THE RELATIONSHIP BETWEEN NURSE COMMUNICATION AND PATIENT SATISFACTION IN THE EDELWEISS INPATIENT WARD AT ARIFIN ACHMAD REGIONAL HOSPITAL, PEKANBARU

Winda[1*], Yureya Nita[1], Emul Yani[1], Fitry Erlin[1]

[1]Nursing Profession Program, Faculty Nursing, IKes Payung Negeri, Pekanbaru, Indonesia.
Corresponding author: windawinwinda019@gmail.com

Abstract

Therapeutic communication is crucial as it can influence patient satisfaction with the healthcare services provided. Professional communication by nurses is planned and carried out to assist in the healing and recovery of patients. Patients tend to feel satisfied when they receive friendly and responsive treatment from nurses. However, the lack of effective communication by nurses has become a common complaint among some patients in inpatient care. This study aims to determine the relationship between nurse communication and patient satisfaction in the inpatient ward. The research method used is a quantitative approach with a correlational design. In this study, the researcher employed a non-probability sampling method. The results indicate a significant relationship between nurse communication and patient satisfaction, with a p-value of 0.001, which is below the significance threshold of 0.05. Therefore, the relationship between these two variables is statistically significant. It can be concluded that the better the communication conducted by nurses, the higher the level of satisfaction experienced by patients. It is recommended that the hospital enhance communication training programs for nurses to improve more effective interactions with patients.

Keywords: *Satisfaction, Communication, Patients*

INTRODUCTION

Hospitals are public facilities established with the purpose of providing services to the community (Nurita et al., 2023). The services provided include outpatient and inpatient care. According to the Regulation of the Minister of Health of the Republic of Indonesia concerning environmental health requirements for hospitals, hospitals are health service institutions, places where sick people gather, and potential sources of disease transmission that can cause health problems. Hospitals are required to meet absolute requirements, namely by improving their performance professionally and independently. This aims to enhance the quality of services provided to the community (Nurita et al., 2023).

Nurses play a significant role in determining patient satisfaction. As health workers who provide 24-hour care, nurses greatly influence patient satisfaction with the overall quality of hospital services. In carrying out nursing care, nurses inevitably engage in interaction processes with patients. One of the factors influencing patient satisfaction with nursing services is communication. Therefore, nurses are expected to be skilled in receiving and responding to patients' complaints using therapeutic communication techniques (Agil et al., 2022).

Therapeutic communication is a form of interpersonal communication between patients and nurses, allowing both parties to share learning experiences. It serves as a means for health professionals to establish mutual trust, thereby improving the public image of health workers, particularly nurses. The main purpose of therapeutic communication is to achieve healing goals. It is conducted based on specific plans and is performed by specific professionals—such as nurses, doctors, and midwives—for patients who need assistance. Patient satisfaction can be associated with effective communication, including therapeutic communication. In nursing

practice, communication is a crucial aspect for building therapeutic relationships and influencing the quality of nursing services (Saprilla, 2018).

Therapeutic communication is essential because it can influence the level of patient satisfaction with the healthcare services provided. Professional communication for nurses is planned and carried out to assist in the healing and recovery of patients. With good therapeutic communication skills, nurses can more easily establish a trusting relationship with patients, which in turn increases the effectiveness of care and patient satisfaction. In every hospital, patient satisfaction is influenced by various factors, one of which is the therapeutic communication performed by nurses. Effective therapeutic communication can bring a sense of comfort and satisfaction to patients, ultimately influencing their overall satisfaction with hospital services (Djala, 2021).

Measuring the quality of patient satisfaction is different from measuring the quality of tangible goods. Assessing service quality is challenging because satisfaction is influenced by many intangible factors. The Regulation of the Minister of Health Number 30 of 2022 on National Health Service Quality Indicators states that patient satisfaction is one of the 13 key indicators for maintaining and improving the quality of healthcare services. High patient satisfaction levels can create a harmonious relationship between patients and healthcare providers, foster patient loyalty, generate positive word-of-mouth recommendations, and enhance the reputation of hospitals and other healthcare institutions (Devika et al., 2024).

A study in the United States identified that 68% of patients were dissatisfied with hospital services due to unfriendly staff and unclear communication from health workers, while only 42% reported being satisfied. Several studies in other countries have also reported varying levels of patient satisfaction. According to Ndambuki (2013) in Kenya, patient satisfaction was 40.4%, while Twayana (2014) in Bhaktapur, India reported 34.4%. In Indonesia, patient satisfaction levels were 42.8% in Maluku and 44.4% in West Sumatra (Muhammadiyah et al., 2023).

A study by Fite Robera Olana (2019) on predictors of therapeutic communication between nurses and inpatients found that 33.9% of nurses demonstrated low therapeutic communication skills. Regarding the time available for care, 36% of patients agreed that it affected therapeutic communication (Rina Amelia & Slamet Triyadi, 2023). Nkambule Bongi S. (2019) examined the relationship between patients' perceptions of nurses' caring behavior and tuberculosis stigma among drug-resistant tuberculosis patients in Swaziland. Of 84 respondents, 52.8% perceived nurses' caring behavior as good, based on sincerity, empathy, and respect (Warsyena & Wibisono, 2021).

A previous study by Hayulita & Fajri (2016) on the relationship between verbal communication and patient satisfaction found that among 16 respondents who stated that nurses' verbal communication was good, 11 (68.8%) were satisfied with the services, while 5 (31.2%) were not. Meanwhile, of 22 respondents who stated that verbal communication was poor, 16 (72.7%) were dissatisfied, and 6 (27.3%) were satisfied (Jefri, 2022).

In Indonesia, many nurses have been reported to demonstrate caring behavior. A study conducted in Jakarta showed that 64.2% of 81 nurses exhibited caring behavior (Kalsum, 2016). Another study in Semarang found that 60% of 50 nurses demonstrated caring attitudes (Suweko & Warsito, 2019). Research conducted at the Medical Rehabilitation Unit of Sultan Imanuddin Regional Hospital, Pangkalan Bun reported that 77.1% of 54 physiotherapists had effective therapeutic communication, consistent with Rosyidah (2021), who found that 84.2% of physiotherapists at Batara Guru Regional Hospital Belopa demonstrated effective communication. According to Sudana (2021), therapeutic communication encourages

cooperation, helping patients adapt and experience positive changes (Agil, Mulyani & Deniati, 2022)

Research by Dilgu Meri (2022) analyzing the relationship between nurses' therapeutic communication and patient satisfaction showed that 35.6% of respondents reported being moderately satisfied, while 93.8% demonstrated fairly good therapeutic communication. Statistical tests obtained a p-value of 0.000 ($\alpha = 0.05$), indicating $p < \alpha$; thus, H₀ was rejected. This means there was a significant relationship between nurses' therapeutic communication and postoperative patient satisfaction in the Tulip Ward of Sansani Hospital Pekanbaru (Meri, Amin & Saputra, 2022).

A preliminary study conducted by the researcher on October 21, 2024, found 1,251 online reviews about services at Arifin Achmad Regional Hospital accessible via the official website and Google. Interviews with eight patients revealed that five reported satisfaction with the services received, while three expressed dissatisfaction due to poor communication between nurses, patients, and their families. This indicates that 62.5% of reviews from the Edelweiss Ward reflected patient satisfaction with nurses' communication and service. Patients described nurses as friendly, helpful, and professional in addressing their needs. However, 37.5% of reviews indicated dissatisfaction. This phenomenon aligns with the researcher's experience during the CCSA II practice in the Edelweiss Ward, where some patients complained about ineffective nurse communication, though others praised their friendliness and responsiveness. These differing perceptions highlight the importance of examining the relationship between nurse communication and patient satisfaction. Therefore, this study aims to explore in depth "the relationship between nurse communication and patient satisfaction among inpatients in the Edelweiss Ward of Arifin Achmad Regional Hospital, Pekanbaru".

RESEARCH METHOD

This research is a quantitative study with a correlational design. A correlational study is conducted to investigate the values of two variables and to test or determine the relationship between them. The correlational research design is based on the assumption that reality is best described as a system of interrelated and mutually influencing variables (Notoatmodjo, 2018). This study was conducted at Arifin Achmad Regional Hospital Pekanbaru. The research was carried out from the planning stage to the preparation of the final report, conducted from November 2024 to December 2024.

The population in this study consisted of all patients hospitalized in the Edelweiss Inpatient Ward of Arifin Achmad Regional Hospital Pekanbaru, based on the average number of patients in the previous month (September), which totaled 334 patients. In this study, the researcher used a non-probability sampling method. Non-probability sampling is a sampling technique that does not use random selection; therefore, not all members of the population have an equal chance of being selected as samples. The specific technique used in this study was consecutive sampling.

This study aims to determine the relationship between nurse communication and the level of patient satisfaction in the Edelweiss Inpatient Ward of Arifin Achmad Regional Hospital Pekanbaru.
1. Nurse Communication Questionnaire
   a. This questionnaire concerns nurse communication, containing questions based on communication parameters. The questionnaire was adapted from Mandala (2002) and consists of 24 items. The measurement instrument used in this study employed a Likert scale with four options: Always (SL), Often (SR), Sometimes (KK), and Never (TP).

- For favorable statements, the scoring was as follows: *Always = 4, Often = 3, Sometimes = 2, and Never = 1.*
- For unfavorable statements, the scoring was reversed: *Always = 1, Often = 2, Sometimes = 3, and Never = 4.*

2. Patient Satisfaction Questionnaire in the Edelweiss Inpatient Ward

This questionnaire measures patients' perceptions or evaluations of their satisfaction with the nursing services they received. The questionnaire was adapted from Nursalam (2008) and consists of 24 items. The measurement instrument used a Likert scale with four options: Very Satisfied (SP), Satisfied (P), Quite Satisfied (CP), and Dissatisfied (TP).

- For favorable statements, the scoring was as follows: *Very Satisfied = 4, Satisfied = 3, Quite Satisfied = 2, and Dissatisfied = 1.*
- For unfavorable statements, the scoring was reversed: *Very Satisfied = 1, Satisfied = 2, Quite Satisfied = 3, and Dissatisfied = 4.*

RESEARCH RESULTS

Univariate Analysis

A. Respondent Characteristics

Table 1. Frequency Distribution of Respondent Characteristics Based on Gender, Age, Education Level, Occupation, and Patients Hospitalized in the Edelwies Inpatient Ward, Pekanbaru

Variable	Frequency (n = 77)	Presentation (100%)
Gender		
Man	46	59,7
Women	31	40,3
Age		
<18 years (Early Adolescenc)	9	11,7
18-30 years (Early Adulthood)	15	19,5
31-45 years (Late Adulthood)	28	36,4
46-57 years (Early Elderly)	18	23,4
>57 years (late elderly)	7	9,1
Level of education		
No school	31	40,3
SD	12	15,6
SMP	12	15,6
SMA	18	23,4
Bachelor/Diploma	4	5,2
Work		
Not working/housewife	38	49,4
Private	9	11,7
Self-employed	29	37,7
Retired	1	1,3
Total	**77**	**100,0**

Source: Primary Data Analysis, 2025

Based on the frequency distribution of respondent characteristics who were hospitalized in the Edelwies Inpatient Ward of Arifin Achmad General Hospital Pekanbaru, with a total of 77 respondents, the majority were male, totaling 46 people (59.7%).

Based on age, most respondents were in the late adulthood category (31–45 years) with 28 people (36.4%). The early elderly category (46–57 years) included 18 people (23.4%), followed by the early adulthood category (18–30 years) with 15 people (19.5%). The early adolescent category (<18 years) consisted of 9 people (11.7%), and the late elderly category (>57 years) included 7 people (9.1%).

In terms of education level, most respondents had no formal education, totaling 31 people (40.3%). The senior high school (SMA) group included 18 people (23.4%), followed by elementary school (SD) and junior high school (SMP) levels, each consisting of 12 people (15.6%). Meanwhile, 4 people (5.2%) had a college or diploma-level education.

Regarding occupation, most respondents were unemployed or housewives, totaling 38 people (49.4%). Furthermore, 29 people (37.7%) were self-employed, 9 people (11.7%) worked in the private sector, and only 1 person (1.3%) was a retiree.

a) **Specific Data**
   1. **Nurse Communication**
      Table 2. Frequency Distribution of Respondents Based on Nurse Communication

Nurse Communication	Frequency (*f*)	Presentation (%)
Not good	6	7,8
Good	71	92,2
Total	77	100,0

Source: Primary Data Analysis, 2025

Based on the data in Table 4.5, it can be seen that the respondents rated the nurses' communication as good, with 71 respondents (92.2%), compared to 6 respondents (7.8%) who rated the nurses' communication as poor.

   2. **Patient Satisfaction**
      Table 3. Frequency Distribution of Respondents Based on Patient Satisfaction

Patient Satisfaction	Frequency (*f*)	Presentation (%)
Less satisfied	3	3,9
Satisfied	74	96,1
Total	77	100,0

Source: Primary Data Analysis, 2025

Based on the data in Table 4.6, it can be seen that the respondents felt satisfied, with 74 respondents (96.1%), compared to 3 respondents (3.9%) who felt less satisfied.

3. **Bivariate Analysis**
   Table 4. The Relationship Between Nurses' Communication and Patient Satisfaction in the Edelweis Inpatient Ward of Arifin Achmad Regional General Hospital Pekanbaru

Nurse Communication	**Satisfaction**						
Not enough Good	Less satisfied	%	Satisfied	%	Total	%	P
	2	7,4	25	92,6	27	36,5%	0,001
Good	35	74,5	12	25,5	47	63,5%	
Total	40	51,9	37	48,1	74	100	

Source: Primary Data Analysis, 2025

The results of this study indicate a significant relationship between nurses' communication and patient satisfaction. In the analysis involving 74 respondents, it was found that the better the communication provided by the nurses, the higher the level of satisfaction experienced by the patients. The obtained p-value was 0.001, which is below the significance threshold of 0.05, indicating that the relationship between these two variables is statistically significant. In other words, these findings show that good nurse communication has a positive impact on patient satisfaction levels.

This study demonstrates that nurses' communication has a significant relationship with patient satisfaction. This finding is in line with the theory of health communication (Rohayani et al., 2024), which states that good interaction between healthcare providers and patients can enhance patients' comfort and trust in the healthcare services provided. These results are also consistent with previous studies that found effective nurse communication can improve overall patient satisfaction. Therefore, improving nurses' communication skills is essential to enhance the patient experience during care.

DISCUSSION
Univariate Analysis
1. Respondent Characteristics
1) Gender
The results of the study show that out of 77 respondents, the majority were male, with 46 respondents (59.7%), while female respondents numbered 31 (40.3%). These findings indicate that the number of male patients hospitalized in the Edelweis Inpatient Ward of Arifin Achmad Regional General Hospital Pekanbaru was higher than that of female patients.

Gender plays an important role in shaping communication patterns and patient satisfaction with nursing services. Generally, gender differences can influence how individuals communicate and respond to the communication they receive. A study conducted by (Putriyanti Sitorus et al., 2023) showed that female patients tend to be more expressive in conveying their expectations and needs to healthcare providers, allowing for more effective communication compared to male patients. This aligns with the findings of (Ula et al., 2021), which indicated that female patients are more open in expressing their feelings and concerns, ultimately increasing their satisfaction with healthcare services.

On the other hand, male patients often display a more concise and direct communication style and tend to express their emotional needs less than female patients. This can influence

their perception of the quality of communication provided by nurses. Research by (Safsari,2024.) revealed that male patients tend to focus more on the technical aspects of healthcare services, such as speed and effectiveness of care, rather than the emotional aspects of communication with nurses. According to the researcher's assumption, this difference may explain why most male patients in this study still felt satisfied with the nurses' communication, even though the communication was more functional than emotional. Male patients tend to emphasize efficiency and prompt nurse responses, while female patients value attention, empathy, and emotional closeness in their interactions with healthcare providers. Therefore, although good therapeutic communication can enhance satisfaction in both genders, communication strategies implemented by nurses should be adjusted to the gender characteristics of patients to achieve optimal effectiveness.

2) Age

The results of the study indicate that most respondents were in the productive age group (31–45 years), comprising 36.4%, followed by the early elderly group (46–57 years) at 23.4%. Meanwhile, the young adult group (18–30 years) made up 19.5% of respondents, and the adolescent (<18 years) and elderly (>57 years) categories had smaller proportions, 11.7% and 9.1% respectively. These findings show that inpatients at Arifin Achmad Regional General Hospital Pekanbaru were predominantly in the productive age group (31–45 years), likely due to the high level of physical activity and mobility in this age range, which increases the risk of health problems requiring medical care (Ns. Arif Munandar, 2022).

According to Idealistiana & Rofita (2019), age is related to the level of understanding and acceptance of health information. Patients in the productive age range (31–45 years) tend to have a better understanding of health information and nurse communication, which positively impacts satisfaction with healthcare services. This study is consistent with the findings of (Putriyanti Sitorus et al., 2023), who reported that patients in the productive age group are more receptive to medical information and more active in communicating with healthcare professionals compared to elderly patients.

According to the researcher's assumption, patients aged 31–45 years are more likely to understand nurse communication and feel more satisfied because they remain cognitively active and have prior experience accessing healthcare services. In contrast, elderly patients may experience communication barriers due to decreased cognitive or sensory function, which can lead to dissatisfaction with the nurses' communication.

3) Education Level

The results of the study show that most respondents had no formal education, with 31 respondents (40.3%). Respondents with a high school education (SMA) numbered 18 (23.4%), followed by those with elementary (SD) and junior high school (SMP) education— each totaling 12 respondents (15.6%)—and those with a bachelor's or diploma degree totaling 4 respondents (5.2%). These findings indicate that most inpatients came from a low educational background. This may affect patients' understanding of health information and their communication with healthcare workers, requiring a simpler and more easily understandable communication approach.

According to (Syamsuddin, 2024), patients with low education levels tend to accept nurses' communication without questioning many details. This may occur because they have limited ability to understand complex medical information and rely more on trust in healthcare providers. As a result, they tend to feel satisfied with the communication provided,

even though the communication may not fully meet the standards of ideal health communication.

Conversely, patients with higher education levels tend to have greater expectations of nurse communication. They are generally more critical, desire more detailed information, and expect deeper interactions. If the communication provided by nurses does not meet these expectations, their satisfaction levels may be lower compared to patients with lower educational backgrounds.

According to the researcher's assumption, there is a tendency for an inverse relationship between education level and satisfaction with nurse communication. Although patients with lower education may have more limited understanding, they are more easily satisfied because their expectations are lower. Meanwhile, patients with higher education—who are expected to better comprehend health information—may feel less satisfied because their standards for good communication are higher.

Therefore, the communication approach used by nurses should be adjusted according to the patient's education level. For patients with lower education, communication should be simpler and use easily understood language, whereas for those with higher education, the information provided should be more detailed and comprehensive so that they feel satisfied with the interaction given by the nurses.

2) Occupation

The distribution of respondents' occupations shows that most respondents were unemployed or housewives, totaling 38 people (49.4%). Furthermore, 29 respondents (37.7%) were self-employed, 9 respondents (11.7%) worked in the private sector, and only 1 respondent (1.3%) was retired. These findings indicate that the majority of hospitalized patients were those without stable employment or with limited economic means, which may pose challenges in accessing healthcare services.

Occupation is one of the factors that can influence patient satisfaction with healthcare services. According to research conducted by (Subarno Anton *et al*., 2024), individuals with jobs that require high mobility tend to have greater expectations of healthcare services, particularly in terms of time efficiency and communication from medical personnel. Conversely, patients who are unemployed or housewives tend to perceive healthcare services more flexibly in terms of time and attention from healthcare providers.

The results of this study are consistent with findings by (Pratama Adi Putra et al., 2024), which state that patients with permanent jobs—especially in the formal sector—tend to demand faster and more informative communication from medical staff, while patients with unstable or no employment are generally more accepting of the services provided, with fewer comparisons to other healthcare experiences.

According to the researcher's assumption, patients who are unemployed or housewives tend to have more time to interact with nurses, making them more likely to feel satisfied with the care provided. In contrast, patients who work, particularly those in the private or self-employed sectors, may have higher expectations for speed and efficiency of service, as they are accustomed to a more dynamic work environment. Therefore, nurses need to understand the occupational background of their patients in order to adjust their communication approach more effectively and ensure that the care provided meets the needs of each patient group.

a. Specific Data

1) Nurse Communication

The nurse communication questionnaire consisted of 24 questions based on Mandala (2002). The results of the study show that most respondents rated nurse communication as good. This is evidenced by respondents' statements regarding various aspects of communication. For example, 95% of respondents stated that nurses always used clear and easily understood language when explaining nursing procedures. In addition, 93% of respondents reported that nurses consistently displayed friendliness when interacting with patients. Meanwhile, 88% of respondents stated that nurses maintained good eye contact during conversations, which is part of effective nonverbal communication. Overall, more than 90% of respondents were satisfied with nurses' verbal communication, indicating that the information delivered by nurses was clear and easily understood by patients.

The findings also show that the majority of respondents rated nurse communication as good, with 71 respondents (92.2%), while 6 respondents (7.8%) rated it as poor. These results indicate that nurses at Arifin Achmad Regional General Hospital Pekanbaru generally provided good communication to patients. Good communication includes delivering clear information, showing empathy, and demonstrating the ability to listen to and understand patients' needs (Lampus et al., 2023).

This study is consistent with the findings of (Meri et al., 2022), which revealed that nurses' therapeutic communication had a significant relationship with the level of satisfaction among postoperative patients at Sansani Hospital Pekanbaru, with a p-value of 0.000, indicating that the better the communication provided by nurses, the higher the patient satisfaction level.

According to the researcher's assumption, effective nurse communication can enhance patient comfort during hospitalization, reduce anxiety, and increase overall satisfaction with nursing services. Factors such as education level, age, and years of work experience among nurses can influence the quality of communication delivered to patients. Nurses with higher educational backgrounds tend to possess better communication skills as they receive more comprehensive training in therapeutic interactions. Moreover, age also plays a role—more experienced nurses are generally better at understanding patients' emotional needs and adapting their communication styles accordingly. Length of service can also contribute to communication effectiveness, as nurses with longer work experience are more adept at handling various clinical situations and diverse patient personalities. Therefore, improving nurses' communication skills through continuous training can significantly enhance patient satisfaction.

2) Patient Satisfaction

The patient satisfaction questionnaire, based on Nursalam's theory (2008), also consisted of 24 questions. The results of the study show that most respondents rated nurse communication as good, with 92.6% of patients who received good communication reporting satisfaction with nursing services. In particular, 91% of patients felt satisfied when nurses responded promptly to their questions, as reflected in the questionnaire item related to the timeliness of nurses' responses to patient requests. In addition, 89% of patients expressed satisfaction with the nurses' friendliness during communication, indicating that the interpersonal aspect of communication plays a major role in creating a more positive care experience.

The distribution of patient satisfaction shows that the majority of respondents felt satisfied, with 74 respondents (96.1%). These results indicate that, in general, patients were satisfied with the nursing care they received. The high level of satisfaction is most likely

influenced by the good communication provided by nurses, making patients feel more comfortable and that their care met their expectations.

These findings are consistent with the study by Djala (2021), which showed that patients who received good therapeutic communication from nurses had higher satisfaction levels compared to those who experienced less effective communication.

According to the researcher's assumption, patient satisfaction can be influenced by the quality of communication provided by nurses. Nurses who are able to convey information clearly, demonstrate empathy, and respond promptly to patient concerns can enhance patients' trust and comfort during hospitalization.

1. Bivariate Analysis: The Relationship Between Nurse Communication and Patient Satisfaction in the Edelweis Inpatient Ward of Arifin Achmad Regional General Hospital Pekanbaru

The Chi-Square test results in this study indicate a significant relationship between nurse communication and patient satisfaction in the Edelweis Inpatient Ward of Arifin Achmad Regional General Hospital Pekanbaru. In an analysis involving 74 respondents, a p-value of 0.001 was obtained, which is below the significance threshold of 0.05. This result indicates a statistically significant relationship between nurse communication and patient satisfaction, although the relationship is not necessarily absolute.

Most patients who rated nurse communication as *good*—a total of 71 respondents (92.2%)—also reported being satisfied with the services provided (74 respondents or 96.1%). Conversely, among the 6 respondents (7.8%) who rated nurse communication as *poor*, 3 of them (3.9%) expressed dissatisfaction with the care they received.

Based on these findings, respondents who perceived nurse communication as good also reported higher satisfaction with the nursing care provided. In contrast, respondents who perceived nurse communication as poor tended to report lower satisfaction with the services received.

The findings of (Heriani & Maharani Gandi, 2023) support the theory of health communication, which states that good interaction between healthcare providers and patients can enhance trust, comfort, and satisfaction with the services received. Effective nurse communication enables patients to better understand their health conditions, receive clear information about medical procedures, and feel more cared for by healthcare staff.

This relationship is influenced by several factors, one of which is how nurses deliver information to patients. When information is communicated clearly and in an understandable manner, patients feel more valued and gain a better understanding of their health condition. Furthermore, nurses' empathetic attitudes play an essential role in building positive relationships with patients. Empathy in communication can enhance patients' sense of comfort and trust in the care provided (Endang Fourianalistyawati, 2012).

The ability of nurses to listen to and understand patient needs is also a key factor in improving patient satisfaction. Two-way communication—where nurses not only provide information but also actively listen to patient complaints—helps create a more harmonious relationship and increases satisfaction with the care provided (Rumah et al., 2024).

These findings are consistent with the study by Meikayanti, Sukmandari, and Dewi (2021), which found that nurses' therapeutic communication had a significant relationship with postoperative patient satisfaction at Sansani Hospital Pekanbaru. The study showed that the better the nurse's communication, the higher the level of patient satisfaction with the care received.

Therefore, improving nurses' communication skills is crucial for enhancing patients' experiences during hospitalization. The results of this study reinforce that good communication not only affects patient satisfaction but also contributes to the overall quality of healthcare services.

Research by Ummah (2019) also showed that the quality of nurse communication has a significant impact on patient satisfaction levels—the better the communication built between nurses and patients, the higher the level of satisfaction with healthcare services.

Moreover, nurses' workload can also affect communication in nursing care. According to (SHELEMO, 2023), a high workload can reduce the quality of nurse communication, as nurses have limited time to give full attention to each patient. This may result in reduced interpersonal interaction between nurses and patients, potentially lowering patient satisfaction levels.

Another factor that may contribute to the relationship between nurse communication and patient satisfaction is incentives and rewards for healthcare staff. According to (Ilayani Ilayani et al., 2023), providing bonuses or incentives for nurses can increase their work motivation, which in turn positively affects the quality of communication provided to patients. Nurses who feel appreciated for their performance are more enthusiastic about delivering the best care possible.

Overall, the bivariate analysis in this study shows that nurse communication has a significant relationship with patient satisfaction. These findings provide important insights into the crucial role of nurse communication in improving patient satisfaction. Although there are challenges in enhancing communication quality, strategic measures implemented by hospitals can help create a more effective and patient-centered healthcare system.

According to the researcher's assumption, patients who receive good communication from nurses will feel more comfortable and secure during their treatment. Clarity in conveying medical information and nurses' empathetic attitudes can reduce patient anxiety about their health conditions. Conversely, ineffective communication—such as unclear information delivery or unresponsive nurse behavior—can lead to patient dissatisfaction with the healthcare services provided.

CONCLUSION

1. The communication of nurses in the inpatient ward of Arifin Achmad Regional General Hospital Pekanbaru was generally rated as good by the majority of patients. A total of 92.2% of respondents assessed nurses' communication as good, reflecting that nurses have made efforts to deliver information clearly, behave courteously, and respond promptly to patients' needs.

2. The level of patient satisfaction with nursing services in the inpatient ward was also relatively high. A total of 96.1% of respondents reported being satisfied with the care they received. Factors influencing patient satisfaction include the clarity of information provided by nurses, their empathy, and their responsiveness in addressing patients' needs.

3. The relationship between nurse communication and patient satisfaction showed a significant correlation, with a p-value of 0.001. The better the communication provided by nurses— including clarity in delivering information, empathetic attitude, and the ability to listen and respond to patients' needs—the higher the level of patient satisfaction with the services provided.

REFERENCE

Afandi, A. T., Putri, P., Darmawan, T. C., & Ardiana, A. (2023). *Komunikasi Terapeutik Perawat Dengan Tingkat Kecemasan Pasien Dalam Tatanan Manajemen Di Rumah Sakit*. Jurnal Keperawatan, 12(1), 56–63. https://doi.org/10.47560/kep.v12i1.478

Agil, H. M., Mulyani, P. S., & Deniati, K. (2022). *ARTIKEL RISET URL artikel : Hubungan Kemampuan Komunikasi Terapeutik Perawat Dengan Kepuasan Pasien Di Ruang Rawat Inap Rumah Sakit Program Studi Ilmu Keperawatan STIKes Medistra Indonesia Rumah Sak*. 03(01), 95–102.

Balaesang, & Donggala. (2023). Matius Paundanan, 2 Sutriani. 4, 28–36.

Devika, T., Lubis, Z. I., Sunaringsih, S., & Wardojo, I. (2024). *Hubungan Komunikasi Terapeutik Fisioterapis Dengan Tingkat Kepuasan Pasien di Instalasi Rehabilitasi Medik RSUD Sultan Imanuddin Pangkalan Bun*. 7(Juni), 27–34.

Djala, F. L. (2021). *Hubungan Komunikasi Terapeutik Perawat Terhadap Kepuasan Pasien Rawat Inap Di Ruangan Interna Rumah Sakit Umum Daerah Poso*. Journal of Islamic Medicine, 5(1), 41–47. https://doi.org/10.18860/jim.v5i1.11818

Eliza, Y., Lina, E., Irnovriadi, I., & Jasmalinda, J. (2022). *Faktor-Faktor yang Mempengaruhi Kepuasan Pasien Badan Penyelenggara Jaminan Sosial pada RSUD Padang Pariaman*. Target: Jurnal Manajemen Dan Bisnis, 4(2), 163–174. https://doi.org/10.30812/target.v4i2.2519

Emulyani, N., Kep, M., Bar, A., Kep, St., Silfia, A., Pd, S., Agritubella, S. M., Ners, M. K., Erlin, N. F., & Kep, M. (2023). *Bunga Rampai Komunikasi Keperawatan* (p. 275).

Endang Fourianalistyawati. (2012). *Komunikasi Yang Relevan Dan Efektif Antara Dokter Dan Pasien*. Jurnal Psikogenesis, 1(1), 82–87.

Heriani, N., & Maharani Gandi, C. (2023). *Korelasi Komunikasi Terapeutik Perawat Dengan Tingkat Kepuasan Keluarga Pasien ICU*. Journal of Nursing Invention, 3(2), 139–150. https://doi.org/10.33859/jni.v3i2.285

Ilayani Ilayani, Meri Herliza, & Elsa Luvia Harmen. (2023). *Hubungan Motivasi Dengan Kinerja Perawat Rawat Inap Di Rumah Sakit Islam Ibnu Sina Payakumbuh Tahun 2022*. *NAJ : Nursing Applied Journal, 1(3), 01–10. https://doi.org/10.57213/naj.v1i3.251*

Jefri, A. A. (2022). *Hubungan Komunikasi Verbal dan Non Verbal Perawat Terhadap Tingkat Kepuasan Pasien*. Skripsi, 4(1), 67–76.

Karunia, M., Azizah, N., Rahayu, O., Melati, P. S., & Santoso, A. P. A. (2022). *Mutu dan kepuasan terhadap pasien*. Journal of Complementary in Health, 2(1), 63–66. https://doi.org/10.36086/jch.v2i1.1494

Lampus, C. S. V., Umboh, A., & Manampiring, A. E. (2023). *Analisis Faktor-faktor yang Memengaruhi Tingkat Kepuasan Pasien di Instalasi Rawat Inap RSUP Prof. Dr. R. D. Kandou Manado*. Medical Scope Journal, 4(2), 150–160. https://doi.org/10.35790/msj.v4i2.44825

Lia Idealistiana, & Rofita. (2019). *Hubungan Komunikasi Terapeutik Perawat Terhadap Tingkat Kecemasan Keluarga Pasien*. Jurnal Antara Keperawatan, 2(3), 107–111. https://doi.org/10.37063/antaraperawat.v2i3.108

Maulidiah, E. P., Survival, S., & Budiantono, B. (2023). *Pengaruh Fasilitas Terhadap Kualitas Pelayanan Serta Implikasinya Pada Kepuasan Pelanggan*. Jurnal Economina, 2(3), 727–737. https://doi.org/10.55681/economina.v2i3.375

Meri, D., Amin, S., & Saputra, T. A. (2022). *Komunikasi Terapeutik Perawat dan Hubungannya dengan Tingkat Kepuasan Pasien Post Operasi di Rumah Sakit Sansani Pekanbaru*. Jkep, 7(1), 114–120. https://doi.org/10.32668/jkep.v7i1.923

Muhammadiyah, U., Buno, M., Di, S., Pada, I., Pandemi, M., & Systematic, C. (2023). Jurnal Informatika Medis (J - INFORMED) Jurnal Informatika Medis (J - INFORMED). 1(1), 42–47.

Notoatmodjo. (2018). *Metodologi Riset Kesehatan Penerbit Cv.Eureka Media Aksara* (Issue October 2023).

Nurfalah Setyawati, Hartyowidi Yuliawuri, S. R. (2023). *Metodologi Riset Kesehatan. In Eureka Media Aksara. http://www.nber.org/papers/w16019*

Nurita, N., Putri, A., Gold, A., & Siregar, J. H. (2023). *Analisis Hubungan Kepuasan Pasien Terhadap Kualitas Layanan Perawat Rumah Sakit Xyz Di Tangerang Selatan.* Prosiding Seminar Nasional ….

Pokhrel, S. (2024). No TitleΕΛΕΝΗ. *Αγαη*, *15*(1), 37–48.

Pratama Adi Putra, R., Supinganto, A., Hasanah, U., Halid, M., Kesehatan Kabupaten Lombok Tengah, D., Kunci, K., & Individu, K. (2024). *Hubungan Karakteristik Individu dengan Kinerja Petugas Rekam Medis di Puskesmas Wilayah Kota Mataram.* Jurnal Rekam Medik Dan Informasi Kesehatan, 4(3), 208–218. https://doi.org/10.25047/j-remi.v5i3.4627

Putriyanti Sitorus, Weslei Daeli, & Bambang Suryadi. (2023). *Hubungan Komunikasi Teraupetik Perawat Dengan Tingkat Kepuasan Pasien.* NAJ : Nursing Applied Journal, 2(1), 23–32. https://doi.org/10.57213/naj.v2i1.100

Rina Amelia, Slamet Triyadi, U. M. (2023). 3 1,2,3. Jurnal Ilmiah Wahana Pendidikan, 9(23), 656–664.

Riyani, D., Larashat, I., & Juhana, D. (2021). *Pengaruh Harga Dan Kualitas Pelayanan Terhadap Kepuasan Pelanggan*. Majalah Bisnis & IPTEK, 14(2), 94–101. https://doi.org/10.55208/bistek.v14i2.233

Rohayani, L., *Martina Helmalia, S., & Inayah, I. (2024). Hubungan Persepsi Pasien Tentang Komunikasi Terapeutik Perawat Dengan Kepuasan Pasien Terhadap Pelayanan di Ruang Rawat Inap*. Jurnal Keperawatan Komplementer Holistic, 2(1), 34–43.

Rumah, D. I., Tk, S., Guntung, I. V, Guntung, A. T., Tk, P., & Hospital, I. V. (2024). *HUBUNGAN LINGKUNGAN KERJA DENGAN MOTIVASI KERJA KARYAWAN THE RELATIONSHIP OF THE WORK ENVIRONMENT AND EMPLOYEES ' WORK MOTIVATION. 1, 73–81. https://doi.org/10.54004/join.v1i2.150safsari,+47-Article+Text-203-1-15-20190424.* (n.d.).

Saprilla, A. N. (2018). *Pengaruh Responsiveness Perawat Dalam Praktik Komunikasi Terapeutik Terhadap Kepuasan Pasien Instalasi Rawat Inap Rsu Haji Surabaya*. Jurnal Administrasi Kesehatan Indonesia, 6(2), 173. https://doi.org/10.20473/jaki.v6i2.2018.173-179 September 2024, Vol. 8 No. 5. (2024). 8(5).

SHELEMO, A. A. (2023). No Title Nucl. Phys., 13(1), 104–116.

Soleman, N., & Cabu, R. (2021). *Hubungan Komunikasi Terapeutik Perawat Dengan Tingkat Kepuasan Pasien Di Ruang Rawat Inap Rsud Maba.* LELEANI : Jurnal Keperawatan Dan Kesehatan Masyarakat, 1(2), 48–54. https://doi.org/10.55984/leleani.v1i2.71

Syamsuddin, S. (2024). *Implementasi Telemedicine dan Implikasinya terhadap Akses serta Kualitas Pelayanan Kesehatan di Komunitas Pedesaan :* Mini Review. 1(3), 117–123.

Ula, V. R., Darianto, & Hayat, A. A. (2021). *Meningkatkan Kepuasan Pasien melalui Pelayanan Prima dan Trust Pasien.* Jurnal Media Komunikasi Ilmu Ekonomi, 37(1), 46–56.

Ummah, M. S. (2019).
   Title4_SISTEM_PEMBETUNGAN_TERPUSAT_STRATEGI_MELESTARI

Warsyena, R., & Wibisono. (2021). Nusantara Hasana Journal. *Nusantara Hasana Journal*,
   1(7), 132–137.