communicate holistically and understandably with patients who belong to various ethnicities, religions, and communities and thus spoke different languages and have different social values. The understandable and holistic communication among nurses and patients result in the satisfied healthcare services (Chapman, 2009; Waidarp, 2011) [10, 11]. For this, both the non-verbal and verbal communication are important so that a positive effective on patients' well-being and physical healing may be attained (Klagsbrun, 2012) [9]. Therefore, communication in a universal language is required for nurses which can satisfy doctors, administration, and patients in the hospitals (Theeartsana, 2017) [12].
English being a global language has also been considered as the official language in various developing countries including Pakistan (Hossain, 2018) [1]. Therefore, English language is required in the formal setting of a hospital as well. However, it has been found in the literature that Pakistani people are facing various challenges while communicating in English language which affect their professional endeavors (Nawaz *et al*., 2015) [8]. Hence, at workplace, employees face a problem of effective English communication which includes nurses in the hospital setting as well (Arumugam and Kaur, 2011) [2].
Communication in English language is important for the nurses who treat English speaking patients in hospitals frequently because they have to communicate with the patients intimately and frequently (Theeartsana, 2017) [12]. In this regard, the literature reported for the need of English language for nurses because they have to communicate with the patients and thus effective communication among the nurses and patients can faster the treatment process and thus the general well-being of the

patients as well (Chetsadanuwat, 2018) [3]. Moreover, the literature has also pointed out that hospitals required nurses who can effectively communicate in English because these nurses have to check the patients reports and records and respond to their treatment charts along with the communication to doctors and administration staff of the hospital. For all these purposes, English language communication for nurses became more apparent.

Looking into the importance of English language for nurses, it is important that their communication in the mentioned language must be improved. For this, first their need analysis is important (Chetsadanuwat, 2018) [3]. Moreover, the transnational activities in societies have also been on increasing trend which show that English speaking patients now frequently visit hospitals for their medical needs and thus nurses have to communicate in English language with these patients specifically (Hisako and Suma, 2018) [4]. Literature in this regard show some studies which have used need analysis of the English language of nursing staff in various countries.

A study conducted by Singh et al. (2015) [7] have pointed out that nurses in the hospital of India needs specific trainings which include the development of their communication skills as well. Similarly, they have also pointed out that research on the specific subject is scarce in the developing countries as compared to the developed world like UK, USA, etc.

A most recent study conducted in Pakistan by Sodho et al., (2021) [6] have reported for the training needs of nurses along with some facilities provision in the hospital which can further improve their performances.

Another study conducted by Hussain et al. (2019) [5] have pointed out that communication between the doctor-patient can increase the patients satisfaction. Thus, effective communication is required for the effective health care service delivery. In this regard, need analysis has been pointed out as the best method to address the issue and has been widely used in the literature by Miyake and Tremarko (2005), Chetsadanuwat (2018) [3], Arumugam and Kaur (2011) [2], Singh et al. (2015) [7] and so on. Therefore, the current study has also used this technique to not only identify the area of needs but to also design a course on the basis of findings of this study.

Looking into the above-mentioned logic and to the fact that Pakistani people in generally face various problems while communicating in English language. There is a need to find out the level of nurses English language communication in the hospitals as well. Especially, the hospitals where foreigners tend to do their treatments. In this regard, literature showed for scarcity of studies in Pakistani context which further implies for the need of such research study. Moreover, this study is also required to assert certain measures which can improve the job performance of nurses in the hospitals as well. Hence, the current research study has been designed to assess the English language communication needs of the nursing staff in the POF Hospital Wah Cantt.

2. Research methods
The current research study has been conducted in the POF Hospital Wah Cantt, Pakistan. The hospital has been chosen as the study site due to the fact that foreigners mainly visit this hospital for their treatments. Hence, the nursing staff English language communication skills are of importance to be studied and if needed to be improved. The nursing staff of the hospital served as the target participants of the study. Looking into the time and financial constraints, a sample size of 20 nurses have been purposively selected for this study. Purposive sampling technique has been used in the social sciences research widely (Naz et al., 2022) [18]. For the data collection, the questionnaire has been used which is a most used data collection instrument in the field of social sciences (Naz et al., 2021; Khan et al., 2017) [19, 20]. The questionnaire was reviewed by an expert in the relevant field for the reliability and validity concerns. The questionnaire has been designed on the basis of the specific objectives of this study and special focus has been given to the situational and target analysis. The questionnaire has been filled from the respective participants while explaining them the purpose of the study only so that the ethical concerns may also be followed in this study. The willingness of the respondents were recorded and the unwilling participant as replaced with the willing ones. Two liket scales i.e., 4 point (very important, fairly important, important, not important at all) and 5 points (very weak, weak, fair, good, very good) were mainly used for the data collection. After the collection of data, it has been subjected to statistical analysis while using frequencies and percentages mainly.

3. Results and discussion
Importance of English language and its related skills for communication purpose within the hospital setting
Data regarding nursing staff opinion about the importance of English language and its relevant skills for communication purpose within a hospital setting have been presented in Table 1. Results reveal that most of the nurses (90%) were of the view that English is of very much importance for the nurses while performing their duties. In the case of relevant skills of English language within the hospital for communication purpose, most of the respondents were of the view that reading (70%), listening (50%), speaking (80%), and writing skills (70%) are of very much importance. The results show that majority of the respondents consider English language important for communication purpose and the speaking and writing skills are of much importance as compared to the other two skills for communication purpose. Results are in line with the previous studies conducted by Chankasikub (2014) [14], Sompuing (2014) [16], and Chumtong (2014) [15]. Hence, the speaking and writing skills of the nurses along with the reading skills must be focused while designing any course for communication purpose development.

Table 1: Importance of English language and its related skills for communication within the hospital (%)

Variables	Very important	Important	Fairly important	Not important at all
Importance of English language	90	6	4	--
Reading	70	20	10	--
Listening	50	10	20	20
Speaking	80	10	10	--
Writing	70	20	10	--

Nursing staff English language communication level
Data in Table 2 present the English proficiency of English language communication level of the respondents. It has

been found that 55%, 50%, 45%, and 40% of the respondents were weak in English language communication. In the case of reading and writing 50% respondents reported themselves fair. While, few of the respondents are good in the English language communication. The same results have been reported by Chamnankit's (2015) [17]. Thus, it is deduced that nursing staff of the hospital are not English proficient and therefore, English language communication skills of the nursing staff need improvement through some concrete measures.

Table 2: Nursing staff English language communication level or English proficiency (%)

Skills	Very Weak	Weak	Fair	Good	Very Good
Speaking	15	55	30	10	--
Listening	10	50	30	10	--
Reading	5	45	50	5	--
Writing	5	40	50	5	--

Important English language learning skills for nurses
Data in Table 3 show the respondents opinion about English language communication skills importance in their jobs. Data show that majority of the respondents reported that all the four skills speaking, listening, reading, and writing must be learned by them for their good performance in their jobs. However, the skills like speaking and listening outweigh other skills.

Table 3: Important English language learning skills for nurses while performing their duties (%)

Skills	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Speaking	75	10	10	5	--
Listening	45	25	15	15	--
Reading	15	45	30	10	--
Writing	40	20	20	20	--

Situations where nurses required to use English

Table 4: Situations where nurses required to use English

S. No	Situations	Frequency	Percentage (%)
1	Educated patients	30	11
2	Drug interactions explanation	35	12
3	Attending telephone calls	35	12
4	Providing advice	40	14
5	providing instructions	35	12
6	Laboratory tests explanation	25	9
7	Medications administration to patients	20	7
8	While Patient admissions	20	7
9	Writing in the patient admission forms	10	4
10	Reading prescription charts	15	5
11	Reading patients' records	10	4
12	Reading pathology report	5	2
13	Providing or requesting information through e-mail	3	1
	Total	283	100

Note: Multiple responses were allowed therefore the total frequency exceeded the sample size value.

Data in Table 4 show the situations where nurses require the most to use English language for communication purpose while performing their duties. A total of thirteen situations including educated patients, drug interactions explanation, attending telephone calls, providing instructions, providing advice, laboratory testes explanation, medicines administration, patients' admission, writing in patients' forms, reading the prescription charts, reading patients records, reading pathology reports, and providing or requesting information through email have been identified where nurses have to use English language communication skills. Among these situations, handling educated patients, attending telephone calls, providing advice, providing instructions, laboratory testes explanation, explaining drug interactions, and medication administration to patients have been identified the situations where English language communication is the most needed for the respondents. The results show that nurses need English communication for a number of situations and thus their communication skills must be improved for effective service delivery in the hospital. Same results have been reported by Chen *et al.*, (2016) [13].

Medical topics for which the nurses want most to learn English language
Data in Table 5 show the medical topics for which the nurses require to learn English language. A total of eight areas related to the medical field have been identified by the respondents for which they need English language. These include better understanding of duties, medical ethics, medicines, diseases, medical treatment, patient care, patient reports, and nutritious food. Among these, better understanding of medicine (16%), patient care (16%), duties (16%), medical treatment (16%), and diseases (12%) have been identified as the priority areas. the results are in conformity with the findings of Theeartsana (2017) [12] and Chetsadanuwat (2018) [3]. The results reveal that for a number of reasons or target situations, nurses require English language proficiency or effective communication skills.

Table 5: Medical topics for which the nurses want most to learn English language

S. No	Topics	Frequency	Percentage (%)
1	Better understanding of duties	40	16
2	Better understanding of medical ethics	30	12
3	Better understanding of medicines	40	16
4	Better understanding of diseases	30	12
5	Better understanding of medical treatment	40	16
6	For better patient care	40	16
7	Better understanding of patient' reports	20	7
8	Better understanding of nutritious food	15	5
	Total	255	100

Note: Multiple responses were allowed therefore the total frequency exceeded the sample size value

Useful activities for learning effective English language communication
Respondents' opinion about the useful activities for learning English language communication have been reported in Table 6. It has been found that class setting (27%), group work (40%), out of class work (20%), and individual level (13%) activities have been reported useful for learning English language communication skills. The results reveal

that group work and learning in a class were the most reported activities by the nurses and they consider these as useful for English language communication. The results are in line with the findings of Chetsadanuwat (2018) [3].

Table 6: Useful activities for learning effective English language communication

Activities	Frequency	Percentage (%)
Class setting	20	27
Group work	30	40
Out of class work	15	20
Individual	10	13
Total	75	100

Note: Multiple responses were allowed therefore the total frequency exceeded the sample size value.

4. Conclusions

From the findings of the study, it has been concluded that nursing staff of the POF hospital Wah Cantt, Rawalpindi-Pakistan have weak English language communication skills. Their speaking and listening areas were the weakest as compared to other skills. The nursing staff in general consider English language important for their effective job performance and reported that the skills like speaking and listening are important to be learned. The situations like handling educated patients, attending telephone calls, providing advice, providing instructions, laboratory testes explanation, explaining drug interactions, and medication administration to patients have been identified as the preferred situations where English language communication is the most needed for the nursing staff. For the target situations like better understanding of medicine, patient care, duties, medical treatment, and diseases nurses require English language proficiency or effective communication skills. Group work and learning in a class were the most reported activities by the nurses and they considered these as useful for enhanced English language communication skills. It shows that English language communication for the nursing staff is of very much importance and thus a special course or syllabus must be designed for them which targets to improve their speaking and listening skills so that they may effectively deliver their services in the respective hospital.

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