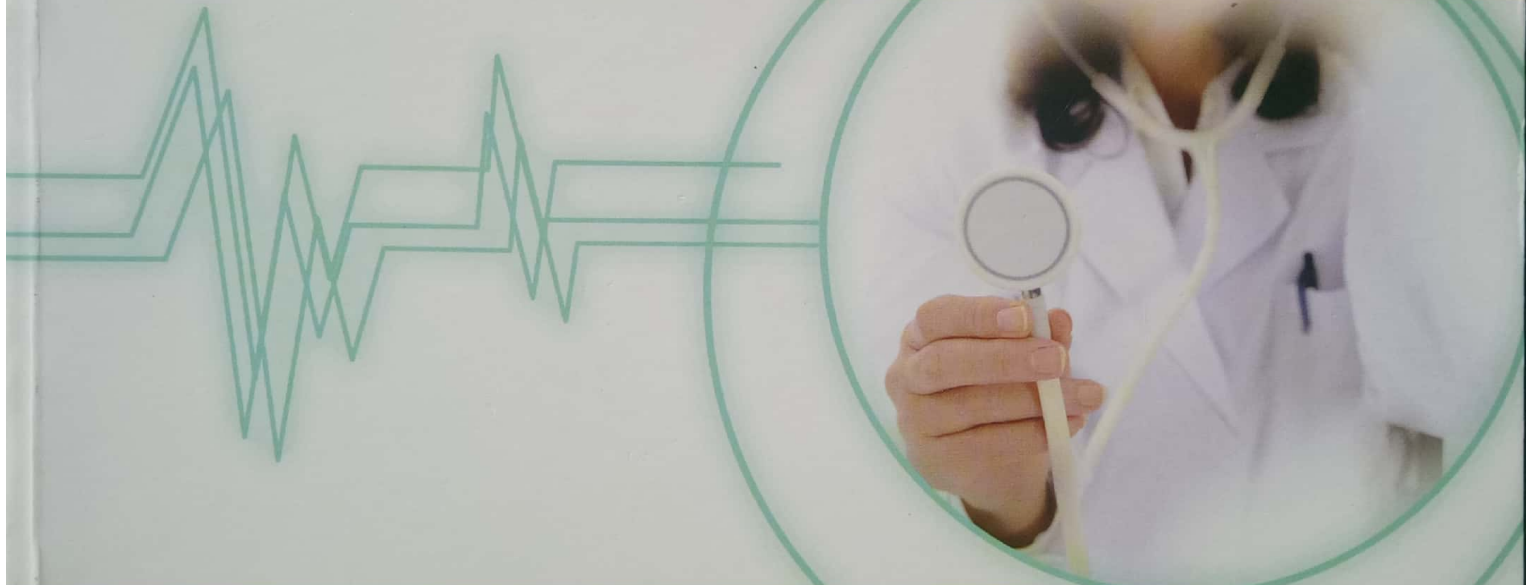


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RELATION OF NURSE COMMUNICATION WITH PATIENT'S SATISFACTION IN IMPLEMENTING NURSING CARE AT H.A. SULTAN DAENG RADJA HOSPITAL BULUKUMBA 2014

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ABSTRACT

Background: Hospitals often face issues concerning the community dissatisfaction with the quality of hospital services that are considered less than satisfactory. One of them is H.A.Sulthan Daeng Radja Hospital Bulukumba, that the relation between nurse communications with the level of patient satisfaction in the implementation of nursing care is still very low. The purpose of this study is to know the relation between nurse communications with patients' satisfaction level in the implementation of nursing care at the H.A.Sulthan Daeng Radja Hospital Bulukumba 2014.

Method: The framework is based on the research objectives. The independent variable of this study is communication while the dependent variable in this study of patient's satisfaction, with the alternative hypothesis is that there is relation between nurse communications with patients' satisfaction level in the implementation of nursing care at the H.A.Sulthan Daeng Radja Hospital Bulukumba 2014. This study is an observational analytic study with cross sectional design. Using samples of 59 people who were in H.A.Sulthan Daeng Radja Hospital Bulukumba taken by accidental sampling. The data were analyzed with univariate and bivariate using Chi-square test, with 95% confidence level.

Results: The results of the study is the nurse communication in relation with the level of patient satisfaction based on test results obtained at the introductory phase with $p = 0.004$ ($p < 0.05$), test results obtained on the working phase with $p = < 0.001$ ($p < 0.05$), test results obtained in the termination phase, with $p = 0.001$ ($p < 0.05$).

Conclusion: Conclusion of the study, there is a relation between nurse communications with the level of patient's satisfaction. It is suggested for nurses to improve professionalism in providing services to clients constantly, in particular by carrying out therapeutic communication correctly.

Keywords: communication, satisfactory, relation