

**PROGRAM STUDI S1 KEPERAWATAN FAKULTAS KEPERAWATAN
INSTITUT KESEHATAN PAYUNG NEGERI PEKANBARU
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**Hubungan Komunikasi Efektif Perawat dengan Kepuasan Pasien di Ruang
Rawat Inap Dewasa RS Santa Maria Pekanbaru**

xii + 69 halaman + 1 Skema + 10 tabel + 5 lampiran

ABSTRAK

Komunikasi efektif merupakan bagian penting dalam membangun pengalaman pelayanan yang berorientasi pada kebutuhan pasien. Namun, masih terdapat kesenjangan antara tuntutan komunikasi yang responsif, empatik, dan mudah dipahami dengan pengalaman komunikasi yang diterima pasien selama menjalani perawatan, sehingga berpotensi memengaruhi kepuasan pasien. Kondisi tersebut menunjukkan pentingnya penguatan bukti empiris mengenai hubungan komunikasi efektif perawat dengan kepuasan pasien dalam pelayanan rawat inap. Tujuan penelitian ini adalah mengetahui hubungan komunikasi efektif perawat dengan kepuasan pasien di ruang rawat inap dewasa RS Santa Maria Pekanbaru. Penelitian menggunakan metode kuantitatif dengan desain observasional analitik dan pendekatan *cross sectional*. Pengumpulan data dilakukan pada tanggal 1–30 Juni 2026 di RS Santa Maria Pekanbaru. Sampel penelitian berjumlah 81 responden yang dipilih menggunakan teknik *accidental sampling*. Instrumen penelitian menggunakan kuesioner komunikasi efektif perawat dan kuesioner kepuasan pasien berdasarkan dimensi SERVQUAL. Analisis data dilakukan secara univariat dan bivariat menggunakan uji Chi-Square dengan tingkat kemaknaan $\alpha = 0,05$. Hasil penelitian menunjukkan bahwa sebagian besar responden menilai komunikasi efektif perawat dalam kategori baik sebanyak 70 responden (86,4%), sedangkan kepuasan pasien berada pada kategori baik sebanyak 49 responden (60,5%). Hasil uji Chi-Square menunjukkan terdapat hubungan yang bermakna antara komunikasi efektif perawat dengan kepuasan pasien ($p = 0,015$). Nilai Odds Ratio (OR) sebesar 5,111 (95% CI = 1,24–21,05) menunjukkan bahwa komunikasi efektif yang baik meningkatkan peluang kepuasan pasien sekitar 5,1 kali dibandingkan komunikasi yang cukup. Disarankan agar rumah sakit meningkatkan penerapan komunikasi efektif melalui pelatihan, supervisi, dan evaluasi secara berkala untuk meningkatkan mutu pelayanan keperawatan dan kepuasan pasien.

Kata Kunci : Kepuasan Pasien, Komunikasi Efektif

Daftar Bacaan : 49 Referensi (2020–2025)

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The Relationship between Effective Nurse Communication and Patient Satisfaction in the Adult Inpatient Ward at Santa Maria Hospital Pekanbaru

xiii+ 69 pages + 1 Framework + 10 Tables + 5 Appendices

ABSTRACT

Effective communication is an important component in creating a healthcare experience that is oriented toward patients' needs. However, a gap may still exist between the expectations of responsive, empathetic, and easily understood communication and patients' actual communication experiences during hospitalization, potentially affecting patient satisfaction. This condition highlights the importance of strengthening empirical evidence regarding the relationship between effective nurse communication and patient satisfaction in inpatient care. The purpose of this study was to determine the relationship between effective nurse communication and patient satisfaction in the adult inpatient ward of Santa Maria Hospital Pekanbaru. This study employed a quantitative method with an analytical observational design and a cross-sectional approach. Data collection was conducted from June 1 to 30, 2026, at Santa Maria Hospital Pekanbaru. The sample consisted of 81 respondents selected using accidental sampling. The research instruments consisted of an effective nurse communication questionnaire and a patient satisfaction questionnaire based on the SERVQUAL dimensions. Data were analyzed using univariate and bivariate analyses with the Chi-Square test at a significance level of $\alpha = 0.05$. The results showed that the majority of respondents rated effective nurse communication as good, with 70 respondents (86.4%), while patient satisfaction was categorized as good in 49 respondents (60.5%). The Chi-Square test showed a significant relationship between effective nurse communication and patient satisfaction ($p = 0.015$). The Odds Ratio (OR) of 5.111 (95% CI = 1.24–21.05) indicated that good effective nurse communication increased the likelihood of patient satisfaction by approximately 5.1 times compared with adequate communication. It is recommended that hospitals strengthen the implementation of effective communication through regular training, supervision, and evaluation to improve the quality of nursing care and patient satisfaction.

Keywords : Patient Satisfaction, Effective Communication

References : 49 References (2020–2025)