

Clinical Trial Protocol

Iranian Registry of Clinical Trials

17 Jun 2026

The effectiveness of communication skills training on communication skills rate, quality of care, self-efficacy and job satisfaction of nurses in hospitals of Tabriz city, 2012.

Protocol summary

Summary

(1) Objectives: the aim of study is to examine the effects of communication skills training on communication skills rate, quality of care, self-efficacy and job satisfaction of nurses in hospitals of Tabriz city, 2012. (2) Design: this research is an experimental study with "pre-test and post-test with a control group" design. (3) Setting and conduct: the sample size of this study will be determined by the Pilot study. After determining of sample size, subjects randomly as cluster from internal and surgical wards of Tabriz hospitals will be selected. Instruments for data gathering and measuring are Communication Skills Questionnaire, Questionnaire for Quality of Care, Self-efficacy Questionnaire and Job Satisfaction Questionnaire. (4) Participants including major eligibility criteria: Nurses who working in the surgical and internal wards of hospitals in Tabriz and having the following inclusion criteria: having a bachelor or master degree in nursing; having consent for participating in this study; having at least one year work experience in surgical and internal wards. Exclusion criteria for them are not giving consent for participating in the study; are working in other ward such as intensive care unit (ICU, CCU) and operation room; are having a managing responsibility in hospital (such as head nurse and director of nursing services). (5) Intervention: First, the test will be done in both groups. The experimental group will receive the communication skills training in 8 sessions of two hours. The control group will not receive any intervention. Finally, the post-test will be done and the results of both groups will be compared. (6) The main outcome variables: increasing communication skills, quality of nursing care, and self-efficacy and job satisfaction of nurses.

General information

Acronym

IRCT registration information

IRCT registration number: **IRCT201202186834N2**
Registration date: **2012-03-18, 1390/12/28**
Registration timing: **registered_while_recruiting**

Last update:

Update count: **0**

Registration date

2012-03-18, 1390/12/28

Registrant information

Name

Hossein Ebrahimi

Name of organization / entity

Tabriz University of Medical Sciences

Country

Iran (Islamic Republic of)

Phone

+98 41 1475 1709

Email address

ebrahimih@tbzmed.ac.ir

Recruitment status

Recruitment complete

Funding source

Vice chancellor for Research, Tabriz University of Medical Sciences

Expected recruitment start date

2012-03-10, 1390/12/20

Expected recruitment end date

2012-05-09, 1391/02/20

Actual recruitment start date

empty

Actual recruitment end date

empty

Trial completion date

empty

Scientific title

The effectiveness of communication skills training on communication skills rate, quality of care, self-efficacy and job satisfaction of nurses in hospitals of Tabriz city,2012.

Public title

The effectiveness of communication skills training on communication skills rate, quality of care, self-efficacy and job satisfaction of nurses in hospitals of Tabriz city,2012.

Purpose

Health service research

Inclusion/Exclusion criteria

Inclusion criteria: having a bachelor or master degree in nursing; having consent for participating in this study; having at least one year work experience in surgical and Internal wards. Exclusion criteria: not giving consent for participating in the study; working in other ward such as intensive care unit (ICU, CCU) and operation room; having a managing responsibility in hospital (such as head nurse and director of nursing services).

Age

From **20 years** old to **65 years** old

Gender

Both

Phase

2

Groups that have been masked

No information

Sample size

Target sample size:

Randomization (investigator's opinion)

Randomized

Randomization description**Blinding (investigator's opinion)**

Not blinded

Blinding description**Placebo**

Not used

Assignment

Parallel

Other design features**Secondary Ids**

empty

Ethics committees**1****Ethics committee****Name of ethics committee**

Ethics committee of Tabriz University of Medical Sciences, Vice chancellor for research

Street address

Third floor, Central Building- No 2, Golgasht Street

City

Tabriz

Postal code**Approval date**

2012-02-14, 1390/11/25

Ethics committee reference number

9291/4/5

Health conditions studied**1****Description of health condition studied**

Quality of care

ICD-10 code

Z76.3

ICD-10 code description

Healthy person accompanying sick pers

2**Description of health condition studied**

Communication skills

ICD-10 code

Z63.9

ICD-10 code description

Problem related to primary support group, unspecified

3**Description of health condition studied**

Job satisfaction

ICD-10 code

Z56.6

ICD-10 code description

Other physical and mental strain related to work

Primary outcomes**1****Description**

Communication skills

Timepoint

First by pretest and two month later by post test.

Method of measurement

Communication skills questionnaire

2**Description**

Quality of care

Timepoint

First by pretest and two month later by post test.

Method of measurement

Quality of care questionnaire

3**Description**

Job satisfaction

Timepoint

First by pretest and two month later by post test.

Method of measurement

Job satisfaction questionnaire

4

Description

Self-efficacy

Timepoint

First by pretest and two month later by post test.

Method of measurement

Self-efficacy questionnaire

Secondary outcomes

1

Description

Age

Timepoint

Pre test

Method of measurement

Personal- social questionnaire

2

Description

Gender

Timepoint

Pre test

Method of measurement

Personal- social questionnaire

3

Description

Job history

Timepoint

Pre test

Method of measurement

Personal- social questionnaire

4

Description

Marital status

Timepoint

Pre test

Method of measurement

Personal- social questionnaire

Intervention groups

1

Description

Intervention group: communication skills will be taught by the researcher. The difference of pre-test and post-test are measured and are compared with each other.

Category

Other

2

Description

Control group: this group did not receive any intervention. The differences of communication skills of pre-test and post-test are measured and are compared with each other.

Category

Other

Recruitment centers

1

Recruitment center

Name of recruitment center

Tabriz University of Medical Sciences Hospitals

Full name of responsible person

Dr Babollah Ghasemi

Street address

Vice Chancellor for treatment, Tabriz University of medical Science, Daneshgah Street

City

Tabriz

Sponsors / Funding sources

1

Sponsor

Name of organization / entity

Vice chancellor for Research, Tabriz University of Medical Sciences

Full name of responsible person

Dr Mohammad Reza Rashidi

Street address

Third floor, No 2 Building of Tabriz University of Medical Sciences, Golgasht Ave

City

Tabriz

Grant name

Grant code / Reference number

Is the source of funding the same sponsor organization/entity?

Yes

Title of funding source

Vice chancellor for Research, Tabriz University of Medical Sciences

Proportion provided by this source

100

Public or private sector

empty

Domestic or foreign origin

empty

Category of foreign source of funding

empty

Country of origin

Type of organization providing the funding

empty

Person responsible for general inquiries

Contact

Person responsible for scientific inquiries

Contact

Name of organization / entity

Tabriz University of Medical Sciences

Full name of responsible person

Dr Hossein Ebrahimi

Position

PhD in nursing

Other areas of specialty/work**Street address**

Psychiatric Nursing Group, Nursing and Midwifery
Faculty, South Shariati Street

City

Tabriz

Postal code**Phone**

+98 411470364

Fax**Email**

Ebrahimih@tbzmed.ac.ir

Web page address

Person responsible for updating data

Contact

Sharing plan

Deidentified Individual Participant Data Set (IPD)

empty

Study Protocol

empty

Statistical Analysis Plan

empty

Informed Consent Form

empty

Clinical Study Report

empty

Analytic Code

empty

Data Dictionary

empty