Relationship Between Nurse Therapeutic Communication With Respondent Characteristics And Inpatient Satisfaction Level

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ARTICLE INFO	ABSTRACT
Keywords : *Satisfaction, Therapeutic Communication, Patient, Nurse*	Many people feel dissatisfied and think that communication by nurses is still not optimal. The results of a preliminary study at the Banjarmasin Health Center found that four patients said they were satisfied, and nine said they were not satisfied with the services they received, one of which was the lack of therapeutic communication from nurses. This study aims to determine the relationship between nurses' therapeutic communication and respondents' characteristics with the satisfaction level of inpatients at the Banjarmasin Health Center. This type of research is analytic cross-sectional. A total of 50 respondents were taken by purposive sampling. The research instrument used a questionnaire sheet—a bivariate test using Spearman's rank and linear regression multivariate. Univariate analysis obtained that most of the nurses' therapeutic communication was quite good (80.0%), patient satisfaction was quite satisfied (52.0%), the respondent's age was 20-30 years (32.0%), female gender (66.0%), elementary school education (40.0%), other work (60.0%). Bivariate analysis of therapeutic communication with levels of satisfaction (p = 0.466), gender (p = 0.414), education (p = 0.657), and occupation (p = 0.33). The results of the linear regression test were obtained (p = 0.290). There is no relationship between the nurse's therapeutic communication and the characteristics of the respondents with the satisfaction level of inpatients at the Banjarmasin Health Center. Therefore, it is necessary to hold special training for nurses related to therapeutic communication and other training to create patient satisfaction.
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1. INTRODUCTION

Communication can be interpreted as sending messages between two or more people processed by communicators or messages given to the communicant or recipient with a specific purpose. Nurses with non-communication skills must not only have a trusting relationship with patients but also prevent illegal problems from occurring, provide professional satisfaction in nursing services, and certainly can improve the image of the nursing profession and the hospital where it is treated. A nurse usually applies therapeutic communication to a patient (Kristyaningsih et al., 2018). Therapeutic communication, shown by a warm, sincere, and caring attitude, can lead to mutual trust, respect, and mutual respect so that patients can receive quality health services with understanding, and patient disappointment is unavoidable or unavoidable (Ra'uf, 2021).).

Based on sociodemography, the higher the sociodemographic position of the patient (such as economic level, social position, age, education, and gender), the demand for health services also continues to increase (Iskandar, 2016); (Rizal & Jalpi, 2018). So this affects the level of patient satisfaction with health services. Based on a preliminary study conducted by researchers on 13 patients who had been treated at the Banjarmasin Health Center with a brief interview, it was found that four

patients said they were satisfied. Nine patients said they were not satisfied with the services they received, one of which was the lack of therapeutic communication from health workers. . For example, the lack of communication in explaining the rules for taking medication and standard operating procedures for action. Because the dissatisfaction is the full attention of other people to seek treatment at the Puskesmas, based on this, this study aims to determine the relationship between nurse therapeutic communication and respondent characteristics with the level of satisfaction of inpatients at the Banjarmasin Health Center in 2021.

2. METHOD

This type of research is correlational analytic with a cross-sectional design. Sampling in this study was carried out non-probability (non-probability sampling) with a purposive sampling technique. Univariate analysis using frequency distribution (univariate) and bivariate using Spearman rank test.

3. RESULTS

In the next stage, data were collected for univariate and bivariate analysis and multivariate analysis using SPSS with the following results:

1. Univariate Analysis

a. Overview of Nurse Therapeutic Communication.

Table 1 Overview of Nurse Therapeutic Communication

No	Nurse Therapeutic Communication	Frequency (f)	Percentage (%)
1	Well	40	80
2	Enough	8	16
3	Not good	2	4
	Total	50	100

Source: Research Results in 2021

The table above shows that most of the nurses at the Banjarmasin Public Health Center have good therapeutic communication with a frequency of 40 (80.0%).

b. Overview of Patient Satisfaction Level

Table 2 Overview of Patient Satisfaction Levels

No	Nurse Therapeutic Communication	Frequency (f)	Percentage (%)
1	Satisfied	20	40
2	Quite satisfied	26	52
3	Less satisfied	4	8
4	Not satisfied	0	0
	Total	50	100

Source: Research Results in 2021

Based on table 2 above, it can be seen that most of the patient satisfaction is entirely satisfied with a frequency of 26 (52.0%).

c. Description of Respondent's Characteristics

Table 3 Description of Respondent's Characteristics

No	Characteristics	Frequency (f)	Percentage (%)
	Age		
1	<20 Years	8	16
2	20-30 Years	16	32

3	31-40 Years	14	28
4	41-50 Years	4	8
5	>50 Years	8	16
	Gender		
1	Man	17	34
2	Woman	33	66
	Education		
1	SD	20	40
2	JUNIOR HIGH SCHOOL	10	20
3	SENIOR HIGH SCHOOL	15	30
4	College	5	10
	Work		
1	Laborer	4	8
2	Private	8	16
3	Self-employed	5	10
4	Farmer	3	6

Source: Research Results in 2021

Based on table 3 above, it can be seen that most of the patients were 20-30 years old, with a frequency of 16 (32.0%), and most of the sexes were female patients, with a frequency of 33 (66.0%) and most of the other patients' occupations were 30 people (60.0%).

2. Bivariate Analysis

This study uses the Spearman Rank bivariate analysis because it relates the ordinal scale to the ordinal

a. The Relationship between Nurse Therapeutic Communication and Satisfaction of Inpatients at the Banjarmasin Public Health Center

Table 4 The Relationship between Therapeutic Communication of Nurses and Satisfaction Levels of Inpatients at the Banjarmasin Health Center

Nurse Therapeutic Communication	Tingkat Kepuasan Pasien										P-Value
	Satisfied		Quite satisfied		Less satisfied		Not satisfied		Total		
	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	
Well	20	50.0	19	47.5	1	2.5	0	0	40	100	0.000 rho = 0.500
Enough	0	0	7	87.5	1	12.5	0	0	8	100	
Not enough	0	0	0	0	2	100	0	0	2	100	
Total	20	20	26	52	4	8	0	0	5	100	

Based on table 4, it can be explained that nurses provide an excellent category of nurse therapeutic communication with satisfaction levels in the satisfied category, namely 20 people (50.0%), quite satisfied as many as 19 people (47.5%), less satisfied as many as one person (2.5%), and dissatisfied as many as 0 (0.0%). Based on the results of the Rank Spearman statistical test, it was obtained p value = 0.000 (p-value <0.05), which means that there is a significant relationship between nurse therapeutic communication and the level of inpatient satisfaction at the Banjarmasin Health Center in 2021. Rho value = 0.500.

b. Correlation between Respondent Characteristics Based on Age and Satisfaction Level of Inpatients at the Banjarmasin Health Center in 2021

Table 5 Relationship between Respondents' Characteristics Based on Age and Satisfaction Level of Inpatients at the Banjarmasin Health Center in 2021

Nurse Therapeutic Communication	Tingkat Kepuasan Pasien										P-Value
	Satisfied		Quite satisfied		Less satisfied		Not satisfied		Total		
	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	
Age	4	20	2	7.7	2	50	0	0	8	100	
<20 Years	7	35	9	34.6	0	0	0	0	16	100	
20-30 Years	5	25	8	30.8	1	25	0	0	14	100	
31-40 Years	3	15	1	3.8	0	0	0	0	4	100	0.466
41-50 Years	1	5	6	23.1	1	25	0	0	8	100	
>50 Years	4	20	2	7.7	2	50	0	0	8	100	
Gender											
Man	5	25	11	42.3	1	25	0	0	17	100	
Woman	15	75	15	57.7	3	75	0	0	33	100	0.414
Education											
SD	7	35	12	46.2	1	25	0	0	20	100	
Junior High School	7	35	3	11.5	0	0	0	0	10	100	
Senior High School	4	20	8	30.8	3	75	0	0	15	100	0.657
College	2	10	3	11.5	0	0	0	0	5	100	
Work											
Laborer	1	5	3	11.5	0	0	0	0	4	100	
Private	1	5	6	23.1	1	25	0	0	8	100	
Self-employed	1	5	3	11.5	1	25	0	0	5	100	0.33
Farmer	1	5	2	77	0	0	0	0	3	100	
Others	16	80	12	46.2	2	50	0	0	30	100	

Source: Research Results in 2021

Based on table 5 above, it was found in the age category, the results showed that most of the respondents were in the 20-30 year age category, with patient satisfaction levels in the satisfied category of as many as 7 people (35.0%), quite satisfied as many as 9 people (34.6%), less satisfied as much as 0 (0.0%), and not satisfied as much as 0 (0.0%). Based on the results of the Spearman rank statistical test, it was obtained p value = 0.466 (p-value > 0.05), which means that there is no significant relationship between age and the level of patient satisfaction at the Banjarmasin Health Center in 2021. Based on gender, the table above explains that most Respondents were female with a level of patient satisfaction in the satisfied category of 15 people (75.0%), quite satisfied as many as 15 people (57.7%), unsatisfied as many as 3 people (75.0%), not satisfied as much as 0 (0.0%). Based on the results of the Rank Spearman statistical test, it was obtained p value = 0.414 (p-value > 0.05), which means that there is no significant relationship between gender and the level of satisfaction of inpatients at the Banjarmasin Health Center in 2021.

Based on the table above, the results showed that the majority of respondents had elementary school education with a level of patient satisfaction in the satisfied category of 7 people (35.0%), quite satisfied as many as 12 people (46.2%), less satisfied as many as 1 person (25.0%), and dissatisfied as much as 0 (0.0%). Based on the results of the Rank Spearman statistical test, it was obtained p value = 0.657 (p-value > 0.05), which means that there is no significant relationship between education and the level of inpatient satisfaction at the Banjarmasin Health Center in 2021. Based on work, most respondents have jobs in other categories with the level of patient satisfaction in the category of satisfied as many as 16 people (80.0%), quite satisfied as 12 people (46.2%), unsatisfied as 2 people (50.0%), dissatisfied as much as 0 (0.0%). Based on the results of the Rank Spearman statistical test, it was obtained p value = 0.33 (p-value > 0.05), which means that there is no significant relationship between work and the level of satisfaction of inpatients at the Banjarmasin Health Center in 2021.

3. Multivariate Analysis

Table 6 Multivariate Analysis Using Multiple Logistic Regression Statistics

Model	Sum of square	df	mean square	f	sig
Regression	12,208	2	6.104		
Residual	225.572	47	4.799	1.272	0.29
Total	237.78	49			

Source: Research Results in 2021

Based on the table above, the results show that the output results show that F count = 1.272 with a significant level or probability of 0.290 > 0.05, which means that there is no simultaneous effect (together) given between the nurse's therapeutic communication and the characteristics of the respondents on the level of satisfaction of inpatients at the Banjarmasin Health Center in 2021.

4. DISCUSSION

1. Overview of Nurse Therapeutic Communication at the Banjarmasin Health Center in 2021

Table 5 shows that the therapeutic communication of nurses at the Banjarmasin Health Center in 2021 was primarily good, with 40 respondents (80.0%). This means that the nurse has performed one of the most critical tasks in providing proper nursing care. The factor influencing patient satisfaction is providing therapeutic communication services (Library, 2018). Nurses who have therapeutic communication skills will have a trusting relationship with the patient and prevent legal problems. The patient's condition is transparent, so the treatment follows the patient's needs (Dwidiyanti, 2008). Based on the researcher's analysis results from the questionnaire given to all respondents, satisfactory results were obtained with the first meeting with the nurse, where the nurse greeted and smiled at the patient. The nurse showed polite and friendly behavior. However, the thing that makes the patient feel dissatisfied can be caused by the nurse who does not lean toward the patient when meeting the patient directly.

2. Overview of the Satisfaction Level of Inpatients at the Banjarmasin Health Center in 2021

Table 5 shows that most patients were quite satisfied, with as many as 26 respondents (52.0%). Researchers assume that patient satisfaction is undoubtedly related to the good or bad service from the nurse itself, especially when the nurse is interacting directly with the patient. When the patient's expectations do not match, this will have a high risk of patient dissatisfaction (Putri, 2019, Fadhil, 2020). Patients will feel satisfied if the performance of health services obtained is the same or exceeds expectations following the patient's expectations and vice versa (Marisa Dwi Agustina, 2020).

3. Characteristics of Respondents Based on Age of Inpatients at the Banjarmasin Health Center in 2021

Table 5 shows that most patients in the inpatient ward are 20-40 years old, with as many as 30 respondents (60.0%). Researchers assume that the patient's age can give a different perception of satisfaction. Respondents of older age are considered to have more experience, so they can adapt to actual service conditions, while young respondents usually have ideal expectations about the services provided. In Table 5.3, it is also known that most female patients are 33 respondents (66.0%). Based on the study's results, it was concluded that gender influences the perceptions and expectations of patients to meet their needs, including health services. However, women tend to work harder than men, making them more susceptible to disease and various health complaints.

Characteristics of respondents known that most of the primary education 20 respondents (40.0%). One level of education can help him form knowledge about attitudes and behavior toward something (Suwarno et al., 2014). With better knowledge, one can assess the ability to justify or evaluate a material or object that is determined as an evaluation process. The higher a person's level of education, the level of power to criticize also increases. So someone with higher education must be more critical in determining whether or not the services provided can provide satisfaction. Based on this, the researcher assumes that compatibility between individual values, work, and what is accepted will lead to job satisfaction. Not only that, high social values indeed lead to high job satisfaction. Hence, a person's job satisfaction is very dependent on the individual doing the job, the job he is doing, and the organization

where he works, which was developed based on the theory of organizational behavior.

4. The Relationship between Nurse Therapeutic Communication and Satisfaction Levels of Inpatients at the Banjarmasin Health Center in 2021

Based on Table 5.7, a significant relationship was found between nurse therapeutic communication and satisfaction in inpatients at the Banjarmasin Health Center in 2021 (P value <0.05). The results of the study are in line with research conducted by Hidayatullah (2020), which shows that there is a significant relationship between therapeutic communication and patient satisfaction (p = 0.000) (Syarif et al., 2020). Researchers consider that therapeutic communication is essential and beneficial for patients because good communication will have an impact on providing an understanding that nurses can overcome the problems faced by patients in the treatment phase. The ability to overcome the problems these patients face will impact patient satisfaction (Basri, 2019); (Mane et al., 2020). Effective and friendly communication without expressing the deficiencies in patients will increase a more harmonious and trusting relationship between service providers (nurses) and recipients (patients), which will impact feelings of satisfaction for nurses or patients.

5. Relationship between Respondent Characteristics based on Age and Satisfaction Level of Inpatients at the Banjarmasin Health Center in 2021

Table 5.5 shows no significant relationship between age and the satisfaction level of inpatients at the Banjarmasin Health Center in 2021 (P: 0.466). Sudibyo explained that the concepts of health and pain apply to children and adults; only the symptoms may be different. Every patient who comes in sick, old and young, is full of hope, such as wanting to get well soon, to be treated quickly, and to be able to return to work quickly. So the young and old feel that if the situation has started to improve or feel recovered, they can feel the suitability of treatment in related health services (Irwan, 2017).

Based on Table 5.5 shows that there is no significant relationship between gender and the level of satisfaction of inpatients at the Banjarmasin Health Center in 2021 (p-value = 0.414). Dolinsky in Hidayati (2014) shows that perceptions and reactions to pain disorders are influenced by gender, race, economic class, and cultural background. The statement between men and women will be relatively the same in feeling satisfaction (Hidayati et al., 2014).

Based on Table 5.5, this does not show a significant relationship between education and satisfaction levels of inpatients at the Banjarmasin Health Center in 2021 (p-value = 0.657). Researchers assume that a person's education level will help him form knowledge about his attitudes and behavior towards something. With good knowledge, a person can then carry out evaluations related to the ability to justify or evaluate a specified material or object. The higher the level of education of a person, the power to criticize everything will increase. So someone with higher education must be more critical in determining whether the services provided can provide satisfaction. Everyone's perception of health services varies widely. This perception is not only influenced by education but can also be influenced by other factors affecting a person's perception of health services (Hanifah et al., 2018).

Based on Table 5.5 does not show a significant relationship between work and satisfaction levels of inpatients at the Banjarmasin Health Center in 2021 (p-value = 0.33). Researchers consider that one's income is one factor that influences one's perception. People with high incomes have greater demands and expectations for needed health services because people with high incomes are competent. In contrast, low-income respondents generally depend more on more suitable health facilities. Patient income determines perceived satisfaction because if the income earned is small, it tends to be more or health services are minimal.

6. The Relationship between Nurse Therapeutic Communication and Characteristics of Respondents with Satisfaction Levels of Inpatients at the Banjarmasin Health Center in 2021

Based on the results of table 5.13 above, it can be explained that from the output results, it can be seen that f count = 1,272 with a significant level or probability of 0.290> 0.05 or p-value of 0.290 (p value> 0.05), which means there is no simultaneous effect (together) given by the therapeutic nurse, communication and respondent characteristics on the level of satisfaction of inpatients at Banjarmasin Health Center in 2021. This study's results align with Perwitasari ET's research with the title analysis of the relationship between patient characteristics and patient satisfaction levels, which shows the results of the chi-square test. In sex with a patient, satisfaction is 1,000. The significance value of the relationship between age and patient satisfaction is 0.604. The significance value of the relationship

between education and patient satisfaction is 0.964. The significance value of the relationship between income and patient satisfaction is 0.045 (Perwitasari & Kusumastiwi, nd).

The researchers assumed that therapeutic communication and respondent characteristics could not be used as benchmarks in determining patient satisfaction. Not only does therapeutic communication influence satisfaction, but several things influence it, namely health services in terms of nursing interventions. Services sometimes still get various inputs from the community, especially regarding the attitudes and abilities of nurses in taking action and providing care to patients. Conflicts between nurses and patients seem to often occur as a result of communication that is not well established, either due to unclear or non-communicative causes of disappointment and dissatisfaction and low trust from patients (Andriani & Ningsih, 2014).

4. Conclusion

Overview of Nurse Therapeutic Communication at the Banjarmasin Health Center in 2021, most nurses carry out therapeutic communication in a reasonably good category with 80.0%. Description of Patient Satisfaction Levels at the Banjarmasin Health Center in 2021, most patient satisfaction is in the reasonably satisfying category, with 52.0%. Characteristics, most of the patients were in the age category of 20-30 years (32.0%), female (66.0%), elementary school educated (40.0%), and other occupations with 60.0% results. There is a relationship between Nurse Therapeutic Communication and the Satisfaction Level of Inpatients at the Banjarmasin Health Center in 2021 (p-value = 0.000) There is no significant relationship between the characteristics and the level of satisfaction of inpatients at the Banjarmasin Health Center (age p value = 0.466, gender p value = 0.414, education p value = 0.657, and occupation p value = 0.33).

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Relationship Between Nurse Therapeutic Communication With Respondent Characteristics And Inpatient Satisfaction Level. **Dewi Nurhanifah**

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