

GDSC1887 / GDAR1887

Paths to Service Leadership on Health Service

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Reflective questions

GDSC1887 / GDAR1887

Paths to Service Leadership in Health Service

2014

**School of Chinese Medicine
Department of Religion and Philosophy
School of Communication
Office of Student Affairs**

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Beginning of the Course

Please write down why you decide to take this course.

What do you expect to learn from this course with the element of "Service Delivery"?

Written Exercise 1

Please write down Your Personal Expectation and Group Expectation agreed among your group members respectively before you start to prepare a service project.

Written Exercise 2

1. Do you or your group have any problems while doing the proposal?

2. How do you or your team solve those problems?

During Service

Written Exercise 3

1. *Please write down the personalities of elderly.*

(Try to learn more about elderly.)

2. *Some points for you to bear in mind while doing elderly service.....*

A. Service Project Reflective Journal

Name:

Date:

Project Title:

Reflection on Process of the Project

- 1 Planning Stage:
- 2 Delivery:
- 3 Evaluation on Activity / Project:

Reflection on Conceptual Learning

- 4 How much have you learned about concepts and principles of service leadership?
- 5 To what extent are the theories and concepts relevant to the experience of this service learning project? Any new insight?
- 6 How much have you learned about the current health care system and policy in Hong Kong?

Reflection on Personal Development:

- 7 What have you learned about yourself? (your abilities, strengths/weaknesses, personality....)
- 8 What service and leadership competencies (knowledge / skills / values / communication / attitudes) have you achieved?
- 9 What are your personal qualities that make you a good participant in this project and what are lacking?
- 10 To what extent have you improved your organizational and problem-solving skills through planning and implementing the service projects?

Reflection on Civic, Social Responsibility:

- 11 Has participating in service-learning enhanced your sense of civic responsibility and your desire to serve your community and fellow citizens?
- 12 What are the impact of this experience on your sense of social concern for needy groups in the community
- 13 Does this experience have any impact on your plan to perform community service in the future?

Overall Comments

Words of Encouragement

Please write down some words of encouragement for yourself and your group.



Hope you enjoy this course!

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Paths to Service Leadership in Health Service

Summary on Common Outcome Measurement

Questionnaire Data Analysis

Background

This 32-item Common Outcome Measurement Questionnaire (COM) was initiated by Office of Service-Learning, Lingnan University (2012) after consultation among institutional members of Higher Education Service-Learning Network (HESLN) of Hong Kong. The purpose of this questionnaire is to find out the development of student in service-learning with a pre- and post-test design. The questionnaire consists of 4 items from each of the 8 proposed domains with selection criteria of 1) item-total correlation; 2) reliability if the item is removed; 3) degree of relation to the domain topic.

Participants

42 students of GDSC1887 have responded to the research study. All of their questionnaires are valid, which means there are no missing items in their questionnaires.

The general demographics of the participants are:

Sex (N=42)

Sex	Frequency	%
Male	14	33.3
Female	28	66.7
Total	42	100.0

Area of Study (N=42)

Area of Study	Frequency	%
Arts	2	4.8
Social Sciences	8	19.0
Business	24	57.1
Sciences	4	9.5
Chinese Medicine	4	9.5
Total	42	100.0

Year of Study (N=42)

Year of Study	Frequency	%
Foundation Year	0	0
Year 1	0	0
Year 2	19	45.2
Year 3	23	54.8
Year 4	0	0
Exchange	0	0
Total	42	100.0

Domains and Item Breakdowns of the Measurement

1. Self-understanding/Confidence (Q1 – Q4)
2. Communication Skills (Q5 – Q8)
3. Problem-solving Skills (Q9 – Q12)
4. Civic Engagement, Social Responsibility and Willingness to Contribute (Q13 – Q16)
5. Team Skills (Q17 – Q20)
6. Self Reflection (Q21 – Q24)
7. General Knowledge Application (Q25 – Q28)
8. Caring for Others (Q29 – Q32)

Results

1. Internal Consistency Reliability Testing

Reliability analysis was run to test the internal consistency of the overall scale as well as of the 8 domains. The Cronbach's alphas for the overall scale are .95 (pre-test) and .92 (post-test), which shows that the measurement is significantly reliable. Results also show that most of the domains are reliable, whose Cronbach's alphas range from .90 (Problem-solving Skills, pre-test) to .93 (Communication Skills, post-test). All items of the same constructs are interrelated with coefficients larger than .33.

The Cronbach's Alphas of the 8 Domains

	The Cronbach's Alphas	
	Pre-test	Post-test
1. Self-understanding/Confidence	.91	.92
2. Communication Skills	.91	.93
3. Problem-solving Skills	.90	.91
4. Civic Engagement, Social Responsibility and Willingness to Contribute	.90	.90
5. Team Skills	.90	.92
6. Self Reflection	.90	.92
7. General Knowledge Application	.90	.92
8. Caring for Others	.90	.92

Self-understanding/Confidence	Pre-test (Alpha = .91)		Post-test (Alpha = .92)	
	Item-Total Correlation	Alpha if Item Deleted	Item-Total Correlation	Alpha if Item Deleted
1. I am aware of my personal strengths and weaknesses.	.57	.95	.70	.96
2. I am open to new experiences and willing to take risks and accept challenges.	.58	.95	.41	.96
3. I often seek out challenging opportunities that test my skills and abilities.	.57	.95	.71	.96
4. I am confident in my abilities.	.57	.95	.59	.96

Communication Skills		Pre-test (Alpha = .91)		Post-test (Alpha = .93)	
		Item-Total Correlation	Alpha if Item Deleted	Item-Total Correlation	Alpha if Item Deleted
5.	I feel comfortable to present my ideas in front of others.	.58	.95	.33	.96
6.	I know how to communicate my ideas in a situation that is new to me.	.56	.95	.50	.96
7.	I understand the importance of participating in group discussion with others.	.62	.95	.69	.96
8.	I feel confident in communicating ideas precisely with people.	.54	.95	.49	.96

Problem-solving Skills		Pre-test (Alpha = .90)		Post-test (Alpha = .91)	
		Item-Total Correlation	Alpha if Item Deleted	Item-Total Correlation	Alpha if Item Deleted
9.	I feel confident in identifying a problem.	.56	.95	.77	.96
10.	I feel confident in tackling problem.	.52	.95	.74	.96
11.	Before I solve a problem, I gather as many facts about the problem as I can.	.50	.95	.53	.96
12.	I go through the problem-solving process again when my first option fails.	.67	.95	.72	.96

Civic Engagement, Social Responsibility and Willingness to Contribute		Pre-test (Alpha = .90)		Post-test (Alpha = .90)	
		Item-Total Correlation	Alpha if Item Deleted	Item-Total Correlation	Alpha if Item Deleted
13.	I am aware of the important needs in the community.	.65	.95	.77	.96
14.	I am or plan to become actively involved in issues that positively affect the community.	.77	.95	.77	.96
15.	I feel a personal obligation to contribute in some way to the community.	.65	.95	.77	.96
16.	It is my responsibility to help improve the community.	.61	.95	.74	.96

Team Skills	Pre-test (Alpha = .90)		Post-test (Alpha = .92)	
	Item-Total Correlation	Alpha if Item Deleted	Item-Total Correlation	Alpha if Item Deleted
17. I am able to remain calm and reasonable even when conflict among group arises.	.50	.95	.72	.96
18. I cooperate successfully with other students in a variety of situations.	.62	.95	.64	.96
19. I notice and compliment accomplishments of others.	.73	.95	.74	.96
20. I participate effectively in group discussions and activities.	.70	.95	.71	.96

Self Reflection	Pre-test (Alpha = .90)		Post-test (Alpha = .92)	
	Item-Total Correlation	Alpha if Item Deleted	Item-Total Correlation	Alpha if Item Deleted
21. I am assertive and independent.	.64	.95	.72	.96
22. I am motivated to learn, participate and achieve in school.	.59	.95	.67	.96
23. I believe self-reflection can improve myself.	.48	.95	.54	.96
24. I will evaluate myself after completing a task.	.63	.95	.48	.96

General Knowledge Application	Pre-test (Alpha = .90)		Post-test (Alpha = .92)	
	Item-Total Correlation	Alpha if Item Deleted	Item-Total Correlation	Alpha if Item Deleted
25. I am aware of the importance of evaluation and outcome with knowledge learned in class.	.60	.95	.71	.96
26. I feel confident in applying knowledge in my areas of study.	.64	.95	.57	.96
27. I understand the needs to adapt my theoretical knowledge in various real-life situations.	.63	.95	.65	.96
28. I learn course content better when connections to real-life situations are made.	.62	.95	.57	.96

Caring for Others	Pre-test (Alpha = .90)		Post-test (Alpha = .92)	
	Item-Total Correlation	Alpha if Item Deleted	Item-Total Correlation	Alpha if Item Deleted
29. I am aware of the thoughts and feelings of other people.	.54	.95	.64	.96
30. I believe that the world would be a better place if prejudices no longer exist.	.56	.95	.50	.96
31. I feel comfortable building relationship with people from different backgrounds.	.55	.95	.49	.96
32. I believe that taking care of people who are in need is everyone's responsibility.	.60	.95	.81	.95

2. Paired Sample t-test

To explore the differences of participants before and after taking part in service-learning programs, paired sample t-test was run for the 32 items as well as the 8 domains. Results show that students have statistically significant improvement through their service-learning experience in “Team Skills”, and they have negative gains in “Caring for Others”.

Several focus group sessions have been arranged with 5 students after the course so as to realize why they have such negative gains in “Caring for Others”. In general, all of them agree that they overestimate their ability to care for others. They thought they did not perform as well as expected at on-site service. Moreover, some of them indicated that the interaction between students and service targets was not enough since the duration of the service programme too short.

Paired Sample Test by Domain (N=42)

Domains	Mean		Difference (%)	t-value
	Pre-test	Post-test		
1. Self-understanding/Confidence	7.49	7.59	1.27%	.78
2. Communication Skills	7.58	7.76	2.44%	1.37
3. Problem-solving Skills	7.46	7.65	2.47%	1.42
4. Civic Engagement, Social Responsibility and Willingness to Contribute	7.85	7.91	0.83%	.40
5. Team Skills	7.77	8.03	3.37%	2.51*
6. Self Reflection	7.78	7.80	0.23%	.14
7. General Knowledge Application	7.74	7.82	1.08%	.63
8. Caring for Others	8.31	7.93	-4.51%	-2.45*

Note. * $p \leq 0.05$

Paired Sample Test by Item (N=42)

Items	Mean		t-value
	Pre-test	Post-test	
Q1: I am aware of my personal strengths and weaknesses.	7.67	7.64	-.15
Q2: I am open to new experiences and willing to take risks and accept challenges.	7.76	7.71	-.21
Q3: I often seek out challenging opportunities that test my skills and abilities.	7.48	7.50	.13
Q4: I am confident in my abilities.	7.07	7.50	2.42*
Q5: I feel comfortable to present my ideas in front of others.	7.14	7.62	2.73**
Q6: I know how to communicate my ideas in a situation that is new to me.	7.43	7.52	-.52
Q7: I understand the importance of participating in group discussion with others.	8.19	8.12	-.36
Q8: I feel confident in communicating ideas precisely with people.	7.55	7.79	1.30
Q9: I feel confident in identifying a problem.	7.45	7.64	1.11
Q10: I feel confident in tackling problem.	7.29	7.60	1.80
Q11: Before I solve a problem, I gather as many facts about the problem as I can.	7.55	7.67	.62
Q12: I go through the problem-solving process again when my first option fails.	7.57	7.69	.61
Q13: I am aware of the important needs in the community.	7.60	7.88	1.26
Q14: I am or plan to become actively involved in issues that positively affect the community.	7.64	7.67	.11
Q15: I feel a personal obligation to contribute in some way to the community.	7.88	7.88	-.00
Q16: It is my responsibility to help improve the community.	8.26	8.21	-.24

Q17: I am able to remain calm and reasonable even when conflict among group arises.	7.81	8.14	2.65*
Q18: I cooperate successfully with other students in a variety of situations.	7.93	8.00	.50
Q19: I notice and compliment accomplishments of others.	7.76	7.95	1.24
Q20: I participate effectively in group discussions and activities.	7.60	8.05	2.42*
Q21: I am assertive and independent.	7.55	7.74	1.02
Q22: I am motivated to learn, participate and achieve in school.	7.74	7.71	-.14
Q23: I believe self-reflection can improve myself.	8.14	7.95	-1.02
Q24: I will evaluate myself after completing a task.	7.69	7.79	.41
Q25: I am aware of the importance of evaluation and outcome with knowledge learned in class.	7.71	7.79	.37
Q26: I feel confident in applying knowledge in my areas of study.	7.50	7.71	1.09
Q27: I understand the needs to adapt my theoretical knowledge in various real-life situations.	7.62	7.67	.27
Q28: I learn course content better when connections to real-life situations are made.	8.12	8.12	-.00
Q29: I am aware of the thoughts and feelings of other people.	8.33	7.88	-2.21*
Q30: I believe that the world would be a better place if prejudices no longer exist.	8.29	7.86	-1.46
Q31: I feel comfortable building relationship with people from different backgrounds.	8.02	7.88	-.68
Q32: I believe that taking care of people who are in need is everyone's responsibility.	8.60	8.12	-2.46*

Note. * $p \leq 0.05$; ** $p \leq 0.01$

3. Partial Correlation

Correlation analysis was run to explore whether there was a relationship between the 8 domains. Results show that most of the domains are significantly correlated with each other in post-test after controlling both for pre-test data. The key finding in the following table showed that “Civic Engagement, Social Responsibility and Willingness to Contribute” was positively and highly correlated with “Self Reflection”, “General Knowledge Application” and “Caring for others”.

Partial Correlation among the 8 Domains (post-test controlling for pre-test)

Domains	1.	2.	3.	4.	5.	6.	7.	8.
1. Self-understanding/Confidence	1							
2. Communication Skills	.58**	1						
3. Problem-solving Skills	.51**	.61**	1					
4. Civic Engagement, Social Responsibility and Willingness to Contribute	.61**	.50**	.64**	1				
5. Team Skills	.22	.42*	.47**	.64**	1			
6. Self Reflection	.34	.24	.52**	.68**	.54**	1		
7. General Knowledge Application	.40*	.20	.56**	.68**	.53**	.76**	1	
8. Caring for Others	.34*	.44*	.58**	.67**	.57**	.52**	.60**	1

Note. * $p \leq 0.05$; ** $p \leq 0.01$

Appendix 1

Common Outcome Measurement Questionnaire

About the Questionnaire

The purpose of this questionnaire is to find out the development of student in service-learning. Your personal response will be kept confidential and all results will be reported as collective data only.

Instruction

Please read the following statements, circle the number that best describes your experience, action and opinion, from 1=strongly disagree, 10=strongly agree.

Name: _____

Student ID: _____

Date: _____

1.	I am aware of my personal strengths and weaknesses.	<i>Self-understanding/Confidence</i>	1	2	3	4	5	6	7	8	9	10
2.	I am open to new experiences and willing to take risks and accept challenges.	<i>Self-understanding/Confidence</i>	1	2	3	4	5	6	7	8	9	10
3.	I often seek out challenging opportunities that test my skills and abilities.	<i>Self-understanding/Confidence</i>	1	2	3	4	5	6	7	8	9	10
4.	I am confident in my abilities.	<i>Self-understanding/Confidence</i>	1	2	3	4	5	6	7	8	9	10
5.	I feel comfortable to present my ideas in front of others.	<i>Communication Skills</i>	1	2	3	4	5	6	7	8	9	10
6.	I know how to communicate my ideas in a situation that is new to me.	<i>Communication Skills</i>	1	2	3	4	5	6	7	8	9	10
7.	I understand the importance of participating in group discussion with others.	<i>Communication Skills</i>	1	2	3	4	5	6	7	8	9	10
8.	I feel confident in communicating ideas precisely with people.	<i>Communication Skills</i>	1	2	3	4	5	6	7	8	9	10
9.	I feel confident in identifying a problem.	<i>Problem-solving Skills</i>	1	2	3	4	5	6	7	8	9	10
10.	I feel confident in tackling problem.	<i>Problem-solving Skills</i>	1	2	3	4	5	6	7	8	9	10
11.	Before I solve a problem, I gather as many facts about the problem as I can.	<i>Problem-solving Skills</i>	1	2	3	4	5	6	7	8	9	10
12.	I go through the problem-solving process again when my first option fails.	<i>Problem-solving Skills</i>	1	2	3	4	5	6	7	8	9	10
13.	I am aware of the important needs in the community.	<i>Civic Engagement, Social Responsibility and Willingness to Contribute</i>	1	2	3	4	5	6	7	8	9	10
14.	I am or plan to become actively involved in issues that positively affect the community.	<i>Civic Engagement, Social Responsibility and Willingness to Contribute</i>	1	2	3	4	5	6	7	8	9	10
15.	I feel a personal obligation to contribute in some way to the community.	<i>Civic Engagement, Social Responsibility and Willingness to Contribute</i>	1	2	3	4	5	6	7	8	9	10

16.	It is my responsibility to help improve the community.	<i>Civic Engagement, Social Responsibility and Willingness to Contribute</i>	1	2	3	4	5	6	7	8	9	10
17.	I am able to remain calm and reasonable even when conflict among group arises.	<i>Team Skills</i>	1	2	3	4	5	6	7	8	9	10
18.	I cooperate successfully with other students in a variety of situations.	<i>Team Skills</i>	1	2	3	4	5	6	7	8	9	10
19.	I notice and compliment accomplishments of others.	<i>Team Skills</i>	1	2	3	4	5	6	7	8	9	10
20.	I participate effectively in group discussions and activities.	<i>Team Skills</i>	1	2	3	4	5	6	7	8	9	10
21.	I am assertive and independent.	<i>Self Reflection</i>	1	2	3	4	5	6	7	8	9	10
22.	I am motivated to learn, participate and achieve in school.	<i>Self Reflection</i>	1	2	3	4	5	6	7	8	9	10
23.	I believe self-reflection can improve myself.	<i>Self Reflection</i>	1	2	3	4	5	6	7	8	9	10
24.	I will evaluate myself after completing a task.	<i>Self Reflection</i>	1	2	3	4	5	6	7	8	9	10
25.	I am aware of the importance of evaluation and outcome with knowledge learned in class.	<i>General Knowledge Applications</i>	1	2	3	4	5	6	7	8	9	10
26.	I feel confident in applying knowledge in my areas of study.	<i>General Knowledge Applications</i>	1	2	3	4	5	6	7	8	9	10
27.	I understand the needs to adapt my theoretical knowledge in various real-life situations.	<i>General Knowledge Applications</i>	1	2	3	4	5	6	7	8	9	10
28.	I learn course content better when connections to real-life situations are made.	<i>General Knowledge Applications</i>	1	2	3	4	5	6	7	8	9	10
29.	I am aware of the thoughts and feelings of other people.	<i>Caring for Others</i>	1	2	3	4	5	6	7	8	9	10
30.	I believe that the world would be a better place if prejudices no longer exist.	<i>Caring for Others</i>	1	2	3	4	5	6	7	8	9	10
31.	I feel comfortable building relationship with people from different backgrounds.	<i>Caring for Others</i>	1	2	3	4	5	6	7	8	9	10
32.	I believe that taking care of people who are in need is everyone's responsibility.	<i>Caring for Others</i>	1	2	3	4	5	6	7	8	9	10

Revised by Leadership Qualities Centre, Office of Student Affairs, HKBU based on the following source :

Office of Service-Learning, Lingnan University. (2012). Summary on Common Outcome Measurement Data Analysis. Unpublished report.

Thank you very much!