

# THE CORRELATION BETWEEN THERAPEUTIC COMMUNICATION AND PATIENTS SATISFACTION IN HOSPITAL

Indonesian Nursing Journal of Education and Clinic (INJEC)  
Volume 8 Issue 1, June 2023  
DOI: 10.24990/injec.v8i1.569  
injec.aipni-ainec.org/index.php/INJEC/index  
Received : 2022-12-13  
Accepted : 2023-05-16  
The Association of Indonesian Nurse Education Center (AINEC)

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## Abstract

**Introduction:** Patient satisfaction with therapeutic communication in the hospital is an indicator of quality that must be maintained by nurses, but the condition of patient satisfaction still shows that something is lacking in the therapeutic communication provided by nurses. This study aimed to determine the correlation between therapeutic communication performed by nurses and patient satisfaction while in hospital.

**Methods:** A cross sectional study in in the hospital with 36 patients. Total 33 respondents were recruited using consecutive sampling. Therapeutic communication and patient satisfaction measured using questionnaire. The collected data were analyzed using SPSS version 21 with the Spearman Rho Test.

**Results:** The results showed that most of the nurses' therapeutic communication was good as many as 21 respondents (63.6%). Meanwhile, for patient satisfaction, 17 respondents (51.4%) said they were satisfied. From the results of the Spearman Rho test, it was found correlation between therapeutic communication performed by nurses and patient satisfaction while in hospital with  $p = 0.011$  ( $p < 0.05$ ) and coefficient value was 0.438.

**Conclusion:** Good therapeutic communication will help accelerate patient recovery and help patients to make decisions in nursing action procedures. The better the communication that is applied, the more satisfied the patient is in accepting and in accordance with his expectations.

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

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## INTRODUCTION

Patient satisfaction is an indicator of quality in hospitals obtained from the services provided by health workers. Patient satisfaction is expected to always provide high value and make the hospital continue to exist in patient service (Fry and Moore, 2019; Mansaray, 2019). Hospitals are required to provide the best service to patients as hospital service users. Therefore, the growing competition between hospitals is getting tougher and sharper, so every hospital is required to enhance competitiveness by trying to give satisfaction to its patients. However, not all patient satisfaction at the hospital gets good ratings and there are still those who give it less, one of the causes of the lack of patient satisfaction is that the communication provided by health workers is still low (Jabagi *et al.*, 2019; Ozkeser, 2019).

Communication carried out by health workers in hospitals is one indicator of patient satisfaction. Patients who feel that the hospital provides satisfaction according to their criteria, then the patient will tend to return to the hospital for treatment (Van Roy and Zaman, 2018; van der Kolk, van Veen-Dirks and ter Bogt, 2019). Therapeutic communication carried out by nurses in hospitals so far is synonymous with speaking softly, politely and with a smile. However, the meaning of therapeutic communication is not only that, nurses make therapeutic communication as a therapy to support patient recovery (Davis, 1991; Trougakos, Chawla and McCarthy, 2020).

Republic of Indonesia of 2016 concerning Minimum Service Standards for patient satisfaction, namely above 95% (Ministry of Health, 2016). RI Ministry of Health data for 2018 Approximately 60%

of hospitals in Indonesia have not met the needs for efficient services and have not implemented patient service standards, so patient satisfaction is also not perfect. Based on several studies conducted at Indonesian hospitals showing patient satisfaction was still not 95%, research conducted by Astutik, *et al* (2018) at an East Java hospital showed a patient satisfaction level of 19.2% in the high category, 28.9% moderate satisfaction and 51.9% low satisfaction. Research conducted by Dora, *et al* (2019) in the city of Padang showed that 33.3% of nurses' therapeutic communication was still ineffective and caused 43.4% of patients to express dissatisfaction with nurses' therapeutic communications. Based on the results of a preliminary study conducted by the researchers, it was found that of the 15 respondents interviewed, 6 of them showed that their therapeutic communication skills were still lacking. So that 7 of the patients interviewed showed that their satisfaction was still lacking, the lack of satisfaction was due to the lack of communication with nurses, the facilities of the hospital and the conditions of treatment provided.

Factors that influence patient satisfaction at the hospital are influenced by tangibles, reliability, responsiveness, assurance, and empathy. Meanwhile, the nurse's ability to provide therapeutic communication is influenced by the nurse's understanding and knowledge, competence, perception, social culture, relationship roles and environmental conditions (Fatima, Malik and Shabbir, 2018; Müller *et al.*, 2018). Therapeutic communication must be provided by nurses in providing nursing care in hospitals, so that nurses can achieve their role in providing professional nursing services according to needs holistically

(Mor *et al.*, 2004; Werner *et al.*, 2019). The application of nurse therapeutic communication will help the client's healing process, and if nurses do not apply therapeutic communication professionally, the results will not be optimal. Therapeutic communication provided by nurses in carrying out nursing care is able to increase the sense of trust between nursing staff and patients, if not carried out it can cause increased patient dissatisfaction (Calong and Soriano, 2018; Griffiths *et al.*, 2018).

Efforts to increase patient satisfaction can be done by increasing the therapeutic communication of nurses to patients. The creation of good therapeutic communication will create a trusting relationship between nurses and patients which can help increase the enthusiasm and motivation of patients to recover. Patient satisfaction that has not reached 95% is still a problem in the patient services provided and therapeutic communication is one of the factors that causes low patient satisfaction. This study aims to determine

the relationship between therapeutic communication performed by nurses and patient satisfaction while in hospital. This study aimed to determine the correlation between therapeutic communication performed by nurses and patient satisfaction while in hospital.

## METHODS

### Study Design

A correlational quantitative study to analyze the relationship between nurse therapeutic communication and patient satisfaction at the hospital using a cross sectional approach. The research was conducted in September – October 2021.

### Population, Samples, and Sampling

A total of 33 respondents were patients who were treated at one of Hospital in Mojokerto with the criteria of patients who had been treated for at least 24 hours, aged 20-54 years, patients who could read and write, cooperative patients and were not in an emergency or critical condition. Respondents were recruited

Table 1. Characteristics of research respondents

Respondent Characteristics	n	%
Age		
20-29 years	5	15.2
30-39 years	13	39.4
40-49 years	12	36.4
50 years above	3	9.0
Gender		
Male	14	42.4
Female	19	57.6
Educational Background		
Elementary School	12	36.4
Junior High School	13	39.4
Senior High School	5	15.2
University	3	9.0
Job		
Housewives	10	30.3
civil servant	2	6.1
Private	4	12.1
Self-employed	6	18.2
Farmer	11	33.3

using a probability sampling technique with a simple random sampling technique by randomizing patients to receive questionnaire at the hospital.

### Instruments

The instrument in this study used a questionnaire, the independent research variable, namely therapeutic communication, was measured using The Scale to Assess the Therapeutic Relationship (STAR). The questionnaire consists of 15 questions with 10 favorite questions. The questionnaire assessment uses a Likert scale of 4 scales, namely 1 = strongly disagree, 2 = disagree, 3 = agree and 4 = strongly agree. The final score of the questionnaire answers is interpreted as a value of >75% good, 50-75% moderate and <50% poor. The patient satisfaction dependent variable was measured using The Patient Satisfaction Questionnaire Short Form (SF-18) with a score of 1 = very dissatisfied, 2 = dissatisfied, 3 = satisfied, 4 = very satisfied. The results of the final interpretation show that the value of 76-100 is very high satisfaction, the value of 50-75 is high satisfaction, the value is 26-49 moderate satisfaction, the value is 0-25 low satisfaction. The questionnaire has been tested for validity and reliability beforehand to 20 respondents with an r count of 0.554-0.771 ( $r$  table = 0.444) and a Cronbach alpha of 0.829.

### Data Analysis

The collected data were analyzed using SPSS Version 21 software with the Spearman rho test. Significance using  $\alpha = 0.05$  and 95% confidence level.

### Ethical Clearance

This research used human as the respondents, the author already get ethical consideration with number certificate was 125/KEP/202 from Ethical Health

Commission Faculty of Nursing, Universitas Airlangga. The researcher had previously provided an explanation of the research in detail and the respondent had signed informed consent.

### RESULTS

Most of the respondents in the Tulip Room at Dian Husada Hospital Mojokerto were 30-39 years old, with 13 respondents (39.4%). The majority of the respondents were women as many as 19 respondents (57.6%), with the highest level of education being junior high school level as many as 13 respondents (39.4%). Some of the patients were farmers with 11 respondents (33.3%) and a small proportion of respondents were civil servants, namely 2 respondents (6.1%) (Table 1).

Table 2 shows that most of the nurses' therapeutic communication was good as many as 21 respondents (63.6%), while the highest patient satisfaction was satisfied as many as 17 respondents (51.4%).

The results showed that most (30.3%) with a total of 10 patients stated communication in nursing reached good level and patient satisfaction showed satisfied level, (21.2%) with a total of 7 patients showed good communication and very satisfied, (21.2%) with a total of 7 patients with a fairly good level of communication and satisfied satisfaction, (12.1%) with a total of 4 people with a good level of communication and a level of satisfaction less satisfied, (9.1%) with a total of 3 patients with a fairly good communication and less satisfied, and a small portion (6.1%) with a total of 2 patients with a fairly good communication and very satisfied. The relationship analysis test showed significant correlation between therapeutic communication of nursing with Patient Satisfaction showed a

Table 2. Overview of therapeutic communication and characteristics of patient satisfaction

Variable	n	%
<b>Therapeutic Communication</b>		
Good	21	63,6
Moderate	12	36,4
Poor	0	0
<b>Patients Satisfaction</b>		
Very High Satisfaction	9	27,3
Satisfaction	17	51,4
Moderate Satisfaction	7	21,3
Low Satisfaction	0	0

Table 3. Analysis of the correlations between therapeutic communication and patient satisfaction

Therapeutic Communication	Patients Satisfaction			
	Very Satisfaction	Satisfaction	Moderate Satisfaction	Low Satisfaction
	n (%)	n (%)	n (%)	n (%)
Good	7 (21.2)	10 (30.3)	4 (12.1)	0 (0.0)
Moderate	2 (6.1)	7 (21.2)	3 (9.1)	0 (0.0)
Poor	0 (0.0)	0 (0.0)	0 (0.0)	0 (0.0)

P Value = 0.011

significant relationship with the p value of 0.011.

## DISCUSSION

The results of the study show that therapeutic communication is related to patient satisfaction. The resulting impact of this study is that through improvements in the therapeutic communication skills of nurses, patient satisfaction can also increase, so that improvements in the quality and quality of service in hospitals will also increase. Therapeutic communication as a touch of care from nurses is a form of caring that makes nursing services a crucial thing (Baby, Gale and Swain, 2018; Grocott and McSherry, 2018). The goal of therapeutic communication is to help the patient get closer to the nurse. The hope is to help patients understand their illness, provide comfort and reduce the burden on the mind experienced by patients. So that the patient is expected to be in a better condition (Forbes and Nolan, 2018;

Jansson, Syrjälä and Ala-Kokko, 2019). Effective communication based on previous research shows that the better a nurse is in implementing therapeutic communication, the better it can also make patients more trusting and can reduce doubts and help take effective action, increasing interaction between patients and nurses (Donovan and Mullen, 2019; Karaca and Durna, 2019).

Based on the research results found in this study, nurses have carried out therapeutic communication well. Nurses with good therapeutic communication skills will be able to build a trusting relationship with patients. The hope is to provide appropriate therapeutic communication to prevent legal and ethical problems, and to provide professional satisfaction in nursing services. The importance of nurses building a relationship of trust with clients through therapeutic communication is a support in the implementation of nursing care (King *et al.*, 2019; Vega and Hayes, 2019).

The quality of nursing care provided to patients is strongly influenced by the quality of the relationship between nurses and patients, thus providing a therapeutic impact that can accelerate the patient's recovery. The nurse's therapeutic communication is lacking, namely the nurse concludes the process and results of the interview based on the initial goal with the patient. In line with research which states that therapeutic communication is important for nurses in carrying out nursing care. The benefit is being able to improve cooperation between nurses and patients through good interpersonal relationships (Gilbert *et al.*, 2017; Raza *et al.*, 2018).

Nurses in providing therapeutic communication must pay attention to the needs and complaints of patients during the care provided. Patients will feel satisfied with the nurse's performance if the service provided by the nurse is also good (Asadi, Memarian and Vanaki, 2019; Demirhan, Gezginici and Göktaş, 2020). Nurses also try to calm the anxiety about the illness, so an action is needed to calm the patient's feelings. The level of patient satisfaction depends on the quality of services provided by the hospital to patients. The factors that influence satisfaction related to behavior of the patient are social factors, cultural factors, personal factors and psychological factors. The behavior of client had deepest influenced by cultural factors. Social factors are divided into small groups, families, roles and status (Nursalam *et al.*, 2020; D Priyantini, Nursalam and Sukartini, 2021).

This study is in line with the research of Vanda Lucyana (2017) where patients are satisfied with therapeutic communication at the hospital during the treatment period. Patient satisfaction will be achieved if the therapeutic provided by

the nurse obtains optimal results for each client and their family. Therapeutic communication will pay attention to patient complaints, the physical environment and is oriented towards patient centered care. The satisfaction felt by the patient has been able to meet the patient's expectations for excellent and good quality service in terms of clarity of information, the willingness of nurses to listen to patient complaints or problems and willingness to help overcome these problems. Patient satisfaction with communication applied by nurses is the reason one of the indicators of quality assurance in a hospital is a statement of satisfaction from service recipients or patients (Diah Priyantini, Nursalam and Sukartini, 2021; Nursalam *et al.*, 2022).

This is also supported by the research, as follows: the nurse introduces herself, is polite and friendly, explains the regulations in the hospital, explains the facilities available at the hospital, explains the disease or problem that occurs in the hospital (Agustin *et al.*, 2019). experienced, explains the nurse who is responsible for every change of service, pays attention to patient complaints, explains every action to be taken to the patient (objectives and benefits, procedures, consequences/risks, alternative actions), maintains environmental cleanliness (rooms, toilets), keeps equipment clean weaving and other nursing equipment, observing the patient's condition regularly (according to the patient's needs), and carrying out actions according to nursing standards and ethics. Many factors cause patient dissatisfaction in hospitals, one of which is the communication factor. Satisfaction felt by the patient is highly dependent on factors that are able to meet the expectations of the patient (Forbes and Nolan, 2018; Donovan and Mullen, 2019).

Lack of communication greatly affects the level of patient satisfaction. The nurse has carried out therapeutic communication well, but the patient feels that something is not satisfied because the communication is not enough to help reduce complaints from patients (Baby, Gale and Swain, 2018; Fatima, Malik and Shabbir, 2018). Communication carried out by nurses includes verbal and non-verbal communication, nurses who communicate with unfriendly attitudes and bad ways of communicating cause dissatisfaction in patients, this can be due to the patient's inability to interpret verbal and non-verbal messages conveyed by nurses. A dissatisfied patient will result in a non-compliant attitude/behavior towards all nursing and medical procedures. Based on the results of previous research and research, it can be concluded that therapeutic communication has a very important role in helping patients to solve the health problems they are facing.

The limitations in this study were that the average respondent in the study was inpatients in the adult room, had not measured the level of satisfaction in the children's room, namely giving questionnaires to the patient's family. So it is also necessary to observe the level of satisfaction in general and overall. In addition, research needs to observe in more detail the therapeutic communication skills of nurses to determine the level of competence of nurses in conducting therapeutic communication.

## CONCLUSIONS

Therapeutic communication of nurses, most of the respondents stated that the therapeutic communication was good and patient satisfaction. Most of the respondents stated that they were satisfied. There is a significant correlation

between nursing communication with therapeutic and patient satisfaction.

## CONFLICT OF INTEREST

The authors state that there is no conflict of interest in this study.

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