

The Relationship of Nurses' Communication with the Level of Patient Satisfaction in the Surgical Treatment Room of Pelamonia Hospital Makassar

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ABSTRACT

Nurse communication is the process of sending or exchanging information and messages from nurses to patients or vice versa, both verbally and non-verbally with the aim of influencing behavior and responding in order to help overcome client problems. Nurse communication can influence the level of client satisfaction with the nursing services provided. The aim of the research was to determine the relationship between nurse communication and patient satisfaction levels in the Surgical Treatment Room at Pelamonia Hospital Makassar. This type of research is non-experimental research with descriptive methods, with a cross sectional approach. The population in this study was the average number of patients who underwent surgery and were treated each month in the Surgical Treatment Room at Pelamonia Hospital Makassar with a total of 127 patients in 2015. The sample studied was 35 people using a non-probability sampling method with a total sampling technique. Data was collected from March 28 to April 28 2016, using a questionnaire. The results showed that of the 35 respondents studied, the majority of respondents said that nurse communication was good, namely 31 people (88.6%), and the majority of respondents said they were satisfied with the services provided by nurses, namely 29 people (82.9%). Based on the research results, it was concluded that there was a significant relationship between nurse communication and patient satisfaction levels, with a value of $p = 0.001 < 0.05$. It is recommended that hospital institutions be able to create standard operational procedures (SOP) regarding communication during handover/handover, and can provide further training and education to all staff at the hospital so that they can provide excellent service to patients, especially regarding the communication behavior of nurses and patients.

Keywords: *Nurse Communication, Patient Satisfaction, The Relationship of Nurses' Communication with the Level of Patient Satisfaction*

INTRODUCTION

Communication is an effective and important model in the field of nursing services because it is the basis for nurses to build interpersonal relationships with patients and families. Having good communication will enable nurses to convey and receive messages so that care activities can run well (Mulyana, 2010).

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Effective communication in a healthcare environment requires knowledge, skills and empathy. This includes knowing when to speak, what to say and how to say it as well as having the confidence and ability to check that the message has been received correctly. Although used every day in clinical situations, communication skills need to be learned, practiced and perfected by all nurses so they can communicate clearly, concisely and precisely. For this reason, a systematic approach is needed to improve communication, one of which is the SBAR (situation, background, assessment, recommendation) technical communication method (Sari, 2013).

Lack of communication between hospital staff and patients is one of the reasons for common complaints from patients in hospitals. Patients are often dissatisfied with the quality and amount of information received from health professionals. 35-45% of patients are dissatisfied with communicating with doctors and nurses, the aspect that causes the most dissatisfaction is the amount and type of information received (Bart Smet (1994), in Purwanto, 2014).

Surgery is an experience that usually causes anxiety, anxiety is usually related to all kinds of foreign procedures that the patient undergoes and also threats to life safety due to surgical procedures. Mentally, sufferers must be prepared to face surgery because there is always anxiety or fear about injections, wound pain, and even the possibility of disability or death, therefore patients and families often ask questions and worry about their safety. In this phase, patient communication is very necessary for nurses, where nurses must explain surgical procedures such as; when surgery will be performed, the type of procedure that will be performed, risks that may occur during surgery and things that must be done by the patient before surgery is carried out. Nurse communication will have a psychological impact on patients, where patients will feel calmer because they already know the procedure for the action to be carried out (Sari, 2013).

In Anderson's research, it was found that the amount of information given by nurses to patients was an average of 18 types of information to remember, but in fact they were only able to remember 31%. Ley and Spelman found that more than 60% of those interviewed after meeting with nurses misunderstood the instructions given to them. This is caused by the failure of health professionals to provide complete information, the use of medical terms (difficult to understand) and the large number of instructions that patients must remember (Rahmat, 2010).

A discussion study of thirty-five different types of patients showed that 8-82% of patients were dissatisfied (Bart Smet, 1994). According to Ley, quoted by Bart Smet as follows; 1) The patient is dissatisfied with the communication aspect of the clinical encounter, 2) It seems that providing information alone is not enough. They must be told in a way so they can understand and remember it. Due to the lack of feedback in the form of questions and comments from patients, it is difficult for health workers to improve communication (Rahmat, 2010). The results of research conducted by Mandala A.D (2002), of the 44 respondents studied, it was found that the majority of respondents said they were satisfied, namely 26 people (59.1%) with the communication provided by nurses, but there were still many respondents who were dissatisfied with communication provided by nurses while being treated in hospital was 18 people (40.9%).

Satisfaction or dissatisfaction is a customer's response to an evaluation of the perceived disconfirmation between initial expectations and perceived actual performance. Many factors cause patient dissatisfaction in hospitals, one of which is the communication factor between doctors and nurses. The level of patient satisfaction really depends on how the factors mentioned above can meet expectations. A dissatisfied patient will in turn produce an attitude/behavior that is disobedient to all nursing procedures and medical procedures, for example refusing to insert an IV, refusing to take medication, refusing to apply hot/cold compresses, etc. Finally, patients will leave the hospital and look for quality services elsewhere. Therefore, it is time for patient satisfaction to become an integral part of the mission and goals of the nursing profession due to the increasing intensity of global and domestic competition, as well as changes in patient preferences and behavior in seeking higher quality nursing services (Nursalam, 2013).

Measuring customer satisfaction is an important element in providing better, more efficient and more effective service. If customers are dissatisfied with a service provided, then the service can certainly be ineffective and inefficient. This is especially important for public services. In conditions of perfect competition, where customers are able to choose between several alternative services and have adequate information, customer satisfaction is a key determinant of the level of service demand (Haffizurrachman, 2012).

The level of customer satisfaction with service is an important factor in developing a service provision system that is responsive to customer needs, minimizes costs and time and maximizes the impact of service on the target population. Feedback and information are important elements in building an effective service delivery system, including the level of customer satisfaction and service quality (Supranto, 2013).

In relation to the effectiveness of nurse communication on the level of patient satisfaction, solutions are needed that can improve nurses' communication skills.

Communication skills are not abilities that we are born with and also do not suddenly appear when we need them. These skills must be learned and trained continuously through independent learning, refresher and training skills. These solutions can be an option because they aim to help professional health workers (including nurses) learn to improve their work performance in order to provide quality nursing services (Haffizurrachman, 2012).

The initial survey conducted at Pelamonia Hospital Makassar obtained data on surgical patients in 2013 as many as 918 patients, in 2014 this increased to 1,383 patients, and in 2015 patients again increased significantly, namely 1,520 patients.

METHODS

This type of research is non-experimental research with descriptive methods, with a cross sectional approach. This research was carried out in the Surgical Treatment Room at Pelamonia Hospital Makassar. The population in this study was the average number of patients who underwent surgery and were treated each month in the Surgical Treatment Room at Pelamonia Hospital Makassar with a total of 127 patients in 2015. Sampling in this study used a non-probability sampling method with accidental sampling technique, namely by selecting respondents who happen to be present/encountered at the time of the research and meet the inclusion criteria previously set by the researcher. The number of samples studied was 35 respondents. Data collection was carried out through direct interviews with respondents.

RESULTS

Univariate Analysis

Age

Table 1. Distribution of Respondents by Age Group in the Surgical Treatment Room at Pelamonia Hospital Makassar

Respondent's Age (Year)	n	%
20-30	10	28,6
31-40	9	25,7
> 40	16	45,7
Total	35	100,0

Source: Primary Data

Table 1 shows that the largest age group of respondents is the age group > 40 years, namely 16 people (45.7%), and the least is the age group 31-40 years, namely 9 people (25.7%).

Gender

Table 2. Distribution of Respondents Based on Gender in the Surgical Treatment Room at Pelamonia Hospital Makassar

Gender	n	%
Man	14	40,0
Woman	21	60,0
Amount	35	100,0

Source: Primary Data

Table 2 shows that the majority of respondents were female, namely 21 people (60.0%), while male respondents were 14 people (40.0%).

Last education

Table 3. Distribution of Respondents Based on Last Education in the Surgical Treatment Room at Pelamonia Hospital Makassar

Last education	n	%
Elementary school	13	37,1

Junior High School	11	31,4
Senior High School	9	25,7
College	2	5,7
Amount	35	100,0

Source: Primary Data

Table 3 shows that the most recent education of respondents was elementary school, namely 13 people (37.1%), and the least was college, namely 2 people (5.7%).

Work

Table 4. Distribution of Respondents Based on Occupation in the Surgical Treatment Room at Pelamonia Hospital Makassar

Work	n	%
Housewif	11	31,4
Laborer	4	11,4
Private	14	40,0
PNS/TNI/POLRI	2	5,7
Student/Students	4	11,4
Amount	35	100,0

Source: Primary Data

Table 4 shows that the majority of respondents' jobs were in the private sector, namely 14 people (40.0%), and the least were civil servants/TNI/POLRI, namely 2 people (5.7%).

Nurse Communication

Table 5. Distribution of Respondents Based on Nurse Communication in the Surgical Treatment Room at Pelamonia Hospital Makassar

Nurse Communication	n	%
Good	31	88,6
Not good	4	11,4
Amount	35	100,0

Source: Primary Data

Table 5 shows that the majority of respondents said nurse communication was good, namely 31 people (88.6%), while 4 respondents said nurse communication was poor (11.4%).

Patient Satisfaction

Table 6. Distribution of Respondents Based on Patient Satisfaction in the Surgical Treatment Room at Pelamonia Hospital Makassar

Patient Satisfaction	n	%
Satisfied	29	82,9
Less satisfied	6	17,1
Amount	35	100,0

Source: Primary Data

Table 6 shows that the majority of respondents said they were satisfied with the services provided by nurses, namely 29 people (82.9%), while 6 respondents said they were less satisfied (17.1%).

Bivariate Analysis

The Relationship between Nurse Communication and Patient Satisfaction Levels

Table 7. Relationship between nurse communication and patient satisfaction levels in the surgical treatment room at Pelamonia Hospital Makassar

Nurse Communication	Patient Satisfaction				Total		p Value
	Satisfied		Unsatisfied				
	n	%	n	%	n	%	
Good	28	90,3	3	9,7	31	100,0	p = 0,001
Not good	1	25,0	3	75,0	4	100,0	
Amount	29	82,9	6	17,1	35	100,0	

Source: Primary Data

Table 7 shows that 31 respondents said that nurse communication was good, the majority of respondents said they were satisfied with the services provided by nurses, namely 28 people (90.3%), and 3 people (9.7%) said they were less satisfied. Meanwhile, there were 4 respondents who said nurse communication was not good, the majority of respondents said they were not satisfied with the services provided by nurses, namely 3 people (75.0%), and only 1 person (25.0%) said they were satisfied.

After carrying out the chi square test, the value of $p = 0.001 < 0.05$ was obtained, which means that there is a significant relationship between nurse communication and the level of patient satisfaction.

DISCUSSION

Respondent Characteristics

The research results showed that the largest age group of respondents was the age group > 40 years, namely 16 people (45.7%). This is because at this age it is a non-productive age where the body's immune system declines, so that a person can experience health problems, whether caused by environmental exposure, an unhealthy lifestyle or due to work accidents.

Based on gender, it shows that the majority of respondents were women, namely 21 people (60.0%). Women are physically weaker than men, so women are more at risk of contracting disease than men.

Based on education level, it shows that the majority of respondents' education is elementary school, namely 13 people (37.1%). A person's education can influence their knowledge so that the higher a person's education, the better their knowledge will be. Someone has insufficient knowledge about maintaining health, so they are vulnerable to experiencing health problems.

Based on occupation, it shows that the majority of respondents' jobs are private, namely 14 people (40.0%). This is thought to be related to the socio-economic level of families with very high needs and groups with private jobs, which are groups that are required by the work environment to be large, so that it can cause accidents at work which result in someone having to be hospitalized.

Bivariate Analysis

The Relationship between Nurse Communication and Patient Satisfaction Levels

Nurse communication is the process of sending or exchanging information and messages from nurses to patients or vice versa, both verbally and non-verbally with the aim of influencing behavior and responding in order to help overcome client problems. In terms of the relationship between the effectiveness of nurse communication and the level of patient satisfaction, solutions are needed that can improve nurses' communication skills.

The research results showed that 31 respondents said that nurse communication was good,

the majority of respondents said they were satisfied with the services provided by nurses, although there were still 3 people (9.7%) who said they were less satisfied. This is because there are nurses who don't say hello, nurses don't give a feeling of safety and comfort, nurses are less friendly, nurses walk in a hurry when seeing patients, don't respond when patients have complaints, nurses don't pay enough attention, nurses don't explain and introduce the person in charge of the shift if you want to be contacted when the patient needs it. Meanwhile, there were 4 respondents who said the nurses' communication was not good, most of the respondents said they were not satisfied with the services provided by the nurses, but there was 1 person (25.0%) who said they were satisfied. This is because there are nurses who are not good at communicating with patients, but the nurses are always there when the patient needs help so that the patient feels cared for by the nurse.

The results of statistical tests using the chi square test obtained a value of $p = 0.001 < 0.05$, which means that there is a significant relationship between nurse communication and the level of patient satisfaction. This is in accordance with the theory put forward by (Bart Smet (1994), in Purwanto H, 2014), stating that the lack of communication between hospital staff and patients is one of the reasons for common complaints from patients in hospitals. Patients are often dissatisfied with the quality and amount of information received from health professionals. 35-45% of patients are dissatisfied with communicating with doctors and nurses, the aspect that causes the most dissatisfaction is the amount and type of information received.

This is in accordance with research conducted by Irawan Aprianto Guntur (2015), with the research title "The Relationship between Nurse Communication and Patient Satisfaction with Nursing Services at IRNA Muhammadiyah Hospital Palembang 2015" obtained from research results involving 64 respondents, for good nurse communication with 33 respondents (73%) were satisfied with nursing services, while nurse communication was poor and 13 respondents (68.4%) were dissatisfied with nursing services. Based on the results of the Chi Square statistical test, the p value = 0.002 (p value $\alpha \leq 0.05$) shows that there is a significant relationship between nurse communication and client satisfaction with nursing services.

The patient's needs are very important, the patient hopes that the nurse will care for him. Good communication provided by nurses will have a good impact on the hospital and the nurses themselves. A hospital will also have a good name if the nurses' communication in providing good service, patients will say that the service at this hospital is good and the nurses are also good so that people want to seek treatment or be treated at this hospital and those who have experienced it will come back to this hospital because of the patients. get services that meet expectations both in the form of communication and the behavior and skills of nurses when carrying out their actions.

Communication skills are not abilities that we are born with and also do not suddenly appear when we need them. These skills must be learned and trained continuously through independent learning, refresher and training skills. These solutions can be an option because they aim to help professional health workers (including nurses) learn to improve their work performance in order to provide quality nursing services (Haffizurrachman, 2012).

According to Azwar (2011), health services are said to meet patient satisfaction needs if the services provided follow the standards and code of ethics agreed upon in a profession, or in other words, if the health services provided refer to standards set by a competent profession. and not deviate from the code of ethics that applies to the profession. The measures used to assess a person's thoughts on the satisfaction they obtain include the patient-officer relationship (relationship), comfort of service (amenities), freedom to make choices (choice), technical knowledge and competence (scientific knowledge and technical skill), effectiveness of service (effectiveness) and safety measures.

Based on the discussion presented above, the researcher concluded that nurse communication can influence the level of client satisfaction with the nursing services provided, the better the nurse's communication, the patient will feel satisfied because the patient feels cared for by the nurse, and vice versa..

CONCLUSION

Based on the results of research on the relationship between nurse communication and patient satisfaction levels in the Surgical Treatment Room at Pelamonia Hospital Makassar, it was concluded that; (1) Of the total of 35 respondents studied, the majority of respondents said that nurse communication was good, namely 31 people (88.6%); (2) Of the total of 35 respondents studied, the majority of respondents said they were satisfied with the services provided by nurses, namely 29 people (82.9%); (3) There is a significant relationship between nurse communication and patient satisfaction level, with p value = $0.001 < 0.05$.

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