



**THE EFFECT OF INTERPERSONAL COMMUNICATION  
ON PATIENT SERVICE SATISFACTION IN EMERGENCY  
DEPARTMENTS DHARMAI CANCER HOSPITAL**

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*Abstrac*

*The purpose of this study was to determine the extent of the influence of interpersonal communication on patient service satisfaction in the Emergency Department of RS Kanker Dharmais. This research employed a quantitative method, describing the observed phenomena by examining conditions during the processes of data collection, analysis, and data input, using a questionnaire as the main research instrument. The results of the questionnaire, answered by 50 respondents, indicate that the data obtained through appropriate sampling techniques can be considered representative of a particular population. Based on the t-test coefficient table, the calculated t-value for the Interpersonal Communication variable (X) was 0.570, while the t-table value was 1.677. Thus, the calculated t-value was compared with the t-table coefficient value. The significance value was 0.005, which is smaller than 0.05. Interpersonal communication among employees has an influence on increasing patient satisfaction in the Emergency Department of RS Kanker Dharmais. Therefore, employees must be able to maintain service quality and continuously improve their communication skills with others to enhance patient service satisfaction and ensure that patients feel comfortable. Service improvement efforts should specifically focus on enhancing employees' interpersonal communication skills.*

**Keywords:** *International Communication, Service Satisfaction, Emergency Room Patients, Dharmais Cancer Hospital.*

*Abstrak*

Tujuan penelitian ini adalah untuk mengetahui seberapa besar pengaruh komunikasi interpersonal terhadap kepuasan pelayanan pasien di instalasi gawat darurat RS Kanker Dharmais. Dalam penelitian ini menggunakan metode kuantitatif, yaitu menggambarkan fenomena yang diamati dengan melihat suatu kondisi dalam proses pengumpulan, analisis, dan input data menggunakan instrumen utama yaitu kuesioner. Pada peneliti ini bisa di dapatkan pernyataan hasil kuesioner menunjukkan bahwa dari 50 orang yang menjawab. Data yang diperoleh dengan menggunakan teknik pengambilan sampel yang benar dapat dianggap mewakili realitas populasi tertentu, Berdasarkan uji dari table koefisien uji statistic t, nilai thitung untuk variable Komunikasi Personal (X) adalah sebesar 0.570 sedangkan ttable 1,677. Maka dapat diketahui thitung ttabel koefisien uji. Dan nilai signifikasi lebih 0,005 lebih kecil dari 0,05. Komunikasi interpersonal pegawai berpengaruh terhadap peningkatan kepuasan pasien pada pelayanan pasien di instalasi gawat darurat RS Kanker Dharmais, harus mampu mempertahankan kualitas dalam pelayanan selalu belajar berkomunikasi dengan baik sesama orang lain terhadap kepuasan pelayanan pasien agar pasien merasa nyaman. Peningkatan layanan mengarahkan pegawai untuk secara khusus meningkatkan layanan komunikasi personal.



**Kata kunci:** Komunikasi Internasional, Kepuasan Pelayanan, Pasien IGD, RS Kanker Dharmais.

## **I. INTRODUCTION**

Communication plays a very important role in nursing services. In fact, it can be said that communication is an absolute and decisive activity for the relationship between nurses and patients to support the patient's recovery and patient satisfaction with the nursing services received (Priyanto, 2020). Patient satisfaction is highly dependent on the interaction factor of the nurse through interpersonal communication as well as other factors. If what the patient expects can be understood by the nurse then the patient will feel very appreciated and cared for. Patients also think that the nurses who provide care are more able to understand what they expect and are also willing to listen to what they express. In addition, interpersonal communication is one of the nurses' concerns for the patients they care for so that the better the interpersonal communication that exists between nurses and patients, the more patient satisfaction in undergoing treatment will increase (Widyantoro, 2019).

Research by Iskandar, et al. (2020) found a very significant relationship between interpersonal communication of nursing staff and patient satisfaction levels. Mirnawati's (2019) research also found a significant relationship between nurses' interpersonal communication and inpatient satisfaction in the emergency department room. However, another study showed a difference of 3 (research gap) which stated that there was no significant relationship between communication and patient satisfaction, namely the research conducted by Akhmawardari (2019) found that there was no relationship between nurses' therapeutic communication and patient satisfaction levels in the inpatient room of DHARMAIS CANCER HOSPITAL. Other factors that can affect are factors that cannot be changed, namely patient characteristics such as age, gender and education (Prayitno, 2019)).

## **II. THEORETICAL STUDIES**

Services that have previously been received. The older the patient, the easier it is to be satisfied with the nursing services he receives (Pohan, 2019). According to Kusumawardhani (2019), education is related to expectations. A person who has a higher level of education, will expect better and higher service. According to Widyantoro (2017) gender affects patient satisfaction, men have higher satisfaction with the quality of nursing services than women. Sudarni (2019) research on characteristic factors that are significantly related to patient satisfaction include gender, age, occupation, education, and place of residence of the patient.

Meanwhile, Utami's (2020) research found that demographic factors that are significantly related to patient satisfaction include age, gender, social status, and education where age and education have a strong relationship with patient satisfaction. The results of the patient satisfaction survey at Ari Canti Hospital for the December 2021 period were 72% and in the March 2022 period decreased to 65%. The results of the patient satisfaction survey have not reached the > 80% standard according to the Ministry of Health (Ari Hospital Quality Committee, 2021). Patient satisfaction standards in health services are set nationally by the Ministry of Health. According to the Regulation of the Ministry of Health of the Republic of Indonesia in 2016 concerning Minimum Service Standards for patient satisfaction, which is above 95% (Ministry of Health of the Republic of Indonesia, 2016).

The service strategy that every hospital must take a quality approach oriented to patient satisfaction, hospitals continue to exist in the midst of the growing of the health service industry. The hospital's efforts to survive and develop are to improve communication services to patients. This is because patients are a source of income that hospitals await either directly or indirectly through health insurance.

Without patients, hospitals cannot survive and thrive given the large number of hospital operational costs. Hospitals do various ways to increase patient visits, so hospitals must be able to display and provide health services so that the impact that arises will cause loyalty in patients to come back to use the hospital's services. Service means all efforts made by employees to meet the wishes of their customers with services.

### **III. RESEARCH METHODS**

This research uses a type of quantitative data and the source of this research data is field research. In this study, the approach used is descriptive, i.e. the data obtained from the research population sample is analyzed in accordance with the statistical method used and then interpreted. Comparative is comparative research. And correlation is one of the analysis techniques in statistics that is used to find the relationship between two variables that are quantitative.

The research method used in this study is the Explanatory method, which is a study that explains or describes something, which aims to test hypotheses related to the causal relationship between the variables being studied. Meanwhile, data collection in the explanatory method is carried out with a survey approach. A survey is a quantitative research that is the same to many people and then all the answers obtained by the researcher are recorded, processed, and analyzed. The definition of explanatory research according to Sugiyono

(2021:21) is as follows: "Explanatory research is research that intends to explain the position of the variables being studied and the relationship between one variable and another." Methods used to research on specific populations and samples. Specific sampling techniques are appropriate. The researcher chose quantitative research in answering the problem, because this research aims to obtain direct data that can be calculated or managed through statistics. The data produced in this study is in the form of numbers processed by statistical methods. In this study, quantitative data collection was obtained from the results of questionnaire measurements. The level of explanation of this research is explanation, which is related to explaining an object being studied. Sugiyono stated that quantitative research is research based on the clarity of its elements consisting of clarity of objectives, subject approaches, samples, and data sources that have been steady and detailed from the beginning. Likewise with the steps of research, design and data collection, as well as data analysis.

#### **IV. RESEARCH RESULTS**

The results of this study discuss through the regression test  $Y = 32.246 + 0.570$  (INTERPERSONAL COMMUNICATION Assessment) This means that if the Interpersonal Communication Assessment (X) is increased by a point, it will affect Patient Service Satisfaction of 0.570 Through the Correlation Test between the Interpersonal Communication Assessment (X) and Patient Service Satisfaction (Y) the following results were obtained: The value of the correlation coefficient of the Interpersonal Communication Assessment (X) is 0.576, This means that if the Interpersonal Communication Assessment is improved, it will result in increased Patient Service Satisfaction. Meanwhile, through the determining coefficient, an Interpersonal Communication Assessment (X) of 0.332 was obtained, so that the variation in increase and decrease in Patient Service Satisfaction can be explained by the Interpersonal Communication Assessment variable of 33.2%, and other factors outside the variable of 66.8%. Based on the hypothesis test (t-test), the value of the variable calculation of the Personal Communication Assessment (X) was 4,883 while the ttable was 1,677, thus the tcount was 4,883 > the ttable was 1,677 so that (Ho) was rejected and (Ha) was accepted, meaning that there was a significant influence between Interpersonal Communication on patient service satisfaction in the emergency department of the dharmais cancer hospital. Shows that there is an influence between Interpersonal Communication and patient service satisfaction. Based on the results of research at the Emergency Installation of Dharmais Cancer Hospital, it is shown that the level of Interpersonal Communication of employees in the Emergency Installation can be concluded that X and Y are quite good

## V.CONCLUSION

From the results of the analysis and discussion, the following references can be obtained:

1. Through the regression test  $Y = 32.246 + 0.570$  (INTERPERSONAL COMMUNICATION Assessment). This means that if the Interpersonal Communication Assessment (X) is increased by a point, it will affect Patient Service Satisfaction by 0.570
2. Through the Correlation Test between the Interpersonal Communication Assessment (X) and Patient Service Satisfaction (Y), the following results were obtained: The value of the correlation coefficient of the Interpersonal Communication Assessment (X) was 0.576, which means that if the Interpersonal Communication Assessment is improved, it will result in increased Patient Service Satisfaction. Meanwhile, through the determining coefficient, an Interpersonal Communication Assessment (X) of 0.332 was obtained, so that the variation in increase and decrease in Patient Service Satisfaction can be explained by the Interpersonal Communication Assessment variable of 33.2%, and other factors outside the variable of 66.8%. Based on the hypothesis test (t-test), the value of the variable calculation of the Personal Communication Assessment (X) was 4,883 while the ttable was 1,677, thus the tcount was  $4,883 > \text{the ttable was } 1,677$  so that (Ho) was rejected and (Ha) was accepted, meaning that there was a significant influence between Interpersonal Communication on patient service satisfaction in the emergency department of the dharmais cancer hospital. Shows that there is an influence between Interpersonal Communication and patient service satisfaction. Based on the results of research at the Emergency Installation of Dharmais Cancer Hospital, it is shown that the level of Interpersonal Communication of employees in the Emergency Installation can be concluded that X and Y are quite good.

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