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Correlating Nurses' Therapeutic Communication Effectiveness with Inpatient Services Quality: Patient Perceptions at Hospital X, Kota Kediri

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Abstrak: Layanan rumah sakit yang berkualitas merupakan hasil interaksi berbagai sumber daya di dalam rumah sakit, salah satunya adalah perawat sebagai pemberi layanan kesehatan. Di Indonesia, kualitas layanan keperawatan juga dipengaruhi oleh komunikasi terapeutik. Komunikasi terapeutik antara tenaga kesehatan dan pasien dinilai baik. Ketika tenaga medis mampu menyampaikan informasi secara jelas, empatik, dan terbuka, pasien merasa dihargai serta memiliki pemahaman yang lebih baik mengenai kondisi kesehatan dan rencana pengobatan mereka. Penelitian ini bertujuan untuk mengetahui apakah terdapat hubungan antara kualitas layanan rawat inap dan efektivitas komunikasi terapeutik perawat. Penelitian ini menggunakan desain penelitian analitik observasional kuantitatif dengan pendekatan *cross-sectional*. Strategi pengambilan sampel yang digunakan dalam penelitian ini adalah *cluster random sampling*. Ruang perawatan yang dilibatkan dalam penelitian ini meliputi Cendana, Flamboyan, Seruni, Melati, Bugenville, Anggrek, dan Teratai. Sebanyak 15 sampel diambil dari setiap ruangan, sehingga total sampel berjumlah 105 responden. Hasil penelitian menunjukkan bahwa berdasarkan persepsi pasien di Rumah Sakit X, Kota Kediri, terdapat hubungan antara kualitas layanan rawat inap dan efektivitas komunikasi terapeutik perawat. Nilai p (p -value) dari uji statistik penelitian ini adalah 0,000 ($<0,05$). Kesimpulannya, berdasarkan pendapat pasien di Rumah Sakit X, Kabupaten Kediri, terdapat hubungan antara kualitas layanan rawat inap dan efektivitas komunikasi terapeutik perawat.

Kata kunci: komunikasi terapeutik, kualitas layanan, persepsi pasien, perawat, informasi kesehatan

Abstract : Good quality hospital services are the result of the interaction of various resources within the hospital, one of which are nurses as healthcare providers. In Indonesia, the quality of nursing services is also influenced by therapeutic communication. Therapeutic communication



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between healthcare workers and patients is considered good. When medical personnel are able to convey information clearly, empathetically, and openly, patients feel valued and have a better understanding of their health condition and the treatment plan. Based on patient opinions at Hospital X, Kediri Regency, this study attempts to ascertain whether there is a connection between the quality of inpatient services and the efficacy of nurses' therapeutic communication. This study implemented a cross-sectional quantitative observational analytical research design. Cluster random sampling was the sampling strategy employed in this investigation. Cendana, Flamboyan, Seruni, Melati, Bugenville, Anggrek, and Teratai are the names of the rooms used in this study. 15 samples were gathered from each room. The sample size was 105. The result is Based on patient perceptions at Hospital X, Kota Kediri, it can be established that there is a relationship between the quality of inpatient services and the efficacy of nurses' therapeutic communication. The study's statistical test p-value was 0.000 (<0.005). The Conclusion is Based on patient opinions at Hospital X, Kediri Regency, there is an attachment between the quality of inpatient treatments and the efficacy of nurses' therapeutic communication.

Keywords: *therapeutic communication, quality of service, patient preceptions, nurses, health information*

INTRODUCTION

Quality is a constant focus in running an organization, especially in the service sector, such as hospitals. Every patient feels satisfied since the quality of healthcare facilities represents the degree of excellence in standard medical care. Good quality hospital services are the result of interactions between various resources within the hospital, one of which are nurses as health service providers [1]. As frontline professionals who spend the most time with patients, nurses bear a critical responsibility in determining the patient's overall perception of care quality. When nursing care fails to meet expectations, it directly diminishes the hospital's reputation and patient retention rates [3].

The performance of nurses as employees and actors carrying out the functions of a hospital organization significantly influences the quality of care provided. The more effectively employees meet patient needs and demands, the better the quality of care provided [4]. The good performance demonstrated will provide improvements in the



quality and standard of service to patients [5]. One important aspect of communication in hospitals is therapeutic communication between healthcare professionals and patients. When healthcare professionals are able to convey information clearly, empathetically, and openly, patients feel valued and have a better understanding of their health condition and the treatment plan [2].

In fact, effective communication is not merely a soft skill but a core clinical competency; miscommunication in healthcare settings accounts for a substantial percentage of preventable adverse events and medical errors globally [6].

Despite the widely acknowledged importance of communication, many hospitals still face challenges where nurses adopt rigid or overly formal communication styles due to high workloads and burnout. This often leads to a disconnect, where nurses believe they have provided standard care, but patients feel neglected or uninformed [7]. Most existing studies evaluate nursing performance from an administrative or managerial standpoint, often overlooking the patient's subjective evaluation. In inpatient settings, where patients experience prolonged interactions with the nursing staff, measuring service quality strictly from the patient's perspective provides a more authentic reflection of care delivery [8]. Therefore, a specific investigation into how distinct communication styles directly map onto perceived inpatient care quality remains highly necessary.

This study aims to examine how nurses' communication styles influence the quality of inpatient care at Hospital X from a patient perspective. It is hoped that the findings of this study will provide valuable information for the hospital. This information can be used to develop effective strategies to improve nurse performance, which will ultimately have a positive impact on overall service quality.

METHOD

A combination of quantitative, observable, and analytic cross-sectional design was used in this investigation. Patients receiving care at Kediri Regency's "X" Hospital made up the sample. Patients who could converse well and were conscious (not in a condition of diminished consciousness) met the inclusion criteria. Patients who declined to take part were excluded.



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The study employed a cluster random sampling technique to ensure systematic data collection across various hospital wards. The designated clusters consisted of seven specific rooms: Cendana, Flamboyan, Seruni, Melati, Bougainvillea, Anggrek, and Teratai. By selecting 15 participants from each cluster, a total sample size of 105 was achieved, providing sufficient statistical power for the subsequent analysis.

The dataset for this study integrates both primary and secondary sources to ensure comprehensive analysis. Primary data were elicited directly from respondents using validated instruments: a performance determinant factor questionnaire and an inpatient service quality questionnaire. These primary sources were further complemented by secondary data to provide empirical support and contextual depth to the research findings. Secondary data obtained from the hospital included the number of annual patient visits, the number of nursing staff, and community satisfaction survey results.

Data analysis involved both univariate and bivariate approaches. Univariate analysis was employed to summarize the data by calculating frequency distributions and percentages for each variable. To investigate the associations between the studied variables, bivariate analysis was conducted using the Chi-Square test (X^2). This statistical inference was utilized to determine whether a significant relationship exists, with the significance level set at $p < 0.05$.

RESULTS AND DISCUSSION

Tabel 1. Respondent Characteristics

Variables	Frequency	%
Gender		
Male	40	40%
Female	60	60%
Age		
18-59	93	93%
≥ 60	7	7%



Total	100	100%
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Sumber : Data Primer 2025

As illustrated in Table 1, the demographic profile of the participants reveals that the majority of respondents were female, accounting for 60% of the sample (n=60). Regarding age distribution, the vast majority fell within the adult age range of 18–59 years, comprising 93 respondents (93%). This distribution suggests a high representation of the productive-age population, which may influence the subjective assessment of service quality and performance determinants.

The findings reveal a predominant female representation, accounting for 60% of the total respondents (n=60). This demographic trend suggests that women utilize healthcare services more frequently than men, a phenomenon potentially driven by higher morbidity rates among the female population [9]. Such a gender-skewed distribution significantly shapes the evaluative landscape of the study. This corresponds to women often demonstrate higher emotional engagement when assessing healthcare delivery. Consequently, their perceptions of nurse performance and service quality are frequently filtered through interpersonal and empathetic lenses, providing a more nuanced—albeit subjective—assessment of the clinical environment [10].

The majority of respondents were aged 18–59 years, accounting for 93 individuals (93%) with an average age of 50.7 years. According to the Indonesian Ministry of Health (2009), the age range between 46 and 55 years falls into the pre-elderly phase, during which the risk of various non-communicable diseases increases. This explains the frequent finding of respondents in this age group, as health risks naturally escalate with advancing age, a trend also demonstrated in a study using secondary data from the 2022 South Jakarta BPJS Health screening [11].

Tabel 2. The Distribution of Nurse Therapeutic Communication with Inpatient Service

		Quality					
Therapeutic	Quality of Service				Total		<i>P value</i>
Communication	Satisfied		Not Satisfied				
	F	%	F	%	F	%	0,000



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Good	46	46	11	11	57	57
Enough	17	17	26	26	43	43
Total	63	63	37	37	100	100

Sumber : Data Primer 2025

As illustrated in Table 2, the evaluation of therapeutic communication revealed that the majority of nurses (57%) performed effectively, falling into the 'Good' category. The remaining 43% of respondents perceived the communication as 'Adequate'. These findings suggest that while more than half of the nursing staff demonstrated proficient therapeutic interaction skills, there is still a substantial opportunity for improvement to elevate those in the adequate category to a higher standard of service quality.

These results are concordant with findings showing that 74.5% of participants perceived nurses' therapeutic communication as proficient [12]. Similarly, another study mirrored this trend, reporting that 72.0% ($n=36$) of respondents rated the communication as good, while 16.0% and 12.0% rated it as adequate and poor. The alignment between the current study and previous literature underscores a prevailing trend in healthcare settings where therapeutic communication is increasingly recognized as a core element of nursing excellence, despite minor variations in satisfaction levels across different clinical contexts [13].

Hospitals, as primary healthcare providers, necessitate a multifaceted approach to service excellence, where effective communication plays a role as critical as advanced facilities and clinical quality [14]. Therapeutic communication serves as a pivotal competency for nurses to cultivate trusting relationships with patients, which is essential for the delivery of patient-centered care. Proficient communication skills empower nurses to provide professional nursing interventions that resonate with patients' emotional and physical needs. Ultimately, these interpersonal dynamics do not only enhance the therapeutic outcome but also foster professional satisfaction and organizational credibility in an increasingly competitive healthcare landscape. According to researchers, the high level of effective therapeutic communication is due to nurses consistently interacting by



addressing patients by name, explaining examination procedures, inquiring about patient complaints, and informing patients of their observations regarding their illness [15].

Table 2 above shows that the quality of inpatient care is largely (63%) satisfactory, while 37% are dissatisfied, based on respondents' perceptions.

This is in line with research by Rahmatullah (2025), which showed that 76.4% of respondents considered the quality of nursing services to be good [12]. Another study by Kurniasari et al. (2024) showed that 39 respondents (78.0%) rated the quality of nursing services as satisfactory, while 11 respondents (22.0%) were dissatisfied [13].

Service delivery can reflect excellent healthcare quality, where the higher the perceived quality, the greater the patient's satisfaction level, and vice versa [16]. Based on the researchers' observations, patient satisfaction with service quality is influenced by nurses' active involvement in providing information regarding patient compliance regulations, responding to patient needs and complaints, and explaining the care procedures to be performed.

The statistical analysis yields a p-value of 0.000, which is lower than the significance level ($\alpha = 0.05$), thereby confirming a statistically significant relationship between the variables. This indicates that the effectiveness of nurses' therapeutic communication is profoundly associated with the quality of inpatient services at Hospital X, Kota Kediri.

This finding is highly consistent with Rahmatullah (2025), whose Spearman rank analysis demonstrated a very strong correlation ($r = 0.904$; $p = 0.000$) [12]. Furthermore, Kurniasari et al. (2024) identified a similar impact within the hemodialysis unit, reporting a significance value of $p < 0.05$ [13]. These findings provide robust empirical evidence that therapeutic communication serves as a fundamental pillar in enhancing patient-perceived service quality, transcending different specialized medical wards.

Communication plays a crucial role in helping patients understand their health conditions, the problems they face, and the treatment plan they will undergo [16]. While facilities and infrastructure are often considered primary indicators of service quality, in the context of nursing care, the behavior and communicative attitudes of nurses and healthcare workers are also key factors that significantly influence patient satisfaction [13]. Field observations support these findings, with respondents often assessing service quality not only from physical and technical aspects but also from how healthcare workers,



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particularly nurses, interact with them personally and professionally. Warm, clear, and empathetic communication from nurses has been shown to improve patient comfort, build trust, and encourage patients to be more actively involved in the care process. When communication is open and supportive, patients feel more trusting of healthcare workers, a key foundation for the healing process. Overall, both research findings and real-world experiences suggest that therapeutic communication is a crucial aspect of nursing care that significantly impacts service quality. Therefore, improving the quality of communication between nurses and patients must be a priority in efforts to improve the quality of nursing services in various health facilities.

CONCLUSION

It is possible to draw the following conclusions from the analysis of the study on the impact of nurse performance on the quality of inpatient services at Hospital X, Kediri Regency: a. Patients have evaluated therapeutic communication in the inpatient installation at Hospital X, Kota Kediri, as being good. b. Patients have rated the inpatient installation at Hospital X, Kediri Regency, as having good service quality. c. Based on patient opinions at Hospital X, Kediri Regency, there is a correlation between the quality of inpatient services and the efficacy of nurse therapeutic communication, with a significance value of 0.000 (<0.05) and a coefficient value of 0.389.

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