

# Relationship Between Nurses Therapeutic Communication Patterns and Patient Satisfaction Post Operation at Meuraxa Regional Hospital, Banda Aceh



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## KEY WORDS

therapeutic communication, patient satisfaction, post-operation.

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## ABSTRACT

WHO (2020) The number of patients undergoing surgery reaches a very significant increase every year. It is estimated that every year there are 165 million surgical procedures performed worldwide. It was recorded that in 2020 there were 234 million clients in all hospitals in the world. Surgery in Indonesia in 2020 reached up to 1.2 million people. The results of interviews with postoperative patients are known that patients feel dissatisfied with the services provided by nurses because of the lack of clear information conveyed by nurses, communication that is too fast, and less friendly in communicating. The purpose of the study was to determine the relationship between nurses' therapeutic communication patterns with postoperative patient satisfaction at Meuraxa Hospital. The research method is quantitative with a cross sectional approach. The study sample used non-probability sampling with purposive sampling techniques, the number of samples was 44 postoperative patients. The results showed that as many as 32 people (72.7%) patients felt they received therapeutic communication from nurses, while the level of satisfaction in the satisfied category was 26 people (59.1%). Based on the chi-square test,  $p\text{-value} = 0.000 < \alpha = 0.05$ , meaning that there is a significant relationship between nurse therapeutic communication and postoperative patient satisfaction. Conclusion There is a relationship between nurse therapeutic communication and postoperative patient satisfaction at Meuraxa Regional General Hospital Banda Aceh. Advice to nurses to remain consistent in carrying out therapeutic communication in carrying out nursing care for postoperative patients so that patient satisfaction with hospital services can be further increased.

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## 1. INTRODUCTION

Surgery is a medical procedure performed by medical personnel for the purposes of diagnosis, treatment, and restoring deformities/disfigurements. In the process, an incision is made on the skin to the muscle layer which causes dysfunction of the patient's organs (Krismanto & Jenie, 2021).

Post-operative is a condition where a patient has undergone surgery/operation, then enters a recovery period under the supervision of health workers before the discharge process (Bashir, 2020). According to WHO (2020), the number of patients undergoing surgery has increased significantly every year. It is estimated that every year there are 165 million surgical procedures performed worldwide. It was recorded that in 2020 there were 234 million clients in all hospitals in the world. Surgical procedures in Indonesia in 2020 reached up to 1.2 million people.

Based on data from the Indonesian Ministry of Health (2021), surgical procedures are ranked 11th out of 50 disease treatments in Indonesia, 32% of which are elective surgical procedures. The disease pattern in Indonesia is estimated to be 32% major surgery, 25.1% experiencing mental disorders and 7% experiencing anxiety.

After undergoing surgery, the most expected thing by patients is to get quality nursing services from health workers, but this has not been felt by patients because the nursing services provided are still lacking. Patients complain that they have difficulty understanding the information conveyed by health workers regarding the patient's condition because the method of delivery is unclear (Sihotang, 2019). The results of a study conducted by (Meri et al., 2022) on nurse

therapeutic communication and its relationship to postoperative patient satisfaction at the Sansani Hospital, Pekanbaru showed that out of 15 patients in the dissatisfied category, 12 patients (87.5%) suggested that nurse therapeutic communication was in the poor category.

The next researcher, namely (Sembiring & Munthe, 2019) explained the results of their research that the therapeutic communication of nurses towards 36 respondents at the Deli Serdang Regional General Hospital was in the sufficient category for 27 people (75.0%), and for the level of satisfaction, the respondents were dissatisfied with 22 people (61.1%), the results of the statistical analysis showed a  $p$  value = 0.043 ( $p < 0.05$ ) with an  $r$  value = 0.339, which means that there is a relationship between therapeutic communication of nurses and patient satisfaction at the Deli Serdang Regional General Hospital.

Based on research (Lontoh & Dawanaka, 2019) in the internal inpatient room of RSUP Raratotok Buyat, a phenomenon was found in patients with low levels of satisfaction with nursing services, including because nurses rarely chat with patients. Several patients said they did not know the nurse's name even though they had been treated in the room for more than 2 (two) days.

In addition, patients do not really know the disease they are suffering from and what treatments are carried out by nurses and doctors. Patients said that nurses only come to the room if they are going to inject medicine, measure blood pressure, measure fever, and accompany doctors during examinations.



Based on the news in Media Popularitas on March 23, 2023, entitled Patient's Family Complains about Services at Zainoel Abidin Hospital, where the communication carried out by the nurse to the patient who had just undergone urology surgery was felt to not make the patient's family feel comfortable. Likewise, the news in Media Serambinews on April 1, 2023, entitled Due to Poor Service, Patient's Family Goes Berserk at Adam Malik Hospital, which was caused by the unclear information received by the patient so that the patient felt dissatisfied with the health services at the hospital.

Several research results and news reports above show that there is a phenomenon that poor use of patient communication will have an impact on satisfaction with health services and there are still many nurses who are not able to carry out effective therapeutic communication. Empathetic, caring, and open communication can create a bond between nurses and patients, so that patients feel heard, understood, and appreciated. This contributes to increasing patient satisfaction with the care provided. Therapeutic communication that good can also strengthen the relationship between nurses and patients. When nurses are able to listen with empathy, demonstrate caring and attentive attitudes, and respect the needs of patients, this creates a positive relationship between nurses and patients. This strong relationship has an impact on patient satisfaction and can influence their perception of the quality of care received.

Based on initial data obtained by researchers at Meuraxa Banda Aceh Regional Hospital on January 27, 2023, the number of patients undergoing surgery from January to December 2022 was obtained. as many as 2,741 patients. From interviews conducted by researchers on 8 post-operative patients on the 3rd day in the

Inpatient Room of Meuraxa Hospital, 3 of them said they were satisfied with the communication given by the nurses and 5 of them said they were less satisfied with the communication given by the nurses to them. Some of the reasons why patients said they were less satisfied were that the nurses were less clear in conveying information about their health conditions, sometimes difficult to understand, too fast and some nurses were less friendly in conveying information.

Based on the descriptions above, the author is interested and motivated to conduct research on the relationship between nurses' therapeutic communication patterns and post-operative patient satisfaction at the Regional Public Hospital. Meuraxa Banda Aceh.

## **2. METHOD**

The research design used in this study is descriptive analytical to determine the relationship between nurse therapeutic communication and postoperative patient satisfaction. The approach used is cross-sectional, namely a study to determine the extent of the relationship between independent variables and dependent variables, by collecting data simultaneously which is carried out at one time. The population is the object of research or the object to be studied (Adiputra et al., 2021).

The population in this study were postoperative patients in the Albayan 2 (male surgery) and Albayan 3 (female surgery) inpatient rooms of Meuraxa Banda Aceh Regional Hospital. Based on postoperative patient data in January - December 2022, there were 2,741 patients, with an average of 229 patients per month. According to (Nursalam, 2020), a sample is a part of the population to be studied or a portion of the number of characteristics possessed by



the population. Sampling in this study used the technique purposive sampling, which is sampling based on the researcher's assessment of who is eligible to be sampled. The inclusion and exclusion criteria are as follows: Included in the inclusion criteria in this study are patients who have a full level of consciousness, patients on the third day post-surgery, patients who can communicate verbally, agree to be research subjects. While included in the exclusion criteria in this study are: patients who experience complications, patients who cannot communicate well, patients who are not willing to be respondents. In this study, the sample was post- surgery patients.

Sampling by calculating using the Slovin formula, namely:

Slovin's formula:

$$n = N$$

$$n = \frac{1+N(d)^2}{2,741}$$

$$n = 1 + \frac{2,741 (0,15)^2}{2,741}$$

$$n = 1 + \frac{\{2,741 (0,0225)\}}{2,741}$$

$$n = 1 + \frac{61.6725}{2,741}$$

$$n = \frac{62.6725}{2,741}$$

n = 43.73 then rounded to 44

The result of the addition using the Slovin formula on this research sample was 43.73 which was rounded up to 44 people.

Information :

N = Population size

n = Number of samples sought

d = Tolerable margin of error / allowance for inaccuracy due to tolerable sampling error (d = 0.15).

Data collection using a questionnaire consisting of: Part A, is the demographic data of respondents including initials, age, gender, religion, occupation, and education. Part B, is a questionnaire to determine the level of therapeutic communication. The questionnaire used is standard, namely the therapeutic communication questionnaire according to Lilis Joharotun Chotimah (2017) which consists of 15 statements using a Likert scale. The Likert scale used in therapeutic communication is given a value of 1 (never), value 2 (sometimes), value 3 (often), and value 4 (always).

Part C, in the form of a questionnaire to determine the level of patient satisfaction. The questionnaire used is sourced from the nursing science research methodology book by Dr. Nursalam (2015). The patient satisfaction questionnaire consists of 20 statements rated 1 (very dissatisfied), 2 (dissatisfied), 3 (satisfied), and 4 (very satisfied).

Validity and reliability tests were not conducted in this study because the researcher used a therapeutic communication questionnaire sourced from Lilis Joharotun Chotimah (2017) and a patient satisfaction questionnaire sourced from the nursing science research methodology book by Dr. Nursalam (2015), which had previously undergone validity and reliability tests.

Based on the results of the instrument trials conducted, the instrument results are valid and reliable. Data processing is done through the stages of *Editing, Coding, processing, Cleaning*. Univariate analysis in this study is analyzing the frequency distribution and presentation of demographic data (age, gender, religion, occupation, and educational status) therapeutic communication, and finally the level of satisfaction. Bivariate analysis is carried out to



see the relationship between independent variables and dependent variables using the *Chi-Square test*.

### 3. RESULT AND DISCUSSION

#### Respondent Characteristics

The respondent characteristic data were obtained from filling out a demographic data questionnaire related to the age, gender, religion, education, and occupation of *post-* operative respondents at Meuraxa Banda Aceh Regional Hospital, which can be seen in Table 1.

Table 1

Frequency Distribution of Respondent Characteristics in *Post-* Operative Patients at the Hospital General Meuraxa District Banda Aceh (n=44).

Characteristic Respondents	Category	Frequency (f)	Percentage (%)
Age	15-30 Years	16	36.4
	31-45 Years	23	52.3
	46-60 Years	3	6.8
	61-75 Years	2	4.5
Gender	Man	25	56.8
	Woman	19	43.2
Education	SD	1	2.3
	SMP	1	2.3
	SMA	25	56.8
	College	17	38.6
Work	Civil servants	11	25.0
	Private Employees	4	9.1
	IRT	8	18.2
	Self employed	21	47.7

Table 1 above shows the frequency distribution of respondent characteristics based on age, the largest number is 31-45 years old with 23 respondents (52.3%), based on gender, the largest number is female with 25 respondents (56.8%), for the level of education, the largest number is high school with 25 respondents (56.8%), and based on occupation, the largest number is self-

employed with 21 respondents (47.7%).

#### Univariate Analysis

Distribution of Therapeutic Communication Types in *Post-* Operative Patients at Meuraxa Regional General Hospital, Banda Aceh City can be seen in Table 2.



Table 2

Distribution of Types of Therapeutic Communication Received by *Postoperative* Patients at Home Meuraxa Regional General Hospital, Banda Aceh City (n=44).

Variables	Category	Total	(%)
Communication	Therapeutic	32	72.7
	Not Therapeutic	12	27.3
<b>Total</b>		<b>44</b>	<b>100.0</b>

Based on table 2, it can be seen that 32 *post-* operative patients (72.7%) received communication in the therapeutic category.

### Distribution of Satisfaction in *Post-* Operative Patients at Meuraxa City Regional General Hospital Banda Aceh.

Table 3

Frequency Distribution of Respondents Based on Satisfaction of *Post-* Operative Patients in Meuraxa Regional General Hospital, Banda Aceh City (n=44)

Variable	Category	Sum	(%)
Satisfaction	Satisfied	26	59.1
	Dissatisfied	18	40.9
<b>Total</b>		<b>44</b>	<b>100.0</b>

Based on the research results in Table 3, the majority of *post-* operative respondents, namely 26 patients (59.1%), felt satisfied with the nursing services.

### Bivariate Analysis

The relationship between therapeutic communication patterns of nurses and satisfaction in *post-*operative patients at Meuraxa Regional General Hospital, Banda Aceh City.

Table 4

The Relationship between Therapeutic Communication and *Post-* Operative Patient Satisfaction Levels At Meuraxa Regional General Hospital, Banda Aceh City (n=44)

Patient Satisfaction	Communication				Total		P-Value
	Therapeutic	P	Non-Therapeutic	P			
	$\Sigma$	%	$\Sigma$	%	$\Sigma$	%	
Satisfied	24	54,5	2	4,5	26	59.1	0.000
Dissatisfied	8	18,2	10	27,3	18	40.9	
<b>Total</b>	<b>32</b>	<b>72.7</b>	<b>12</b>	<b>27,7</b>	<b>44</b>	<b>100</b>	



Based on table 4, it is known that out of 26 respondents (59.1%) there were 24 (54.5%) respondents who felt satisfied because they received good therapeutic communication, conversely out of 18 (40.9%) respondents there were 10 (27.3%) respondents who felt dissatisfied because they received non-therapeutic communication. The results of the chi-square statistical test calculation obtained  $p\text{-value} = 0.000 < \alpha = 0.05$ , meaning that there is a significant relationship between therapeutic communication and *post-operative* patient satisfaction at the Meuraxa Regional General Hospital, Banda Aceh.

## **Discussion**

### **Characteristics**

The results of the study showed that the most age characteristics were in the age range of 31-45 years, namely 23 respondents (52.3%). Age greatly influences the communication process. Where the age of 31-45 years is an age that already has maturity, so that they are able to understand how someone has a good attitude and communication. Batjo (2018) in (Ulfah, 2020) emphasizes that the older one is, the more one is able to demonstrate spiritual maturity and the more one can think rationally, wisely, control emotions and be open to other people's views.

Based on gender, the largest number of respondents were women, 25 respondents (56.8%). This is in accordance with research conducted by Rusmianingsih et al. (2022) which stated that to meet needs, which include health services. Women also experience depression more often, which is caused by biological changes, especially hormonal. This can affect how a person interprets the information they receive when getting services at the Hospital, especially for nurses.

For the characteristics of the level of education of the largest respondents, namely high school education as many as 25 respondents (56.8%). This is in accordance with research conducted by Basri (2019) That a person's level of education can shape their views and behavior about things. A person who has good knowledge has the ability to assess a particular object or material. The more educated a person is, the more critical they are. A person with a higher education should be more critical in determining whether the service they receive is satisfactory or not.

Based on the most jobs, namely self-employed as many as 21 respondents (47.7%). This study is in line with research conducted by Anisatul (2021) which explains that as many as 39 people (68%) have self-employed job status. This job requires support and understanding of effective communication, and patients can easily understand what is being conveyed, which results in personal satisfaction.

### **Nurse Therapeutic Communication at Meuraxa Regional General Hospital, Banda Aceh City**

Communication is one way for nurses to maintain good cooperation with patients to meet patient needs. Nurses can communicate with patients to listen to their feelings and explain nursing procedures. In the nursing process, the purpose of communication is to encourage patient behavior to achieve the best level of health. Therapeutic communication occurs when nurses and patients talk to each other (Meikayanti et al., 2020). Nurses have a moral obligation to communicate therapeutically. The purpose of therapeutic communication is to create interactions between nurses and patients with the aim of



achieving better care outcomes (Fite et al., 2019).

Therapeutic communication is a professional communication that is consciously planned, has a purpose and is centered on patient recovery. According to (Pertwi et al., 2022) the factors that influence a nurse's therapeutic communication are development, perception, values, socio-cultural background, emotions, gender, knowledge, and others, roles and relationships, environment, distance and length of service. This is in accordance with the theory of Sarfika & Maisa (2018) in (Sophia et al., 2023) which states that nurses who have good therapeutic communication skills will find it easy to communicate with patients. Therapeutic communication is able to form a relationship of mutual trust, foster empathy and caring attitudes towards patients, and prevent problems from occurring. Therapeutic communication provides professional satisfaction in nursing services and can improve the image of the nursing profession and the image of the hospital.

The results of the study showed that the majority of respondents, namely 32 respondents (72.7%) stated that the communication carried out by nurses at Meuraxa Banda Aceh Hospital was already in the therapeutic communication category. This is in accordance with the theory of Sarfika & Maisa (2018) in (Ulfah, 2020) which states that nurses who have good therapeutic communication skills will find it easier to communicate with their patients. Therapeutic communication can foster trust, foster feelings of empathy and compassion for patients, and prevent problems. Therapeutic communication can also improve the image of the nursing profession and hospitals.

The results of this study are in line with the results of the study by Meikayanti et al. (2020), which showed that 53.7% of nurses carried out therapeutic communication. These results are also in line with the results of the study by Lontoh and Dewanaka (2017), where the results of the study at RSUP Ratatotok Buyat showed that 38 people (56.7%) of respondents said that they carried out therapeutic communication well and 29 people (43.3%) said that they carried out therapeutic communication well.

According to the researcher's assumption, these results also indicate that nurses at Meuraxa Hospital Banda Aceh already have good therapeutic communication skills. Nurses at Meuraxa Hospital Banda Aceh in carrying out nursing care with communication stages that begin by introducing themselves, conveying information, explaining actions and procedures, and showing empathy and concern for patients. In addition, nurses also try to build mutual trust between patients and themselves. Nurses who are able to master therapeutic communication skills well will find it easier to communicate with patients so that they can easily obtain information about patient complaints and conditions.

### **Patient Satisfaction at Meuraxa Regional General Hospital Banda Aceh**

Based on the results of the study from 44 respondents, it showed that the level of satisfaction of postoperative patients was mostly in the satisfied category, namely 26 people (59.1%) and those who chose dissatisfied were 18 people (40.9%). According to the results of the study (Rochani, 2019), overall (42.3%) felt less satisfied, and more than half (57.7%) who answered were satisfied with the therapeutic communication delivered by nurses. The researcher further explained that





patients who felt dissatisfied were (33.3%), and patients who felt satisfied were more than half, namely (66.7%) (Mongi,2020). Furthermore, the results of the study on the relationship between nurse therapeutic communication and patient satisfaction levels explained that therapeutic communication was almost entirely good (86.5%), and patient satisfaction levels were almost entirely high (75%). The results of the Spearman rank statistical test showed that there was a relationship between nurse therapeutic communication and patient satisfaction levels. In the Inpatient Room of Maba Regional Hospital. Sig. = 0.000 <0.05 (Soleman & Cabu, 2021). The results of this study differ from the results of the study (Lontoh & Dawanaka, 2019), where respondents at Rataotok Buyat General Hospital showed 20 people who felt satisfied and 47 people who felt dissatisfied (70.1%).

Patient satisfaction is an outcome of health services which is one indicator of the quality of service provided by health facilities (Yasmine et al., 2022). Patient satisfaction is the level of patient feelings about the performance of the health services they receive after comparing it with what they expect from health services (Ra'uf, 2021). (Nursalam, 2020) stated that patients feel satisfied when their needs, desires, and expectations are met. Satisfaction is a feeling of pleasure or disappointment that arises after comparing the patient's perception or impression of the performance or results of a product with their expectations. Satisfaction is the result of a comparison between the patient's pleasure in activities and products with their expectations.

Based on the results of the study, the researcher assumes that the level of patient satisfaction at

Meuraxa Regional Hospital, Banda Aceh City, shows that the services provided by Meuraxa Regional Hospital, Banda Aceh, especially services related to nursing care to patients are in accordance with patient expectations. This is supported by the fulfillment of factors that contribute to patient satisfaction such as good quality health facilities, adequate facilities and infrastructure, and the ability of nurses to explain patient complaints in a way that is easy to understand. In addition, a calm and comfortable atmosphere also plays a role in creating patient satisfaction.

### **The Relationship Between Nurse Therapeutic Communication and Post-Operative Patient Satisfaction at Home Meuraxa Regional General Hospital, Banda Aceh City**

The results of the bivariate analysis of the therapeutic relationship between nurses and post-operative patient satisfaction at the Meuraxa Regional General Hospital in Banda Aceh City using the *Chi-square* test.

The *P*- value was obtained = 0.000 <0.05 which shows that there is a significant relationship between therapeutic communication and post-operative patient satisfaction at the Meuraxa Regional General Hospital, Banda Aceh City.

This result is in accordance with the results of the study by Lontoh et al. (2017), namely the relationship between nurse therapeutic communication and patient satisfaction after surgery in the internal inpatient room of RSUP Rataotok Buyat, who conducted a study using the chi-square statistical test and found a *p*-value = 0.000 <0.05, which indicates that there is a relationship between nurse therapeutic communication and patient



satisfaction after surgery in the internal inpatient room of RSUP Ratatotok Buyat. The results of this study are also consistent with the results of the study (Meikayanti et al., 2020) with a p value = 0.001 or  $p < 0.05$ , the results of the chi square statistical test indicate that there is a significant relationship between nurse therapeutic communication and patient satisfaction in the Gryatama room of BRSUD Tabanan Regency.

According to Pertiwi et al., (2022) Therapeutic communication is communication with a specific purpose, such as achieving the goal of healing. Therapeutic communication is based on a specific plan and is carried out by professional practitioners, such as nurses, doctors, and midwives, with patients who need help. On the other hand, social communication is carried out by people who have the same interests, namely the general public. Therapeutic communication conveys various information. One way nurses can work together with patients and other health care providers to meet patient health needs is through communication. By communicating, nurses can listen to patients' feelings and explain nursing procedures.

Nurse therapeutic communication includes things like providing clear and precise information about the patient's condition, actions to be taken, and procedures related to postoperative care. Nurses must also listen with empathy, show an attitude of attention and concern for the patient's needs and desires, and create an environment that supports communication (Nursalam, 2020). In line with (Meikayanti et al., 2021) that nurses who are able to communicate therapeutically can build trusting relationships with patients and their families, foster empathy and compassion, which can prevent legal problems and provide

professional satisfaction to nurses.

According to the researcher's assumption, the results of this study indicate that nurses' therapeutic communication has a significant effect on patient satisfaction levels. The better the quality of therapeutic communication carried out by nurses to patients, the higher the level of postoperative patient satisfaction. In this case, more effective, empathetic, and responsive therapeutic communication from nurses can increase patient trust and satisfaction with the care received. Therapeutic communication is an important factor in influencing patient satisfaction at Meuraxa Regional General Hospital, Banda Aceh City.

Overall, this study emphasizes the importance of nurse therapeutic communication in creating postoperative patient satisfaction. Future studies can explore deeper the factors that influence therapeutic communication and involve a wider patient population and other hospitals to gain a more comprehensive understanding of this relationship.

#### **4. CONCLUSION**

Based on the results of the study with a sample of 44 respondents, regarding the Relationship between Nurse Therapeutic Communication and Post-Operative Patient Satisfaction at Meuraxa Regional General Hospital, Banda Aceh, it can be concluded:

1. The therapeutic communication pattern of nurses to post-operative patients at the Meuraxa Regional General Hospital in Banda Aceh City showed that the majority of patients, namely 32 people (72.7%), felt that they received therapeutic communication from



nurses.

2.The level of satisfaction of post- operative patients at the Meuraxa Regional General Hospital, Banda Aceh, is mostly are in the satisfied category, namely 26 people (59.1%).

3.The Relationship between Nurses' Therapeutic Communication and Post-Operative Patient Satisfaction at Meuraxa Regional General Hospital, Banda Aceh  $p=0.000 <0.05$ , this shows that there is a relationship between nurses' therapeutic communication and post-operative patient satisfaction at Meuraxa Regional General Hospital, Banda Aceh.

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