

Nurse Communication, Quality of Health Services, and Its Relationship with Patient Satisfaction in Inpatient Ward

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ABSTRACT

Nurses are among the healthcare workers who play a crucial role in enhancing patient satisfaction. Communication plays an essential role in implementing nursing care to deliver high-quality services that ensure patient satisfaction with the care they receive. Patient satisfaction is a key indicator of the quality of nursing services in hospitals. The study aims to determine the relationship between nurse communication and the quality of health services, with a focus on increasing patient satisfaction, in the inpatient rooms of Muna Barat Hospital. The type of research used is quantitative research with a correlational design; the population in this study was patients in the inpatient room of Muna Barat Hospital. The samples selected for this study employed a random sampling technique. A total of 81 respondents participated in this study. The data analysis method used the Chi-Square test using a significance level of 0.05. The Chi-Square test obtained a p value = 0.001 which indicates that there is a relationship between nurse communication and patient satisfaction at Muna Barat Hospital. Meanwhile, in the Quality of Health Services, a p-value of 0.002 was obtained, indicating that there is a relationship between the Quality of Health Services and patient satisfaction at Muna Barat Regional Hospital. The results of the phi coefficient test also showed a low and positive patterned relationship between nurse communication and patient satisfaction ($\Phi=0.310$), quality of health services and patient satisfaction ($\Phi=0.336$). Nurse communication and Quality of Health Services are related to Increasing Patient Satisfaction. Patient satisfaction as consumers who receive nursing services is an essential component in improving the quality of nursing services. A nurse needs to implement effective communication in providing surgical procedures, as good communication leads to patient satisfaction with the service received.



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INTRODUCTION

Globalization has given rise to competitive competition in all sectors. Achievement in competition is determined by opportunities and effective feedback on every variation of customer behavioral requirements as service recipients in hospitals (Krismiadi & Wunblolong, 2023). The presence of nurses in health services in hospitals plays an important role in ensuring patient satisfaction. Nurses are not only an important part of the hospital's human resources, but also provide services that are in direct and continuous contact with patients for 24 hours a day. So that it becomes one of the key elements in achieving patient satisfaction. Communication is important and is the main key for medical personnel in carrying out their duties. Communication is the process of building relationships between medical personnel and patients and other medical personnel (Noviyanti et al., 2021; Putriyanti Sitorus et al., 2023). In improving the quality of health services there is competition in every field that can affect the health industry. For that reason, it is expected that every health service provider is able to provide quality health services (Imelda et al., 2021). Nursing services are said to be of high quality if the nursing services provided are in accordance with the established standards (Adriyan et al., 2023).

Hospitals, as health service providers, must provide quality services, so hospitals are required to improve the quality of their services. The goal of health services is to achieve a degree

of public health that meets the expectations and needs of the community (consumer satisfaction) through effective services by health workers (Zahlimar et al., 2020). One indicator of quality and success in providing health services is patient satisfaction (Adriyan et al., 2023). Satisfaction is a feeling of pleasure or disappointment that arises from someone comparing the result they get with their expectations, or feeling a feeling of pleasure that someone experiences from comparing the pleasure they get from a product or service with their expectations (Apriana & Ratnasari, 2021).

World Health Organization (WHO) data in 2021 shows that the highest level of patient satisfaction is in Sweden with a satisfaction index reaching 92.37%, Finland (91.92%), Norway (90.75%), the United States (89.33%), Denmark (89.29%) while the lowest level of patient satisfaction is in Kenya (40.4%) and India (34.4%) (Syahara et al., 2025). According to the Indonesian Ministry of Health (2023), in Indonesia, the patient satisfaction index for nursing services was 91% satisfied and 9% dissatisfied (Herawati et al., 2024). Based on the results of the public satisfaction survey of the Muna Barat Regional General Hospital (RSUD) in the period from July to December 2023, the public satisfaction survey value was in the "moderate satisfaction" category, with a conversion of 78.4%. However, Muna Barat Regional Hospital has not been able to provide good service because there are still several complaints from patients who are not being served well. Based on the service performance indicators of Muna Barat Regional Hospital in 2021, the Bed Occupancy Rate (BOR) reached 28.22%, in 2022, the BOR reached 24.19%, and in 2023, it reached 16.12%. Based on the Bed Occupancy Rate (BOR) data above, it can be seen that the utilization of care facilities is experiencing a very significant decline. The low BOR figure indicates a lack of utilization of hospital care facilities by the community. Based on data on patient visits and utilization of care facilities at Muna Barat Regional Hospital in the period 2021 to 2023 above, it shows that there has been a decline. Based on these data, it is suspected that the decline in the number of patient visits and the lack of utilization of health facilities from year to year is likely due to patient satisfaction problems. Various things can cause this condition, one of which is nurse communication.

Communication is one of the important aspects and influences the quality of nursing services in hospitals because communication is also shown to change patient behavior in achieving optimal health levels. This research is also in line with research conducted by Helvetia et al., (2023) states that there is a relationship between the quality of health services and patient satisfaction. Based on the description above, the research aimed is the relationship between nurse communication and quality of health services with increasing patient satisfaction in the inpatient installation of muna barat regional hospital.

METHOD

This study is a quantitative study using a cross-sectional study approach or design, which is an element of the approach by observing or measuring the independent variables and dependent variables observed at the same time.

This study was conducted in all inpatient rooms of the West Muna Hospital in May-June 2024. The population in this study were all inpatients at the West Muna Hospital in 2024, totaling 515 people. Determination of the sample size using the Lameshow formula, where the Lameshow test is a statistical test formula used to determine the number of samples, where the sample will affect the representation of the population in a study. The size of the research sample was obtained by 81 respondents involved in the study. Sampling using random sampling technique, namely a sampling technique where all individuals who are members of the population have the same opportunity and are freely selected to become sample members. The inclusion criteria for respondents are patients who have been treated for more than 3 days, patients who are in stable condition and can communicate well, and are willing to be respondents.

The independent variable is communication, using the Nurse Communication Questionnaire, which consists of 5 questions. Where the highest value of the five questions is 1, and the lowest value is 0. If the answer is "Yes," then it is given a score of 1, and if the answer is "No," then it is given a score of 0. The service quality questionnaire consists of five dimensions, namely: Tangibles

Dimension (Physical Facilities) at numbers 1-8, Reliability dimension at numbers 9-12, Responsiveness dimension at numbers 13-17, Assurance dimension at numbers 18-22, and Caring dimension (Empathy) at numbers 23-27. Where the highest value of the two indicators is given a score of 1, and the lowest value is given a score of 0. If the answer is "Yes," it is given a score of 1, while if the answer is "No," it is given a score of 0. While the dependent variable, namely satisfaction, uses a satisfaction instrument consisting of 13 questions using the Guttman scale with answer choices: Good and less, where the highest value of the two indicators is given a score of 1, and the lowest value is given a score of 0. If the answer is "Yes," it is given a score of 1, while if the answer is "No," it is given a score of 0.

Univariate analysis in this study to measure the level of patient satisfaction produces a frequency distribution and percentage of demographic data and patient satisfaction levels. Bivariate analysis was conducted to see the relationship between the independent variables and the dependent variables using the Chi-Square test to determine the frequency of nurse communication variables and service quality and patient satisfaction with a confidence level of 95% and a significance level of 0.05. The chi-square test was used in this study because the scale of the numeric data. Before conducting the study, the researcher had obtained permission to conduct the study from the Muna Barat Regional Hospital. Furthermore, the researcher conducted the study by paying attention to research ethics.

RESULTS

Table 1. Description of research subjects

Characteristics	Categorical	f	%
Gender	Man	34	42.0
	Women	47	58.0
Age	22 – 30	16	19.8
	31 – 40	25	30.9
	41 – 50	23	28.4
	51– 67	17	21.0
Education	Elementary School	21	25.9
	Junior High School	8	9.9
	Senior High School	28	34.6
	College	24	29.6
Occupation	Farmer	32	39.5
	Self-employed	32	39.5
	Housewife	3	3.7
	civil servant	14	17.3
Nursing Communication	Good	30	37.0
	Less	51	63.0
Quality of Service	Moderate	33	40.7
	Less	48	59.3
Patient satisfaction	Good	72	88.9
	Moderate	9	11.1

Table 1. shows that from 81 respondents, the largest gender group is the female group with 47 respondents (58.0%), while the lowest group is the male group with 34 respondents (42.0%). In the age group, it shows that the largest age group is the 31-40 year age group with 25 respondents (30.9%), while the lowest age group is the 22-30 year age group with 16 respondents (19.8%). In the largest education group, the high school education group with 28 respondents (34.6%), while the lowest education group is the junior high school education group with 8 respondents (9.9%). In the largest occupation group, the farmer and entrepreneur occupation group with 32 respondents (39.5%), while the lowest occupation group is the housewife education group with 3 respondents (3.7%). In the largest communication group, the less category with 51 respondents (58.0%), while the lowest communication group is the Good category with 30 respondents (37.0%). In the largest group of health service quality, namely the Less category,

there were 48 respondents (59.3%), while the lowest group of health service quality was the moderate category, there were 33 respondents (40.7%). In the largest group of patient satisfaction, namely the Good category, there were 72 respondents (88.9), while the lowest group of patient satisfaction was the moderate category, there were 9 respondents (11.1%).

Table 2. Nurse Communication and Service Quality with Patient Satisfaction

Variable	Patient Satisfaction				Total		p-value	Φ
	Good		Moderate					
	n.	%	n.	%	n.	%		
Nursing Communication								
Good	22	73.3	8	26.7	30	100.0	0.001	0.310
Less	50	98.0	1	2.0	51	100.0		
Quality of Health Services								
Moderate	25	75.8	8	24.2	33	100.0	0.002	0.336
Less	47	97.9	1	2.1	48	100.0		

Based on statistical analysis, the results obtained were $p=0.001<0.05$. Which shows that there is a relationship between nurse communication and patient satisfaction at Muna Barat Regional Hospital. Based on statistical analysis, the results obtained were $p=0.002<0.05$. Which shows that there is a relationship between Service Quality and patient satisfaction at Muna Barat Regional Hospital.

DISCUSSION

Nurse communication relationship with patient satisfaction at the inpatient ward of Muna Barat Regional Hospital

The increasingly rapid and continuous progress of medical technology demands the realization of quality nursing services (Liu et al., 2022). Communication is one of the biggest challenges of nursing services. Proper communication by nurses results in a good understanding of the problems experienced by patients, provides empathy and support, improves the mental, physical and psychological well-being of patients (Mohebi et al., 2022). Lack of good communication between health workers and between health workers and patients will cause dissatisfaction from patients and their families. So that patients and their families will complain about slow and often neglected services which then the quality of service felt is less than satisfactory as recipients of service services (Supriatin et al., 2022).

Based on the research conducted, it was found that in the largest communication group, namely the less category, there were 51 respondents (58.0%), while the lowest communication group was the Good category, there were 30 respondents (37.0%). Based on the research conducted, the results obtained were $p = 0.001 < 0.05$. Which shows that there is a relationship between nurse communication and patient satisfaction at Muna Barat Regional Hospital. Good communication is the main key to good nursing services. Effective communication between nurses and patients will improve the therapeutic relationship between the two so that nurses can provide the best service. Excellent service will create quality and will have an impact on patient satisfaction as recipients of nursing services (Tarigan & Ginting, 2019; Pradana & Setyawan, 2024). This research is also in line with research conducted by Julfitri et al., (2023) stated that there is a relationship between therapeutic communication between nurses and patient satisfaction. This research is also in line with research conducted by Frances & Sumarno, (2024) states that there is a relationship between therapeutic communication of nurses and patient satisfaction. Nurses in carrying out the nursing process mainly use communication methods. Communication as one of the interventions in providing nursing services is through a therapeutic communication approach, so that nurses who have therapeutic communication skills are not only safe and easy to live a sense of trust with patients, prevent legal problems, provide professional satisfaction in nursing services and improve the image of the nursing profession. Based on the code of ethics and norms

that apply in community life, one of the rights of patients who are consumers of service users from health facilities is to receive proper and appropriate services. Every patient has the right to receive services accompanied by the hospitality of health workers, one of which is a nurse. Nurses have a very large key role, both in terms of their interactions with patients and their families and in terms of direct service involvement to patients (Erliana et al., 2022).

Patients who are satisfied with the health services provided will be loyal to a hospital or health service facility. Loyalty will encourage patients to make repeat visits to the hospital to get health care. Patients will feel satisfied if health workers can build good relationships with patients through the communication techniques provided (Saadah et al., 2024). Satisfaction is achieved when the patient's perception of the quality of health services they receive is positive, satisfying and in accordance with their expectations. In the end, satisfaction at a certain level can lead to patient loyalty. This shows that effective communication carried out by nurses greatly influences patient satisfaction and loyalty to the hospital or health facility they visit (Ratna Sari et al., 2021). According to the researcher's assumption, there are still nurses who do not apply therapeutic communication to patients, but most nurses have carried out therapeutic communication to patients. Therapeutic communication that is widely carried out by nurses is greeting when entering the patient's room, greeting/smiling when meeting the patient, asking about the patient's condition, and giving advice to the patient about the follow-up to be taken. This is done by nurses because it is related to the friendliness and etiquette of nurses with the provision of nursing care, so they are used to saying hello when entering the patient's room, smiling and asking about the patient's condition. Nurses also provide advice to patients about the follow-up actions to be taken as a form of the nurse's role as a place of consultation for patients so that patients get excellent service.

Connection quality of health services with patient satisfaction at the inpatient ward of Muna Barat Regional Hospital

A hospital is a health facility that provides health service activities (Novitasari, 2022). The need for health is currently increasing. Public awareness of the importance of health is increasing. This is a demand for quality health services to meet the basic needs of society (Arsita & Idris, 2019). Hospitals as a quality of service are usually referred to as a unifying tool for the relationship between health institutions and the community itself. When the community's desires are fulfilled, the community feels appreciated because it is commensurate with the efforts made. Therefore, it is more important for health institutions as service providers to increase the level of community satisfaction. so that the community feels comfortable and happy when treated well. Services can be considered ideal if they are in accordance with what the community expects, in this case the patient as the recipient of the service, and can be considered low if they do not meet their expectations (Riska Meilinawati, 2023). Patient perception of service quality plays an important role in achieving customer satisfaction and the causal relationship between service quality and satisfaction (Zarei et al., 2015).

Based on the research conducted, it was found that the highest quality of health services was in the Less category with 48 respondents (59.3%), while the lowest quality of health services group was in the Sufficient category with 33 respondents (40.7%). In the highest patient satisfaction group, the Good category with 72 respondents (88.9), while the lowest patient satisfaction group was in the Less category with 9 respondents (11.1%). Based on statistical analysis, the results obtained were $p = 0.002 < 0.05$. Which shows that there is a relationship between Service Quality and patient satisfaction at Muna Barat Regional Hospital. This research is also in line with research conducted by (Yunike et al., 2023) stated that there is a relationship between the quality of health services and patient satisfaction. This research is also in line with research conducted by Pasalli' & Patattan, (2021) states that there is a relationship between service quality and patient satisfaction. The better the quality of health services provided by the hospital, the more patient satisfaction with the services provided will increase. Conversely, the lower the quality of services provided by the hospital, the lower the patient satisfaction with the quality of services provided.

Customer satisfaction is a very important basis for measuring service quality (Tonis et al., 2020). Patient satisfaction is a feeling experienced by patients if what they receive is in accordance

with what they expect. They will make an assessment and compare the health services they receive with other health services before (Pakpahan et al., 2022). Patient satisfaction is a comprehensive part of the implementation of health service quality assurance, where patient satisfaction is an important dimension of health service quality. Patient satisfaction is related to the quality of health services. If a health institution is going to make efforts to improve the quality of health services, then measuring the level of patient satisfaction must be done (Oktavianti et al., 2022). There are 5 indicators of patient satisfaction, namely tangibles in the form of the appearance of physical facilities, reliability in the form of the ability of health workers to handle problems quickly, responsibility (responsiveness) in the form of the willingness of health workers to help patients when they experience difficulties, assurance in the form of the ability to answer patient questions about their illness, and empathy in the form of attention to all patients (Lubis et al., 2020).

Quality is something that is decided by the customer, meaning that quality is based on the real experience of customers or consumers towards a product or service that is measured based on requirements. Quality of service and patient loyalty are one of the factors that influence patient loyalty towards health service facilities (Yunike et al., 2023). Good service quality is providing services efficiently and effectively in accordance with professional standards, service standards that are implemented comprehensively according to patient needs, utilizing appropriate technology in health services (Tonis & Wiranata, 2020). The quality of health services is the degree of perfection of health services in accordance with professional standards and service standards by using the potential resources available in hospitals or other health service facilities in a reasonable, efficient and effective manner and provided safely and satisfactorily and based on ethics, law and socio-culture by paying attention to the limitations and capabilities of the government and society, in this case the patient as a consumer (Rinovanchapo et al., 2025). The main goal of quality service from health service providers is to understand the needs and desires of patients so that patients feel satisfied with health services (Mardikaningsih, 2022). Service quality is also influenced by knowledge. Good knowledge can stimulate someone to behave well (Helty & Nazaruddin, 2022; Helty et al., 2023). Good service quality is also determined by the good attitude shown by service providers.

According to the researcher's assumption that reliability has an important role in patient satisfaction. So one of the efforts that can be done is to provide good service to patients by conveying information properly and correctly, with a soft tone of voice, so that it can be easily understood by patients and their families so which can provide satisfaction for patients.

CONCLUSION

Nurse communication plays an important role in improving the quality of Nursing Care. One indicator of quality in nursing services is patient satisfaction with receiving nursing services. Satisfaction is a feeling of pleasure and satisfaction in receiving nursing services. If the patient is satisfied with the services they receive, they will return to use the services they have received. A nurse really needs to implement good communication in providing surgical procedures, because good communication will lead to satisfaction with the service received.

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Authors' contributions and responsibilities

HH: Writing original, draft, visualization, funding acquisition, conceptualization; **ZZ:** Writing original draft (supporting) and editing; **DK:** Writing original draft (supporting) and editing.

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All data are available from the authors.

Competing interests

The authors declare no competing interests.

Additional information

Nurse communication and service quality are important keys to patient satisfaction

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