



**DESCRIPTION OF PATIENT SATISFACTION LEVEL WITH THERAPEUTIC COMMUNICATION OF NURSES IN WORK PHASE**

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**ABSTRACT**

Communication is a very special and important process in relationships. Communication is more important in the nursing profession because interpersonal communication is the starting point of mutual understanding between nurses and patients. because communication is a basic need between nurses and patients, it can be categorized as face-to-face communication between nurses and patients, nurse support, patient support. meet patient needs. The aim of this research is to determine the level of patient satisfaction with nurses' therapeutic communication during the work phase at RSI Muhammadiyah Kendal. The research method used is descriptive quantitative. The sample used in this research was 50 respondents. The research technique used was purposive sampling with a cross sectional approach, to make data collection easier, the tool used was a therapeutic communication questionnaire. Analyze univariate data to obtain the frequency distribution of each variable. The results of research on respondent satisfaction levels show that respondents who choose the satisfaction level of "Satisfied" are 28.0% and respondents who choose the satisfaction level of "very satisfied" are 72.0%, and the results of research based on therapeutic communication show that respondents who choose therapeutic communication are "not good" 12.0% and those who choose communication was "good" as much as 88.0%. Quality care services are not only determined by accuracy in providing them, but by building communication relationships that can heal patients (therapeutic communication).

Keywords: nurses; satisfaction level; therapeutic communication

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**INTRODUCTION**

Hospitals are health service institutions for the community with their own characteristics and are influenced by developments in health science, technological advances and the socio-economic life of the community which must be able to improve services that are of higher quality and affordable for the community in order to achieve the highest level of health. Hospitals have a very strategic role in efforts to improve the level of public health. The new paradigm of health services requires hospitals to provide quality services according to the needs and desires of patients while still referring to the professional code of ethics. Nursing staff are The Caring Profession which has an important role in producing quality health services in hospitals, the services provided are based on a bio - psycho - social - spiritual approach which is implemented during 24 hours and continuously is a distinct advantage compared to other services (Rikayoni, 2019).

The caring Profession Patient satisfaction is the level of satisfaction experienced by patients as a result of the process of providing health services that meet their expectations. patients feel important and secure with their various feelings and experiences. Patient dissatisfaction

can be caused by various reasons, including: lack of communication, time crunch, product or service quality, price and cost (Simajuntak, 2019). According to the Indonesian Ministry of Health, in 2005 there were still complaints of patient dissatisfaction with nurse communication. Average data from dan memenuhi kepuasan pelanggan yaitu kesembuhan pasien (Muninjaya, 2013). several hospitals in Indonesia shows that 67% of patients report dissatisfaction with the use of medical services (DepkesRI, 2005).

Communication is a very special and important process in relationships. Communication is more important in the nursing profession because interpersonal communication is the starting point of mutual understanding between nurses and patients. because communication is a basic need between nurses and patients, it can be categorized as face-to-face communication between nurses and patients, nurse support, patient support (Indrawati, 2013). Communication is very important because therapeutic communication affects patient satisfaction. Good therapeutic communication skills are more effective for nurses in helping them build trust with their patients and ensure professional satisfaction in long-term care (Ulya, Anggraeni, & Pelawi. 2023). Therapeutic communication is an interpersonal skill that involves behavior and allows individuals to relate to other people and the world around them. Nurses who have therapeutic communication skills will easily establish trusting relationships with patients, prevent legal problems, provide professional satisfaction with nursing services, improve the image of the nursing profession and the image of the hospital and increasing patient satisfaction (Siti Rochani. 2019). Verbal and non-verbal communication factors in health services play a role as the main key factors that determine the success of services.

The therapeutic communication process that nurses must carry out includes the pre-interaction phase, orientation phase, work phase and termination phase. In the pre-interaction phase, the nurse's task is to collect patient data, explore feelings, carry out self-power fantasies, make plans for meetings with patients. in the orientation phase the nurse greets, introduces herself, validates, determines why the patient needs help, explains the time required and explains confidentiality. In the work phase, nurses provide the opportunity to ask questions, ask about main complaints, carry out activities according to plan. in the termination phase, the nurse creates the reality of farewell, concludes the results of the activity, provides positive reinforcement, contracts the next activity and ends the activity.

Nurses must communicate more effectively to improve good attitudes, friendly smiles, high empathy and attentiveness. Communication is the process of exchanging information or a process that creates and transmits meaning or significance (Yasir, 2020). Quality care services are not only determined by accuracy. in providing, however, by building communication relationships that can heal patients (therapeutic communication) nurses must have therapeutic communication skills to complete their duties so that nurses can determine the success of medical services or professional treatment to meet patient needs. Patient satisfaction is the level of patient feelings that arise as a result of the provision of health services received when the patient compares them with what was expected.

Factors that influence satisfaction with care services include communication of information procedures provided by service providers and responding to complaints from patients and how patient complaints are quickly received by service providers, especially nurses, in responding to patient complaints (Priyanto, 2012). Tujuan penelitian ini adalah untuk mengetahui bagaimana gambaran tingkat kepuasan pasien terhadap komunikasi terapeutik perawat pada fase kerja di RSI Muhammadiyah Kendal dimana data yang ditemukan dari hasil studi pendahuluan 2 dari 5 perawat yang tidak terapeutik saat komunikasi dengan pasien

saat melakukan tindakan keperawatan The aim of this research is to find out how the level of patient satisfaction with nurses' therapeutic communication during the work phase at RSI Muhammadiyah Kendal is described, where data was found from the results of a preliminary study, 2 out of 5 nurses who were not therapeutic when communicating with patients when carrying out nursing procedures.

**METHOD**

The research method used is descriptive quantitative. Data collection was carried out for 3 days from 15 May to 18 May 2023 at RSI Kendal. The research technique used was purposive sampling with a cross sectional approach on a sample of 25 respondents. Data analysis used univariate analysis and data collection tools used a therapeutic communication questionnaire.

**RESULTS**

Table 1.

Frequency distribution of respondents based on the age of respondents (n=50)

Variabel	Min	Mix	Mean	Modus
Age	28	49	37.56	30

Table 1, it shows that the age of the respondents in the level of patient satisfaction with the therapeutic communication of nurses in the RSI Muhammadiyah Kendal with an average age of 37.56 respondents.

Table 2.

Frequency distribution of respondents based on gender, Education and Occupation Respondents (n=50)

Variable	f	%
Gender		24
Man	12	
Female	38	76
Education		
Elementary school	10	20
Junior high school	16	32
Senior high school	18	36
Bachelor	6	12
Occupation		
Housewife	20	40
Laborer	14	28
Swasta	12	24
Self-employed	4	8

Table 2 it shows that the majority of respondents in the Hospital, Muhammadiyah Kendal, were female, namely 38 respondents or 76.0%. Frequency distribution of respondents based on last level of education respondents, the majority of respondents' final education in the Hospital of RSI Muhammadiyah was high school with 18 respondents or 36.0% and Frequency distribution of respondents based on the respondent's occupation in the Hospital of RSI Muhammadiyah Kendal were housewives, 10 respondents or 40.0%.

Table 3.

Frequency distribution of respondents based on the level of respondent satisfaction with nurses (n=50)

Satisfaction Level	F	%
Satisfied	14	28.0
Very Satisfied	36	72.0

Table 3 it shows that the level of respondent satisfaction with the nurses in the RSI Muhammadiyah Kendal inpatient room was very satisfied, as many as 36 respondents or 72.0%

Table 4.  
Frequency distribution of respondents based on respondents' therapeutic communication towards nurses (n=50)

Therapeutic Communication	f	%
Good	44	12.0
Not good	6	88.0

Table 4 it shows that the therapeutic communication of respondents towards nurses in the RSI Muhammadiyah Kendal inpatient room was good as many as 44 respondents or 88.0%.

## DISCUSSION

### Age

Based on the results of average age of respondents was 38 years. One of the factors that influence therapeutic research conducted, the communication and patient satisfaction is age, at the age of 36 – 45 years is an age that is mature enough to be able to understand how someone has good attitudes and communication. The older a person is, the more they are able to show mental maturity and the more they are able to think rationally, wisely, able to control emotions, and open to other people's views. According to Anjani, P.W (2018) if the worker's age increases, the level of productivity of the employee will increase because the worker is in a position of productive age and if the worker gets older then the level of work productivity will decrease due to limited physical and health factors that influence. Where in communication the content and attitude of conveying the message depend on the age of both the speaker and the person being spoken to (Potter and Perry, 2018).

### Gender

The research results showed that the majority of respondents were female with a total of 38 (76.0%) people. Potter and Perry (2018) explained that basically men and women have different communication styles, where women tend to be more careful and thorough and require a lot of communication. consideration in carrying out communication so that the message conveyed can be conveyed well, is easy to understand and does not offend feelings. Perry and Potter (2018) explained that gender influences a person's communication style, different genders also have different communication styles.

### Education

Based on the research results, it is stated that the education of the majority of respondents is SMA 18 (36.0%) respondent. Education is place learning to the community so that they are willing to take actions to maintain their health, the higher a person's level of education, the easier it is to receive information and manage communication well. A person's knowledge greatly influences the communication process, Batjo, N., and Shaleh, M. (2018). explains that communication will be difficult if the people we communicate with have different levels of knowledge, for this reason we must be able to position ourselves according to the level of knowledge of those we are talking to.

### Employment

Communication is an important element to increase a person's motivation at work so that a person becomes more active at work. Poor communication can also impact a person's work motivation and cause conflict. The results of this study showed that the majority of respondents worked as housewives, 20 (40.0%) people. The working period is the time when

someone starts working at work. The longer someone works, the more experience they have so the better their communication will be (Nursalam, 2020).

### **Nurse Therapeutic Communication**

Therapeutic communication is professional communication that is consciously planned, has a purpose and is centered on the patient's recovery. Therapeutic communication means being able to communicate words, actions, expressions that can influence the patient's healing process. The results of this study showed that there were 44 nurses who carried out therapeutic communication with a percentage of 88.0%. The results of this research are supported by Efa Klemensia Sihotang 2019, which states that nurses' therapeutic communication with post-operative patients in the room Santa Maria Santan Elisabeth Hospital Medan had a good majority of 49 (86.0%). Therapeutic communication is influenced by several factors such as education, length of work, knowledge, attitudes, psychological conditions, and clarity of messages which will influence the effectiveness of communication. Based on the results of research by Pery (2018) regarding the implementation of communication. In accordance with theory and previous research results, therapeutic communication is very useful for nurses because it can obtain information about the patient's condition and for patients this communication can help convey patient complaints so that an appropriate diagnosis can be made and appropriate nursing care according to the disease suffered by the patient so that he can obtain healing and satisfaction

### **Patient Satisfaction**

Based on table 1.6, it is known that patient satisfaction with therapeutic communication shows that the majority of respondents are very satisfied, 18 (72%) people. Satisfaction is a feeling of pleasure that a person feels which comes from a comparison between enjoyment of an activity and a product with his expectations. Factors that influence patient satisfaction include product characteristics, therapeutic with the level of satisfaction of patients undergoing elective surgery at the IPHI Batu Mother and Child Hospital which said that a small percentage of 8 people (13.3%) of respondents received poor therapeutic communication. Factors that hinder therapeutic communication include development, perception, values, socio-cultural background, emotions, gender, knowledge, environment. price, service, location, facilities, image, visual design, atmosphere, and communication (Dora and Asmalinda, 2019) The results of Almi Saprianingsih's research (2020) stated that the level of satisfaction of VIP inpatient patients at Sultan Imanuddin Hospital Pangkalan Bun showed that the majority of respondents stated that they were satisfied, 20 (62.5%).

### **CONCLUSION**

The conclusions from the results of the research "Description of the Level of Patient Satisfaction with Nurses' Therapeutic Communication in the Work Phase at RSI Kendal" are as follows : The level of satisfaction of respondents with nurses in the RSI Muhammadiyah Kendal, was very satisfied 36 respondents (72%).

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