The Relationship Between Verbal And Non-Verbal Communication Of Nurses ToLevel Of Patient Satisfaction At Mattombong Health Center Pinrang District

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ARTICLE INFO	ABSTRACT
Keywords: Verbal Communication, Non-Verbal Communication, Satisfaction	Any interaction that involves nurses directly or indirectly is considered verbal communication, in contrast to non-verbal communication which is done gradually through attitude, body language, and tone of voice because the problem that usually leads to customer dissatisfaction is the lack of communication between officers and clients, customers will be happy if the health services they receive meet or exceed their expectations. Effective communication requires good interpersonal communication skills from nurses. The purpose of this study was to determine the relationship between verbal and non-verbal communication of nurses with the level of satisfaction at Mattombong Health Center, Pinrang Regency. Data were collected using a questionnaire sheet and then analyzed by cross sectional quantitative analysis method, the population in the study amounted to 43 patients, the research sample was 33 patients who had been carried out on June 15 to July 15, 2023. The results showed that there was a relationship between verbal communication and the level of patient satisfaction with the results of p=0.004 <0.05 and there was a relationship between non-verbal communication and patient satisfaction as evidenced by the value of p=0.002 <0.05.
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1. INTRODUCTION

Nursing is about providing independent and team-based care to people of all ages, groups, families, and communities, whether they are healthy or sick. It is about caring for those who are unwell, disabled, or seriously ill, as well as promoting health. Important keys in nursing also include health system patient management, advocacy, and education (Suparyanto and Rosad 2020). If health services meet patient expectations, it is likely that patients will continue to seek treatment at the institution. Communication is one of the factors that can impact patient satisfaction. Patients always look for medical care that matches their expectations otherwise they will look for an institution that is superior or that does not disappoint them (Ra'uf 2021).

Patient satisfaction with nursing care is based on interpersonal interactions between patients and nurses. Nurses have a major influence on patient satisfaction with collaborative therapeutic communication, and they often compare it with care received elsewhere. (Ardina 2014). One of the most frequent causes of patient complaints is poor communication between staff and patients, who often complain about the quantity of information they get from healthcare providers. A sense of community and the belief that the nurse-patient relationship is an equal partnership is necessary for effective communication. (Purwanto & Anggraeni 2018).

Speaking or writing is not used in non-verbal communication but attitude language, picture language, and sign language (hand gestures) are. Non-verbal cues can be sent through a variety of ways including body language, tone of voice, facial expressions, and physical proximity during discussions. It is possible to see communication as an attempt to get your point across to another person in a way that they can understand.The extent to which the message is understood and received determines the effectiveness of the communication process. (Octavianus, plewan 2019)

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Patient satisfaction is influenced by service offerings that incorporate therapeutic dialog. With therapeutic communication skills nurses can build trust with patients, avoid problems and provide expert care. (Pratiwi and Pertiwi 2018).

Patient satisfaction is the degree to which a patient is satisfied with the health care performance they receive compared to their expectations. If the health care they receive meets or exceeds their expectations, new patients will be happy. When providing nursing care, the attitude and behavior of the nurse in talking to the patient can have a significant impact on how satisfied the patient is.

Based on preliminary data at the Mattombong Health Center obtained from October to December 2022, there were 124 patients. Where at the Mattombong Health Center, Pinrang Regency, communication between patients is still not effective when providing services so that based on the background above, the researcher is interested in conducting research with the title "The Relationship between Verbal and Non-Verbal Communication of Nurses to Patient Satisfaction Levels at Mattombong Health Center". The purpose of this study was to determine whether there is a relationship between Verbal and Non-Verbal Communication of Nurses on Patient Satisfaction Level at Mattombong Health Center.

2. METHODS

The type of research used in this study is quantitative research using cross sectional techniques, intended to define and assess research problems that arise from making several observations or measurements. The research subject is where the researcher will obtain the quantity and characteristics from which conclusions can be drawn (Arikunto, 2018). The subjects in this study were 43 people in the Mattombong Health Center Inpatient room. The research location is in the Mattombong Health Center Inpatient room, Pinrang Regency. The measuring instrument used is a questionnaire sheet.

How to collect data is by submitting a research permit to the Head of the Mattombong Health Center, Pinrang Regency, taking secondary data in the form of medical records of patients treated at the Mattombong Health Center Inpatient Room, Pinrang Regency. After giving respondents informed consent and explaining the purpose of this research, the researcher will present the data and analyze the data.

After the data was collected, the researcher checked the questionnaire sheets that had been filled in regarding the correctness of the data in accordance with the variables, then data entry and tabulation. The data analysis used was univariate analysis by describing the distribution and frequency of each research variable, then bivariate analysis using the *chi square* test to see if there was a relationship between the variables studied.

3. RESULTS AND DISCUSION

Table 1. Distribution of Respondents Based on Age in the Room Mattombong Health Center Pinrang Regency

Age	Number (n)	%
20 - 30	12	36.4
31 - 40	3	9.1
41 - 50	11	33.3
51 - 60	7	21.2
Total	33	100.0

Source: DataaPrimerrJune-July 2023

Based on the table above, it can be seen that the distribution of respondents according to age varies, 20 to 30 years having the most respondents with 12 (36.4%), followed by the age group 41 to 50 years with 11 people (33.3%) and the age group 51 to 60 years as many as 7 people (21.2%) the age group 31 to 40 years has the least respondents with 3 people (9.1%).

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Table 2. Distribution of Respondents Based on Gender in the RoomMattombong Health Center Pinrang Regency

Gender	Number (n)	%
Male	10	30.3
Female	23	69.7
Total	**33**	**100.0**

Source: DataaPrimerrJune-July 2023.

Based on the table above, the distribution of respondents on gender with the majority offemale respondents as many as 22 (69.7%) and male respondents as many as 10 (30.3%).

Table 3. Distribution of Respondents Based on Education in the Inpatient Room Mattombong Health Center Pinrang Regency

Respondent Education	Number (n)	%
SD	16	48.5
SMP	7	21.2
HIGH SCHOOL	9	27.3
S1	1	3.0
Total	**33**	**100.0**

Source: Primary Data June-July 2023

Based on the table above, it is known that the distribution of respondents based on educationis, with the largest percentage of 16 (48.5%) having elementary school education. The second order consists of 9 (27.3%) who graduated from high school, then 7 (21.2%) who graduated from junior high school, and 1 (3.0%) who graduated from college.

Table 4. Distribution of Respondents Based on Occupation in the Inpatient Room Mattombong Health Center Pinrang Regency

Respondent Occupation	Number (n)	%
Urt	17	51.5
Farmers	5	15.2
Self-employed	5	15.2
Student	4	12.1
Neighborhood Head	1	3.0
Village Staff	1	3.0
Total	**33**	**100.0**

Source: Primary Data June-July 2023

Based on the distribution table of respondents based on occupation, it can be seen most of the 17 (51.5%) work as urt, followed by farmers 5 (15.2) in third place there are 5 (15.2) who work as entrepreneurs, then in fourth place are 4 (12.1%) students followed by fifth place with 1 (3.0%) neighborhood head, and sixth place with 1 (3.0%) who are members of the village staff.

Table 5. Distribution of Respondents Based on Length of Treatment in the Room Mattombong Health Center Pinrang Regency

Length of treatment	Number (n)	%
1 day	14	42.4
2 days	16	48.5
3 days	2	6.1
4 days	1	3.0
Total	**33**	**100.0**

Source: Data Primerr June-July 2023

Based on the table above, the length of treatment is obtained, the distribution of is as follows, the highest number of respondents was patients who received treatment for 2 days, namely 16 (48.5%), followed by patients who received treatment for 1 day as many as 14 (42.5%), patients who received treatment for 3 days as many as 2 (6.0%), and patients who received treatment for 4 days as many as 1 (3.0%).

Table 6. Distribution of Verbal Communication Research Variables of Nurses in the Inpatient RoomMattombong Health Center Pinrang Regency

Nurse Verbal Communication	Number (n)	%
Less	7	21,2
Good	26	78,8
Total	33	100

Source: Primary Data June-July 2023

Based on the table above, it can be seen that the distribution of respondents based on the assessment of nurse verbal communication, namely, 26 respondents (78.8%) assessed the nurse's communication skills as good and 7 respondents (21.2%) assessed the nurse's communication as poor.

Tabel 7. Distribution of Non-Verbal Communication Research Variables of Nurses in the Inpatient Room Mattombong Health Center Pinrang Rege

Non-verbal communication	Number (n)	%
Less	3	9,1
Good	30	90,9
Total	33	100

Source: Primary Data June-July 2023

Table 8. Distribution of Patient Satisfaction Research Variables in the Inpatient Room Mattombong Health Center Pinrang Regency

Patient satisfaction	Number (n)	%
Less satisfied	5	15,2%
Satisfied	28	84,8%
Total	33	100

Source: Primary Data June-July 2023

Based on the table above, it can be seen that respondents based on patient satisfaction, namely, there are 5 respondents (15.2%) less satisfied, and 28 respondents (84.8%) said they were satisfied with the services they received.

Table 9. The Relationship of Verbal Communication of Nurses to the Satisfaction of Patients Treatedin the Inpatient Room of Mattombong Health Center, Pinrang Regency

Communication Verbal Nurse	Patient Satisfaction						P α
	Not/less Satisfied		Satisfied		Total		
	n	%	n	%	n	%	
Less	4	12.1	3	9.1	7	21.2	P=0.004
Good	1	3.0	25	75.8	26	78.8	α= 0.05
Total	5	15.2	28	84,8	33	100	

Source: Primary Data June-July 2020

Based on the results of the *chi square* test obtained with a calculated p value of 0.004 which is smaller than the value of α = 0.05, meaning that there is a relationship between verbal communication of nurses with the level of patient satisfaction treated in the inpatient room of the Mattombong Health Center, Pinrang Regency.

Tabl 10. The Relationship of Non-Verbal Communication of Nurses to the Satisfaction of Patients Treatedin the Inpatient Room of Mattombong Health Center, Pinrang Regency

Non-Verbal Communication Nurse	Patient Satisfaction				Total		P
	Not/less Satisfied		Satisfied				α
	n	%	n	%	n	%	
Less	3	9.1%	0	0.0%	3	9.1 %	P= 0.002
Good	2	6.1%	28	84.8%	30	90.9%	α= 0.05
Total	5	15.2%	28	84.8%	33	100%	

Source: Primary Data June-July 2023

The value of p=0.002 is smaller than the calculated value of α=0.05 based on the*chi square* test with the results of *Fisher's Exact Test,* meaning that there is a relationship between patient satisfaction and non-verbal communication after being treated in the Mattombong Health Center inpatient room, Pinrang Regency.

Discussion

Patient satisfaction is the feeling that results from how well health services are performed when compared to what the patient anticipated. Due to differences in views, values, backgrounds, emotions, degrees of expertise, as well as roles and to environmental influences during nurse and patient conversations, patients may feel unhappy with the communication held with nurses.

The findings of research by (2014) on the Relationship between Verbal and Non-Verbal Communication of Nurses with Postoperative Patient Satisfaction in the Surgical Inpatient Room of Buton Regency Hospital with bivariate results revealed a relationship between verbal communication and postoperative patient satisfaction in the surgical inpatient room of Buton Regency Hospital using chi square test findings of 5.966 with a p of 0.386.

According to the of 33 respondents, the results of bivariate analysis showed an assessment of the verbal communication of nurses, (12.1%) were dissatisfied and 3 (9.1%) were satisfied. However, the verbal communication of good nurses was only 1 (3.0%) dissatisfied and as many as 25 (75.8%) were satisfied. In relationships with all humans, verbal communication, which is synonymous with words, both spoken and written, is often used to communicate sentiments, thoughts, facts, information, and ideas as well as exchange feelings. Non-verbal communication is a method of communication in which thoughts or messages are expressed indirectly through body language, gestures, and speech patterns.

According to the research findings, almost 28 (84.8%) respondents believed that nurses' non-verbal communication skills can give them satisfaction. Although there were 2 (6.1%) who stated that they were not satisfied that nurses' non-verbal communication skills were good, nurses' non-verbal communication skills were good as seen in Table 5.10. It shows the results that 3 (9.1%) out of a total of 33 respondents were dissatisfied with nurses' non-verbal communication skills.

The results of research by Oktavianus, Plewan, T (2019) found that 74 (98.7%) at the Dinoyo Community Health Center in Malang assessed that the quality of the nurse's verbal and non-verbal communication was satisfactory. Almost all patients are classified as happy from the beginning to the end of the meeting by using spoken or written language and expressing emotions through facial expressions, body movements, tone of voice, and distance between patients and nurses in communication.

The results obtained from this study are between verbal communication and non-verbal communication of nurses associated with the level of patient satisfaction, both of which are in line with customer satisfaction with data that has been obtained in the Mattombong Health Center service section of Pinrang Regency. Nurses must be able to establish teamwork and pay more attention to the

characteristics of the patients they meet when providing nursing services, especially patient verbal communication, because these characteristics can also affect the patient's perception of whether they are satisfied or dissatisfied with the services they receive.

4. CONCLUSIONS

In this study it can be concluded that the relationship between verbal and non-verbal communication of nurses to the level of patient satisfaction at Mattombong Health Center obtained that the verbal communication skills of nurses can be seen with a value (78.8%) of (12.1%) are not satisfied and 3 (9.1%) are satisfied. Good verbal communication of nurses is only 1 (3.0%) who are dissatisfied and as many as 25 (75.8%) who are satisfied. The ability of non- verbal communication almost 28 (84.8%) gave them satisfaction, 2 (6.1%) who stated that they were less satisfied with the nurse's non-verbal communication was good, 3 (9.1%) were less. There is a relationship between verbal communication to the level of patient satisfaction as evidenced by the results of the *chi square* test p value = 0.004 smaller than $\alpha = 0.05$, and there is a relationship between non- verbal communication of nurses to the level of patient satisfaction with the results of the *chi square* test obtained with a value of p = 0.002 smaller than $\alpha = 0.05$.

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