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The Influence of Nurses Therapeutic Communication in the Dimensions of Positive and Supportive Attitudes on Patient Satisfaction in the Inpatient Unit of Massenrempulu General Hospital, Enrekang Regency

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HIGHLIGHTS

- There is an influence of therapeutic communication based on the dimensions of positive attitudes of nurses on patient satisfaction in the inpatient installation at Massenrempulu General Hospital, Kabupaten Enrekang

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ABSTRACT / ABSTRAK

Communication plays a very important role in carrying out administrative processes and interactions between elements in a group or organization. Communication is a form of conveying messages between two or more people which are processed from the communicator or message giver to the communicant or message recipient with a specific service goal. The aim of this research is to determine the effect of The Influence of Nurses' Therapeutic Communication in the Dimensions of Positive Attitudes and Supportive Attitudes on Patient Satisfaction in the Inpatient Installation of Massenrempulu General Hospital, Kabupaten Enrekang. The purpose of this research is to determine the influence of nurse therapy communication dimensions of positive attitudes and supportive attitudes on patient satisfaction in the inpatient installation of Massenrempulu Hospital, Kabupaten Enrekang. The type of research used is quantitative research with a cross sectional study approach. The population in this study was 75 patients. The data analysis method uses univariate and bivariate tests with the chi-square correlation test. This research shows there is an influence of positive attitude dimensions and nurses' supportive attitude dimensions on patient satisfaction in the Massenrempulu General Hospital Inpatient Installation, Kabupaten Enrekang.

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1. INTRODUCTION

Hospital is a health service institution that provides comprehensive individual health services providing inpatient, outpatient and emergency services. (RI Minister of Health Regulation No. 4 of 2018).

According to (Indar, 2017) in health ethics, it is stated that patients are the focus of nursing efforts provided by nurses as one component of the health workforce. Where the relationship between nurses and patients is a mutually beneficial relationship (mutual relationship). As a nurse, you have the right and obligation to carry out nursing care as optimally as possible using a bio, psycho-social, spiritual approach according to the patient's needs.

The resource that contributes most to supporting patient satisfaction is nurses because they meet with patients more frequently in terms of providing health services. According to (Afnuhazi, 2014) Communication between nurses and patients is therapeutic communication as therapeutic communication is communication that is consciously planned, has a purpose, its activities are focused on the patient's recovery and is professional communication carried out by nurses or other health workers.

Some of the goals of therapeutic communication are helping to overcome clients' problems to reduce the burden of feelings and thoughts, helping to take effective action for clients/patients, improving clients' emotional experiences and achieving the desired level of healing.

The application of therapeutic communication by nurses in hospitals must be implemented by having technical skills when communicating in carrying out their duties as a nurse in order to support the key to success in providing good and targeted health services by implementing therapeutic communication. According to (Devito, 2011) in communication between humans, for effective therapeutic communication to be realized, communication must fulfill humanistic principles, namely openness, empathy, supportiveness, positive attitude and equality between nurses and patients. According to (Ermawaty, 2010) in marketing the health services industry, therapeutic communication indicators consist of four interrelated indicators, namely attending skills, respect, empathy and responsiveness.

According to (Mundakir, 2016) in service communication, therapeutic communication consists of trust, self-disclosure, empathy, confirmation and control. Based on the results of previous research, researchers only used one theory regarding therapeutic communication which consists of indicators of openness, positive attitudes, supportive attitudes, empathy and openness. However, wanting to further develop the theory in this research, the researcher combined three theories into five variables including self-disclosure, positive attitude, supportive attitude, trust and respect.

In assessing the success of a hospital's performance and service function, it can be seen from several things, for example the number of patient visits increasing or even decreasing. Massenrempulu Hospital Profile Data from 2017 to 2019 shows data on inpatient visits in 2017 as many as 6,779 patients, there was an increase in visits in 2018 by 7,381 patients and in 2019 there was a decrease by 6,176 patients. Data on inpatient visits to Massenrempulu Hospital from 2017 to 2019 shows that there was an increase in 2018 and a decrease in visits in 2019. This increase is because Massenrempulu Regional Hospital is the only hospital that has complete facilities managed by the Regency Government. Enrekang, so there is no other alternative for people looking for a more complete treatment place. The decrease in patient visits occurred because many people considered the staff's attitude to be poor and the health services provided by health workers at the Massenrempulu Hospital in Kabupaten Enrekang to be less than optimal, so people preferred other hospitals that were more complete and provided better services.

Based on the various problems, observations and documentation studies described above, the author is interested in researching the influence of nurses' therapeutic communication on patient satisfaction at Massenrempulu Regional Hospital. Based on the dimensions of positive attitudes and supportive attitudes.

2. MATERIALS AND METHOD

The type of research used is quantitative research with a cross sectional study approach. The population is all BPJS patients in the Massenrempulu Hospital inpatient installation in 2019 based on BPJS Health data, the number was 6,176 and 2019 general patient data, namely 455 patients. To calculate the sample size, use the Stanley Lameshow formula to obtain a sample size of 75 respondents. and Data collection using research questionnaires distributed to respondents. The data analysis method uses univariate and bivariate tests with the chi-square correlation test. Data processing was carried out using SPSS.

3. RESULTS AND DISCUSSION

a. Frequency Distribution of Research Variables

1) Positive Attitude

In this study, there are two independent variables, namely positive attitudes and supportive attitudes, which will be seen in relation to the dependent variable, namely patient satisfaction at the Massenrempulu Hospital Inpatient Installation, Kabupaten Enrekang. The frequency distribution of research variables can be seen in the table as follows :

Table 1. Frequency Distribution Distribution of Nurses' Positive Attitudes Toward Patient Satisfaction in the Inpatient Installation of Massenrempulu Regional Hospital, Kabupaten Enrekang

Positive Attitude	Number (n)	Percent (%)
Enough	45	60.0
Not Enough	30	40.0
Total	75	100.0

Based on Table 1, it shows that of the 75 respondents at the Massenrempulu Hospital Inpatient Installation, Kabupaten Enrekang, as many as 45 respondents (60.0%) stated that the positive attitude of nurses was sufficient and as many as 30 respondents (40.0%) stated that the positive attitude of nurses was insufficient.

2) Supportive Attitude

Table 2
Variable Frequency Distribution of Nurses' Supportive Attitudes towards Patient Satisfaction in the Inpatient Installation of Massenrempulu Regional Hospital, Kabupaten Enrekang

Supportive Attitude	Number (n)	Percent (%)
Enough	47	62.7
Not Enough	28	37.3
Total	75	100.0

Based on Table 2, it shows that of the 75 respondents in the Massenrempulu Hospital Inpatient Installation, Kabupaten Enrekang, as many as 47 respondents (62.7%) stated that their attitude of supporting nurses was

sufficient and 28 respondents (37.3%) stated that their attitude of supporting nurses was insufficient.

3) Patient Satisfaction

Tabel 3. Frequency Distribution of Patient Satisfaction Variables at the Massenrempulu Hospital Inpatient Installation, Kabupaten Enrekang

Patient satisfaction	Number (n)	Percent (%)
Enough	47	62.7
Not Enough	28	37.3
Total	75	100.0

Based on Table 3, it shows that of the 75 respondents at the Massenrempulu Hospital Inpatient Installation, Kabupaten Enrekang, 47 respondents (62.7%) said they were quite satisfied and 28 respondents (37.3%) said they were not satisfied.

b. Bivariate Analysis

Bivariate analysis was carried out to analyze the relationship between the independent variables (trust, self-disclosure, respect, positive attitude and supportive attitude) with the dependent variable (inpatient satisfaction) by cross-tabulating using the chi-square test with the value $\alpha (0, 05)$. $p < \alpha$ then the research hypothesis (H_0) is rejected, meaning there is a relationship between the independent variable and the dependent variable.

1) Relationship between Positive Nurse Attitude Variables and Patient Satisfaction

The results of the analysis of the relationship between the nurse's positive attitude variable and patient satisfaction can be seen in the following table

Table 4. The Influence of Nurses' Positive Attitude Variables on Patient Satisfaction at the Massenrempulu Hospital Inpatient Installation, Kabupaten Enrekang

Positive Attitude	Patient Satisfaction				Amount		p
	Enough		Not Enough		N	%	
	N	%	N	%			
Enough	33	73.3	12	26.7	45	100.0	0.019
Not Enough	14	46.7	16	53.3	30	100.0	
Total	47	62.7	28	37.3	75	100.0	

Table 4 shows that of the 45 respondents who stated that nurses' positive attitudes towards patients were sufficient, 33 respondents (73.3%) stated they were quite satisfied and 12 respondents (26.7%) stated they were not satisfied. Meanwhile, of the 30 respondents who stated that nurses' positive attitudes towards patients were lacking, 14 respondents (46.7%) said they were quite satisfied and 16 respondents (53.3%) said they were not satisfied.

The statistical test results obtained a value of $p = 0.019$, because the value of $p < \alpha = 0.019 < 0.05$ then H_0 was rejected, this means that if the nurse's positive attitude towards the patient is sufficient, then the patient will also have sufficient satisfaction. So it can be concluded that there is a

statistically significant relationship between the nurse's positive attitude variable and patient satisfaction at the Massenrempulu Hospital Inpatient Installation, Kabupaten Enrekang.

2) Relationship Relationship between Nurses' Supportive Attitude Variables and Patient Satisfaction

The results of the analysis of the relationship between nurses' supportive attitude variables and patient satisfaction can be seen in the following table

Table 5. The Influence of Nurses' Supportive Attitude Variables on Patient Satisfaction in the Massenrempulu Hospital Inpatient Installation, Kabupaten Enrekang

Supportive attitude	Patient Satisfaction				Amount		p
	Enough		Not Enough		N	%	
	N	%	n	%			
Enough	35	74.5	12	25.5	47	100.0	0.006
Not Enough	12	42.9	16	57.1	28	100.0	
Total	47	62.7	28	37.3	75	100.0	

Table 5 shows that of the 47 respondents who stated that nurses' supportive attitude towards patients was sufficient, 35 respondents (74.5%) stated they were quite satisfied and 12 respondents (25.5%) stated they were not satisfied. Meanwhile, of the 28 respondents who stated that nurses' supportive attitude towards patients was lacking, 12 respondents (42.9%) said they were quite satisfied and 16 respondents (57.1%) said they were not satisfied. The statistical test results obtained a value of $p = 0.006$, because the value of $p < \alpha = 0.006 < 0.05$ then H_0 was rejected, this means that if the nurse's supportive attitude is sufficient, then the patient will also have sufficient satisfaction. So it can be concluded that there is a statistically significant relationship between the supportive attitude variable of nurses and patient satisfaction in the Massenrempulu Hospital Inpatient Installation, Kabupaten Enrekang.

c. Discussion

1) The influence of Positive Attitude on patient satisfaction

A positive attitude in communication is important for a therapeutic relationship, in therapeutic communication, namely positively encouraging people who are our friends in interacting. Communication is fostered if people have a positive attitude towards themselves, a nurse's true positive attitude can be shown by a warm attitude, understanding of the patient's condition and being empathetic. On the other hand, nurses' negative attitudes towards patients include not respecting patients, belittling patients, talking about other activities, so that there is no longer a therapeutic relationship between nurses and patients.

Based on the results of data collection, Table 5 shows that of the 75 respondents in the Massenrempulu Hospital Inpatient Installation, Kabupaten Enrekang, as many as 45 respondents (60.0%) stated that the positive attitude of nurses was sufficient and 30 respondents (40.0%) stated that the positive attitude of nurses was insufficient.

It is known that most patients feel satisfied with the positive attitude of nurses. The attitude of nurses who are able to put themselves in a position when communicating. The attitude of the nurse in question is always saying pleasant things so that it makes the patient calm during the treatment process. The

nurse's attitude makes the patient believe in all the actions carried out by the nurse, the patient is not worried about the various examination processes recommended by the nurse, the nurse's explanation gives the patient hope of recovery and the nurse behaves politely in front of the patient.

(Devito, 2011) that the nurse's positive attitude in communicating with patients is how the nurse places or carries herself which shows the nurse's feelings about the object or problem being discussed or communicated. This will encourage patients to participate more actively and create a communication situation conducive to pleasant interactions for patients and effective in conveying information.

This is in line with research (Harumin Madani, 2018) which states that by having a positive attitude, nurses can show a positive attitude with a warm, caring and respectful attitude towards clients. The essence of the therapeutic relationship is warmth, sincerity, empathetic understanding, and a positive attitude.

2) The influence of Supportive Attitude on patient satisfaction

Communication is effective if there is a supportive attitude between one another, where nurses show a supportive nature that is descriptive, not evaluative, spontaneous, not strategic. This means that all parties communicating are committed to supporting each other in open communication and providing encouragement.

Based on Table 6, it shows that of the 75 respondents at the Massenrempulu Hospital Inpatient Installation, Kabupaten Enrekang, as many as 47 respondents (62.7%) stated that their attitude of supporting nurses was sufficient and 28 respondents (37.3%) stated that their attitude of supporting nurses was insufficient.

Based on the results of data collection, it is known that the majority of patients feel satisfied with the nurses' supportive attitude. The attitude of the nurse in question is that the nurse provides motivation and advice regarding illness. Motivation is very necessary to improve quality, especially for patients who really need support to recover and not be isolated because of their illness.

This research is in line with research conducted by (Wahidin, 2019). Nurses at the Wotu Community Health Center also show a positive attitude in supporting the patients they treat, through suggestions and restrictions given by nurses according to the problems of each patient. By giving the right advice to the patient and what the patient is taboo about, as well as by giving the right medication, the nurse is supporting the patient.

7. CONCLUSION

There is an influence of therapeutic communication based on the dimensions of positive attitudes of nurses on patient satisfaction in the inpatient installation at Massenrempul General Hospital, Kabupaten Enrekang. This is in line with, (Harumin Madani 2018) showing that a nurse's positive attitude influences patient satisfaction by showing a warm, caring and sincere attitude towards patients.

There is an influence of therapeutic communication based on the dimensions of nurses' supportive attitudes on patient satisfaction in the inpatient installation at Massenrempul General Hospital, Kabupaten Enrekang. This is in line with theory (Devito 2011) that effective interpersonal relationships are therapeutic communication that contains a supportive attitude.

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