



## The Effect of Interpersonal Communication of Outpatient Registration Officers on Patient Satisfaction at dr. Esnawan Antariksa Air Force Hospital

Galuh Patricia Arda Tama<sup>1\*</sup>, Nanda Aula Rumana<sup>1</sup>, Daniel Happy Putra<sup>1</sup>, Dina Sonia<sup>1</sup>

<sup>1</sup>Medical Records and Health Information Study Program, Faculty of Health Sciences, Universitas Esa Unggul, Jakarta, Indonesia

### ARTICLE INFO

#### Keywords:

Communication  
Interpersonal  
Satisfaction

#### \*Corresponding author:

Galuh Patricia Arda Tama

#### E-mail address:

[galuhtama07@gmail.com](mailto:galuhtama07@gmail.com)

All authors have reviewed and approved the final version of the manuscript.

<https://doi.org/10.37275/amcr.v4i6.395>

### ABSTRACT

Interpersonal communication is a need and ability that health workers must have so that patients feel happy with the services provided. The research was conducted with a focus on outpatients because researchers wanted to know the effect of interpersonal communication of outpatient registration officers on patient satisfaction. The research method uses inferential analysis with a quantitative approach. Statistical test using Chi-square test. The sampling method used in this research is accidental sampling. Based on the research results, the description of interpersonal communication of officers who are categorized as poor interpersonal communication is 36 (51.4%), officers who are categorized as good interpersonal communication are 34 (48.6%). The description of the satisfaction of patients who are categorized as dissatisfied is 36 (51.4%), the satisfaction of patients who are categorized as satisfied is 34 (48.6%) and there is an influence between the interpersonal communication of registration officers and patient satisfaction at dr. Esnawan Antariksa Air Force Hospital found that the p-value was  $0.000 < 0.05$ . By calculation, the odds ratio obtained a value of 15.98, meaning that interpersonal communication has a 15 times risk factor for patient satisfaction at dr. Esnawan Antariksa Air Force Hospital. In conclusion, there is an effect between interpersonal communication of outpatient registration officers and patient satisfaction at dr. Esnawan Antariksa Air Force Hospital.

### 1. Introduction

A hospital is a health service institution that provides inpatient, outpatient, and emergency services by providing complete individual service. One of the medical supports in health services is the medical records unit. Medical records and health information are units whose role and function is to process patient data into health information, which plays a role in collecting management provisions. Medical records are files for storing individual data such as patient identity, examinations, treatment, procedures, and other services provided to patients. The medical records unit has an influential obligation to improve the quality of health services. The medical records unit consists of outpatient registration, inpatient

registration, emergency unit, supporting examination installation, assembling, filling, indexing, analyzing, and reporting. Patient registration is at the forefront of hospital services. Officers provide complete and clear information services to patients, provide services and administrative needs for patients before receiving treatment, and create patient identity cards.<sup>1-4</sup>

This means that the registration officer must be professional in communicating well with patients or patient members because good communication means that the words expressed by the registration officer can be well received by the patient so that there are no misperceptions. The professional delivery of officers in registering patients must be able to provide information quickly and timely in service response.



One of the factors supporting the success of good communication in the health service process is called interpersonal communication skills. Interpersonal communication is communication between more than two people face to face. Each participant receives a reaction to the words given by the communicator, verbally or nonverbally. Communication is one of the main factors supporting hospital services to express their roles and functions. The skills that health workers need to have are being proficient in communicating effectively and easily when providing services to patients. Communication skills can strengthen solving problems, making it easier to achieve support, both in terms of medical and psychological services. Therefore, interpersonal communication is a need and ability that health workers must have so that patients feel happy with the services provided.<sup>5-8</sup>

Patient satisfaction has the aim of improving the quality of health services. Patient satisfaction is usually preceded by patient trust, one of which can be achieved by creating good interpersonal communication interactions between registration officers and patients. Satisfaction is defined as the level of patient feelings that come out as an impact based on the performance of medical services received after the patient assesses what is expected. By achieving good interpersonal communication, patients will feel happy with hospital services.<sup>9-11</sup> Based on the results of initial observations with interviews with outpatients conducted in November 2022 at dr. Esnawan Antariksa Air Force Hospital, of the 22 patients interviewed about interpersonal communication, 9 (40.90%) patients stated that the interpersonal communication of outpatient registration officers with patients was quite good, 13 (59.09%). Of the 22 patients interviewed regarding satisfaction, 10 (45.45%) patients felt quite satisfied with the services at the outpatient registration, and 12 (54.54%) patients stated they were dissatisfied.

## 2. Methods

The analysis in this research uses inferential analysis. The approach used in this research is quantitative. This research uses one dependent variable, namely patient satisfaction, and one independent variable, namely interpersonal communication. Statistical test using Chi-square test. The population of this study were outpatients who came in February 2023, both BPJS and non-BPJS patients. The sample for this study was 70 outpatients who came in February 2023. The sampling method used in this research is accidental sampling.

## 3. Results and Discussion

The average age of outpatients at dr. Esnawan Antariksa Air Force Hospital is 37.49 years old, with a minimum age of 18 years and a maximum age of 80 years. The male gender was 16 (22.9%) patients, and the female gender was 54 patients with a percentage of (77.1%). There were 2 (2.9%) patients with last education level primary school, 4 (5.7%) patients with last education of junior high school, 32 patients (45.7%) with last education of senior high school, and 9 patients with a final education of Diploma/D3. (12.9%) patients, Bachelor/D4/S1 education amounted to 18 (25.7%) patients and S2/23 graduate education amounted to 5 (7.1%) patients. there were 10 (14.3%) patients with PNS/TNI/POLRI jobs, 17 (24.3%) patients with private sector employees, 10 (14.3%) patients with self-employment, 23 (32.9%) housewives %) patients and students amounted to 10 (14.3%) patients.

It is known that the description of interpersonal communication of officers who are categorized as poor interpersonal communication is 36 (51.4%), officers who are categorized as good interpersonal communication are 34 (48.6%). It is known that the description of patient satisfaction which is included in the dissatisfied category is 36 (51.4%), the satisfaction of patients who are categorized as satisfied is 34 (48.6%).



Table 1. Characteristics of outpatient registration patients at dr. Esnawan Antariksa Air Force Hospital.

<b>Variable</b>	<b>Total</b>	<b>Median</b>
Age	70	35 years old
<b>Gender</b>	<b>Total</b>	<b>Percentage</b>
Male	16	22,9%
Female	54	77,1%
<b>Total</b>	<b>70</b>	<b>100</b>
<b>Last education</b>	<b>Total</b>	<b>Percentage</b>
Primary school	2	2,9%
Junior high school	4	5,7%
Senior high school	32	45,7%
Diploma/D3	9	12,9%
Bachelor/D4/S1	18	25,7%
Master/Doctor	5	7,1%
<b>Total</b>	<b>70</b>	<b>100%</b>
<b>Occupation</b>	<b>Total</b>	<b>Percentage</b>
Civil servant/Indonesian National Army/Indonesian National Police	10	14,3%
Private employees	17	24,3%
Self-employed	10	14,3%
Housewife	23	32,9%
Student/ college students	10	14,3%
<b>Total</b>	<b>70</b>	<b>100%</b>

Table 2. Description of interpersonal communication of outpatient registration officers at dr. Esnawan Antariksa Air Force Hospital.

<b>Patient satisfaction</b>	<b>Total</b>	<b>Percentage</b>
Dissatisfied	36	51,4%
Satisfied	34	48,6%
<b>Total</b>	<b>70</b>	<b>100%</b>

Table 3. Description of the satisfaction of outpatient registration officers at dr. Esnawan Antariksa Air Force Hospital.

<b>Patient satisfaction</b>	<b>Total</b>	<b>Percentage</b>
Dissatisfied	36	51,4%
Satisfied	34	48,6%
<b>Total</b>	<b>70</b>	<b>100%</b>

Table 4. Influence of interpersonal communication of outpatient registration officers on patient satisfaction at dr. Esnawan Antariksa Air Force Hospital.

<b>Interpersonal communication</b>	<b>Patient satisfaction</b>				<b>Total</b>		<b>OR</b>	<b>p-value</b>
	<b>Dissatisfied</b>		<b>Satisfied</b>					
	<b>f</b>	<b>%</b>	<b>f</b>	<b>%</b>	<b>f</b>	<b>%</b>		
Poor	29	80,6%	7	19,4%	36	100%	15,980	0,0001
Good	7	20,6%	27	79,4%	34	100%		
Total	36	51,4%	34	48,6%	70	100%		



It is known that there were 29 (80.6%) officers who had poor interpersonal communication and dissatisfied patients, 27 (79.4%) had good interpersonal communication, and 27 (79.4%). Statistical test results using the Chi-square test. It was found that the p-value was  $0.000 < 0.05$ , meaning there was an influence between the interpersonal communication of registration officers and patient satisfaction at dr. Esnawan Antariksa Air Force Hospital. By calculation, the odds ratio obtained a value of 15.98, meaning that interpersonal communication has a 15 times risk factor for patient satisfaction at dr. Esnawan Antariksa Air Force Hospital.

Effective interpersonal communication in health care requires understanding, expertise, and solidarity. Understand what needs to be talked about, how to pronounce it, and have the confidence and skills to verify that the message has been well received. To improve interpersonal communication to be more effective in service, it is necessary to use Joseph A. DeVito's theory, which consists of 5 aspects of interpersonal communication: (openness, empathy, supportiveness, positiveness, and equality).<sup>12-14</sup> Patient satisfaction is an assessment of mood related to the quality of services delivered by health workers and what patients expect from their services. To increase patient satisfaction for better quality service, it is necessary to use Parasuraman's theory, which consists of 5 dimensions of patient satisfaction: (tangible, reliability, responsiveness, assurance, and empathy).<sup>15-17</sup> Based on the research results, there were 29 (80.6%) officers with poor interpersonal communication and dissatisfied patients, and 27 (79.4%) of the interpersonal communication officers had good interpersonal communication and satisfied patients. The results of this study are in line with the results of previous research, which stated that there was a relationship between nurse interpersonal communication and patient satisfaction. The importance of staff interpersonal communication on

patient satisfaction.<sup>18</sup>

#### 4. Conclusion

There is an effect between interpersonal communication of outpatient registration officers and patient satisfaction at dr. Esnawan Antariksa Air Force Hospital.

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