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## The Relationship between Service and Nurse Communication with Patient Satisfaction in The Surgical Inpatient Room

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### ABSTRACT

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#### Keywords:

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Proper and standard healthcare services will provide patient satisfaction in evaluating healthcare performance. Based on interviews conducted in December 2023 in the Surgical Inpatient Room at RSUD DR. H. Abdul Moeloek, Lampung Province, with 10 respondents, 6 respondents (60%) they were stated that some nurses did not explain the actions to be taken and were slow to respond to patient complaints. This study aims to determine the relationship between nurse services and communication with patient satisfaction in the surgical inpatient room of RSUD Dr. H. Abdul Moeloek, Lampung Province. This study was conducted in March-April using a quantitative method with a descriptive-analytic design through a cross-sectional approach. The study population was 83 respondents selected through accidental sampling (accidental sampling, also known as convenience sampling, is often considered a weak sampling technique because it does not ensure that the sample is representative of the larger population). Data collection instruments used questionnaires with dependent variables of patient satisfaction and independent variables of nurse services and communication. Data analysis used the Chi-square test. The results showed that 94% (78) of respondents stated that nurse communication was always good, and 96.4% (80) stated that nurse services were good. The correlation results showed a  $p$ -value=0.000<0.050, indicating a significant relationship between nurse services and communication with patient satisfaction. It is recommended that nurses continue to provide good, prompt, friendly, and always smiling services to patients.

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## INTRODUCTION

The presence of nurses in health services in hospitals plays an essential role in ensuring patient satisfaction (Ulfa et al., 2022). Nurses are not only the most significant part of hospital human resources but also provide services that are in direct and continuous contact with patients 24 hours a day, making them a key element in achieving patient satisfaction (Marseniati et al., 2022).

The countries with the highest patient satisfaction levels included Sweden, with a satisfaction index reaching 92.37%, Finland (91.92%), Norway (90.75%), the United States (89.33%), and Denmark (89.29%). On the other hand, the lowest patient satisfaction levels were recorded in Kenya (40.4%) and India (34.4%)(Shilvira et al., 2022).

WHO data for the Southeast Asia Region 2018 showed that around 55% of health service users were dissatisfied with the services provided (Aulia, 2021). Meanwhile, in Indonesia, the

patient satisfaction rate reached 42.8% in Central Maluku and 44.4% in West Sumatera (Frisilia, 2020).

Research conducted in Indonesia at the Dr. Rasidin Padang Regional Hospital showed that 74% of nurses did not carry out therapeutic communication with patients, and 64% of patients were dissatisfied with the implementation of therapeutic communication by nurses (Transyah & Toni, 2018).

With these data, nursing services still need to improve in increasing patient satisfaction, which is still relatively low. Patient satisfaction in hospitals is closely related to the institution's quality of services. The Ministry of Health of the Republic of Indonesia has nationally set patient satisfaction standards in health services (Ministry of Health of Republic Indonesia, 2016).

According to the Ministry of Health of Republic Indonesia, the minimum Service Standard for patient satisfaction should reach more than 95%. If it is found that the patient satisfaction level is below 95%, then the health

service is considered not to meet the minimum standard or is considered to have inadequate quality (Ministry of Health of the Republic of Indonesia, 2016)

Health service institutions can make efforts to overcome patient dissatisfaction by providing complaint handling, suggestions, and input (Sulistyo & Ediwijoyo, 2020). Nurses also make efforts by implementing good therapeutic communication to easily establish a relationship of mutual trust with patients, prevent problems, and provide professional satisfaction in services to improve the quality of nursing services and the image of the hospital (Muhayyah & Naryati, 2020).

Research results by Musrin et al. (in Sembiring & Munthe, 2019) obtained 41 respondents 78% of people use therapeutic communication well, while the number of nurses who are not good is 22.0% and for nursing services obtained among 41 respondents, there are 78.0% who assess good nursing services in terms of communication and 22% who are not good. The rest of the nurses' quality and the empathy aspect (attention) given by nurses to patients could be better. Likewise, from the quality or assurance aspect (guarantee), nurses also show poor results because they disappoint patients.

This research is urgently needed because it focuses on improving patient satisfaction in the surgical inpatient room. Patient satisfaction is greatly influenced by effective communication between nurses and patients and the quality of nursing services. In Dr. H. Abdul Moeloek Hospital, a major hospital in Lampung, communication and nursing services must be improved to improve the patient experience, especially in post-operative care.

The study also offers novelty by examining the relationship between nurse communication and patient satisfaction in the surgical inpatient room, which has challenges compared to other nursing rooms. In addition, the study will reveal aspects such as empathy and assurance that are often considered lacking in nursing services, although both significantly affect patient satisfaction. The findings of this study are expected to provide practical recommendations to improve the quality of services in hospitals. They can be used as a reference for other hospitals in Indonesia.

Based on several studies, previous data, and phenomena found during interviews, the researcher is interested in studying the relationship

between nurse services and communication with patient satisfaction in the surgical inpatient room of Dr. H. Abdul Moeloek Hospital, Lampung Province.

## METHOD

This research is quantitative and uses an analytical design with a cross-sectional approach. The cross-sectional approach allows researchers to take measurements only at one specific time (Mamahit, 2019), making it efficient for identifying the relationship between independent and dependent variables (Nursalam, 2018). In this study, a cross-sectional approach was used to measure the quality of nurse service and communication (independent variables) and patient satisfaction (dependent variable) to see whether there is a relationship between the two. This study aimed to determine the relationship between the quality of nursing services and nurse communication with the level of patient satisfaction in the surgical room of Dr. H. Abdul Moeloek Hospital, Lampung Province, in 2024.

In this study, the researcher determined the population of patient data in the Surgical Room of Dr. H. Abdul Moeloek Hospital, Lampung Province, in 2023, totaling 1,440 patients. The researcher used the Lemeshow formula to determine the sample size as a guide, so 83 respondents were obtained. The selected respondents were patients who had undergone treatment in the surgical inpatient room of Dr. H. Abdul Moeloek Regional Hospital, Lampung Province, for at least 3 days. The selection of respondents was carried out using non-probability sampling or non-random sampling techniques. Namely, sampling is not random but is based on specific considerations according to the established criteria (Harmoko et al., 2022).

Patient satisfaction measurement in this study was conducted using a questionnaire that had been tested for validity and reliability. The collected data were analyzed using the Chi-square test, with a significance  $p < 0.05$ . The results are considered "significant." This Chi-square test is included in the non-parametric statistics category and is suitable for analyzing categorical data.

This research has ethical approval from the Health Research Ethics Committee of Poltekkes Kemenkes Tanjung Karang No. No.117/KEPK-TJK/II/2024.

## RESULTS

**Table 1. Distribution of Respondent Characteristics**

Variable	f	%
<b>Gender</b>		
Man	39	47
Woman	44	53
<b>Age</b>		
12-20 Years	14	16.9
21-30 Years	19	22.9
31-40 Years	27	32.5
41-50 Years	23	27.7
<b>Education</b>		
No school	12	14.5
SD	14	16.9
Junior High School	28	33.7
High School	23	27.7
Diploma	4	4.8
Bachelor	1	1.2
Master	1	1.2
<b>Work</b>		
Does not work	5	6
Farmer	4	4.8
Civil Servant/Police/Military	7	8.4
Housewife	25	30.1
Self-employed	20	24.1
Etc	26	26.5

Based on Table 1, it can be seen that the respondents' gender is mostly female, with 44 respondents (53%), and male, with 39 respondents (47%). The age of the respondents is mostly 12-20 years old with 14 respondents (16.9%), 21-30 years old with 19 respondents (22.9%), 31-40 years old with 27 respondents (32.5%) and 41-50 years old with 23 respondents (27.7%). The average last education of the respondents is No schooling with 12 respondents (14.5%), Elementary School with 14 respondents (16.9%), Junior High School with 28 respondents (33.7%), Senior High School with 23 respondents (27.7%), Diploma with 4 respondents (4.8%), Bachelor Degree with 1 respondent (1.2%), Master Degree with 1 respondent (1.2%). Meanwhile, the respondents' occupations were unemployed 5 respondents (6%), farmers 4 respondents (4.8%), civil servants/police/military 7 respondents (8.4%), homemakers 25 respondents (30.1%), self-employed 20 respondents (24.1%) and others 26 respondents (26.5%).

**Table 2. Frequency distribution of patient satisfaction in the surgical inpatient room**

Patient satisfaction	f	%
Less satisfied	6	7.2
Satisfied	77	92.8

Table 2 shows that 7.2% of respondents (6 people) were in the 'less satisfied' category, while 92.8% (77 people) were in the 'satisfied' category.

**Table 3. Frequency distribution of nursing services in the surgical inpatient room**

Service	f	%
Not good	3	3.6
Good	80	96.4

Table 3 shows that 3.6% of respondents (3 people) rated the nursing services as poor, while 96.4% (remaining respondents) rated the services as good.

**Table 4. Frequency distribution of nurse communication in the surgical inpatient room**

Communication	f	%
Never	5	6
Always	78	94

Table 4 shows that 6% of respondents (5 people) reported that nurses never communicated with patients, while 94% (78 people) reported that nurses constantly communicated with patients.

**Table 5. Relationship between nursing services and patient satisfaction in the surgical inpatient room**

Service	Patient Satisfaction				Total	
	Less satisfied		Satisfied			
	n	%	n	%	n	%
Not good	2	2.4	1	1.2	3	3.6
Good	4	4.8	76	91.6	80	96.4
Amount	6	7.2	77	100	83	100

p-value 0.000  
OR 38,000 (2,815-512,912) CI 95%

Based on Table 5, data was obtained that 2 respondents (2.4%) received nursing services in the poor category with a patient satisfaction level in the less than satisfactory category, and 1 respondent (1.2%) received poor service but felt satisfied. On the other hand, 4 respondents (4.8%) received nursing services in the good category but felt less satisfied. In contrast, the majority of respondents, namely 76 people (91.6%), received good service and felt satisfied. The statistical analysis results showed a p-value<0.05, indicating a significant relationship between the quality of nursing services and patient satisfaction in the Surgical Inpatient Room of Dr. H. Abdul Moeloek Hospital, Lampung Province, in 2024.

**Table 6. Relationship between nurse communication and patient satisfaction**

Communication	Patient Satisfaction				Total	
	Less satisfied		Satisfied		n	%
	n	%	n	%		
Good	4	4.8	2	1.2	5	6
Less up	2	2.4	76	91.6	78	94
Amount	6	7.2	77	92.8	83	100

p-value 0.000  
OR 38,000 (2,815-512,912) CI 95%

Based on Table 6, data shows the following distribution of nurse communication and patient satisfaction: 4 respondents (4.8%) reported 'never' receiving nurse communication and were less satisfied; 1 respondent (1.2%) reported 'never' receiving nurse communication and was satisfied; 2 respondents (2.4%) reported 'always' receiving nurse communication but were less satisfied; and 47 respondents (91.6%) reported 'always' receiving nurse communication and were satisfied. The statistical test results showed a significant relationship between nurse communication and patient satisfaction, with a p-value<0.05, indicating that nurse communication affects patient satisfaction in the Surgical Inpatient Room at Dr. H. Abdul Moeloek Hospital, Lampung Province in 2024.

**DISCUSSION**

Based on the results, the majority of respondents felt satisfied. This was related to nurses always greeting and smiling when meeting. Respondents felt that nurses were able to handle patient problems appropriately and carefully, nurses always maintained their neat appearance, nurses were willing to help respondents when they had difficulties even without being asked, and nurses could explain how to overcome problems experienced by respondents properly and correctly.

Customer satisfaction, especially for patients, is an evaluative response to fulfilling their expectations, including the overall service experience before and after receiving health services (Syah, 2021). Patient satisfaction is also the result of a subjective evaluation of the quality of service received, measured by the extent to which the service meets or even exceeds their expectations (Akbar, 2022).

This study's results align with those of Ferreira et al. (2023), who identified several key factors that influence patient satisfaction, such as

the suitability between expectations and the reality of the services provided. These factors include the cleanliness and completeness of health facilities, the polite and friendly attitude of nurses during service delivery, a comfortable environment that supports the treatment process, affordable treatment costs, and effective communication between nurses and patients in resolving health problems.

Observations show that patients are satisfied with the services provided, as indicated by the absence of complaints or grievances regarding nursing services. This suggests that patient satisfaction as service users is a significant indicator in assessing the quality of health services and a benchmark for the success of health facilities in providing quality services.

At Dr. H. Abdul Moeloek Regional Hospital, the observation results revealed that the quality of service provided by nurses had met the standard operating procedures, with indicators of punctuality in service and administration of medication according to schedule. Supporting data showed that almost all respondents assessed the nursing service in the good category. Respondents reported that nurses responded quickly to patient requests and conveyed information promptly, which illustrates nurses' high level of responsiveness in handling patient complaints and needs.

The quality of health services is highly dependent on the service provider's ability to consistently meet patient expectations. This aligns with Zentra et al.'s research (2022), which shows that quality services can comfort patients during treatment and healing. Conversely, services that do not meet expectations can cause disappointment, lower the institution's image, and reduce public trust and interest in using health services. Thus, improving the quality of service is crucial for every health service provider to meet patient needs during treatment.

Research data shows that 6% of respondents (5 people) stated that they never received communication from nurses, while 94% (78 people) stated that they always received communication from nurses. According to Putri and Suwadnyana (2020), therapeutic communication is a form of therapy-oriented communication in which a nurse or therapist helps clients overcome problems they face through effective interaction. This communication includes conscious interpersonal interaction between nurses and clients, allowing both to influence each other and share experiences to help clients overcome their emotional problems and support recovery.

According to Muhith and Siyoto (2021), therapeutic communication is essential in building a positive relationship between nurses and patients. If nurses apply therapeutic communication techniques and stages effectively, a harmonious relationship with patients will be easier to achieve. Ineffective communication can trigger negative perceptions from patients toward hospital services, potentially reducing the number of patient visits (Fanny et al., 2022). This negative perception not only negatively impacts the hospital's image but can also disrupt the professional relationship between nurses and patients. For nurses, failure to build good relationships with patients can have serious consequences, including the risk of termination of employment by the hospital (Muhith & Siyoto, 2021).

This study aligns with Kartika's research (2020), which revealed that nurses who applied therapeutic communication to inpatients were classified as good, with a percentage of 62.96%, while the patient satisfaction level reached 74.07% in the satisfied category. This study also shows a relationship between nurse therapeutic communication and patient satisfaction in the inpatient room, as evidenced by a p-value of 0.07, more diminutive than alpha 0.05.

According to researchers, nurses' communication ability is determined by implementing the orientation, work, and termination phases in patient interactions. However, the introduction phase still has several areas for improvement, such as the need for nurse self-introduction to the patient, the absence of requests for patient consent and readiness, and the lack of explanation regarding the time and duration of the actions to be carried out.

In addition, researchers emphasize that patient satisfaction is a fundamental need in health services and is an essential indicator for evaluating and making decisions about future services. Health service providers are expected to meet patient expectations to continuously improve the quality of services, thereby building trust and increasing satisfaction in using health service services.

Quality of health services includes every action or benefit provided to save lives and speed up patient recovery. Patient satisfaction indicates nurses' success in building good relationships through professional communication and a positive attitude while providing nursing care, as Tarigan and Ginting (2019).

In line with this study, Purwanti et al. (2017) also found a significant relationship between the quality of nursing services and outpatient satisfaction at the Dau Malang Tourism Health Center. Patients who receive high-quality care generally feel more satisfied. This satisfaction increases when nurses implement optimal and responsive communication in dealing with patient problems, which ultimately helps reduce the emotional burden and accelerate the patient's healing process.

The study's results revealed that as many as 4 respondents (4.8%) who rarely received good communication from nurses felt dissatisfied, while 1 respondent (1.2%) felt satisfied. Meanwhile, among respondents who always received good communication, 2 people (2.4%) felt dissatisfied, and 76 people (91.6%) felt satisfied with the nurse's service.

Sophia et al.'s (2023) study strengthens this finding by showing a close relationship between nurses' therapeutic communication and patient satisfaction in the Nyi Ageng Serang inpatient ward of Sekarwangi Regional Hospital. Based on the chi-square statistical analysis, a p-value of 0.000 (below 0.05) was obtained, which indicates that nurses' therapeutic communication plays an important role in increasing patient satisfaction during treatment.

## CONCLUSION

The conclusion of this study shows that the quality of service and communication of nurses significantly influence patient satisfaction in the surgical inpatient room of Dr. H. Abdul Moeloek Hospital. Most patients are satisfied with nurses' friendly, responsive, and professional service. Good and effective communication between nurses and patients also plays an important role in increasing patient satisfaction. Barriers to therapeutic communication, such as lack of training or awareness of the importance of communication, can reduce patient satisfaction. Therefore, hospitals are advised to provide adequate training to nurses regarding therapeutic communication and patient care and ensure they understand the importance of both aspects in their daily tasks. Improving the quality of service and communication is expected to increase overall patient satisfaction, create a positive experience, and build patient trust in the health services provided.

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