



## DIFFERENCES IN PATIENT SATISFACTION REGARDING NURSES' THERAPEUTIC COMMUNICATION IN CLASS I, II, AND III IN PATIENT ROOMS AT RSUD SUBANG

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### Original Research

### ABSTRACT

**Introduction:** The Therapeutic communication is one of the factors that contribute to patient satisfaction, which is a measure of the quality of the services provided by the health care provider. The objective of the investigation is to determine whether there is a disparity in patient satisfaction regarding the therapeutic communication of nurses among the nursing facilities of Classes I, II, and III at RSUD Subang. **Methods:** This quantitative investigation employs a cross-sectional design. The sampling technique employed is stratified sampling, with a total sample of 86 respondents involved in the sample collection. The research instrument uses a patient satisfaction questionnaire with 7 questions that require the nurses to fill in directly in the paper to assess the therapeutic communication of nurses. **Results:** Based on data collected by RSUD Subang's official Instagram page, @rsudsubang, the Community Satisfaction Index during the 2023 period was 83.8%. The bivariate analysis showed a  $p$ -value of 0.094, which is higher than 0.05. Subsequently, the statistical test of  $p > 0.05$  ( $p$ -value 0.094) proves that there are no gaps in patient contentment among the hospital rooms of classes I, II, and III at RSUD Subang. **Conclusions:** The research is anticipated to generate data that can be employed as guidance and evaluation tools for hospitals, particularly in class I, II, and III nursing rooms, to enhance therapeutic communication in health services for patients in those classes.

### ARTICLE INFO

Received June 06, 2024

Accepted August 23, 2024

Online Oktober 30, 2024

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### Keywords:

Patient Satisfaction, Therapeutic Communication

### INTRODUCTION

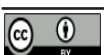
Healthcare institutions, like as hospitals, offer comprehensive medical services to all patients, encompassing hospital amenities, outpatient care, and emergency treatment (Permenkes RI No. 79 section 1 (5) of 2014). (Djala, 2021) asserts that patient satisfaction serves as an indicator of the quality of healthcare services offered by the healthcare practitioner. According to (Hidayatullah, 2020), patient satisfaction can be influenced by how healthcare providers engage with patients. Effective communication is an essential requirement in the provision of nursing care. Therapeutic communication refers to the interaction between the nurse and the patient. Nurse ineffectiveness in communicating leads to patient discontent.

According to data from the World Health Organization, the level of patient satisfaction in foreign countries in 2021 was analyzed. The countries with the highest satisfaction rates were Sweden (92.37%), Finland (91.92%), Norway (90.75%), and the USA (89.33%). On the other hand, one of the countries in Asia had a relatively low patient satisfaction level of 34.4%. The source of this information is the World Health Organization (WHO) in the year 2021. In 2022, the patient satisfaction rating in one of the hospitals in West Java, Indonesia, was recorded at 87.4% (Nurhidayah & Emelia, 2022). According to Khairani's research conducted at RSUD Subang, it was revealed that 54.4% of patients expressed satisfaction with the nursing services they received (Khairani, 2019).

As stated on the official Instagram account of RSUD Subang (@rsudsubang), the Social Satisfaction Index for the year 2023 has reached 83.8%.

Hospitals must fulfill several criteria, one of which is achieving a patient satisfaction index of  $\geq 85\%$  for hospital services, as stated in Permenkes RI No. 741 Year 2008, as cited in (Widiasari et al., 2019). Regarding the data exposure mentioned above, it can be inferred that the satisfaction rate of patients at RSUD Subang remains below the minimum required standard. The patient satisfaction level in Subang Hospital is below the defined benchmark set by the permenkes RI. A preliminary study was conducted by researchers in February 2024 at RSUD Subang to assess the satisfaction of nursing patients. Out of 10 patients, four expressed dissatisfaction with the information provided by nurses regarding their health state.

According to (Sari et al., 2020), among the factors that can influence the level of patient satisfaction, one factor is the therapeutic communication measures implemented by nurses. However, according to (Pademme et al., 2023), one factor that contributes to the patient's dissatisfaction with the nurse is due to the low therapy communication carried out by the Nurse. Of course the satisfaction and the positive impact that the patient will get if the therapeutic communication is performed effectively. Therapeutic communication is a type of interaction meant to build trust between the



nurse and the patient, intending to help the patient's healing. (Prafika et al., 2022). Nurses should consistently employ therapeutic communication techniques while interacting with patients and their families to build trust between them.

The research studied by (Transyah et al., 2023) found that the impact of this therapeutic communication can result in low satisfaction, as evidenced by the fact that 33.3% of patients indicate dissatisfaction. Consequently, the results of their investigation indicate a substantial correlation between the therapeutic communication employed by nurses and the level of patient satisfaction. (Transyah et al., 2023). Therapeutic communication is a type of communication interaction that is conducted to establish a trusting relationship between the caregiver and the patient, with the goal of facilitating the patient's recovery. Profika et al. (2022). Nurses should consistently employ therapeutic communication when communicating with patients and their families to build trust between them.

Significant study on therapeutic communication has been done by several researchers in recent years. The study conducted by Ana et al. (2019) showed a positive correlation between therapeutic communication performed by nurses and patient satisfaction. The results of the study are confirmed by additional research that suggests a correlation between patients' satisfaction and the therapeutic communicates with carried out by the nurse (Tarigan & Ginting, 2019). Profika et al. (2022) carried out more research on the correlation between therapy communication and patient satisfaction at RSUD Dr. Soeroto Ngawi. The study found that the therapeutic communication provided by nurses was rated as good, indicating a positive relationship between therapeutic communication and patient satisfaction. A study conducted by Almadany et al. (2023) compared patient satisfaction levels with therapeutic communications between nurses in the clinic and the VIP nursing room at Padangsidempuran City Hospital. The study revealed differences in patient satisfaction levels between the two places. The study also revealed a gap between the patient's expectations and requirements, resulting in the patient experiencing dissatisfaction. In contrast to the findings of the study conducted by Purnamasari et al. in 2019, which shown that the nurse effectively carried out therapy communications, resulting in a patient satisfaction rate of 74.07%.

A correlation exists between patient happiness and the use of therapeutic communication by healthcare workers, particularly nurses in the hospital unit. This association is also influenced by social class disparities, including the distinction between VIP class and regular class. The statement pertains to a study conducted by (Faturahmah & Susanti, 2022) that examines the satisfaction level of BPJS patients about the quality of medical services. The study specifically focuses on responsiveness in the Room of RSUD Bima Hospital. The findings indicated a significant gap in patient satisfaction with BPJS between Class I and Class III, with a rating of ( $p=0.010$ ). However, the satisfaction rate of Class II BPJS patients exhibited a value of ( $p=0.056$ ). The

study findings indicated that the response dimension had a noteworthy effect on satisfaction among Class I and Class III BPJS patients, but did not have a significant impact on satisfaction among Class II BPJS patients. Hence, considering the preceding data and issues, it is imperative to examine whether there are disparities in patient satisfaction regarding nurses' communication in the hospital rooms of RSUD Subang Class I, II, and III in 2023.

## MATERIALS AND METHODS

A comparative study, also referred to as comparative research, is the term used to describe this form of research. The objective of comparative research is to comprehend difference or similarities between the objects under research. In this cross-sectional research, the level of patient satisfaction with the therapeutic communications of nurses in class I, II, and III nursing rooms was examined as a variable. The population of this research was comprised of all patients in the Teratai Bawah as Class I, the Asoka Atas room as Class II, and the Asoka Bawah Room as Class III at RSUD Subang. As of January 2024, a total of 534 individuals were affected in the previous month. The adult patients in the population are between the ages of 19 and 44, as indicated by Permenkes No. 25 of 2016 on the official website of the Ministry of Health, [hukor.kemkes.go.id](http://hukor.kemkes.go.id). According to the Slovin formula, the total sample size is a minimum of 85. likewise, the stratified sampling formula gets a result for each class.

1. Respondents from Class I: 19
2. Respondents from Class II: 20
3. Respondents from Class III: 47

Therefore, the total sample was derived from 86 respondents. The Kurskal Wallis test is used in this study's data analysis procedure to see if there are statistically significant differences between two or more sets of independent variables. The validity of the questionnaire used in this study was assessed by the researchers, and the results of the validity test were calculated using the person product moment test, which showed results ranging from 0.770-0.920. In contrast, the test's r-table was 0.497. As a result, it is determined that the entire questionnaire question item is valid ( $r\text{-count} > r\text{-table}$ ). I've been doing my research using certain research ethics, such as informed consent, which asks respondents for their previous consent, anonymity, which protects respondents' identities, and confidentiality, which ensures respondents' secrecy.

## RESULTS

**Table 1.** Characteristics of respondents based on age at RSUD Subang 2024

Variable	Mean	Std. Deviation	Maximum	Minimum
Age	32.62	7.835	44	19

Based on Table 1, the age distribution characteristics of respondents showed that the average age of the respondents was 32.62 years with the lowest age of respondents 19 years and the highest respondents 44 years.

**Table 2.** Characteristics of respondents based on gender, job, respondent status, and education at RSUD Subang 2024 (n=86)

Gender	Frequency (f)	Percentage (%)
Male	46	53.5
Female	40	46.5
Job	Frequency (f)	Percentage (%)
Students	12	14.0
Civil servants	13	15.1
Farmers	4	4.7
Labour	10	11.6
Entrepreneur	32	37.2
Not working	15	17.4
Status	Frequency (f)	Percentage (%)
Married	65	75.6
Unmarried	21	24.2
Education	Frequency (f)	Percentage (%)
Primary School	5	5.8
Junior High School	5	5.8
Senior High School	53	61.7
University	23	26.7
No School	0	0
<b>Total</b>	<b>86</b>	<b>100</b>

Based on Table 2, the respondents were mostly male as many as 46 people or 53.5%, from 86 respondents showed that most respondents worked as self-employed as many as 32 people with a percentage of 37.2%. 75.6% of respondents were married with a frequency of 65. and the highest level of 86 respondents there were 53 people or 61.7% were in high school.

**Table 3.** Patient Satisfaction Distribution About Therapeutic Communication by Nurses in Class I Inpatient Rooms at RSUD Subang 2024 (n=86)

Patient Satisfaction	Frequency (F)	Percentage (%)
<b>Class I</b>		
Satisfied	12	63.2
Not Satisfied	7	36.8
<b>Total</b>	<b>19</b>	<b>100</b>
<b>Class II</b>		
Satisfied	13	65
Not Satisfied	7	35
<b>Total</b>	<b>20</b>	<b>100</b>
<b>Class III</b>		
Satisfied	19	40.0
Not Satisfied	28	59.6
<b>Total</b>	<b>47</b>	<b>100</b>
<b>Total</b>	<b>86</b>	<b>100</b>

According to Table 3, study results, which comprised 19 respondents in the RSUD Subang Class I hospital room, most of the respondents (63.2%) were satisfied with the presentation about patient satisfaction with nurses' therapeutic communications. Patient satisfaction with nurses' therapeutic communication in Class II hospitals, of the 20 respondents in the RSUD Subang Class II hospitals, 65% were satisfied with the way it was presented, and in the Class III hospice room at RSUD Subang, the majority of 28 believed that the presentation was inadequate, accounting for 59.6% of the total.

**Table 4.** Patient Satisfaction Distribution About Therapeutic Communication by Nurses in Class I, II, and III Inpatient Rooms at RSUD Subang 2024

Patient Satisfaction	Hospitals Room						Total	
	Class I		Class II		Class III		f	%
	f	%	f	%	f	%		
Satisfied	12	63.2	13	65	19	40.4	44	51.2
Not Satisfied	7	36.8	7	35	28	59.6	42	48.8
<b>Total</b>	<b>19</b>	<b>100</b>	<b>20</b>	<b>100</b>	<b>47</b>	<b>100</b>	<b>86</b>	<b>100</b>
<b>P-Value</b>	0.094							

Table 4, presented the results, which indicated that 51.2% of the 44 respondents in classes I, II, and III were satisfied, with a P-value of 0.094 and a result of  $>0.05$  which indicates no statistically significant difference.

## DISCUSSION

### Patient Satisfaction Distribution About Therapeutic Communication by Nurses in Class I Inpatient Rooms

Table 3, presents the results of the research conducted at RSUD Subang. Of the 19 respondents, 12 expressed satisfaction (63.2%) with therapeutic communication with nurses in the Class I nursing room, while 7 expressed dissatisfaction (34.8%). The results of this study match with previous research executed by Ramadani et al., (2019) at the hospital room Cempaka I RSUD Dr. Adnaan WD Payakumbuh. The study results indicate that a majority of the participants expressed satisfaction, accounting for 52.7% of the respondents.

According to the study's findings (Faturahmah & Raharjo, 2017), assurance elements had an impact on Class I BPJS patients' satisfaction. The results match with the research executed by Lampus et al., (2023), which claimed that assurance include capabilities such as competence, integrity, hospitality, effective communication, reliability, and health insurance.

After analyzing the data, the researchers came to the conclusion that assurance had an impact on patients' level of satisfaction with class I nurses' therapeutic communication. Actions such as displaying serenity and effective communication may create confidence in the patient.

### Patient Satisfaction Distribution About Therapeutic Communication by Nurses in Class II Inpatient Rooms

According to Table 3 results on patient satisfaction with therapeutic communication with nurses in class II nursing facilities, of the 20 respondents in the sample at RSUD Subang, 13 reported being satisfied, or 65% of the sample, while 7 reported being dissatisfied, or 35% of the sample. The findings of this study align with Rivaldi's (2019) research titled "Analysis of the Service Satisfaction Rate of Patients Nursed at Ibnu Sina Makassar Hospital in 2018." The study revealed that 50% of the surveyed

patient nurses in Class II expressed satisfaction with both the physical environment and the services provided.

In this study as well as others, the researchers contended that the outcomes met the 50% and 65% criterion. The patient provided the results based on his perception that the hospital environment contributed to his well-being, mostly due to the nice and communicative staff and the supporting physical surroundings.

### Patient Satisfaction Distribution About Therapeutic Communication by Nurses in Class III Inpatient Rooms

The study's findings, as presented in Table 3, indicate that out of the 47 respondents in RSUD Subang, 19 people (40.0%) said that they were satisfied with the therapeutic communication offered by nurses in Class III hospital rooms. On the other hand, 28 people (59.6%) expressed dissatisfaction. These results are validated by a study published by (Transyah et al., 2023), which found that 33.3% of patients expressed dissatisfaction.

This contrasts with (Silalahi, 2018) titled Analysis of the Quality of Nursing Services to the Satisfaction of Class III Inpatient Nurses at Advent Field Hospital, which found that 91.5% of patients were satisfied. According to a study published by (Ulfa et al., 2021), a primary factor contributing to patient dissatisfaction is the inadequate delivery of information to patients.

According to the results of the research, authors assumed that several of factors, including nurses' ability to properly communicate information to patients, may have an impact on class III nursing patients' level of satisfaction.

### Patient Satisfaction Differential Evaluation of Nurses' Therapeutic Communication in Hospitals of Class I, II, and III.

Based on the research done in the Teratai Bawah class I inpatient room, the Asoka Atas class II inpatient



room, and the Asoka Bawah class III inpatient room, it was found that there is no statistically significant difference in satisfaction between patients in class I, II, and III, with a statistical test result of  $p\text{-value } 0.094 > p\text{ value } 0.05$ . The findings of this study match with the research carried out by (Puspitasari et al., 2020), which showed a statistical result with a  $p\text{-value} > 0.05$ , indicating no significant difference in patient satisfaction between general patients and BPJS patients in the inpatient ward of RSUD Ratu Zalecha Martapura.

The theory offered by (Prafika et al., 2022) argues that the interaction between nurses and patients to aid in their recovery includes therapeutic communication, which results in a sense of satisfaction from the treatment that is given. This is in line with the theory of (Dwi Lestari et al., 2022), which argues that patient satisfaction is the evaluation of patients' perception of the received service performance, and comes when patients compare it to their expectations.

The mean age of the 86 participants in this study was 33 years old. Permenkes No. 25 of 2016 on the Ministry of Health's official website, [hukor.kemkes.go.id](http://hukor.kemkes.go.id), notes that the adult age range is 19–44 years old, and that age has an impact on patient satisfaction. In their study, (Rusnoto et al., 2019) found that adults are more likely to experience satisfaction due to their higher level of expertise in offering nursing services. This finding was confirmed by Ridwan as well as (Rusnoto et al., 2019), who showed that individuals over the age of 30 showed more satisfaction with nursing services and had a greater chance of being satisfied compared to respondents under the age of 30.

The majority of the 86 respondents in this study—46 of them—were men. A person's gender can affect how they connect with others and how they interpret the signals they get because, in general, men and women communicate in different ways. This was stated by Dora et al. (2019). However, a study carried out (Muhammad et al., 2020) showed no significant correlation between gender and patient satisfaction, as indicated by a  $p\text{-value}$  of 0.682.

Puspitasari et al. (2020) found no significant difference in the general satisfaction rate between patients with BPJS and those without in hospital facilities. The analysis results showed a  $p\text{-value} > \alpha$  ( $0.50 > 0.05$ ), indicating that there is no difference between general patient satisfaction and patients without BPJS. This study's findings are consistent with previous research.

The patient's level of satisfaction is determined by the nurse's therapeutic communication style. Patient satisfaction can be achieved through communication when effective therapeutic communication is used to help the patient and nurse develop an understanding of trust.

## CONCLUSIONS

The statistical test results show that there is no difference in patient satisfaction in hospital rooms Class I, II, and III RSUD Subang, which is proven by the research findings in this study ( $p\text{-value} > 0.05$ , or  $p$  0.094). It should be

possible for researchers in the future to conduct innovative research to look at the ways that patient family involvement in the communication process could enhance therapeutic relationships and support in patient recovery.

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