



## Correlation between Nurse Therapeutic Communication and Patient Satisfaction in Bhayangkara Hospital Setukpa Sukabumi

Moch. Adriyan<sup>1</sup>, R. Bayu Kusumah N<sup>1</sup>, Yosep Purnairawan<sup>1</sup>, Yanti Cahyati<sup>2</sup>

<sup>1</sup>STIKes Sukabumi, West Java Indonesia

<sup>2</sup>Poltekkes Kemenkes Tasikmalaya, West Java, Indonesia

Correspondence: R. Bayu Kusumah

Email: [bayu\\_eni@dosen.stikesmi.ac.id](mailto:bayu_eni@dosen.stikesmi.ac.id)

Address : Jl. Karamat No.36, Karamat, Kab. Sukabumi, Kota Sukabumi, Jawa Barat 43122

### ABSTRACT

**Objective:** The purpose of this study was to determine the relationship between nurse therapeutic communication and patient satisfaction in the inpatient room of Bhayangkara Setukpa Hospital.

**Methods:** The research design is correlational using a cross sectional approach. The sample in this study were 79 people in the inpatient room of Bhayangkara Setukpa Hospital. The data analysis used was univariate analysis with frequency distribution and percentage for each category, bivariate analysis using chi-square.

**Results:** The results showed that the P value = 0.000 means Reject Ho if the P value <0.05, namely there is a relationship between nurse therapeutic communication and patient satisfaction in the inpatient room of Bhayangkara Setukpa Hospital.

**Conclusion:** The results of the study can be concluded that there is a relationship between nurse therapeutic communication and patient satisfaction. It is hoped that Bhayangkara Setukpa Hospital can increase maximum patient satisfaction as a form of providing quality health services at the hospital.

**Keywords:** nurse, patient satisfaction, therapeutic communication

### Introduction

Health is defined as a state of complete physical, mental and social well-being, not merely the absence of disease, infirmity or infirmity. Health is an important human asset that is always expected during their lifetime (Suwita & Fahri, 2019). With the hope that humans are always healthy, the government and the private sector have built a number of health services

managed by the government and private parties aimed at all levels of society (Yulianthini et al., 2016).

Indicators of the success of health services can be interpreted as the level of comfort provided by service providers greatly influences both the success and failure of a person in the service process received by him. Therefore, the health service process provided by the hospital should be able to support the patient's physical recovery (Rovendra, 2020). Besides that, it can also increase the patient's confidence to try to fight the disease he is suffering from. Thus, health services must be affordable to the community and available equally (Fatrída & Saputra, 2019).

One indicator of success in providing health services is patient satisfaction. The measurement tool that is trusted to assess the success of providing good health services and ultimately improving public health is by measuring patient satisfaction (Kuntoro & Istiono, 2017).

The importance of measuring patient satisfaction according to Astutik (2018), namely to find out the deficiencies of each level of weakness in service delivery, to find out the performance of service delivery that has been carried out by service units and as material for determining policies that need to be taken and efforts that need to be made. So that later the community can find out an overview of the service performance of the unit concerned (Astutik, 2018).

One of the factors that influence efforts to increase patient satisfaction is the nurse's therapeutic communication. Perry & Potter states that 80% of patient recovery and satisfaction is determined by the success of nurses in providing nursing care, both physically and psychologically. With therapeutic communication, nurses can listen to patient feelings and explain nursing action procedures (Saprianingsih, 2020).

Therapeutic communication is communication that is carried out or designed for therapeutic purposes which can help patients overcome the problems they face (Iriyanto, 2021). According to Fatmawati (2016), therapeutic communication is the process of conveying messages, meaning and understanding by nurses in the process of healing patients (Fatmawati, 2016). Therapeutic communication is important because it is a means to foster good relationships between patients and health workers.

## **Objective**

The general objective of this study was to determine the relationship between nurse therapeutic communication and patient satisfaction in the inpatient ward of Bhayangkara Setukpa Hospital.

## **Method**

This study uses a type of correlational research with a cross sectional approach. the population is all inpatients at Bhayangkara Setukpa Hospital, Sukabumi City with an estimated population of 97 people in May 2022. Sampling from the study population was carried out using the Proportional Random Sampling technique. Data collection techniques in this study used a questionnaire or questionnaire. Data analysis using univariate and bivariate analysis.

**Result and Discussion****Univariate Results**

Table 1. Characteristics of Respondents

Variable	N	%
<b>Age</b>		
17-40 years	34	43.0
41-60 years	32	40.5
More than 60 years	13	16.5
<b>Gender</b>		
Male	40	50.6
Female	39	49.4
<b>Education</b>		
Elementary school	16	20.2
Junior high school	18	22.8
Senior high school	30	38.0
College	15	19.0
<b>Employment</b>		
Have a job	56	70.9
Don't have a job	23	29.1
<b>Ward</b>		
Teratai	26	32.9
Tulip	53	67.1
<b>Implementation</b>		
Good	52	65.8
Not good	27	34.2
<b>Satisfied</b>		
Quite satisfied	20	25.3
Less satisfied	39	49.4

Based on table 11 it can be seen that the majority of patients in the Inpatient Room of the Bhayangkara Setukpa Hospital, Sukabumi City, namely between 17-40 years of age, 43.0% or 34 people, male sex, 50.6% or 40 people, high school education as much as 38.0% or 30 people, working as many as 70.9% or 56 people, being in the tulip treatment room as many as 67.1% or 53 people, implementation of nurse therapeutic communication that is well implemented as much as 65.8% or 52 people, expressing quite satisfied as much as 25.3% or 20 people.

**Bivariate analysis**

Table 2. Patient Satisfaction

Communication Implementation Therapeutic	Patient satisfaction			Total	P value
	Satisfied	Quite satisfied	Less satisfied		
Good	18	31	3	52	0,000
Not good	2	8	17	27	
<b>Total</b>	20	39	20	79	

Based on Table 2. The results of the statistical test obtained P value = 0.000, meaning Reject Ho if P value < 0.05, namely there is a relationship between nurse therapeutic communication and patient satisfaction in the Inpatient Room of Bhayangkara Setukpa Hospital, Sukabumi City

Based on Table 1, it can be seen that the description of the implementation of patient therapeutic communication in the Inpatient Room of the Bhayangkara Setukpa Hospital, Sukabumi City, that the majority of patients stated that the implementation of nurse therapeutic communication was well implemented as much as 65.8% or 52 people and a small number revealed the implementation of nurse therapeutic communication carried out not good as much as 34.2% or 27 people. According to Sinaulan (2016) the implementation of communication is an activity carried out by nurses in helping or helping solve client health problems through therapeutic communication (Sinaulan, 2016).

Based on Table 1, it can be seen that most of the patients in the inpatient ward of Bhayangkara Setukpa Hospital, namely the level of high school education were 38.0% or 30 people and a small proportion of patients with university education levels were 19.0% or 15 people, according to Septian et al., (2017 ) The level of knowledge affects a person's communication. If someone has a low level of knowledge, it will be difficult to respond to questions that contain verbal language compared to those with a higher level of knowledge.

One of the factors that influence knowledge is education. Nurses need to know the level of patient education so that nurses can interact properly and finally be able to provide appropriate nursing care to patients. A person's level of education will affect the level of knowledge. The higher a person's education, the easier it is for the person to respond well to the communication made by the nurse (Septian et al., 2017).

Based on Table 1, it can be seen that the description of patient satisfaction in the Inpatient Room of the Bhayangkara Setukpa Hospital, Sukabumi City, shows that the majority of patients expressed quite satisfaction as much as 49.4% or 39 people and a small number who expressed dissatisfaction and satisfaction as many as 25.3% or 20 people.

According to Patattan (2021) Satisfaction is the level of one's feelings after comparing performance or perceived results compared to their expectations, satisfaction can be used as a measuring tool by referring to the dimensions of satisfaction (Patattan, 2021). According to Anfal (2020) Older patients give better satisfaction responses than younger patients. This is in accordance with the results of the study that most of the respondents aged 17-40 years were included in the early adult development stage and provided a more critical satisfaction response in giving an assessment so that most of the patient satisfaction was included in the quite satisfied category (Anfal, 2020).

Based on Table 2, it can be seen that the majority of 59.6% or 31 people said that when the nurse's therapeutic communication was carried out, the patient felt quite satisfied and most of the 63% or 17 people said that when the nurse's therapeutic communication was not carried out, the patient felt unsatisfied. Based on Table 4.9 The results of the statistical test obtained P value = 0.000, meaning Reject Ho if P value < 0.05, namely there is a relationship between nurse therapeutic communication and patient satisfaction in the Inpatient Room of Bhayangkara Setukpa Hospital, Sukabumi City with a Q value of 0.533 which shows the closeness of the influence of the relationship tight.

According to Rustono et al., (2019) communication ranks high in the perception of patient satisfaction at the hospital, not infrequently even though the patient or his family feels the outcome is not in line with his expectations, they feel satisfied because they are served in an attitude that respects their feelings and dignity. The client's perception of nurse communication is very important because it involves client satisfaction with the services provided at the hospital (Rusnoto et al., 2019). According to Ulandari & Yudawati (2019) satisfaction is the level of one's feelings after comparing the perceived performance or results compared to their expectations (Ulandari & Yudawati, 2019).

Therapeutic communication is one of the important aspects and influences the quality of nursing services in hospitals because therapeutic communication is an important tool for fostering therapeutic relationships and communication is also intended to change patient behavior in achieving optimal health levels. Some indicators that must be implemented in the implementation of nurse therapeutic communication such as the phase of the therapeutic communication relationship, therapeutic communication attitudes and therapeutic communication techniques, from these 3 things the patient can perceive, if implemented then the patient will get satisfaction during treatment.

The results of research that has been carried out show that most patients express that when the therapeutic communication is carried out the patient feels quite satisfied, this states that not all elements of satisfaction are felt by the patient so that the patient is not satisfied. When the nurse's therapeutic communication is not carried out the patient feels dissatisfied, it is clear that the outcome of the implementation of the therapeutic communication carried out by the nurse is not in accordance with the patient's expectations and the result is that the patient feels unsatisfied.

## Conclusion

Based on the results of the research and discussion that has been described in the previous chapter, it can be concluded that several important things in this study are as follows: Most of the descriptions of patients in the inpatient room of Bhayangkara Setukpa Hospital answered that the implementation of therapeutic communication was carried out by nurses, namely 73.4% or 58 people, most of the descriptions of patients in the inpatient ward of Bhayangkara Setukpa Hospital answered that patient satisfaction was quite satisfied, namely 48.1% or 38 people. nurses with patient satisfaction in the inpatient room of Bhayangkara Setukpa Hospital

## References

1. Anfal, A. L. (2020). Pengaruh Kualitas Pelayanan Dan Citra Rumah Sakit Terhadap Tingkat Kepuasan Pasien Rawat Inap Rumah Sakit Umum Sundari Medan Tahun 2018. *Excellent*

- Midwifery Journal*, 3(2), 1–19.
2. Astutik, A. R. (2018). *Komunikasi Terapeutik Dengan Tingkat Kepuasan Pasien*. Skripsi.
  3. Fatmawati, U. (2016). *Pengaruh caring perawat terhadap kepuasan pasien= The nurses caring influence on patient satisfaction*.
  4. Fatrida, D., & Saputra, A. (2019). Hubungan Waktu Tunggu Dengan Tingkat Kepuasan Pasien Dalam Mendapatkan Pelayanan Kesehatan. *Jurnal'Aisyiyah Medika*, 4(1), 11–21.
  5. Iriyanto, D. R. (2021). *Literature Review: Penerapan Komunikasi Terapeutik Pada Perawat*.
  6. Kuntoro, W., & Istiono, W. (2017). Kepuasan pasien terhadap kualitas pelayanan di tempat pendaftaran pasien rawat jalan Puskesmas Kretek Bantul Yogyakarta. *Jurnal Kesehatan Vokasional*, 2(1), 140–147.
  7. Patattan, A. A. (2021). Hubungan Mutu Pelayanan Kesehatan Dengan Kepuasan Pasien Di Rumah Sakit Fatima Makale Di Era New Normal. *Jurnal Keperawatan Florence Nightingale*, 4(1), 14–19.
  8. Rovendra, E. (2020). Analisis Dimensi kualitas pelayanan pasien BPJS rawat jalan di RSSN Bukittinggi. *Human Care Journal*, 5(1), 304–311.
  9. Rusnoto, R., Purnomo, M., & Utomo, T. P. (2019). Hubungan Komunikasi Dan Pelayanan Keperawatan Dengan Tingkat Kepuasan Pasien. *Jurnal Ilmu Keperawatan Dan Kebidanan*, 10(2), 343–349.
  10. Saprianingsih, A. (2020). Hubungan Komunikasi Terapeutik Perawat Dengan Kepuasan Pasien Di Ruang Rawat Inap Vip. *Hubungan Komunikasi Terapeutik Perawat Dengan Kepuasan Pasien Di Ruang Rawat Inap VIP*.
  11. Septian, R. A., Sulisno, M., Nurmalia, D., & Ropyanto, C. B. (2017). *Gambaran Tingkat Pengetahuan Mahasiswa Keperawatan Universitas Diponegoro Tentang Komunikasi Terapeutik*. Faculty of Medicine.
  12. Sinaulan, R. L. (2016). Komunikasi terapeutik dalam perspektif Islam. *Jurnal Komunikasi Islam*, 6(1), 129–157.
  13. Suwita, S., & Fahri, S. (2019). Analisis Determinan Rumah Sehat Dalam Mendukung Pembangunan Berwawasan Lingkungan Di Kelurahan Kebun Handil Kota Jambi. *Jurnal Pembangunan Berkelanjutan*, 2(1), 60–73.
  14. Ulandari, S., & Yudawati, S. (2019). Analisis Kualitas Pelayanan, Sarana Prasarana dan Lingkungan Terhadap Kepuasan Pasien. *Care: Jurnal Ilmiah Ilmu Kesehatan*, 7(2), 39–53.
  15. Yulianthini, N. N., SE, M. M., & Suwendra, I. W. (2016). Analisis faktor-faktor yang mempengaruhi kepuasan pasien rawat inap. *Jurnal Manajemen Indonesia*, 4(1).