

Original Research Article**THE RELATIONSHIP OF THE QUALITY OF NURSES' INTERPERSONAL COMMUNICATION IN NURSING CARE WITH THE LEVEL OF SATISFACTION OF INPATIENTS PATIENTS**Selviana Dewi Anggraeni^{1*}, Tiara Putri Ryandini²^{1,2} Institut Ilmu Kesehatan Nahdlatul Ulama Tuban*Corresponding Author, Email : selvianaanggraeni5@gmail.com**ABSTRACT**

Introduction. Patient satisfaction is a feeling of joy or satisfaction that the product or service received meets or exceeds expectations, patient satisfaction is an indicator of the quality of services provided and patient satisfaction is capital to get more patients and to get loyal patients. One of the biggest factors in patient dissatisfaction is communication problems that arise when health workers seek information from patients when providing nursing care. **Methods.** The design of this research is cross sectional, where this type of research emphasizes the time of measurement/observation of independent and dependent variable data only once at a time. The population in this study was 293 respondents, the sample in this study was 169 inpatients, using a sampling technique cluster sampling. This research was conducted at Abdurrahman Syamsuri Paciran Lamongan Hospital. The research instrument uses a questionnaire sheet. This research was tested statistically using the Spearman rank (Rho) test. **Result&Analysis.** Based on the results of research using the Spearman statistical test with a significant level of $\alpha = 0.05$, the result was $\rho = 0.000$, where the value of $\rho < 0.05$ can be concluded that H1 is accepted, which means there is a significant relationship between the quality of nursing interpersonal communication in nursing care and the level of patient satisfaction. hospitalized at Abdurrahman Syamsuri Paciran Lamongan Hospital. **Discussion.** This research was used as information for hospitals to maintain and improve the quality of nursing services provided to the community so that patient satisfaction is higher.

Keywords: Interpersonal communication, Satisfaction, Inpatients.**INTRODUCTION**

Patient satisfaction is a feeling of pleasure or satisfaction that the product or service received has met or exceeded expectations, Patient satisfaction because patient satisfaction is one indicator of the quality of service provided and patient satisfaction is a capital to get more patients and to get loyal patients (Nursalam, 2015). Hospital service users in this case patients demand quality services not only concerning healing from physical illness or improving their health. But also concerning satisfaction with attitudes, always having

adequate facilities and infrastructure and a physical environment that can provide comfort. In meeting patient needs, the services that can be carried out by the hospital are not enough just with complete hospital facilities. But it is also necessary to understand the patient in depth, have an attractive appearance, be sensitive to patients, be able and master the work, especially be able to communicate effectively and be able to respond to patient complaints professionally as a nurse.

People are dissatisfied every time they seek treatment, this can be caused by

several factors such as incomplete facilities, unresponsive staff, unfriendly service providers, and poor and impolite communication styles (in Wartana, 2016:2). When their interactions with patients have interpersonal effects that allow patients to develop, nurses who are experts in their fields can undoubtedly offer excellent care. As a result, nurses are able to advance their understanding of communication dynamics, their awareness of their own strengths and weaknesses, their appreciation of their strengths and weaknesses, and their sensitivity to the needs of others (Soedirman, 2016:53). One of the biggest factors causing patient dissatisfaction is the problem of communication that is built when health workers seek information from patients while providing nursing care. Several things that often worry the public are the attitudes of health workers who are unfriendly, lack empathy and lack of nurturing of their patients. Patients are only likened to machines that obey the orders of health workers without paying attention to direct feedback from their interlocutors.

Based on patient satisfaction data according to the World Health Organization (WHO) in 2021, the highest level of patient satisfaction was in Sweden with a satisfaction index reaching 92.37%, in Finland (91.92%), Norway (90.75%), USA (89.33%), Denmark (89.29%), while the lowest level of patient satisfaction was in Kenya (40.4) and India (34.4%). Apart from patient satisfaction in the Southeast Asian region, it shows that only around 35% of health service users are satisfied with the services provided and the other 55% express dissatisfaction. (Amalina et al., 2021; Shilvira et al., 2023).

According to a survey by the UPK (Health Service Unit) of the Indonesian Ministry of Health in 2022, the level of satisfaction in Indonesia reached 92%. According to the Regulation of the Ministry

of Health of the Republic of Indonesia in 2016 concerning Minimum Service Standards for patient satisfaction, namely above 95% (Ministry of Health of the Republic of Indonesia., 2016). If health services are found with a patient satisfaction level below 95%, then the health services provided are considered not to meet the minimum standards or are not of good quality (Novitasari et al., 2019). Based on initial survey data obtained at the hospital according to the head of nursing at the Abdurrahman Syamsuri hospital in July 2024 there were 1,949, including 281 inpatients and 1,668 outpatients and overall almost all (96.4%) patients were satisfied with hospital services including administration, drug administration services, number taking services, and services in the waiting room, 3.6% of patients were less satisfied with the services provided. However, the satisfaction of inpatients with the provision of nursing care has not been specifically known, especially when communicating between patients and nurses because there are differences in character between one of them and it was found that hospital staff, including nurses, have not fully cultivated the habit of introducing themselves to patients when communicating, lack of explanation or information and communication when providing nursing care.

Based on the initial survey data collection, it is known that Abdurrahman Syamsuri Hospital, which was established in 2013 and stands tall on an area of 10,500 m² with a building area of 4,500 m², has service and facility standards as a Type D General Hospital (RSU), with the number of inpatient beds as many as 81 beds, ICU as many as 5 beds, NICU 4 beds, IGD totaling 10 beds. And there are 115 medical personnel, including 10 specialist doctors, 6 general practitioners, 43 nursing/midwifery, 12 non-nursing medical personnel, 44 non-medical

personnel. Satisfaction is assessed from the reception of patients upon arrival, until the patient leaves the health center or hospital. Without communication, the interpersonal relationship between nurses and patients is impossible. Communication is very important and can affect the length of hospitalization and patient recovery. The number of patients who come demands maximum service from nurses in accordance with the purpose of providing treatment and healing with different patient characters, nurses are present as a profession that communicates with these patients at all times. One of the goals of interpersonal communication in nursing care is to find personal or private. The purpose of nurses communicating with patients is to help and assist and ease the burden of the disease suffered by the patient. Where the disease suffered by the patient is not only physical but also includes the patient's soul or mentality, especially experiencing emotional disorders such as being easily offended, discouraged due to illness (Muhammad, 2002).

Seeing the problems above, the efforts that can be made to overcome this dissatisfaction are to take an approach in the form of good treatment from medical personnel to patients, namely through interpersonal communication that is established between the two when providing nursing care, in this case nurses and patients, and nurses take an individual approach. That is why interpersonal communication in nursing care is an important component in the practice of nursing services.

In overcoming dissatisfaction or a decrease in the assessment of the quality of service, appropriate interventions are needed, including the addition of nursing knowledge in the form of a nurse's interpersonal communication module for patients / patient families and the accuracy

of SOPs. For this reason, researchers are interested in knowing to what extent "the relationship between the quality of interpersonal communication of nurses in nursing care and the level of satisfaction of inpatients at the Abdurrahman Syamsuri Paciran Lamongan Hospital".

METHOD AND ANALYSIS

This research is a quantitative research using the Cross Sectional research type, where this type of research emphasizes the time of measurement/observation of independent and dependent variable data only once at one time. In this study, Cluster Sampling was used, namely the researcher divided the population into several groups (clusters) for research. The sample of this study was part of the inpatients at Abdurrahman Syamsuri Hospital, totaling 169 patients who met the inclusion criteria. The population is patients who underwent inpatient treatment at Abdurrahman Syamsuri Paciran Lamongan Hospital, totaling 879 patients in the last 3 months, namely April-June, so that the average number of inpatients in one month is 293 patients.

The data analysis used in this study was the Spearman rho test. The data obtained by the researcher by using a questionnaire sheet was then edited by selecting the incoming data from data collection through a questionnaire sheet for respondents and checking the answers that had been given and ensuring that no questionnaire sheets were not filled in. Then coding was carried out on each questionnaire result for the quality of nursing services and patient satisfaction according to those listed in the operational definition. Furthermore, it was tabulated into a table and analyzed using the Spearman Test using SPSS for Windows software with a significance of α 0.05.

RESULT

Table 1 Characteristics Based on gender, age, occupation, last education, length of hospitalization

Characteristic	<i>f</i>	Percentage
Gender		
Man	93	55.0%
Women	76	45.0%
Age		
20-30 Tahun	50	29.6%
31-40 Tahun	54	32.0%
41-50 Tahun	43	25.4%
51-60 Tahun	18	10.7%
61-70 Tahun	4	2.4%
Occupation		
Teacher	19	11.2%
Self-Employed	38	22.5%
Farmer	30	17.8%
Trader	13	7.7%
Housewife	45	26.6%
Tailor	2	1.2%
Fisherman	9	5.3%
Student	4	2.4%
College Student	9	5.3%
Last education		
Elementary School	19	11,2%
Junior High School	29	17,2%
Senior High School	85	50,3%
Vocational High School	13	7,7%
D3	1	0,6%
S1	22	13,0%
Length of hospitalization		
2 days	82	48,5%
3 days	60	35,5%
4 days	25	14,8%
5 days	1	0,6%
7 days	1	0,6%
Total	169	100%

Based on the table above, the majority of respondents were female, namely 93 respondents or 55.0%, Almost half of the respondents were aged 31-40 years, namely 54 respondents or 32.0%, Almost half of the respondents work as housewives (IRT), namely 45 respondents or 26.6%, Half of the respondents' last education was at high

Table 2 The Quality of Interpersonal Communication of Nurses in Nursing Care at Abdurrahman Syamsuri Hospital, Paciran, Lamongan

No	Quality of Interpersonal Communication of Nurses in Nursing Care	<i>f</i>	percentage
1	Less	22	13.0%
2	Enough	37	21.9%
3	Good	110	65.1%
Total		169	100%

Based on the table 5.6 above, it can be seen that of the 169 (100%) respondents, the majority of respondents rated the quality of interpersonal communication of nurses in nursing care as good, namely 110 respondents or 65.1%.

Table 3 Level of Satisfaction of Inpatients at Abdurrahman Syamsuri Paciran Hospital, Lamongan

No	Inpatient Patient Satisfaction	<i>f</i>	percentage
1	Low	22	13.0%
2	Medium	37	21.9%
3	High	110	65.1%
Total		169	100%

Based on the table 5.7 above, it can be seen that of the 169 (100%) respondents, the majority of respondents assessed the level of satisfaction with inpatient care with high criteria, namely 110 respondents or 65.1%. School level, namely 85 respondents or 50.3%, Almost half of the respondents had a hospital stay of 2 days, namely 82 respondents or 48.5%

Table 4 The Relationship between the Quality of Interpersonal Communication of Nurses in Nursing Care and the Level of Satisfaction of Inpatients at Abdurrahman Syamsuri Hospital, Paciran, Lamongan

No	Quality of Interpersonal Communication of Nurses in Nursing Care	Inpatient Patient Satisfaction						Total	
		Low		Medium		High		f	%
		f	%	f	%	f	%	f	%
1.	Less	22	100%	0	0,0%	0	0,0%	22	100%
2.	Enough	0	0,0%	37	100%	0	0,0%	37	100%
3.	Good	0	0,0%	0	0,0%	110	100%	110	100%
	Jumlah	22	13 %	37	21,9%	110	65,1%	169	100%

Uji Spearmen Rho Sig = 0,0 0

Based on the table 5.8, it can be seen that of the 169 (100%) respondents, 110 (100%) said that the quality of interpersonal communication of nurses in nursing care was considered good and high satisfaction.

DISCUSSION

Identification of the Quality of Interpersonal Communication of Nurses in Nursing Care at Abdurrahman Syamsuri Hospital, Paciran, Lamongan

Based on the results of research conducted by researchers using a questionnaire with categories of good, sufficient and lacking on the quality of interpersonal communication of nurses in nursing care at Abdurrahman Syamsuri Hospital in table 2, the results showed that out of 169 (100%) respondents, the majority rated it in the good category, namely 110 respondents (65.1%).

According to Uchjana (2009) in Suwarni Anik, et al. 2023 interpersonal communication is communication between a communicator and a communicant, in this case between a nurse and a patient. This type of communication is considered the most effective in terms of efforts to change a person's attitudes, opinions, and behavior, because it is dialogical in nature, in the form of a conversation (Effendy, 2009).

The type of communication most often used in nursing services in hospitals is the exchange of information interpersonally, namely interpersonal communication that is established between two or more people in this case communication between nurses and patients, especially communication between nurses and patients and their families.

Poor communication can cause problems, one of which is in identifying patients, it can be seen that to ensure the accuracy of patients who will receive services, and to align the services needed by patients, this can result in errors and endanger patient safety due to inaccurate information to patients due to poor nurse communication skills and the impact that occurs is that errors occur in the services that will be carried out next and cause incidents and can reduce patient satisfaction (Tirta et al., 2022).

Pangganti (2020) in his research which aims to determine the relationship between perceptions of interpersonal communication and patient satisfaction, explained that interpersonal communication is a fundamental part of nursing and develops positive relationships between nurses and patients and is basically the main thing in the quality of nursing services.

According to Nisa (2022), in the orientation phase, nurses will introduce themselves and create good communication so that patients feel trust and build a sense of acceptance and understanding between nurses and patients.

According to Kendon's theory (2014) quoted from Ra'uf (2021), body gestures such as an open attitude, namely arms that are not folded or clenched, are a form of nonverbal communication with visible body actions that communicate certain messages, either as a substitute for speech or simultaneously and parallel with words.

The number of nurses who communicate in the good category is influenced by various factors including the nurse's education factor and good nurse knowledge. The best communication carried out by nurses is to use language that is easy to understand and clear when communicating, avoiding the use of medical language or conveying it in language that is easy to understand. Nurses convey concise messages and pay attention to the speed of speaking when communicating and Nurses end communication in a good way.

According to researchers, communication is very useful for nurses because they can obtain information about the patient's condition and for patients, this communication can help in conveying complaints so that a correct diagnosis can be made and appropriate nursing care can be provided according to the disease suffered by the patient so that they can recover.

Comparison of communication styles in masculine and feminine cultures states that women's verbal contact is more talkative in private conversations, while men are more involved in public conversations. Men use speech as a statement of command function, conveying information, and asking for approval, while women have a wide vocabulary to explain their emotions and ethics, where women have been taught to express their feelings and men are more to hide and put aside their feelings. Therefore, women are more and more extensive in saying words to show what they feel.

According to researchers, women have different emotions with men, women are more open, easy to explain what they feel, more specific in describing the conditions felt so that the intent and purpose of communication are conveyed and become clear. With the delivery of information clearly, all types of actions will run well

according to the expected goals and services become more focused so that they have an impact on accelerating patient recovery.

Hurlock said that age is an index that places individuals in the order of development. Age affects a person's level of knowledge, the older a person is, the more experience and knowledge he or she gains (Hurlock, 2006). Age is the length of time living or existing (since birth or being held). Age increases or decreases susceptibility to certain diseases.

Based on the facts and theories above, researchers assume that those who are in young adulthood or productive age have achieved mental maturity and mindset so as to encourage someone to appear perfect.

A person's educational status, especially low, will cause the person to experience stress more easily than those with high educational status. The higher a person's education, the easier it is to receive information, so the more knowledge they have. Conversely, the lower or less education will hinder the development of a person's attitude towards newly introduced values, the higher a person's education level, the more it will affect the mindset that will have an impact on the level of job satisfaction. Researchers assume that the higher the level of education, the demands on aspects of work in the workplace will increase.

Patient satisfaction is highly dependent on the nurse interaction factor, the longer the nurse and patient interact, the patient will be able to assess the characteristics of the nurse. If what the patient expects can be understood by the nurse, the patient will feel very appreciated and cared for. They also consider that nurses who provide care can understand what they expect and are also willing to listen to what they express, besides this form of communication is one of the nurses' concerns for the patients they

have cared for for several days. So the better the interpersonal communication between nurses and patients, the more patient satisfaction will increase in undergoing treatment, because in daily hospitalization there is communication between patients and nurses when carrying out nursing actions.

It was obtained from the respondent data that the statement from the questionnaire that was rated the lowest was punctuality, punctuality in nursing care has a relationship with the quality of interpersonal communication of nurses in nursing care which is influenced by several aspects, such as Increasing patient trust, Punctuality in providing nursing care shows the professionalism of nurses, which can increase patient trust in nurses. Patients feel appreciated and cared for, so they are more open in communicating, When nurses come on time to provide care or examination, patients do not feel ignored and help reduce anxiety so as to increase patient comfort which supports better communication.

According to researchers, interpersonal communication of nurses is needed in providing health services because with good interpersonal communication, nurses will get to know patients better and vice versa. Abdurrahman Syamsuri Paciran Lamongan Hospital is a type of Islamic hospital that applies interpersonal communication of nurses in nursing care must reflect Islamic values such as empathy, compassion, honesty, and good manners, as well as providing spiritual support with prayer and using gentle touches that are permitted by sharia to provide peace to patients. With interpersonal communication, nurses can better understand the character of the patient so that they can make patients feel more comfortable in the hospital and when nursing care is carried out.

Identification of Inpatient Satisfaction at Abdurrahman Syamsuri Paciran Hospital, Lamongan

Based on the results of research conducted by researchers using questionnaires with high, medium and low categories on inpatient satisfaction at Abdurrahman Syamsuri Hospital in table 3, it was found that out of 169 (100%) respondents, most of them assessed with high criteria for satisfaction, namely 110 respondents (65.1%). This high satisfaction can be interpreted that the nursing services provided are in accordance with the expectations desired by the patient. Satisfying in this case is what the patient feels, for example how nurses respond quickly to every complaint felt by the patient, the nurse's skills in providing nursing care so that patients feel safe and comfortable, helping patients and providing services quickly, accurately and responsively, and responsibility in serving patients.

This study is in line with Lina Mahahayaty et al. (2022) entitled Interpersonal Communication of Nurses on the Level of Satisfaction of Inpatients at William Booth Hospital, Surabaya. The Inpatient Room shows that all patient satisfaction is very satisfied with a percentage of 25 people (100%). This proves that in general the services provided by William Booth Hospital have been able to meet the expectations of customers who are patients. This study shows that respondents said that patient satisfaction with the low category was 22 people (13.0%), medium 37 people (21.9%), and high category 110 people (65.1%). Consumer satisfaction is a feeling that arises from a person after comparing the results of a product or service, which is felt after using it, so that the satisfaction that arises can make a person want to enjoy the service again (Harfika & Abdullah, 2021).

According to Anik Suwarni, et al. (2023) Patient satisfaction with hospital services carried out by nurses is one indicator to measure the quality of health services in hospitals. Patients will always look for nursing services in facilities whose nurses' performance can meet patient expectations. A nursing service is considered satisfactory if the service can meet the needs and expectations of patients (Indrasari, 2019). According to researchers, patient satisfaction is highly dependent on the nurse interaction factor, in addition to other factors. If what the patient expects can be understood by the nurse, the patient will feel very appreciated and cared for. They also consider the nurse who provides care to be more understanding of what they expect.

According to Melinda, et al. (2024) in her quote according to Nurhasanah quoted by Rusnoto (2019) stated that the demographic factor related to satisfaction is gender where the male gender is stated to be more easily satisfied in contrast to the female gender who is not easily satisfied. This is because gender influences patient perceptions and expectations to meet needs including health services. Women prefer to communicate with others and aim to build togetherness, while men prioritize groups to gain independence.

According to the researcher's assumption, women tend to be more expressive in conveying their hopes and needs than men. Men focus more on clinical outcomes and efficiency than on emotional or interpersonal aspects. And women are more sensitive to the comfort of the physical environment, cleanliness, and privacy, but men are more tolerant of these aspects as long as medical needs are met.

According to Anoraga quoted from Ra'uf (2021) there is a tendency for older consumers to feel more satisfied than consumers who are relatively younger. This

is assumed that older consumers have experience so that they are able to adjust to actual service conditions, while young consumers usually have ideal expectations about the service provided, so that if their expectations and the reality of service have a gap, or imbalance, it can cause them to be dissatisfied.

According to researchers, younger patients tend to be more demanding of modern technology, clear information, and quick access to services. They may be more critical of delays or lack of innovation in services, while older patients value more attention, empathy, and personal communication. They tend to be more tolerant of delays but are very concerned about the emotional aspects and respect of medical/health personnel.

The friendliness of nurses and doctors when examining patients, as well as the clarity of administrative staff when providing information to patients. In line with the research of Dewi Suryaningsih (2024) entitled Analysis of Patient Satisfaction Based on Education and Work at the Paleleh Health Center, Buol Regency According to research on the relationship between work and patient satisfaction, it was reported that those who had worked had a percentage of 67% more satisfied compared to those who did not work, the percentage they had was only around 50%. Research in Banjarbaru in 2021 showed that there was a relationship between work and satisfaction of PBI BPJS patients. Most respondents who worked were satisfied, while patients who did not work also tended to be satisfied. If from the human resources that provide suggestions that satisfied workers are more productive workers.

Wijono Djoko's study (2011) revealed that individuals who work can still improve their social status in society. Becoming individuals and groups who work effectively together to achieve

organizational goals. This is inseparable from interpersonal communication which affects employee job satisfaction. As expressed by Ostroff (1992) that employees who have job satisfaction, are committed and can adapt well and will be more willing to meet organizational goals so as to support the effectiveness and performance of the organization.

According to researchers, it is necessary to improve the quality of health services in line with the development of the community's economy, this is because patients with middle to upper economic levels have the opportunity to obtain quality health. The quality of service can affect the patient's intention to seek treatment or choose the available public health services. People always compare or ask for recommendations from others about medical services.

education can influence a person's rational and irrational mindset in making decisions, using or utilizing a health service. A person with low education has a tendency towards high inconsistency in perception (not fixed in their position), is easily influenced compared to a higher educational background. The results of a study by Widodo et al (2021) show that individuals who have completed high school education have achieved brain development growth to perfection so that intellectually they can think logically about ideas, high-level cognitive activities function, namely making plans, strategies, making decisions and solving problems, are able to use abstractions, distinguish between concrete and abstract, the emergence of scientific reasoning abilities, testing hypotheses, thinking about the future of planning and exploring alternatives to achieve it psychology.

According to the researcher's assumption, seeing between facts and theories, there is a gap, the higher the level of education, the

higher the value of the satisfaction criteria. The level of education is related to the level of patient satisfaction where the level of education less than or equal to high school is more easily satisfied compared to the level of education more than high school because people with elementary, junior high or equal to high school education have less knowledge (less) compared to those with college education, so that it affects patient perceptions in assessing the services provided by nurses.

The length of treatment is determined by the medical team, not only nurses, but doctors and nurses, by looking at the patient's physical condition, type of disease, and the patient's stability in receiving treatment and care from the Hospital. The length of treatment is not only based on the type of disease but also other factors. Patients with the same type of disease are very likely to have different lengths of treatment, this is influenced emotionally by how the patient accepts the disease they are suffering from.

According to Anjaryani (2009), it is stated that the length of time a patient is treated is viewed from 2 approaches, namely the disease suffered by the patient does require a long time (can be more than a week) and the patient feels comfortable undergoing treatment. This arises because of psychological and administrative matters in accordance with the patient's expectations. According to the researcher's assumption, the length of time a patient stays in the hospital is a separate benchmark for measuring the success aspect in terms of marketing, and it turns out that patients feel satisfied so they choose to be in the hospital to recover their health rather than at home. It was obtained from the respondent data that the statement from the questionnaire that was rated highest was empathic skills, empathic skills are related to the level of satisfaction of inpatients from how

empathy affects the patient's experience so that patient trust increases, is able to reduce patient anxiety and stress, improves the quality of communication, improves patient compliance with treatment, reduces complaints and increases patient loyalty.

Empathetic skills are rated highest in inpatient satisfaction because they have a direct impact on the patient's emotional experience, strengthen the relationship between nurse and patient, and increase comfort and trust in health services.

According to researchers, one of the factors that influence patient satisfaction is the quality of products or services where patients feel satisfied if what is obtained is as expected, good health facilities, easy-to-understand communication and a calm and comfortable atmosphere. The level of satisfaction between individuals varies due to the influence of gender, age, occupation, education, length of hospitalization. Nurses in providing nursing services, especially communication with patients, should be able to establish togetherness and pay more attention to the characteristics of the patients they face because individual characteristics can also affect their perceptions of whether they are satisfied or dissatisfied with the services they receive.

Analysis of the Relationship between the Quality of Interpersonal Communication of Nurses in Nursing Care with the Level of Satisfaction of Inpatients at Abdurrahman Syamsuri Hospital, Paciran, Lamongan

Based on the results of the study that has been conducted using a questionnaire that has been included in the questionnaire sheet regarding the Relationship between the Quality of Interpersonal Communication of Nurses in Nursing Care with the Level of Satisfaction of Inpatients at the Abdurrahman Syamsuri Paciran Lamongan Hospital. This data analysis uses the Spearman Test with SPSS for Windows

software with a significance of α 0.05, the value of $\rho = 0.000$ is obtained where $0.000 < 0.05$ the hypothesis is accepted and the coefficient figure is 0.01, it can be concluded that there is a strong relationship between the quality of interpersonal communication of nurses in nursing care with the level of satisfaction of inpatients at the Abdurrahman Syamsuri Paciran Lamongan Hospital.

If we look at the data analysis above, it is known that respondents who said that the quality of interpersonal communication of nurses was good with high satisfaction were 110 people (100%), the quality of interpersonal communication was sufficient with moderate satisfaction was 37 people (100%), and the quality of communication was lacking with low satisfaction was 22 people (100%), with a total of 110 respondents (65.1%) with high patient satisfaction, 37 respondents (21.9%) with moderate patient satisfaction, and 22 respondents (13%) with low satisfaction with a total of 169 respondents (100%).

This is supported by Suryani's theory quoted from Ra'uf (2021), which states that patient satisfaction is most often found to be closely related to the attitudes and behavior of hospital staff, including: length of waiting time, hospital environment, attitudes, behavior, friendliness of staff, and ease of obtaining information and communication are the keys to patient satisfaction in the hospital so that patients will return to seek treatment from these health services if they experience illness. According to Rantung (2022), good communication is communication that makes the patient feel comfortable. Patients can directly explain the health problems they feel, patients can ask directly about the healing process to the nurse who is responsible for them. So that comfort, trust, and communication with the nurse can be felt by the patient in supporting the patient's

healing process. Likewise, vice versa when the nurse explains what is related to the health problems experienced by the patient or the healing process carried out by the nurse to the patient, the reciprocity between the two can run well. If the patient feels that the service provided by the doctor is both effective and efficient, it will affect the patient's level of satisfaction.

Patient satisfaction is highly dependent on the nurse interaction factor, in addition to other factors. If what the patient expects can be understood by the nurse, the patient will feel very appreciated and cared for. They also consider that nurses who provide care can better understand what they expect and are also willing to listen to what they express, in addition to this form of communication is one of the nurses' concerns for the patients they care for. So the better the interpersonal communication between the nurse and the patient, the greater the patient's satisfaction in undergoing treatment. Patient satisfaction is greatly influenced by the nurse's interpersonal communication when they are undergoing treatment,

Patient satisfaction is highly dependent on interpersonal communication of health workers when they undergo treatment, even they often compare it with nursing services in other health institutions. Satisfaction itself, in addition to the healing factor that they expect, is also how they are received or the interactions that occur when they are in the hospital as a form of the seriousness of the hospital in providing care to them, such as the occurrence of communication tools in the room so that nurses always respond appropriately to patient complaints or when patients need help from nurses. The level of patient satisfaction is influenced by interpersonal skills where nurses are able to work according to procedures and answer patient expectations for services. It is also necessary for all

nurses to pay attention to the characteristics of responses in carrying out nursing services such as age, gender, ethnicity and culture, education and so on

According to researchers, interpersonal communication of nurses in nursing care is related to the satisfaction of inpatients because communication is one way to provide accurate information and build a relationship of mutual trust with patients, so that patients will feel satisfied with the services received. Nurses who have good communication will provide satisfaction to patients. In this study, nurse communication can affect the level of patient satisfaction where nurses are calm and can control their feelings when meeting patients, nurses give and introduce themselves when interacting with patients, facilities provided by the hospital and medical services. Poor communication greatly affects the level of patient satisfaction. Good communication, especially when carrying out nursing actions, can also provide encouragement for patients to recover quickly and raise enthusiasm in patients, by communicating and giving encouragement to patients, it will make the patient feel optimistic so that it is very helpful in the healing process.

CONCLUSION

This chapter will describe the results of the data analysis that has been carried out in the study on "The Relationship between Interpersonal Communication of Nurses in Nursing Care with the Level of Inpatient Satisfaction at Abdurrahman Syamsuri Paciran Lamongan Hospital". This study was conducted in December 2024 at Abdurrahman Syamsuri Paciran Lamongan Hospital with a total of 169 respondents. Based on data collection, data analysis results, and discussion of this study, the following conclusions can be drawn:

1. The quality of interpersonal communication of nurses in nursing care at Abdurrahman Syamsuri Paciran Lamongan Hospital is mostly included in the category of good quality of nursing services.
2. The satisfaction of inpatients at Abdurrahman Syamsuri Paciran Lamongan Hospital is mostly in the high category.
3. There is a significant relationship between the quality of interpersonal communication of nurses in nursing care and the level of satisfaction of inpatients at Abdurrahman Syamsuri Paciran Lamongan Hospital.

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