

# EFFECT OF NURSE THERAPEUTIC COMMUNICATION ON PATIENT SATISFACTION IN THE INSTALLATION OF GENERAL HOSPITAL IN MASSENREMPULU, ENREKANG DISTRICT

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**Abstract :**Therapeutic communication is one of the important keys in providing patient services in hospitals. Nurses who have communication skills, not only will easily establish a relationship of trust with patients, also prevent illegal problems, and increase satisfaction in the hospital. This study aims to analyze the effect of nurses' therapeutic communication with patient satisfaction in the inpatient installation at Massenrempulu District Hospital Enrekang. The method used in this research is an observational analytic with cross sectional study design. The population in this study were patients in the inpatient hospital of Massenrempulu District Hospital. The research sample of 75 people. The technique of determining the sample is to use the accidental sampling method. Analysis of the data used is chi square and multiple logistic regression.

The results showed that the majority of respondents aged 40-49 years (25.3%), were female (61.3%), had elementary / equivalent education (30.7%) and worked as farmers (36.0%). The analysis showed that there was a statistically significant relationship between the variable respect (0.002), positive attitude (0.019) and not a meaningful relationship opening up (0.239) with patient satisfaction. The results of multivariate analysis with multiple logistic regression tests showed that the positive attitude of Exp (B) or Odds Ratio was 0.595. The most dominant variable influences patient satisfaction in the inpatient installation of Massenrempulu District Hospital, Enrekang Regency.

*Keywords—component; Therapeutic Communication, Satisfaction, Positive Attitude, Opening Up, Respect*

## I. INTRODUCTION

Communication is very important in carrying out administrative processes and interactions between elements in a group or organization. Communication is a form of delivery of messages between two or more people who are processed from the communicator or the messenger to the communicant or recipient of the message with a specific purpose of service. The delivery of health services in hospitals is nursing services, hospitals especially nursing can be determined by three parts namely the type of service given to patients, management

managers, nursing staff as providers of care services, not only that to provide quality satisfaction to patients especially nursing by fostering good communication relationships that are therapeutic (Nursalam, 2014)

According to (Indar, 2017) in Health Ethicolegal argues that patients are the focus of nursing efforts provided by nurses as a component of health workers. Where the nurse and patient relationship is a mutually beneficial relationship (mutual relationship). As a nurse who has the right and obligation to carry out nursing care as optimal as possible with a bio approach, spiritual social psycho according to patient needs.

In inpatient care at the hospital nurses are required to apply therapeutic communication to their patients, starting from the assessment stage to the evaluation. According to (Suhaila, 2017) the role of nurses in communicating is something very important to foster relationships in therapeutic communication and can affect the quality of nursing services and can affect the level of patient satisfaction with health services provided to patients who are being treated in hospitals.

Several previous studies such as (Negi, 2017) about the quality of nurses' therapeutic communication and overall patient satisfaction during their stay at Uttarakhand India hospital, on the aspect of patient confidentiality Quick Attention to handle polite and humble attitudes, As many (81.8%) patients said that nurses are very helpful and considerate, (90%) patients are satisfied with nurses' information about their status and health care, patients are satisfied with nurse confidentiality. Quality of therapeutic communication of patient nurses has a significant positive correlation with patient satisfaction and (Rusnoto, 2019) about The Relationship of Nursing Services and Therapeutic Communication with Inpatient Satisfaction at RSUD dr. Loekmono Hadi Kudus, Nursing services, mostly stated good (71%), therapeutic communication, most stated good (55.1%) and patient satisfaction, most expressed satisfaction (60.9%)The application of nurses' therapeutic communication

in hospitals must be applied by having the skills of communication when communicating their duties as nurses in order to support the key to success in providing good and targeted health services with the implementation of therapeutic communication. According to (Devito, 2011) in human communication that for the realization of effective therapeutic communication, then communication must meet the humanistic principles of openness, empathy, supportiveness, positive attitude (positiveness) and equality between nurses and patients. According to (Ermawaty, 2010) in marketing the health service industry, the therapeutic communication indicator consists of four interrelated indicators, namely attending skills, respect, empathy and responsiveness. and According to (Mundakir, 2016) in service communication, it is stated that therapeutic communication consists of trust, self-disclosure, empathy, confirmation and control. Based on the results of previous studies, researchers only use one theory regarding therapeutic communication consisting of indicators of openness, positive attitude, supportive attitude, empathy and openness. But want to further develop the theory in this study researchers combine three theories in three variables including opening up, a positive attitude and respect.

Regional General Hospital of Massenrempulu is the only hospital that has complete facilities managed by the Government of Enrekang Regency. Data of Massenrempulu Regional Hospital Profile in 2017 until 2019 shows data of inpatient visits in 2017 as many as 6,779 patients, an increase in visits in the year 2018 were 7,381 patients and in 2019 there were a decrease of 6,176 patients. Data of inpatient visits at RSUD Massenrempulu from 2017 to 2019 shows that there was an increase in 2018 and decreased visits in 2019. In assessing the success of the performance and function of a hospital service can be seen from several things for example the number of patient visits increase or decrease.

Based on the above background, the researcher aims to analyze the effect of therapeutic communication based on the dimensions of positive attitude, respect and opening up of nurses to patient satisfaction in the inpatient general Massenrempulu hospital in Enrekang district.

## II. MATERIALS AND METHODS

### A. Location and Research Design

This research was conducted at the General Hospital in Massenrempulu. This type of research is a quantitative study using an analytic observational design with a cross sectional study approach.

### B. Population and Sample

The population of this study is the population of all BPJS patients in the Inpatient Massenrempulu General Hospital in 2019 based on BPJS Health data as many as 6,176. While for the calculation of sample size using the stanley Lameshow formula, 75 respondents were sampled.

### C. Methode of Collecting Data

Procedure Data collection at the study site by interview and questionnaire distribution. The source of research data is primary data which is data obtained directly from interviews,

observations from respondents and the results of filling out questionnaires distributed to respondents and secondary data is data obtained through questionnaires. The questionnaire in this study contains statements by checking one of the questions from the choice of each answer using the Likers scale

### D. Data analysis

The data analysis technique used is univariate analysis, which serves to provide a description of population characteristics and presentation of descriptive results through the frequency and distribution of the independent and dependent variables. Bivariate analysis was carried out to find the effect of each independent variable with the dependent variable using the chi-square test.

## III. RESULTS

Univariate analysis consists of descriptive analysis of respondent characteristics and descriptive analysis of research variables.

Based on table 1 shows that of the 75 respondents based on the age of the respondents the most were in the age group of 40 - 49 years, as many as 19

people (25.3%) and the least number of respondents in the age group of 20-29 years is as many as 12 people (16.0%). 75 respondents based on gender the most, namely female sex as many as 46 people (61.3%) while the least respondents with male gender are 29 people (38.7%). Based on 75 respondents based on education the most are respondents with education Elementary school / equivalent as many as 23 people (30.7%) while the least respondents with junior high school / equivalent and tertiary education are as many as 13 people (17.3%), indicating that of the 75 respondents based on work the most is respondents with work as farmers as much as 27 people (36.0%) while the least number of respondents with jobs as Private Employees are 3 people (4.0%). While the patient satisfaction variable shows that of 75 respondents in the Inpatient Installation of Massenrempulu Regional Hospital, Enrekang Regency, 47 respondents (62.7%) stated that they were quite satisfied and as many as 28 respondents (37.3%) who expressed less satisfaction.

Based on table 2 regarding the descriptive analysis of positive attitude variables showed that of 75 respondents in the Inpatient Installation of Massenrempulu Regional Hospital, Enrekang Regency, 45 respondents (60.0%) stated that the nurses 'positive attitude was sufficient and 30 respondents (40.0%) who stated that the nurses' positive attitude was lacking Respect variable shows that from 75 respondents in the Inpatient Installation of Massenrempulu Regional Hospital, Enrekang Regency, 53 respondents (70.7%) stated that respect for nurses was sufficient and as many as 22 respondents (29.3%) who stated respect for nurses was insufficient and the variables opened themselves out of 75 respondents in the Installation Inpatient Hospital of Massenrempulu Enrekang Regency, as many as 44 respondents (58.7%) stated that nurses 'self-disclosure was sufficient and as many as 31 respondents (41.3%) who stated nurses' self-disclosure was lacking while the satisfaction variable was

Based on the bivariate analysis shown by the table of test results between the variables of the positive attitude of nurses showed that the statistical test results obtained  $p$  value = 0.019, because the value of  $p < \alpha = 0.019 < 0.05$  then  $H_0$  was rejected, thus indicating a statistically significant effect on the positive attitude of nurses with patient satisfaction In the Inpatient Installation of Massenrempulu Regional Hospital, Enrekang Regency, the respect variable shows that the statistical test results obtained  $p = 0.002$ , because the value of  $p < \alpha = 0.002 < 0.05$  then  $H_0$  is rejected, it can be concluded that there is a statistically significant relationship between the variable nurse respect and patient satisfaction at Inpatient Installation of Massenrempulu District Hospital, Enrekang Regency. While the variables open themselves Statistical test results obtained  $p$  value = 0.239, because the value of  $p > \alpha = 0.239 > 0.05$  then  $H_0$  is accepted, so it can be concluded that there is no statistically significant relationship between nurses' self-disclosure variables with patient satisfaction at the Inpatient Installation of Massenrempulu District Hospital, Enrekang.

## DISCUSSION

The results of this study indicate that there is an effect of therapeutic communication based on the dimensions of nurses' positive attitude towards patient satisfaction in the inpatient general hospital Massenrempulu Enrekang district, positive attitude in communication is important for therapeutic relationships, in therapeutic communication that is positively encouraging people to be our friends in interacting . Communication is built if people have a positive attitude toward themselves, the positive attitude of the nurse can actually be shown with a warm attitude, understanding of the patient's condition and being empathetic. On the other hand, nurses' negative attitudes towards patients such as not respecting patients, looking down on patients, talking about other activities, so that there is no longer a therapeutic relationship between nurses and patients.

According to (Devito, 2011) that nurses' positive attitude in communicating with patients is how nurses put or carry themselves that shows the feelings of nurses with objects or problems that are being discussed or communicated. So that will encourage patients to more actively participate and create communication situations conducive to interactions that are pleasant for patients and effective in the delivery of information.

Based on the results of the study note that most patients perceive their feelings are satisfied with the positive attitude of nurses. The attitude of nurses who are able to position themselves when communicating, the attitude of nurses in question is to always say pleasant things that make the patient calm during the treatment process. nurses' attitudes make patients believe in all the actions taken by nurses, patients are not worried about the various examination processes that are recommended by nurses, nurses' explanations provide hope of healing to patients and nurses are polite to patients.

Some patients who feel unsatisfied with what is given by nurses starting from the attitude of nurses who sometimes do not greet and even give wrong when entering a patient's room, a less friendly attitude, so that patients are less comfortable

when dealing with nurses because therapeutic communication is not running properly.

According to research (Harumin Madani, 2018) which says that with a positive attitude nurses Being positive can be shown with a warm attitude, caring, and respect for clients. The essence of the therapeutic relationship is warmth, sincerity, empathetic understanding, and positive attitude.

Based on the results of the analysis showed that there is an influence of therapeutic communication based on the variable respect nurses on patient satisfaction of inpatient general Massenrempulu district hospitals in Enrekang. Patients who are satisfied with the services provided by nurses are more caused because patients feel well received by nurses. The attitude of the nurse who is polite without distinguishing the patient's status, immediately responds when the patient requires service. The nurse is considerate if every day asking about the patient's condition and being friendly so that the patient feels comfortable enough to be treated in the room. Conversely what makes patients less satisfied is when patients want to complain about the services received during treatment and want to consult their health problems, sometimes there are nurses less interested in listening to patient stories and want to immediately end the conversation with patients. So it seems less patient and less understanding of the patient's condition.

This is supported by (Ermawaty, 2010), Respect is the attitude and behavior of health professionals respecting patients. Respect indicators are hospitality, respectful behavior, and polite. Nurses treat patients with respect while communicating. In addition, nurses always motivate patients when communicating about treatment. This shows that the nurse's respect for the patient gets such a good response from the patient.

While the results of the analysis showed that there was no effect of therapeutic communication based on the nurses' self-disclosure variable on patient satisfaction in the inpatient general hospital Massenrempulu district in Enrekang. According to (Mundakir, 2016) nurses open themselves about experiences that are useful for client therapy, nurses must be open in providing information about themselves, their self-ideals, feelings, attitudes and values.

Patients who are satisfied with the services provided by nurses because some nurses have been open to patients by providing clear information and advice and counseling about the patient's health condition, nurses also provide an explanation of each nursing action to be performed to patients. Patient which states less satisfied that the patient feels the service provided in terms of opening the nurse is not optimal, the nurse is not open about providing information, just controlling the patient's condition so that some patients feel awkward when dealing with nurses, the impact is the patient feels closed and limited in issuing his complaints .

Viewed from the aspect of openness, this study is in accordance with the results of the study (Asdawati, 2014) which also found that there is a relationship between the aspect of openness to patient satisfaction in the Outpatient Installation of Makassar City Hospital. And research conducted by (Negi, 2017) shows that as much as 90% of patients are satisfied with the openness of nurses in providing precise information about the health and treatment status of

patients in the special hospital wards of the state of Uttarakhand in India.

According to (Ermawaty, 2010) Patient satisfaction is one of the capital to get more loyal patients. Loyal patients will use the same health back when they need to return. Even loyal patients will invite others to use the same health services. Loyal patients are a cheap "promotional tool."

Patient satisfaction assessment shows that patients are satisfied starting from the construction of the hospital looks beautiful clean and comfortable, the hospital certainly provides affordable services. This study is in line with research conducted by (Dahla, 2016) which states there is an influence between patient satisfaction with health services in terms of service facilities in the internal room of the Makassar Regional Power Hospital with a value of  $p = 0.003$  ( $p < 0.05$ ).

The quality of service and technical competence have an impact on patient satisfaction marked by an increase in the number of visits. The results of the research can be seen that most of the respondents answered sufficiently and were satisfied with the statement regarding patient satisfaction.

Access to one of the factors that determines patient consideration in choosing a hospital and going to an easily accessible location can affect patient satisfaction in utilizing health facilities in the hospital. Based on this study there are still answers that are very dissatisfied as hospitals can provide affordable services to patients by 1.3%. caused by the location of hospitals that are less strategic, especially for enrekang people who live in remote areas with inadequate infrastructure and limited public infrastructure. This study is in line with research conducted by (Damghi, 2013) which states that the distance of a patient's home from the hospital has a significant relationship of 0.001 with patient satisfaction at the University of Morocco hospital.

In addition to access, inpatient treatment rooms at the Massenrempulu General Hospital are still inadequate, especially in internal care, there are some rooms that are less comfortable facilities where air conditioners and fans are not functioning, this can be seen there are still very dissatisfied answers to the condition of the treatment room in money adequate hospitalization of 1.3%. Therefore, patients feel the distance and short travel time, ease of transportation, the number of satisfied patients will increase, while if they feel that the access aspect is lacking, patient satisfaction will decrease

#### IV. CONCLUSIONS AND RECOMENDATION

Based on the results of research conducted, it can be concluded that:

1. There is an effect of therapeutic communication based on the dimensions of the nurses' positive attitude towards

patient satisfaction in the inpatient general massenrempulu general hospital in Enrekang district

2. There is an effect of therapeutic communication based on the nurses' respect dimension to patient satisfaction in the inpatient general massenrempulu general hospital in Enrekang district.
3. There is no effect of therapeutic communication based on nurses' self-disclosure dimensions to patient satisfaction in the inpatient general massenrempulu general hospital in Enrekang district.

It is recommended that hospital institutions in this case policy makers can make the results of this study as an alternative or basis for consideration to improve the quality of service and socialization about the importance of nurses' therapeutic communication to patients. For nurses at the General Hospital of Massenrempulu, Enrekang Regency to better maintain and enhance therapeutic communication skills when interacting with patients. further enhance openness, respect and positive attitude for patient satisfaction.

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