

**Original Research****The Relationship between Therapeutic Communication and Patient Satisfaction with Nursing Care****Mestiana Br. Karo<sup>1</sup>, Romita L. Gaol<sup>2\*</sup>**<sup>1,2</sup>Nursing Study Program STIKes Santa Elisabeth Medan, Indonesia**ABSTRACT**

**Background:** *Therapeutic communication is an essential approach to establishing mutual trust between nurses and patients while delivering accurate information. It is expected to enhance patients' understanding of their illness and contribute to positive changes in their condition. Patient satisfaction reflects their evaluation of the healthcare services received, based on a comparison between expectations and actual experiences. This study aims to investigate the connection between therapeutic communication and patient satisfaction with nursing care.*

**Methods:** *This study employed a descriptive correlational design with a cross-sectional approach. The population consisted of 150 individuals, of which 66 participants were selected using purposive sampling. Data were collected using a therapeutic communication questionnaire and a patient satisfaction questionnaire. Data analysis was conducted using the Spearman Rank test.*

**Results:** *The results of the study showed that most patients in the Lidwina-Yosep Room perceived the nurses' therapeutic communication as good, and the majority expressed satisfaction with the nursing services received. Statistical analysis yielded a p-value of 0.015 ( $p < 0.05$ ) and a correlation coefficient ( $r$ ) of 0.298, indicating a significant and positive correlation between therapeutic communication and patient satisfaction.*

**Conclusion:** *The study found that nurses' therapeutic communication in the Lidwina-Yosep Room at Santa Elisabeth Hospital Medan was generally effective, as perceived by most patients. It is recommended that nurses continue to develop and strengthen their therapeutic communication skills to further improve patient satisfaction.*

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**INTRODUCTION**

According to Maila (2021) satisfaction is a patient's feeling that arises from the performance of the health services obtained, after the patient compares it with what is expected. According to Vanchapo and Magrifoh (2022) a person's satisfaction can be seen from the quality of a product expected from the buyer. The patient will be satisfied if the

service received is at least the same or more than the patient expected. Patients will reuse services that have been received.

An initial survey conducted on January 19, 2024, in the Lidwina-Yosep Room at Santa Elisabeth Hospital Medan involved 10 respondents who completed a 24-item questionnaire regarding patient satisfaction. The findings revealed that seven patients were moderately satisfied, citing timely service and effective communication from nurses. One patient reported being fully satisfied due to the nurses' attentiveness, support, and professional appearance. However, two patients expressed dissatisfaction, highlighting the nurses' unavailability during toileting needs and poor maintenance of bathroom cleanliness and facilities.

Patient dissatisfaction can be attributed to various factors, including service quality, pricing (caring aspects), location, facility design, and communication. The interaction between nurses and patients during hospital shifts plays a crucial role in shaping patient satisfaction. A strong nurse–patient relationship enables the hospital to better understand and meet patient needs while minimizing errors that could lead to disappointment. Common causes of dissatisfaction include unfriendly behavior, lack of smiles, indifference, rushed communication, poor responsiveness, and failure to adequately serve patients.

Patients are said to be satisfied if the quality of service is good. If it is successfully fulfilled, it will be able to cause a sense of satisfaction (client satisfactio) with health service satisfaction at the level of perfection of health services in causing a sense of satisfaction in patients. Patients feel happy with the expectations and reality with the services provided are fulfilled, namely the friendliness of the officers, the accuracy of information, the responsiveness of the officers, the fulfillment of the necessary facilities, and the success of the environment (Baan, 2020). According to Ariyanti (2022) Nursing services to patients are implemented through the application of therapeutic communication. This type of communication refers to interpersonal communication, which requires specific skills in interacting effectively with patients. It goes beyond merely exchanging information and plays a vital role in enhancing the patient's motivation during the healing process. Without adequate motivational support, therapeutic communication may face barriers that hinder the patient's recovery.

The role of nurses in health services is very important in helping to solve the problems faced by patients. Nurses are the health care professionals most intimately involved with patients, as they are the ones who spend each day by their side. Success in providing care depends on the close relationship between nurses and patients. Good therapeutic communication skills will increase nurses' confidence in providing health services to patients so that they can increase care satisfaction in their work (Khoir et al., 2020).

Communication can be considered an essential component of nursing that can allow them to understand, evaluate, and focus on each patient. nurses' effective terauphetic communication represents their ability to know what to do during interactions with patients. Communication increases patients' knowledge, allowing them to use self-health techniques, ultimately affecting their health and well-being. Ultimately, therapeutic communication between nurses and patients can promote positive treatment outcomes (Lee et al., 2022). Nurses who have therapeutic communication skills will not only establish a relationship of trust, safety, and comfort to patients and families but can also provide professional satisfaction in the service of providing information and improving the image of the nursing profession. Patient satisfaction is commonly used as an indicator

to measure hospital performance and quality, because patient satisfaction strongly influences health outcomes patient resistance and malpractice lawsuits (Nisa et al., 2022).

According to Putri and Ngasu (2021), based on phenomena that occur in the world of nursing caring can be accepted as a value of discipline, respect for others, providing attention, caring, and being empathetic (Putri & Ngasu 2021). Caring behavior can provide benefits for nursing services including patient satisfaction. Caring can provide financial benefits for the nursing service industry. Based on this background, the author is interested in examining the relationship between therapeutic communication of nurses and the satisfaction of nursing services of patients in the Lidwina-Yosep Room. This study offers novelty by focusing on a specific hospital ward setting and recent data from 2024, which has not been previously explored in similar studies, thereby providing updated and context-specific insights into the impact of therapeutic communication on patient satisfaction.

## **MATERIALS AND METHOD**

The design that will be used in this author's thesis is a correlation research design with a cross-sectional approach method, because the author will collect data from both variables at one time. Correlation research design is a study that aims to determine the relationship and level of relationship between two or more variables without any attempt to influence these variables. The reason for using this proposal design is that the author will collect data using a questionnaire with the cross-sectional method. The research was conducted at Santa Elisabeth Hospital Medan, North Sumatra, from April 24 to May 11, 2024. The location was chosen due to its accessibility and suitability for meeting the sample requirements.

The population in this thesis are patients who are treated in the Lidwina-Yosep room, totaling 105 patients in the Yosep room in the last 2 months 107 in the Lidwina room in the last 2 months so that the total population in this thesis is 212 patients. The sampling technique in this thesis is to use purposive sampling, namely the selection of samples according to the criteria of the researcher. The number of samples in this thesis is 66 people. The reason for using purposive sampling is because it selects according to the criteria taken. The inclusion criteria for the sample in this study were: patients who were conscious (compose mentis) and had a minimum length of stay of three days. The exclusion criteria included: patients who were unwilling or unable to provide informed consent. The sampling was conducted using the Vincent Formula, resulting in a total sample size of 66 participants.

This study examines therapeutic communication (independent variable) and its effect on patient satisfaction (dependent variable) in the Lidwina-Yosep Room using bivariate analysis. Data were collected using systematic research instruments. In this study, data were gathered using structured questionnaires administered to respondents to obtain the necessary information.

Validity Therapeutic communication instruments of nurses using research instruments Khairul (2020) with a calculated  $r$  value  $(0.347-0.798) > r$  table  $(0.316)$ . With this value, the instrument can be used as a data collection tool. The validity of the patient satisfaction instrument was adopted from researcher Khairul (2020) with a calculated  $r$  value  $(0.364-0.819) > a$  table  $(0.361)$ , so that it can be used as a data collection tool.

The reliability test for nurses' therapeutic communication in nursing actions carried out by Khairul (2020) obtained an alpha cronbach value of  $0.857 > t$  table  $(0.514)$ , this value shows a reliable instrument and can be used as a data collection. The results of the

patient satisfaction variable reality test that has been researched by Khairul (2020) obtained an alpha cronbach value of 0.944 ( $r$  table = 0.514). The results of the variable analysis show that the research instrument is reliable.

The therapeutic communication instrument with a Likert scale consists of 19 questions with 3 answer options, namely always (3), rarely (2), and never (1). Statements from 1-4 are statements from the pre-interaction stage, statements 5-9 are included in the orientation stage statement, statements 10-15 are included in the work stage, and statements 16-19 are included in the termination stage. The interval values were determined using a statistical formula based on the range and number of categories. The total range of scores was 38, calculated from the difference between the highest and lowest observed values. With a classification into three categories (Good, Fair, and Poor), the class width ( $P$ ) was calculated as approximately 12. Based on this, the therapeutic communication scores were categorized as follows: Poor (19–31), Fair (32–44), and Good (45–57).

The patient satisfaction instrument consists of 25 items measured using a 4-point Likert scale: Very Satisfied = 4, Satisfied = 3, Dissatisfied = 2, and Very Dissatisfied = 1. The total score is then categorized into three satisfaction levels: Satisfied = 3, Moderately Satisfied = 2, and Dissatisfied = 1. Items 1–5 assess responsiveness, 6–10 assess assurance, 11–15 assess tangibles, 16–20 assess empathy, and 21–25 assess reliability. The score range is 72, derived from the difference between the highest and lowest possible scores, and divided into three categories. Using a class width ( $P$ ) of 18, the satisfaction levels are defined as follows: Dissatisfied (25–49), Moderately Satisfied (50–75), and Satisfied (76–100).

In this thesis, the author did not test the validity and reliability of the author using the therapeutic communication questionnaire from Khairul (2020) and the satisfaction questionnaire from Khairul (2020). In this thesis, the author will analyze the data by using the IBM SPSS Statistic Version 26 for windows computer application tool. The Spearman Rank test was employed at a 95% confidence level to assess the relationship between therapeutic communication and satisfaction with nursing services. Because this study uses the Spearman Rank test, the normality test was not performed.

The author will conduct an ethical test of the research thesis to test the feasibility of the research thesis and then obtain a research permit at Santa Elisabeth College of Health Sciences Medan Year 2024 No.097/KEPK-SE/PE-DT/IV/2024.

## RESULTS

**Table 1.** Characteristics based on Age, Gender, Religion, Occupation, Status, and Last Education ( $n = 66$  Nursing Students)

Characteristics	n	%
<b>Age (years)</b>		
15-25	19	28.8
26-35	20	30.3
36-45	11	16.7
46-55	9	13.6
56-65	5	7.6
66-75	2	3.0
<b>Total</b>	<b>66</b>	<b>100</b>

<b>Characteristics</b>	<b>n</b>	<b>%</b>
<b>Gender</b>		
Male	24	36.4
Female	42	63.6
<b>Total</b>	<b>66</b>	<b>100</b>
<b>Religion</b>		
Islam	12	18.2
Protestant Christianity	43	65.2
Catholic	10	15.1
Buddhism	1	1.5
<b>Total</b>	<b>66</b>	<b>100</b>
<b>Jobs</b>		
Farmers	5	7.6
Civil Servant	7	10.6
Self-employed	46	69.7
Labor	8	12.1
<b>Total</b>	<b>66</b>	<b>100</b>
<b>Status</b>		
Marry	38	57.6
Unmarried	28	42.4
<b>Total</b>	<b>66</b>	<b>100</b>
<b>Last Education</b>		
Elementary School	1	1.5
Junior High School	6	9.1
High School	33	50.0
Bachelor's Degree	26	39.4
<b>Total</b>	<b>66</b>	<b>100</b>

Note: n = number of observations; % = percentage

Table 1. presents the characteristics of the participants. Most respondents were aged 26–35 years (30.3%) and were predominantly female (63.6%). The majority adhered to Protestant Christianity (65.2%), were self-employed (69.7%), and married (57.6%). In terms of education, most had completed high school (50.0%) or held a bachelor's degree (39.4%).

**Table 2.** Distribution of Respondents Based on Therapeutic Communication and Respondents Satisfaction with Nursing (n = 66 Nursing Students)

<b>Variable</b>	<b>n</b>	<b>%</b>
<b>Therapeutic Communication</b>		
Good enough	9	13.6
Good	57	86.4
<b>Total</b>	<b>66</b>	<b>100.0</b>
<b>Satisfaction</b>		
Quite satisfied	27	40.9
Satisfied	39	59.1
<b>Total</b>	<b>66</b>	<b>100.0</b>

Note: n = number of observations; % = percentage

Table 2. describes the distribution of respondents based on their perceptions of therapeutic communication and satisfaction with nursing services. The data show that the majority of respondents (86.4%) rated therapeutic communication as good, while a smaller portion (13.6%) perceived it as good enough. In terms of satisfaction, 59.1% of respondents reported being satisfied, and 40.9% reported being quite satisfied. These findings indicate that most nursing students evaluated both therapeutic communication and satisfaction with nursing services positively.

**Table 3.** Relationship Between Communication and Satisfaction (n = 66 Nursing Students)

Variable Pair	Spearman's rho (r)	p-value (2-tailed)
Communication–Satisfaction	0.298	0.015*

Note: Spearman's rho test was used;  $p^* < 0.05$  (statistically significant)

The findings in Table 3. show a statistically significant relationship between therapeutic communication and satisfaction with nursing services among nursing students in the Lidwina-Yosep Room. Based on the Spearman's rho test, a correlation coefficient (r) of 0.298 and a p-value of 0.015 ( $p < 0.05$ ) were obtained. This indicates a positive and weak correlation, meaning that as the quality of therapeutic communication improves, the level of satisfaction with nursing services also tends to increase, although the strength of the relationship is relatively low.

## DISCUSSION

### Therapeutic Communication Among Respondents in The Lidwina-Yosep Room

The majority of respondents perceived therapeutic communication as being in the good category, while only a few rated it as quite good. This indicates that most respondents view the therapeutic communication in nursing services positively. The researchers found that most nursing services demonstrate effective therapeutic communication. Because nurses regularly engage with patients directly, the quality of care is closely tied to how well they build personal rapport, which is essential for a strong nurse patient relationship. Evidence of this includes nurses' thorough assessment of patients' conditions and concerns, deliberate planning of nursing interventions, and the ability to remain calm and regulate emotions during patient interactions. Additionally, nurses clarify each planned action, maintain eye contact during conversations, check on patients' feelings following interventions, remind and inform patients about upcoming examinations or follow-up care, and courteously greet patients and their families upon entering and leaving the room.

This opinion is in line with the theory Soleman and Cabu (2021) therapeutic communication is able to form a trusting relationship, foster empathy and caring attitudes towards patients, prevent problems. Therapeutic communication provides professional satisfaction in nursing services and can improve the image of the nursing profession and the image of the hospital. Assumptions are supported by research Mongi (2020), it states that nurses' therapeutic communication is demonstrated through four key aspects: authenticity, empathy, respect, and concreteness. The stronger each of these aspects is, the more effective the therapeutic communication becomes. Additionally, therapeutic communication encompasses not only verbal but also non-verbal forms of interaction.

This research is in line with Fitriani (2021) which states that where the better the therapeutic communication provided by the nurse, the more satisfied the patient feels. This is because with the implementation of good therapeutic communication, the patient

will be open, relaxed and feel comfortable when explaining his complaints, there is trust in the nurse. This suggests that therapeutic communication is quite good because nurses greet and introduce themselves when first interacting with patients, nurses ask for names or favorite nicknames, and nurses give promises or contracts first before continuing communication with patients.

The assumption is supported by research Agustina et al. (2022) therapeutic communication is the first step to foster mutual trust and patients, with great community skills, the need will continue to improve the quality of patients. The assumption is supported by Agustina et al. (2022) an important role in nursing services is how a nurse overcomes patient complaints such as providing information on the patient's illness. It is seen that the level of hospital success can be seen in terms of communication between the nurse and the accompanying family, where when the patient asks about complaints about what the patient is experiencing, the nurse will provide feedback that reduces the patient's issue.

### **Patient Satisfaction Among Respondents in The Lidwina-Yosep Room**

The results showed that most respondents expressed a satisfied level of response, with fewer indicating they were only quite satisfied. This suggests that, overall, patient satisfaction in the Lidwina-Yosep Room of Santa Elisabeth Hospital Medan falls within the satisfied category. This suggests that patients in the Lidwina-Yosep Room of Santa Elisabeth Hospital Medan are satisfied with the services provided. Nursing services that make patients feel satisfied are nurses providing information about the available facilities, how to use them and the rules that apply in the hospital, immediately handle when they arrive at the inpatient room, the timeliness of nurses arriving in the room when needed, nurses clearly informing things that are prohibited in treatment, nurses often visit and check conditions such as measuring tension, temperature, pulse, breathing and IV fluids, nurses maintain the cleanliness and tidiness of existing medical devices.

This study aligns with the theory proposed by Rizkiawan et al. (2024) which emphasizes that patient satisfaction occurs when the patient's wants, needs and expectations are met, causing satisfaction. Service involvement plays a crucial role in shaping patient satisfaction, particularly among inpatients who interact extensively with nurses. This assertion is supported by Febres-Ramos and Mercado-Rey (2020) who found that approximately 60 percent of patients were satisfied with the services they received. Patient satisfaction or dissatisfaction is closely linked to perceptions of safety and empathy throughout the care process, since genuine empathy can be felt by patients from the first contact until discharge. Therefore, it is essential to develop strategies that create a health system delivering high-quality services that foster both subjective and objective satisfaction, ultimately promoting optimal patient recovery.

In our setting, patients generally report high satisfaction with nursing care, attributing this to nurses' friendly attitudes, prompt and courteous responses to inquiries, and ability to provide comfort and reassurance. Karaca and Durna (2020) reinforce this finding, reporting that 63.9 percent of patients rated their care as excellent and recommending that nurses further enhance their commitment to effective communication. Likewise, Fajrah (2021) observed that 97.7 percent of inpatients covered by the national health insurance scheme at Anuntaloko Regional General Hospital were satisfied with nursing services. These patients noted that adequate room equipment, streamlined service processes, and rapid response by staff met their needs and expectations. When services align with patient expectations, satisfaction naturally follows highlighting the importance of continual service improvement and empathetic nursing practice.

## **Relationship between Therapeutic Communication and Nursing Service Satisfaction**

Shows that therapeutic communication with nursing service satisfaction in the Lidwina-Yosep Room of Santa Elisabeth Hospital Medan Year 2024, it can be concluded that there is a relationship between therapeutic communication and nursing service satisfaction in the Lidwina-Yosep Room of Santa Elisabeth Hospital Medan Year 2024. Patients say that communication applied by nurses to patients is therapeutic communication which has the aim of healing patients.

According to this it suggests that the relationship between communication and patient satisfaction is closely intertwined during shifts at the hospital; this behavior is a factor that has an impact on patient satisfaction. There is a strong bond with patients as customers, then the hospital as a service change can understand the needs of patients and try to fulfill them and minimize errors that result in disappointment.

This study is in line with Rizkiawan et al. (2024) the important role of communication in influencing patient satisfaction. Effective communication includes providing information, addressing patient concerns, and promptly memefulfill their needs. Communication serves as a channel for the exchange of information, ideas, and emotions to foster trusting relationships.

The implementation of therapeutic communication by nurses can lead to patient satisfaction. Good communication helps patients feel comfortable and calm in the treatment room. As a result, patients become satisfied with the health services they receive. The success of therapeutic communication can be measured by the number of patients willing to receive treatment and the satisfaction they report. This success is closely tied to the nurses' responsibility to apply therapeutic communication with patients. Quality therapeutic communication follows operational standards and meets patient expectations. Research results showed that nurses' therapeutic communication was related to patient satisfaction with nursing services in the Lidwina-Yosep room at Santa Elisabeth Hospital Medan. Patients reported that the communication used by nurses aimed to promote healing.

The limitation of this study is that the study was only conducted in the Lidwina-Yosep Room, so the results could not necessarily be generalized to other rooms or hospitals and other variables were not studied, focusing only on terepitic communication and satisfaction, without considering other factors that can also affect patient satisfaction (for example, physical environment, nurse workload, or duration of hospitalization). The recommendation of this study is that nurses are advised to improve their communication skills, especially in establishing emotional relationships and conveying clear information to patients. The hospital is expected to use the results of this research as evaluation material in improving the quality of nursing services, especially in terms of nurse interpersonal communication. Follow-up research can be done in other treatment rooms or different hospitals to get a broader picture and compare the results.

## **CONCLUSION**

The results of the study showed that the therapeutic communication carried out by nurses to patients in the Lidwina-Yosep Room was relatively good. Most patients are satisfied with the nursing services they receive. In addition, there was a significant relationship between nurses' therapeutic communication and patients' satisfaction levels with nursing services in space. It is hoped that the results of this study can be an input for



inpatient room services to be able to communicate effectively to inpatient patients and increase patient satisfaction in hospitals.

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