



## The influence of nurse's interpersonal communication on the level of BPJS Patient's Satisfaction In Gading Medika Hospital Of Bengkulu

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**Abstract.** This study aims to examine the influence of nurses' interpersonal communication on the level of satisfaction of BPJS patients at Gading Medika Hospital, Bengkulu. The population in this study was all BPJS patients undergoing treatment in the inpatient room at Gading Medika Hospital, Bengkulu in February 2024, totaling 849 patients. Using the Slovin formula, a sample of 90 patients was obtained. The data collection method uses a simple random sampling technique. This research uses a quantitative approach and data is obtained from research questionnaires. Data were analyzed using SPSS version 26 software. The results showed that nurses' interpersonal communication had a significant influence on the level of BPJS patient satisfaction at Gading Medika Hospital, Bengkulu. This is proven by the results of the t test, that the test results for the nurse interpersonal communication variable show a significant value of 0.013 <0.05, so the hypothesis is accepted. The conclusion of this research is that nurses' interpersonal communication influences the level of BPJS patient satisfaction at Gading Medika Hospital, Bengkulu. Nurses' interpersonal communication is good and professional, the level of patient satisfaction shows that the majority of respondents are satisfied.

**Keywords:** *Interpersonal Communication, Satisfaction Level, Nurses And Patients*

### INTRODUCTION

The success or achievement achieved by a hospital is not only influenced by complete facilities, but also influenced by the quality of hospital services. This means that hospitals also need to understand patients deeply, look attractive, be sensitive to patients, be able and master their work, and moreover be able to communicate effectively in responding to patient complaints professionally. Therefore, the success obtained by hospitals in improving service quality is closely related to patient satisfaction. Patient satisfaction is one of the important indicators that must be considered in health services. Patient satisfaction is the result of the patient's assessment of health services by comparing what is expected according to the reality of health services received in a hospital health setting (Pohan, 2007). This means that if the patient is satisfied with the services provided, the patient's needs can also be met. In organizing health services in hospitals, the nursing profession plays an important role. This is because nurses are one of the health workers who play an important role in hospital health services. Nurses have the role of providing quality nursing care because nurses interact directly for 24 hours with patients, and the number of nurses who dominate, where nurses must be able to provide quality nursing services (Nursalam, 2015), so that health services are largely determined by nursing services. Gading Medika Hospital Bengkulu is a hospital that was established in 2019. And for patients currently dominated by patients of the Health Social Security Organizing Agency (BPJS), especially for inpatients, where every month the number of patients always increases. The researcher's initial observation, seen from the results of the suggestion criticism feedback form and the results of google reviews that are routinely carried out every month by public

relations. Judging from the results of the feedback form and google reviews regarding the experience of patients seeking treatment at Gading Medika Hospital, several criticisms and suggestions were found, including complaints from BPJS patients such as information about the surgery schedule provided by the nurse that was different from the information submitted by the doctor. Another complaint is that nurses also often misplace patients in their BPJS class rooms. This causes a miss-communication between nurses and patients which is feared to cause patients to feel less satisfied with the services provided by Gading Medika Hospital. Here it seems that there is a lack of good information exchange, where one of the functions of communication is the exchange of information. This can also damage the image of Gading Medika Hospital in the eyes of the community, especially for BPJS patients because they feel there is a significant difference in service with general patients.

Based on the above observations, communication between nurses and patients plays a very important role in nursing services and patient satisfaction. One of the factors that affect patient satisfaction is providing nursing services by conducting good interpersonal communication. Interpersonal communication in the scope of health is the process of conveying messages to patients, both verbally and non-verbally, with the hope of the emergence of effects from message recipients or patients (Zelviana, 2020). With interpersonal communication, nurses can listen to patients' feelings and explain nursing procedures (Mundakir, 2006). Nurses who have interpersonal communication skills will not only establish a relationship of trust with patients, but can also provide professional satisfaction in nursing care services. Communication also plays an important role in nursing services, it can even be said that communication is an absolute and decisive activity for the relationship or interaction of nurses and patients to support patient recovery. So that the interpersonal communication relationship between nurses and patients determines the satisfaction with nursing services felt by patients. Patient satisfaction is greatly affected by the interpersonal communication of nurses when they undergo treatment, even they often compare with services in other places.

## **LITERATURE REVIEW**

### **Interpersonal Communication**

According to Trenholm and Jensen in Wiryanto (2005), interpersonal communication is communication between two people that takes place face-to-face (dyadic communication). The nature of this communication is spontaneous and informal, maximum mutual feedback, participants play a flexible role. Another opinion according to Burhanudin in Ruffiah (2018) interpersonal communication is communication carried out between a person and another person in a community or organization, both business and non-business organizations, using communication media and language that is easily understood to achieve certain goals. Meanwhile, according to Mulyana (2009), interpersonal communication is face-to-face communication between two or more people both verbally and non-verbally. From some of the above definitions, it can be concluded that interpersonal communication is the process of delivering messages between two people or small groups directly, both verbal and nonverbal messages so as to get direct feedback to achieve a certain goal. Verbal and nonverbal communication is very important in building effective communication. Broadly speaking, the difference is in verbal communication which is used to convey certain message contents clearly both orally and in writing, while nonverbal communication is a form of communication without using words but conveying certain messages, usually conveyed through symbols shown through gestures, emotions, attitudes, and intentions of the messenger (Mulyana, 2022).

This type of communication is communication with a fairly high frequency. Communication between doctors and their patients creates a good relationship atmosphere. In line with this, interpersonal communication is a very effective type of communication to influence a person's

attitude, opinion or behavior, because of the nature of the conversation in the form of a conversation (Fauzi, 2015).

### Patient Satisfaction

Satisfaction is a feeling of pleasure that a person experiences which comes from the comparison between pleasure with an activity and product with his expectations (Nursalam, 2016). According to the Big Indonesian Dictionary, satisfaction is satisfied, feeling happy. Satisfaction can also be interpreted as a feeling of satisfaction, pleasure and relief of a person due to consuming a product or service in obtaining a service in accordance with his expectations. Kotler & Philip (2006) say satisfaction is an expression of a person's feelings of pleasure and disappointment from the results of a comparison between perceptions or products that are felt and expected. The Big Indonesian Dictionary (KBBI) states that patients are sick people treated by doctors and other health workers at the practice site (Novitasari, 2019). According to Law No. 29 of 2009, patients are people who consult their health problems to obtain the necessary health services either directly or indirectly to doctors. Based on the description above, it can be concluded that patient satisfaction is the result of an assessment in the form of an emotional response (feeling happy and satisfied) of the patient due to the fulfillment of expectations or desires in receiving nurse services. Pohan (2013) explains that patient satisfaction is a level of patient feelings that arise as a result of the performance of health services obtained after the patient compares it with what he expected. Patient satisfaction is closely related to the quality of service of a hospital. By knowing the level of patient satisfaction, hospital management can improve service quality.

### METHODS

Based on the type of data studied, this research is included in the type of empirical research and is quantitative in nature which describes and explains the effect of the phenomenon that is the object of research. The purpose of this research is to test hypotheses that explain the nature of certain relationships or determine differences between groups or the independence of two or more factors in a situation (Sekaran, 2011). The object of this research is the effect of nurse interpersonal communication on the level of patient satisfaction.

### RESULTS

#### 1. Partial Test (t Test)

Partial test or t test is used to test the effect of independent variables, namely partially on the dependent variable and assisted by using SPSS. The results of the t test calculation can be seen in the following table:

**Table 5 Output Results Of The Calculation Of The T Test**

Coefficients <sup>a</sup>						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	53.560	6.664		8.037	.000
	Nurse interpersonal communication	.510	.201	.261	2.535	.013

a. Dependent Variable: Patient Satisfaction Level

Source: Research Results and Processed (2024)

Based on table 5 of the partial test results regarding the effect of each independent variable and the dependent variable, it can be concluded that the test results for the nurse interpersonal communication variable (X) show the t value of  $2.535 > t$  table value of 1.662 (attached in appendix 9) and a significant value of  $0.013 < 0.05$ , then  $H_a$  is accepted and  $H_o$  is rejected. This means that nurse interpersonal communication (X) has a significant influence on the level of patient satisfaction (Y) in BPJS patients at Gading Medika Hospital.

## **DISCUSSION**

This study succeeded in proving that interpersonal communication by nurses affects the level of patient satisfaction. Based on observations and the results of hypothesis testing, it can be concluded that the interpersonal communication of nurses has a significant influence on the level of satisfaction of inpatient BPJS patients at Gading Medika Hospital Bengkulu. The results of the above analysis can be interpreted that the interpersonal communication carried out by nurses is professional and in accordance with the standards so that patients feel satisfied with the services provided by nurses during hospitalization. Based on the responses of respondents in this study, the average result is that patients are satisfied with the services provided by nurses to patients. This is evidenced by nurses communicating by showing attention and showing acceptance. In fact, nurses do communicate face-to-face and do not turn their backs on patients. Nurses also accept and listen to patients well when patients express their illness. Nurses reinforce their communication with gestures and touch verbally to inpatients. When serving patients, nurses also respond quickly regarding the patient's drug and laboratory needs. Nurses in the field also provide empathy to patients. For example, nurses help patients when patients want to defecate. It can be concluded that the communication and services carried out by nurses in providing overall care services to patients at Gading Medika Hospital are good and in accordance with the standards so that patients also feel satisfied during the patient's hospitalization. The results of this study are also in accordance with the Fundamental Interpersonal Relations Orientation (FIRO) theory. According to this theory, every human being enters a group because they are driven by three interpersonal needs, namely inclusion or desire to be included in a group, control, which is to want other people in a hierarchical order, and affection to gain emotional intimacy from other group members. The basic assumption of this theory is that humans as social creatures in their lives will need other humans. Based on FIRO theory that the relationship or relationship between nurses and patients is something that cannot be separated from interpersonal communication. In accordance with the needs of inclusion, namely needs based on personal awareness that want to provide satisfaction by fully contributing / being useful to the group on the basis of their own awareness after interacting in the group. So that nurses in providing nursing care cannot be separated from nurse communication with patients which can affect patient satisfaction. By communicating nurses can listen to patient feelings and explain nursing action procedures. Patient satisfaction with inpatient room services in interpersonal communication is an absolute thing. That is because one of the quality assurance indicators of a hospital is patient satisfaction. Although there are still patients who express dissatisfaction because they feel that the service is not perfect. There are several other factors that cause patient dissatisfaction with a service, namely not in accordance with expectations and reality, services during the process of enjoying services are not satisfactory, personal behavior is not satisfactory, costs are too high, promotions do not match reality, and finally the atmosphere and physical conditions of the environment are not supportive. Broadly speaking, patients who were treated in the inpatient room expressed satisfaction with the nurse's interpersonal communication.

## CONCLUSION

This study aims to prove the effect of nurse interpersonal communication on the level of BPJS patient satisfaction at Gading Medika Hospital Bengkulu. The results of this study provide a conclusion that this research confirms that nurses' interpersonal communication can increase BPJS patient satisfaction at Gading Medika Hospital Bengkulu. This indicates that the better the interpersonal communication of nurses when performing nursing services to patients, the more satisfaction patients feel. This is evidenced by the results of the interpersonal communication variable hypothesis test with the test results of the nurse interpersonal communication variable showing a significant value of  $0.013 < 0.05$ , so the hypothesis is accepted. This means that the interpersonal communication of nurses has a significant influence on the level of satisfaction of BPJS patients at Gading Medika Hospital Bengkulu.

## LIMITATION

In a study, a researcher can at least something useful and useful for the development of science, agencies, or institutions as well as various parties involved in this study. The suggestions that the authors give after examining the problems in this study include:

1. The results of this study are expected to be input for hospital management in improving the quality of nursing care delivery services such as education and training programs for nurses to improve their interpersonal communication.
2. Suggestions for further research are to consider adding other variables that have not been tested in this study such as therapeutic communication, health facilities, and cleanliness of the hospital environment. Further research is expected to add and expand the scope of the research sample, examine more indicators for the level of patient satisfaction.

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