

# Nurse Therapeutic Communication Improves Inpatient's Satisfaction

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## Abstract

In nursing practice, communication is a crucial tool to enhance the therapeutic relationship and can affect the quality of nursing services. Therapeutic communication is vital because it can affect patient satisfaction with the medical services. Objective: to explore the relationship between nurse therapeutic communication and inpatient satisfaction. Methods: the method uses a literature review with a prism protocol approach, with ten journals found, five international and five national. The literature search process in this literature review used three databases: Google Scholar, PubMed, and ScienceDirect, with a range of publication years between 2019-2023. The keywords used were therapeutic communication, level of satisfaction, respect, opening up, positive attitude, and inpatient. In the Indonesian literature search, the keywords used were therapeutic communication relationship, level of satisfaction, hospitalization, patient anxiety, therapeutic communication effect, and nurse communication. Results: Nurse therapeutic communication makes inpatients get pleasure. Patient satisfaction can have a good impact on hospitals or health services. The hospital management must carry out supervision related to the implementation of communication in the work program, and all nurses in the hospital must have therapeutic communication skills so that all patients who get treatment at the hospital get satisfaction. Conclusion: various studies have shown a positive relationship between nurses' therapeutic communication and patient satisfaction and motivation. Nurses' attitudes, qualifications, age, and knowledge influence therapeutic communication. Positive character traits can help build strong relationships with patients and increase patient satisfaction.

**Keywords:** Therapeutic Communication, Patient Satisfaction, Inpatient

## Introduction

Hospitals are healthcare institutions for the community with their characteristics and are influenced by the development of health science, technological advances, and the socio-economic life of the community, which must remain able to improve services that are of higher quality and affordable to the community to realize the highest degree of health. Hospitals have a very strategic role in accelerating the improvement of public health status<sup>1</sup>. Hospitalization is a service to patients for observation, diagnostics, treatment, medical rehabilitation, and or other health by occupying a bed in a hospital<sup>2</sup>.

Communication is the process of activities process of passing/delivering news/information that contains meaning from one party (a person or place) to another party (a person or place) in the party (a person or place) to another party (a person or place) to gain mutual understanding<sup>3</sup>. Therapeutic communication is consciously planned and purposeful; its activities are focused on the patient's recovery. Nurses with communication skills will quickly establish trust with patients, prevent illegal problems, provide professional satisfaction in nursing services, and improve the image of the nursing profession and the hospital<sup>4</sup>.

Communication is not just talking to clients<sup>5</sup> but also has a therapeutic relationship that aims to heal clients. Nurses with therapeutic communication skills will not only quickly build trusting relationships with clients but can also prevent ethical and legal problems and increase professional satisfaction in nursing services<sup>6</sup>.

Patient satisfaction is a level of patient feelings arising from the performance of health services obtained after the patient compares with what he expected. Satisfaction will be achieved if optimal results are obtained for each client and their family, attention to complaints, physical environmental conditions, and responsiveness to or prioritizing client needs<sup>7</sup>.

According to research by Rosenstein (2013), out of 150 patients admitted to one hospital in a developed country of the United States, about 53 percent of them stated that they were satisfied with therapeutic communication, while the rest stated that they were not satisfied<sup>8</sup>. Research conducted at four different hospitals in hospitals in the United States found that nurses' communication with patients was positively correlated with their satisfaction. Rorie et al. (2014) found that nurses who could

communicate well with patients were 91.3% satisfied, and unhappy patients were 91.3%<sup>9</sup>. This aligns with research by Husna et al. (2023), which shows that 84.6% of 100% of nurses who apply therapeutic communication to patients are satisfied. However, 15.38% of patients are still dissatisfied with the Nurse's therapeutic communication<sup>10</sup>.

Badan Pusat Statistik (2001) shows that government hospitals (37.1%) and private hospitals (34.3%) are the most widely used hospitals for inpatient health services, and private maternity hospitals and health centers make up the rest. In terms of therapeutic communication, dissatisfaction with therapeutic communication services in government and private hospitals is on the rise, and this dissatisfaction will impact the quality of outpatient and inpatient services. In addition, patient satisfaction will impact repeat hospital use or patients' choice of medical care<sup>11</sup>. This study can be an input for hospitals and management because it helps nurses understand the importance of therapeutic communication and apply it in daily nursing practice to help recover hospitalized patients.

## **Method**

The literature search process in this literature review used three databases: Google Scholar, PubMed, and ScienceDirect, with a range of publication years between 2019-2023. The search was conducted using several keywords in English and Indonesian. In the English literature search, the keywords used were therapeutic communication, level of satisfaction, respect, opening up, positive attitude, and inpatient. In the Indonesian literature search, the keywords used were therapeutic communication relationship, level of satisfaction, hospitalization, patient anxiety, therapeutic communication effect, and nurse communication.

The article search process begins with the identification of predetermined keywords. At the identification stage, 25,262 articles that match the keywords. The next step is to select article titles and publication years that match the research criteria. At the screening stage, 8,160 articles were found that fit the research criteria.

After that, the articles were filtered according to the inclusion and exclusion criteria of the study. Three hundred fifty-nine articles were found that met the inclusion and exclusion criteria. The next stage was to filter articles based on abstracts to focus articles according to the research criteria. At this stage, 20 articles were found that fit the research criteria.

From the 20 selected articles, another screening was conducted based on language, research design, research results, and several other predetermined criteria. Finally, ten papers were found that fit the research criteria and could be processed at the analysis stage.

In summary, the literature search identified ten articles that met the research criteria for the literature review on the relationship between nurses' therapeutic communication and patient satisfaction levels in inpatient settings. The articles were published between 2019 and 2023 and found in four databases: Google Scholar, PubMed, and ScienceDirect.

## Results

This research is a collection of review studies collecting relevant articles titled "Nurse Communication and Hospitalized Patient Satisfaction". This research was conducted by reviewing the reports we have searched to find articles that match the initial theme. Then, ten articles were taken to analyze the literature review: five in Indonesian and five in English.

**Table 1. Result of Literature Review**

No	Author and Journal Title Jurnal Identify	Objective	Population and Sample	Methods	Summary of result
A1	Author: Nurse's Ariyanti, S Therapeutic Journal of Communicati Identify: on Affects Journal of Patient Complemen Satisfaction tary and Nursing Vol Motivation 1, No 3: 91- Level 98, 2022	Therapeutic Communication Affects	This study involved all patients admitted to the inpatient ward of Bogor City Hospital, with an average of 70 patients per month. This study used a total sampling approach, which studied the entire population.	This study used various tools, such as a demographic data questionnaire, a questionnaire to assess nurses' therapeutic communication, and a questionnaire to measure patient satisfaction. The data collected from these questionnaires	Research conducted by Ariyanti (2022) showed that 43 respondents (61.4%) were satisfied as many as 46 respondents (65.7%) and had a high motivation as many as 41 respondents (58.6%). This study reveals a noteworthy correlation between therapeutic communication and patient motivation at Bogor City Hospital in 2021. The majority of respondents who received therapeutic communication showed high levels of motivation. Furthermore, the study also found a significant

				were analyzed using the chi-square test. This study has received ethical approval from Bogor City Hospital and Universitas Maju Indonesia.	relationship between therapeutic communication and patient satisfaction levels at Bogor City Hospital in 2021. Many respondents who received therapeutic communication reported feeling satisfied.	
A2	Author: Sophia, A. Hadiyanto, H., & Andriani, R. Jurnal Identify : Tambuhai Health Journal Vol 4 No 4 : Hal 4588-4597, (2023)	Relationship between Nurses' Therapeutic communication and Patient Satisfaction in Nyi Ageng Serang Inpatient Room, Sekarwangi Hospital.	Patient satisfaction with therapeutic communication relationship and	The population in this study was 173 people taken from the last three months of hospitalization data. The sample was taken with the Accidental Sampling technique, namely 68 respondents.	The method used in this study was descriptive-analytic with a Cross-Sectional approach.	Based on the results of the study, it is shown that the results of statistical tests with chi-square, the resulting P value is 0.000 <0.05, where it can be concluded that there is a relationship between nurse therapeutic communication and patient satisfaction in the Nyi Ageng Serang inpatient room at Sekarwangi Hospital.
A3	Author: Avia, I., Handiyani, H., & Gayatri, D. Journal Identify: Enfermería Clínica, 32a (2021) Jakarta S413-S418	Relationship between nurse & manager's communication on skills and patient satisfaction at hospital in Jakarta	Therapeutic Communication Affects	This study was conducted in two hospitals, namely Hospital M and Hospital P. This study was conducted from December 2018 to June 2019, with 110 patients consisting of 67 patients from Hospital M and 43 from Hospital P.	This study utilized a purposive sampling technique. This study used various instruments, such as the NCM communication ability questionnaire, which modifies the communication skills	The results showed no significant relationship between patient characteristics and patient satisfaction. However, a significant relationship was found between NCM communication skills and patient satisfaction with CMS (p 0.001; alpha < 0.05). This study's results conclude a significant relationship between NCM communication skills and patient satisfaction with CMS. Patients were dissatisfied with NCM communication skills only in the efficiency dimension. Communication skills were good in all dimensions except the informative dimension. This was due to NCMs not introducing themselves and explaining their roles and

						functions. Communication barrier factors also contributed to low communication skills. Results from S417 This study showed that communication skills were the factor that most influenced patient satisfaction.
A4	Author: Xue, W & Heffernan, C Journal Identify: International Journal of Nursing Practice Vol 27, 2021:e1293 8	Therapeutic Communication within the nurse-patient relationship: A concept analysis	Therapeutic Communication Affects	The samples used in this literature review were the Cochrane database, Science Direct, Health Source: Nursing/Academic Edition, Academic Search Complete, MEDLINE, and PsycARTICLES, with papers published in the last 20 years.	This paper details Walker's concept analysis methodology. Based on Wilson's research, Walker and Avant (2011) were the first to create an eight-step nursing paradigm.	Characteristics of therapeutic communication include sharing information, mutual respect, involving the patient, and managing the patient's health concerns. Therapeutic communication has positively affected patients, including increasing patient satisfaction, accelerating healing time, improving healthcare outcomes, and building good nurse-patient relationships. Therefore, nurses' therapeutic communication has a significant influence on patient satisfaction.
A5	Author: Dora. M.S., Ayumi, D.Q. & Asmalinda, Y. Journal Identify: Jurnal Kesehatan Volume 1C Nomor 2 (2019) 101-105.	The Relationship between Nurses' Therapeutic Communication and Patient Satisfaction	Patient satisfaction with therapeutic communication relationship	Using a cross-sectional approach and a sample of 30 respondents. The sampling technique was purposive sampling, with a chi-square statistical test	This type of research included quantitative analysis with a correlation type of research design. Using a cross-sectional approach	From the study results, it can be concluded that there is a significant relationship between nurse therapeutic communication and patient satisfaction in the inpatient room. Nurses whose communication skills are ineffective and whose patients feel dissatisfied are 16, and as many as four patients feel satisfied. For nurses whose communication is effective, as many as nine patients are happy, and one patient is dissatisfied. From the study results, it can be concluded that there is a significant relationship between nurse therapeutic communication and patient satisfaction in the inpatient room.
A6	Author: Ramadia, A., Rahmaniza, R., &	The Relationship between	Effects of Therapeutic Communication	The sample in this study was 65 people taken by	This type of research is descriptive	Most nurses' therapeutic communication in the Inpatient Room of Teluk Kuantan



	Maulidi, A. Nurse's Journal Identify: Jurnal Keperawatan Jiwa Volume 1C No 2 Hal 393 - 402 Mei 2022.	Therapeutic communication and Patient Satisfaction in the Inpatient Room.	purposive sampling in the inpatient room.	correlative with a cross-sectional approach.	Hospital is in a suitable category (55.4%). Most patient satisfaction levels in the Teluk Kuantan Hospital Inpatient Room are high (47.7%). There is a relationship between nurse therapeutic communication and patient satisfaction in the Inpatient Room of Teluk Kuantan Hospital with a p-value of 0.000. This study's results align with Meikayanti & Sukmandari's research (2020) entitled The Relationship Between Nurse Therapeutic Communication and Patient Satisfaction in the Agency.
A7	Author: Hidayatullah, M. S. Journal Identify: Jurnal Keperawatan Profesional (JKP) Volume 8 Nomor 1 Februari 2020	The Hospitalized patient satisfaction relationship between Therapeutic Communication and Patient Satisfaction in Hospitalization Inpatient Health Center Tapen Bondowoso Regency.	This study was conducted in May 2019 with a sample of 30 inpatients.	This research method is an Analytical Survey with a Quantitative approach. The design used is Cross-Sectional, which is research to study correlational dynamics.	The results of statistical analysis with the Spearman correlation test obtained a p-value of 0.000 (p <0.05), meaning that there is a significant relationship between therapeutic communication and inpatient satisfaction and the level of connection between therapeutic communication and patient satisfaction, there is a tremendous relationship strength of 0.814. The research is in line with that conducted by Kusumo (2017) based on the results of a study using regression tests; it shows that there is a significant influence on the implementation of Nurse Therapeutic Communication on Patient Satisfaction in the Emergency Department and Polyclinics of Jogja Hospital.
A8	Author: Basri, B. Journal Identify: Journal of Islamic Medicine Volume 5 No 1 Hal	The Patient satisfaction with therapeutic communication and nursing services on Inpatient	Using a correlation analytic design with a cross-sectional approach with a sample size of 49 respondents. The	a The method used in this study was descriptive-analytic with a Cross-Sectional approach. Data was obtained using a	From the research that has been done, it is found that most of the nurses' therapeutic communication is in the excellent category. Respondents said that most of the nurses' therapeutic communication was good;

41-47,	Patient	sampling	questionnaire	namely, 31 respondents
Maret 2022.	Satisfaction	technique was	that was tested	(63.3%) and 18 respondents
in the Poso	Regional	purposive, with	for validity and	(36.7%) showed that most of
General	Hospital	the inclusion	reliability.	the nurses' therapeutic
Interna	Room.	criteria being	inpatients in the	communication was not good.
		Interna room of	Poso Hospital	This indicates that therapeutic
		who had been	treated for more	communication plays a vital
		than two days.		role in solving the problems
				faced; basically, therapeutic
				communication is professional
				communication that leads to
				the goal of healing the patient.
				Most respondents stated that
				the patient's therapeutic
				communication depends on
				how the abovementioned
				factors can meet expectations.
A9	<p>Author : Therapeutic communication Mersha, A., Abera, A., Tesfaye, T., Abera, T., Belay, A., Melaku, T., Shiferaw, M., Shibiru, S., Estifanos, W., &amp; Wake, S. K. Journal of Interpersonal Relations 22(1), 1-10</p>	<p>The source population for this study was all nurses working in Gamo Zone General Hospital, southern Ethiopia. However, those working in medical and surgical wards during the data collection period were taken as the study population.</p>	<p>An institution-based cross-sectional study was conducted among 408 nurses working in the Gamo Zone public hospitals. Three of six hospitals in the Gamo zone were selected by simple random sampling method. Data were collected with the Open Data Kit survey tool managed by interviews and analyzed with SAS version 9.4. Descriptive statistics were calculated, and generalized linear models were used to identify associated factors.</p>	<p>In this study, the standardized percentage of the maximum scale of therapeutic communication was 52.32%. Of the participants, 40.4% had a high level of therapeutic communication, 25.0% had a medium level of therapeutic communication, and 34.6% had a low level of therapeutic communication. Age, marital status, and qualifications showed significant positive relationships with therapeutic communication. However, gender, work unit, nurse fatigue, lack of empathy from nurses, challenging nursing tasks, lack of privacy, use of technical terms by nurses, lack of trust in nurses, stress, unfamiliarity with nurses' job descriptions, nurse shortages, inadequate knowledge, lack of participation in decision-making, and having an infectious disease showed significant and negative relationships with overall therapeutic communication.</p>
A1	<p>Author: Effect Of Effect Of Nurse The population</p>	The method used	The analysis results showed a	Primadianty



0	<p>, I., L. Nurse                  Arifin, A., Therapeutic                  Razak, A., Communicati                  Salmah, U., On Patient                  &amp; .S. Satisfaction                  Journal In The                  Identify: Installation                  Internationa                  l Journal of                  Innovative Hospital In                  Science and                  Research lu, Enrekang                  Technology District                  Volume 5,                  Issue 7,                  July 2020</p>	<p>Therapeutic                  Communication                  On Patient                  Satisfaction                  The                  General                  Hospital In                  Massenrempu                  lu, Enrekang                  District</p>	<p>in this study were                  patients in the                  inpatient hospital                  of                  Massenrempulu                  Regional General                  Hospital. The                  research sample                  was 75 people.</p>	<p>in this study was                  analytic                  observational                  with a cross-                  sectional                  research design.                  The sampling                  technique used                  an accidental                  sampling                  method. The data                  analysis used                  was chi-square                  and multivariable                  logistic                  regression.</p>	<p>statistically                  relationship between the                  variables of respect (0.002) and                  positive attitude (0.019). The                  results showed that the                  majority of respondents were                  40-49 years old (25.3%),                  female (61.3%), elementary                  school / equivalent education                  (30.7%), and worked as                  farmers (36.0%), and the                  relationship was not significant                  openness (0.239) with patient                  satisfaction. The results of                  multivariate analysis with                  multiple logistic regression                  tests showed that Exp (B) or                  Odds Ratio had a positive                  attitude of 0.595. The most                  dominant variable affecting                  patient satisfaction in the                  inpatient installation of                  Massenrempulu Hospital,                  Enrekang Regency.                  Communication is built if                  people have a positive attitude                  towards themselves. The                  Nurse's positive attitude is                  shown by a warm attitude,                  understanding the patient's                  condition, and showing                  empathy. Conversely, negative                  attitudes of nurses towards                  patients, such as disrespecting                  patients, looking down on                  patients, and talking about                  other things in front of patients,                  will establish the therapeutic                  relationship between nurses                  and patients.</p>
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## Discussion

The word 'therapeutic' means helping someone to feel better, treating illness, curing or maintaining health, and 'communication' refers to the activity or process of expressing ideas and feelings or providing information to others in various ways<sup>12</sup>. Therapeutic is a catalyst in the counseling process to help clients overcome mental dilemmas while establishing effective nurse-patient communication, and it is considered one of the best approaches to delivering quality healthcare outcomes and

patient satisfaction<sup>13</sup>. In addition, Sherko et al., (2013) believes that therapeutics support nurses to positively influence clients better to understand their problems through verbal or nonverbal communication<sup>14</sup>. Kourkouta & Papathanasiou (2014) stated that good communication between nurses and patients is vital in implementing individualized nursing care addressing prognosis and treatment plans<sup>15</sup>.

Therapeutic communication between nurses and clients is a medium for giving and receiving that occurs verbally and non-verbally. Therapeutic communication encourages and advocates cooperation between nurses and clients through the client-nurse relationship. Nurses try to express feelings, identify and assess problems, and evaluate actions in treatment. A good communication process can provide an understanding of client behavior and help clients overcome the difficulties faced at the treatment stage, while at the preventive stage, its usefulness is to prevent harmful actions against client defense<sup>16</sup>.

According to research conducted by Ariyanti (2022) involving inpatients of Bogor City Hospital, 43 respondents (61.4%) were satisfied as many as 46 respondents (65.7%) and had high motivation as many as 41 respondents (58.6%). So, it is concluded that there is a significant relationship between nurse therapeutic communication and the level of motivation satisfaction in patients<sup>17</sup>. This study is in line with the research of Basri (2019), which shows that there is a significant relationship between nurse therapeutic communication and patient satisfaction level in the Poso Hospital inpatient room with a p-value (0.04) <0.05. These results indicate that there is a relationship between nurse therapeutic communication and the level of patient satisfaction in the inpatient room<sup>7</sup>. This study's results align with research conducted by Sophia et al. (2023) that there is a relationship between nurse therapeutic communication and patient satisfaction<sup>18</sup>. These results align with Sarfika et al. (2018) theory, which says that nurses with good therapeutic communication skills will easily communicate with patients. Therapeutic communication can form trusting relationships, foster empathy and caring attitudes toward patients, and prevent problems from occurring. Therapeutic communication provides professional satisfaction in nursing services and can improve the image of the nursing profession and the image of the hospital<sup>19</sup>.

Research conducted by Avia et al. (2021) is in line with the relationship between therapeutic communication and patient satisfaction. The results showed no significant relationship between patient characteristics and patient satisfaction. However, a significant relationship was found between NCM communication skills and patient satisfaction with CMS (p 0.001; alpha <0.05). Multivariable logistic regression analysis results also showed that communication skills influenced patient satisfaction<sup>20</sup>.

In the results of a study conducted by Dora et al. (2019), it can be concluded that there is a significant relationship between nurse therapeutic communication and patient satisfaction in the inpatient room. The results showed that nurses could communicate therapeutically optimally and smoothly because they carried out the orientation, work,

and termination phases. However, in the introduction phase, nurses do not introduce themselves; there are still nurses who do not ask for the patient's consent and readiness and do not explain when and how long it will take to perform an action on the patient. In the work phase, the core of the therapeutic communication process, nurses have communicated well. In the termination phase, nurses lack in following up on interactions that have been carried out and making contracts for the next meeting. According to the researcher's assumption, the communication delivered to the respondent has not been able to achieve the purpose of the communication itself, where the purpose of communication, in general, is that communication must be understood and understood by the interlocutor, be well received, and make the interlocutor motivated to heal<sup>21</sup>. T

his study contradicts research conducted by Rorie. et al. (2014) in the Irina A Inpatient Room of Prof. Dr. R. D. Kandou Hospital, 47 patients (70.1%) were satisfied<sup>9</sup>. Research results by Putri & Putri (2015). The relationship between Nurse Therapeutic Communication and Patient Satisfaction in the Surgical Hospitalization of RSI Ibnu Sina Bukittinggi half (50.0%) of the respondents were satisfied with the Nurse's therapeutic communication<sup>22</sup>.

According to Siti et al. (2016) argues that there is no relationship between gender and level of satisfaction. Perceptions and reactions to illness are influenced by sex, race, education, economic class, and cultural background. From this statement, men and women will be relatively the same in feeling satisfaction<sup>23</sup>. Meanwhile, according to the opinion of Abdilah et al. (2014), men are more demanding and hopeful about the ability of essential health services and tend to criticize women. In a family, a man who is the head of the family tends to protect or intervene and provide a sense of security for his family<sup>24</sup>. Men also tend to influence women more in giving opinions or considerations for doing something<sup>25</sup>. Based on this theory, the researcher assumes that patient satisfaction is the feeling of satisfaction or disappointment when the performance of nurses or hospital facilities is inadequate and does not meet patient expectations. Therefore, it is necessary to evaluate performance to increase patient satisfaction periodically. This study aligns with research by Kalidupa & Maria (2021), who conducted research with the research design using analytical observational with a cross-sectional approach. The total sample taken was 37 respondents. The results showed that of the 37 respondents, 30 (81.1%) and seven had poor therapeutic communication (18.9%). Of the 30 respondents, 27 (73.0) received good therapeutic communication and high motivation to recover. Of the seven respondents who received poor therapeutic communication, six respondents (16.2) had low motivation<sup>26</sup>.

The results of a study conducted by Ramadia et al. (2022) found a relationship between Nurse's therapeutic communication and the level of patient satisfaction<sup>27</sup>. This follows the theory according to Younis et al. (2015), which says that therapeutic communication is the basis of the relationship between health workers and patients and families, which provides opportunities to build relationships, understand client

experiences, formulate individual or client interventions, and optimize health care resources. This can increase trust so that satisfaction will be created<sup>28</sup>. In addition, Anwar (2013) also expressed the opinion that one of the factors affecting patient satisfaction is communication, namely the communication procedures provided by the service provider and how patient complaints are quickly received and handled by service providers, especially nurses in assisting with patient complaints, providing appropriate and accurate explanations according to the needs of clients/patients<sup>29</sup>. Therapeutic communication of nurses is shown by four aspects, namely aspects of authenticity, aspects of empathy, aspects of respect or respect, and concrete aspects<sup>30</sup>. Poor communication from nurses will have a harmful impact, including being able to cause misunderstandings between nurses and patients and their families, and patients are not satisfied. Nurses often use questions that only require "yes" and "no" answers, yes communication, and no communication.

The results of the study conducted by Hidayatullah (2020) also align with the results that show a significant relationship between therapeutic communication and inpatient satisfaction and the level of connection between therapeutic communication and patient satisfaction.

The results of a study conducted by Mersha et al. (2023) showed that the standard percentage of the maximum scale of therapeutic communication was 52.32%. Of the participants, 40.4% had a high level of therapeutic communication, 25.0% had a medium level of therapeutic communication, and 34.6% had a low level of therapeutic communication. Age, marital status, and qualifications showed significant positive relationships with therapeutic communication. However, gender, work unit, nurse fatigue, lack of empathy from nurses, challenging nursing tasks, lack of privacy, use of technical terms by nurses, lack of trust in nurses, stress, unfamiliarity with nurses' job descriptions, nurse shortages, inadequate knowledge, lack of participation in decision-making, and having an infectious disease showed significant and negative relationships with overall therapeutic communication<sup>32</sup>.

The results of a study by Primadianty et al. (2020) with multivariate analysis with multiple logistic regression tests showed that Exp (B) or Odds Ratio had a positive attitude of 0.595. The most dominant variable affecting patient satisfaction in the inpatient installation of Massenrempulu Hospital, Enrekang Regency. Communication is built if people have a positive attitude towards themselves. The Nurse's positive attitude can actually be shown by a warm attitude, understanding the patient's condition, and showing empathy. Conversely, negative attitudes of nurses towards patients, such as disrespecting patients, looking down on patients, and talking about other things in front of patients, will make the therapeutic relationship between nurses and patients, not established<sup>33</sup>.

The results of the study by Xue & Heffernan et al. (2021) have been carried out to produce results on the concept of therapeutic communication in nursing. The concept analysis determined three therapeutic attributes in the nurse-patient relationship.

Reducing mental illness or distress of patients is no longer only in the field of psychiatric nursing. When it comes to health issues, it can fall under the purview of clinical nurses as well. Therapeutics must be considered as the core of professional nursing practice in general nursing as it can benefit more patients and improve care outcomes and patient satisfaction. It integrates relevant nursing care theories and is part of other disciplines, such as sociology. In another aspect, the concept analysis also shows that nurses with professional knowledge and positive character can be educated to practice therapeutics and thus build nurse-patient relationships and improve service quality<sup>34</sup>.

## **Conclusion**

Therapeutic communication helps people feel better, treat illness, heal, maintain health, and build effective relationships between nurses and patients. The results of various studies show a positive relationship between nurses' therapeutic communication and patients' level of satisfaction and motivation. Nurses' attitudes, qualifications, age, and knowledge influence therapeutic communication. Therapeutic communication can also be integrated into general nursing practice, and nurses' professional knowledge and positive character traits can help build strong relationships with patients. Therapeutic communication is also important in quality nursing care and can improve patient satisfaction and the image of the nursing profession and hospital.

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## **Conflict of Interest**

None

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