

## Hubungan komunikasi perawat - klien dengan tingkat kepuasan klien terhadap pelayanan keperawatan di ruang inap Rumah Sakit Karya Bhakti, Bogor

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Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=20443080&lokasi=lokal>

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### Abstrak

Recent health service should try to grant comprehensive service, in line with technology demand and society interest, clients have resumed to pay attention to profits of hospital providing qualified service, efficient cost and satisfaction to its clients. A hospital, if does not pay attention to its client's satisfaction, will diminish its clients and eventually will suffer a financial loss. One of many factors influencing client's satisfaction is client-nurse communication.

The survey at Karya Bhakti Hospital, Bogor indicated that its clients have felt satisfied, yet they still have complaint on that the communication between nurses and clients in inpatient unit has not been active. In consequence, this research was to prove that there was a relation between nurse-client communication and a level of client's satisfaction with the nursing service. The used method was descriptive correlation and the data collecting utilized cross sectional. The sample of research was 100 people who were patients of inpatient unit of Karya Bhakti Hospital, Bogor. The research was conducted in June and July 2001. The instrument of this research broke down into three part, namely: first client's characteristics; second, nurses' communication toward client; and third, client's satisfaction.

Characteristics of respondent were: age between 15-73 years old of age, mostly women educational level ranging from elementary to university, mostly from new patients who got service at first; and length of caring ranging from 3-12 days. The research was conducted at four inpatient units. The result of communication variable implied that the clients often got empathy, involved in planning and decision making in controlled caring process, entrusted and often got detail, systematic and transparent information as well as rewarding as an individual in nurse communication (Confirmation). The result finding at satisfaction level showed that the level of respondent's satisfaction was high enough. Their characteristic did not indicate a significant relation with the level of satisfaction. There was a significant connection between nurse-client communication (confirmation) and client's satisfaction on detail-systematic information granting (transparency) as well as attitude to appreciate client as an individual (confirmation).

Based on the research, it is recommended that policy makers of the hospital should remain this achievement. And it should be enhanced so the entire staffs of the hospital could run communication well and it could be remained by rewarding to executing nurse whom has carried his/her communication well, emphasizing to all hospital to do so. And they should establish teamwork that handles matter of communication in a hospital and compose a program which focuses on information restructuring such as health education through discharged planning that is adjusted with individual needs.

It is suggested that nurses should carry out nursing care using excellent communication. And create a

program that control and facilitate communication program in environment of care. For further research, it is recommended that this result should be base of the following research using more complete method such as experiment equation or by direct-qualitative-interview on factors influencing clients? satisfaction. Due to the fact that this research had analyzed the content of communication, so the further research is recommended to ilivestigate some relations between nurse-client communication techniques and achievement of nursing service quality.</i>