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## HUBUNGAN KOMUNIKASI TERAPEUTIK PERAWAT DENGAN KEPUASAN PASIEN DI UPTD PUSKESMAS SEKATAK

### ABSTRAK

**Latar Belakang:** Komunikasi terapeutik perawat berperan penting dalam meningkatkan kepuasan pasien di Puskesmas. Interaksi yang empatik, jelas, dan penuh penghargaan membuat pasien merasa didengar dan dipahami, sehingga tercipta rasa aman dan nyaman selama menerima pelayanan. Kemampuan perawat dalam menjelaskan kondisi dan pengobatan dengan baik juga meningkatkan kepercayaan dan kepuasan pasien terhadap layanan. Penelitian ini bertujuan untuk menganalisis hubungan antara komunikasi terapeutik perawat dan kepuasan pasien di UPTD Puskesmas Sekatak, Kabupaten Bulungan.

**Metode Penelitian:** Penelitian ini merupakan penelitian kuantitatif dengan desain korelasional menggunakan pendekatan cross-sectional. Populasi penelitian mencakup seluruh pasien yang melakukan pemeriksaan kesehatan di UPTD Puskesmas Sekatak. Sampel terdiri dari 97 responden yang dipilih dengan teknik accidental sampling. Instrumen penelitian berupa kuesioner komunikasi terapeutik dan kuesioner kepuasan pasien. Data dianalisis menggunakan analisis univariat dan bivariat dengan uji statistik Chi-Square.

**Hasil Penelitian:** Sebagian besar perawat menunjukkan komunikasi terapeutik yang baik, yaitu sebanyak 42 responden (43,3%). Sebanyak 67 responden (69,1%) menyatakan puas terhadap pelayanan di Puskesmas. Hasil uji statistik menunjukkan terdapat hubungan yang signifikan antara komunikasi terapeutik perawat dan kepuasan pasien ( $p = 0,000$ ;  $p < 0,05$ ).

**Saran:** Pasien diharapkan dapat memberikan umpan balik secara jujur dan terbuka kepada tenaga kesehatan, khususnya perawat, terkait kualitas komunikasi dan layanan yang diterima, guna mendorong perbaikan berkelanjutan.

**Kata kunci:** komunikasi terapeutik, kepuasan, pasien, perawat

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**THE RELATIONSHIP BETWEEN NURSES' THERAPEUTIC  
COMMUNICATION AND PATIENT SATISFACTION AT THE  
SEKATAK COMMUNITY HEALTH CENTER (UPTD),  
BULUNGAN REGENCY**

**ABSTRACT**

**Background:** Nurses' therapeutic communication plays a crucial role in improving patient satisfaction at community health centers (Puskesmas). Empathetic, clear, and respectful interactions make patients feel heard and understood, creating a sense of security and comfort during care. When nurses are able to explain their condition and treatment effectively, patients are more likely to trust and be satisfied with the services provided. The purpose of this study was to analyze the relationship between nurses' therapeutic communication and patient satisfaction at the Sekatak Community Health Center (UPTD), Bulungan Regency.

**Research Method:** This was a quantitative study with a correlative cross-sectional design. The population was all patients undergoing medical examinations at the Sekatak Community Health Center (UPTD), Bulungan Regency. A sample of 97 respondents was selected using accidental sampling. The measurement instruments used were a nurses' therapeutic communication questionnaire and a patient satisfaction questionnaire. Data were analyzed using univariate and bivariate analyses with the chi-square statistical test.

**Research Results:** The majority of nurses' therapeutic communication at the Sekatak Community Health Center (UPTD), Bulungan Regency, were in the good category, with 42 respondents (43,3%). The majority of patients at the Sekatak Community Health Center (UPTD) in Bulungan Regency were satisfied, with 67 respondents (69.1%). There was a relationship between therapeutic communication between nurses and patient satisfaction at the Sekatak Community Health Center (UPTD) in Bulungan Regency (p-value:  $0.000 < 0.05$ ).

**Recommendation:** Continue to provide honest and open feedback to healthcare workers, especially nurses, regarding the quality of communication and services they receive.

**Keywords:** therapeutic communication, satisfaction, patients, nurses