

Conference Paper

Interpersonal Communication Skills of Nurse and Patient Satisfaction in Outpatient Unit

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Interpersonal communication skills are one of the important things in nursing care. These skills mediate patient and nurse trust. Trust in health services is also stated as a factor that mediates patient loyalty to health services. Satisfaction is not always directly related to loyalty but its mediated by trust. This research aimed to identify a correlation between the interpersonal communication skills of nurses with the satisfaction of outpatients in hospitals. The research design used was a cross-sectional analytic design. Total 100 respondents in the outpatient unit were recruited using cluster random sampling. All instruments of interpersonal communication skills and patient satisfaction were based on validity and reliability test. Data analysis was done using Chi-square. The result showed that more than half of respondents (54%) said that the interpersonal communication skills of the nurse were good, and they were satisfied (51%). Bivariate analysis showed that there was a correlation between the interpersonal communication skills of the nurse with patient satisfaction ($p < 0.001$, OR 2.946). This finding recommends that the interpersonal communication skills of nurses need to be developed by training to increase patient satisfaction.

Keywords: interpersonal communication, patient satisfaction, nurse communication

1. Introduction

The hospital is a center for health services with several types of services there are medical services, medical support, care, rehabilitation and so on [1]. Currently, many hospitals are growing and developing in Indonesia, so many choices will be obtained by patients in entrusting their health care. The selection of health care facilities for patients is to choose the ability of officers who are quick to respond to patient complaints and can provide comfort in communicating effectively so they can respond to patient complaints professionally. Nurses as the frontline service providers in hospitals are often required to be able to provide quality health services[2]. One of the quality services is seen in

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Published 4 August 2023

Publishing services provided by
Knowledge E

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Selection and Peer-review under
the responsibility of the ICHSSE
Conference Committee.

the way nurses communicate with patients. Nurses must have good communication as the main aspect so that people can receive the message delivered [3]

The most important factors used to establish a therapeutic relationship between nurses and patients is interpersonal communication. Good interpersonal communication skills are very important in detecting the emotions that are being shown by the patient so that trust will appear between the patient and the nurse [4]. The patient's self-confidence can increase and the burden of the disease will decrease if the nurse is able to carry out good interpersonal communication[5]. Good and effective interpersonal communication, starting at the time of assessment to conducting care and treatment interventions for patients so that a trusting relationship arises between nurses and patients. In nursing practice, the quality of nursing services is influenced by communication, so communication is an important for fostering therapeutic relationships [4].

The main aspect in conducting interpersonal communication is a sense of empathy with patients and families, so this is a mandatory skill that nurses have. Good skills and knowledge will support performance in carrying out or providing daily care for patients. In addition, there is a need for good cooperation between doctors, nurses and patients, because they are the closest people who are able to understand the complaints experienced by patients as a whole, so that services can be carried out comprehensively [6].

Comprehensive services can be evaluated through indicators of hospital service quality by assessing or measuring patient satisfaction. The method used to measure the level of patient satisfaction in this study is Service Quality (*Servqual*). This method has been tested empirically and has been developed into a measurement instrument for a quality perspective according to patients which includes five dimensions there were Tangible, Reliability, Responsiveness, Assurance and Empath [7]. Empathy in the concept of patient satisfaction dimensions is shown by behavior that is individualized attention given to patients and their families such as ease of communication. Thus the nurse's interpersonal communication becomes very important and becomes the basic skills that nurses must have to increase patient satisfaction [8].

Empathy is a strong asset in interpersonal communication with patients and families, so this is a mandatory skill that nurses must have. Good skills and knowledge will support performance in carrying out or providing daily care for patients [6]. Good communication can also support in approaching patients. According to Parlindungan, Salman, Nurcandrani, (2015) the need for good cooperation between doctors, nurses and their patients, because they are the closest people who are able to understand

the complaints experienced by patients as a whole, so that services can be carried out comprehensively.

Based on a preliminary study on five outpatients about patient satisfaction carried out in a hospital about how the patient responds to nurses serving in a friendly and communicative manner. Three patients answered normally, because they did not focus on the nurse's communication. In addition, the use of masks makes nurses smile less and less friendly. One patient expressed satisfaction, because even though during the pandemic the nurses still worked to serve wholeheartedly, there was no impression of fear for patients who were sick. One answered that they were dissatisfied because the nurse did not provide enough information about the illness, the nurse only answered when asked, the answer was short and necessary.

Nurses' interpersonal communication skills are very much needed in the practice of nursing services which are closely related to patient satisfaction [4]. With the company's values attached to every person in the company, including nurses, the patient satisfaction target for nurse communication should reach 100%. Plus communication is a basic skill that must be possessed by a nurse, especially outpatient nurses. Why is that because outpatient nurses are a reflection or overall picture of nursing services in hospitals.

The outpatient unit is the first gateway to the meeting between patients and nurses other than the emergency unit in the hospital. The quality of outpatient nurse communication will determine patient satisfaction so that patients can easily continue with the next treatment. Patient's degree of recovery will increase if good interpersonal communication will have an effect. The quality of service in the outpatient unit is a reflection of the overall service in the hospital. Based on preliminary the researcher is interested in conducting a study that relates Nurse Interpersonal Communication to Outpatient Satisfaction.

2. Methods and Equipment

2.1. Study design

The study was a correlation analytic study which looks for the relationship between the dependent variable (Interpersonal Communication) and the independent variable (Patient Satisfaction) by using a Cross Sectional design [9].

2.2. Sample

The number of samples taken was 100 patients using the cluster sampling technique from 18 polyclinics.

2.3. Instrument

The instrument used is a questionnaire that has been tested for validity. Interpersonal communication was assessed using a questionnaire that had been used in previous studies. The communication questionnaire consists of five dimensions, namely openness, empathy, support, positiveness and equality. This questionnaire has an r count between 0.450-0.817 and Cronbach's alpha value of 0.774 so that the questionnaire is declared valid and reliable. Patient satisfaction was measured by a questionnaire used by the hospital. The satisfaction questionnaire assesses five dimensions of reliability, responsiveness, assurance, empathy, and tangible.

2.4. Data collection procedure

Data processing in this study went through 4 stages, firstly is editing, where at this stage the author would immediately check the data immediately after the questionnaire was filled in by the respondent. The second stage is to create a numeric code for each respondent (coding). The third stage is data entry, which is entering data into a computer after the questionnaire is completely filled out. The last stage is analysis, namely drawing conclusions based on the sample tested.

2.5. Data analysis

The research data were analyzed using bivariate analysis with a chi-square approach. Bivariate analysis to describe relationship between independent variable with dependent variable.

3. Results

The characteristics of respondents in this study are described in table 3.1 as follows:

TABLE 1: Frequency Distribution of Respondents Characteristics (n=100).

Variabel	n	%
Characteristic Sex Male Female	23 77	23% 77%
Ages 12-25 26-45 46-70	18 63 19	18% 63% 19%

According to tabel 3.1 it is known that most of the respondents (77%) are women and most of them are between 26-45 years old (63%). An overview of nurses' international communication is depicted in table 3.2 below:

TABLE 2: Frequency Distribution of Interpersonal Communication and patients Satisfaction (n=100).

Variabel	n	%
Interpersonal Communication Not Good Good	46 54	46,0% 54,0%
Pastients Satisfaction Not Satisfied Satisfied	51 49	51,0% 49,0%

The results showed that most of the respondents (54%) rated the nurse's interpersonal communication skills in the good category and 51% was in the dissatisfied category.

TABLE 3: Nurse Interpersonal Communication skills And Patient Satisfaction In Out-Patient Unit.

Interpersonal Communication	Patients Satisfaction				Total		OR (95 % CI)	P Value
	Not Satisfied		Satisfied		N	%		
	N	%	N	%				
Not Good	30	65.2	16	34.8	46	100	2.946 (1.302-6.670)	0.015
Good	21	38.9	33	61.1	54	100		
Total	51	51.0	49	49.0	100	100		

The results of the analysis using chi-square obtained that there is a significant relationship between interpersonal communication and patient satisfaction in outpatients (p value of 0.015; OR = 2.946). Nurses who have a good level of interpersonal communication have 2.9 times more opportunities to be able to provide satisfaction to patients. patient in outpatient.

4. Discussion

Based on the results of the study showed that most (54%) nurses interpersonal communication was good, and most (51%) were dissatisfied with nurses services. The ability of nurses to communicate is a fundamental skill that must be possessed. The communication is not just an ordinary exchange of information, nurses can explore and

analyze what patients are complaining about and need [5]. Interpersonal communication which has a transactional and dynamic nature. Transactional means that there is an exchange of information between nurses and patients. The information conveyed is of course information related to the patient. While dynamic means that everything included in interpersonal communication is always in a state of change, be it the communicator, the message, the situation, or the environment Building effective interpersonal communication can be done if you are able to apply three important things, namely honesty, empathy and optimism[10].

Assessment of interpersonal communication is carried out on five components openness, empathy, supportness, positiveness and equality. Based on the analysis of the five dimensions, the dimensions of empathy and equality are the highest dimensions compared to the other five dimensions [11]. The statement item about nurses listening to anxiety about their illness got the highest score from the other statement items in the empathy dimension. While on the dimension of equality, the statement item that gets the highest score is the statement about the nurse treating the patient the same regardless of the client's status.

Patient satisfaction in this study was mostly in the dissatisfied category. Based on the analysis of the five dimensions of satisfaction assessed in this study, the reliability and tangible dimensions are the lowest dimensions compared to other dimensions. The reliability dimension assesses the ability of nurses to provide accurate, reliable services, deliver their services according to the agreed time and the timeliness of nurses arriving when needed by patients. The punctuality of nurses arriving when needed by patients is the lowest item compared to the other four items in the dimension of reliability. While tangible in this study is assessing physical factors. The physical factors in question are the comfort of physical facilities which include the comfort of the room, cleanliness of the room, room facilities, completeness of medical equipment and the appearance and professionalism of nurses [12].

Outpatient care is the main door for patients when they come to the hospital to obtain health services other than the emergency department. The patient's first impression upon arrival will affect patient satisfaction [10], [11]. The good or bad service received by the patient will be a separate asset for the hospital, so that the experience will become a story and will be conveyed to others and will have an impact on becoming the image of the hospital service. Patient satisfaction is fundamental as a service user, to achieve this, the ability to provide appropriate, accurate, reliable services in serving patients is improved in order to create a good reputation for the hospital [13].

Based on the results of the study, there is a significant relationship between interpersonal communication and patient satisfaction in outpatients. Satisfaction is basically an individual thing, each individual will have a different level of satisfaction according to the values that apply within him. The more aspects that are in accordance with the wishes of the individual, the higher the level of satisfaction felt and vice versa [14]. Interpersonal communication in this study assessed five dimensions, namely openness, empathy, supportiveness, positiveness and equality. The fulfillment of these five dimensions will give satisfaction to the patient. Satisfaction in this study assesses five dimensions, namely reliability, responsiveness, assurance, empathy and tangible.

Nursing staff in serving patients must always strive to carry out effective interpersonal communication that focuses on efforts to encourage patients by providing sentences that can encourage healing for patients so that patients feel happy and provide their own satisfaction for patients [15]. This confirms the statement that patients will only feel Satisfied if the performance of the health service they get is the same or exceeds what is expected [12].

Interpersonal communication plays an important role in helping to solve patient problems, because it can increase mutual trust, so patients are very open about their complaints and nurses can analyze the patient's needs well. The results also obtained an OR value = 2,946, meaning that nurses who have a good level of interpersonal communication have 2.9 times more chances to be able to provide patient satisfaction in out-patient.

5. Conclusion

Interpersonal communication has an effect on patient satisfaction in outpatient polyclinics. Effective interpersonal communication will be able to provide satisfaction and accelerate the patient's healing process by fulfilling its 5 components, namely openness (openness), empathy (empathy), supportiveness (supportive attitude), positiveness (positive attitude) and equality (equality). There needs to be a refresh, such as training on interpersonal communication and service excellence for outpatient nurses, especially because after all, outpatient services are one of the faces of the Krakatau Medika Hospital as a whole. As well as for nurses in outpatient polyclinics, they should improve their interpersonal communication techniques, such as a friendly and polite attitude that will always give a positive impression so that people who already believe

will be more satisfied if good interpersonal communication is established between health workers and patients.

6. Funding

This work was supported by Krakatau Medika Hospital Cilegon.

Acknowledgement

The authors would like to thank their colleague for their contribution and support to the research. They are also thankful to all the reviewers who gave their valuable inputs to the manuscript and helped in completing the paper.

7. Conflict of Interest

The authors have no conflict of interest to declare.

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