



Research Paper

# Patient Perceptions of Interpersonal Relationship Between Nurses and Patient in Hospitalized: A Cross-Sectional Study in Aceh

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**ABSTRACT:** The nurse-patient relationship in healthcare has become essential to ensure quality healthcare. The relationship between nurse and patient is at the core of every nursing practice. Nurses have an obligation to build and maintain these key relationships by utilizing the necessary nursing knowledge and skills, applying caring attitudes and behaviours in a patient-centred approach to care. The purpose of this study was to determine the patient's perception of the nurse-patient interpersonal relationship in the inpatient ward of Meuraxa hospital, Banda Aceh. This descriptive study used a cross-sectional approach, and the population consists of all nurses who work at Meuraxa Hospital, Banda Aceh. The sampling technique used in this study was the convenience sampling technique, which included 109 respondents. The data was collected through the Nursing Care, Interpersonal Relationship Questionnaire (NCIRQ) with a reliability value of 0.970 for the Indonesian version and analysis of the data in univariate analysis. The majority of respondents, 60 respondents (55.1%), found the nurse-patient interpersonal relationship to be in the high effectiveness category. The nurses at Meuraxa Hospital in Banda Aceh are described as friendly, respectful and immediately responsive to the patient's health needs. The patient feels happy when he meets the nurse, feels that the nurse understands the patient's illness and situation. The patient feels calm with the nurse's contact as well. Whenever necessary, the nurse always asks the patient for permission first.

**KEYWORDS:** Interpersonal Relations, Nurse, Patient, Hospital

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## I. INTRODUCTION

Nursing services are one of the services that can be a reference point for the image and quality of hospital health services [1]. The Ministry of Health of the Republic of Indonesia states that nursing services are a form of professional service. It is an integral part of nursing knowledge-based health services and advice to individuals, families, groups or communities, both sick and healthy [2]. Nursing knowledge and advice focuses on the practice of nursing and a series of interpersonal relationships between nurses and patients [3].

The quality of health services in hospitals is influenced by professional knowledge and skills and by the management of effective interpersonal relationships between service providers and service recipients. Nurses, as nursing service providers, participate in most interactions with patients for 24 hours in the unit, so this influences patients' positive and negative perceptions[4]. Perception is a way of reflecting on something or the way something can be interpreted. The patient's perception of the nurse-patient relationship is largely influenced by the quality of service and experience in interactions with nurses. Patients are very concerned about attitudes when interacting with nurses to ensure that nurses are kind and able to meet all patients' basic needs during treatment. This approach will improve the patient's perception of the nurse's interpersonal relationship with the patient [5].

In building relationships with patients, nurses should integrate the concepts of respect, empathy, trust, active listening, authenticity, and confidentiality throughout their interactions regardless of context, or duration of the interaction. The nurse-patient interpersonal relationship is at the core of any nursing practice. Nurses are obliged to establish and maintain these key relationships by using the necessary nursing knowledge and skills, applying caring attitudes and behaviors in a patient-centered approach to care [6]. From the patient's perspective, the nurse-patient interpersonal relationship is considered important for promoting and enhancing self-empowerment, well-being, and patient health [7].

The Konlan study found that the majority of patients at Kwahu Hospital in Ghana expressed a positive perception of the interpersonal relationships established by nurses during the treatment process [8]. Another study showed that less than half of research respondents had a good perception of nursing communication at the Harar City General Hospital in Ethiopia, at 41.9% [9]. In Sumatera, Indonesia, the overall interpersonal relationship between nurses and patients in the inpatient ward of RSUD dr. Zainoel Abidin Banda Aceh is in the good category (57%) [10]. As many as 53.3% of nurses do not have good interpersonal communication with patients in RSUD Dr. Pringadi Medan City. inter-personal relationships between nurses and patients are due to several factors. including nurses who still do not provide information when giving medication, nurses are less friendly and careless when asking questions about health status and patient complaints [11]. Therefore, based on the above phenomenon, the researchers are interested in conducting further research "Patient perceptions of nurse-patient interpersonal relationships in inpatient ward the Meuraxa Hospital, Banda Aceh".

## II. METHOD

This study aims to determine the patient's perception of the nurse-patient interpersonal relationship inpatient ward at Meuraxa Hospital, Banda Aceh. The research design is descriptive quantitative with sampling technique using convenience sampling. A total of 109 patients participated in this study. Data were collected using the Nursing Interpersonal Relationship Questionnaire (NCIRQ) developed by Borges, Moreira, and Andrade, (2017) which consists of 31 questions with Cronbach's alpha 0.90. In this study, the NCIRQ questionnaire has been translated into the Indonesian version by nursing professionals from the Faculty of Nursing, Universitas Syiah Kuala with Cronbach's alpha 0.97.

## III. FINDINGS

Based on table 1, it is known that the average age of the respondents is 48.13 years (SD 17.503) and the majority are >60 years old as many as 35 respondents (32.1%). Most of the respondents were women as many as 59 respondents (54.1%). The majority of respondents were married as many as 72 respondents (66.1%). The majority of respondents do not work as many as 51 respondents (46.7%). The average length of stay of respondents at this time was 3.28 days (SD 2.282) and the majority were treated in the range of 1-5 days as many as 97 respondents (89%).

**Table 1. Frequency Distribution of Patient Demographic Data**

Characteristics	f	%
Gender [9] [12]		
Man	50	45.9
Woman	59	54.1
Age (years) (M ± SD) [12]	48.13±17.503	
18-22 years old	6	5.5
23-35 years old	24	22
36-44 years old	16	14.7
45-60 years	18	25.7
>60 years old	35	32.1
Marital status [9]		
Not married yet	23	21.1
Marry	72	66.1
death divorce	14	12.8
Job status [9]		
Doesn't work	51	46.7
Civil servant	13	11.9
Self-employed	38	34.8
Retired civil servants	7	6.4
Duration of Hospitalization (M ± SD) [12]	3.28 ± 2.282	
1-5 days	97	89
6-10 days	10	9.2
>10 days	2	1.8

Table 2 shows that the majority of respondents stated that the nurse-patient interpersonal relationship in the inpatient ward of Meuraxa Hospital Banda Aceh was in the high effectiveness category as many as 60 respondents (54.1%).

**Table 2. Frequency Distribution of Nurse-Patient Interpersonal Relations in the Inpatient Room at Meuraxa Hospital Banda Aceh (n=109)**

Category	f	%
Moderate Effectiveness	49	44.9
High Effectiveness	60	55.1

#### IV. DISCUSSION

The nurse-patient interpersonal relationship is a professional relationship that occurs between nurses and patients through the exchange of information in order to achieve the desired treatment goals [13]. The nurse-patient interpersonal relationship in another sense is a relationship based on mutual trust and respect to help meet the patient's biopsychosocial needs with the abilities and skills possessed by the nurse. Alternatively, the nurse-patient relationship can be a means of providing nursing care through a dynamic interpersonal process between the nurse and the patient [14]. In Imogene King's theory, the interpersonal system between nurses and patients is built based on four dimensions which include the process of interaction, communication, transaction, role, and stress [15]–[17].

Based on demographic data from Table 1, it is known that most respondents are women up to 35 (32.1%). This is inconsistent with research conducted in a previous study where men surveyed reported that the level of good interpersonal relations was 63.1% compared to women. This is due to the way men think that tends to be positive, more patient, and prioritizes healing. Meanwhile, women tend to be anxious to resolve service issues [18]. Depending on age, the majority of respondents are known to be older than 60 years, up to 35 years (32.1%). This is in accordance with previous research that the older age group tends to be wiser in thinking and responding to all problems during treatment. However, older patients may have difficulty communicating directly with nurses, so they need to involve their families to facilitate communication with nurses [19].

Based on marital status, the majority of respondents were married as many as 72 respondents (66.1%). The other study stated that the majority of respondents are married as many as 14 respondents (56%) [12]. Based on employment status, as many as 51 respondents (46.7%) who did not work. This is in line with previous research that the majority of respondents do not work, as many as 51 respondents (40.5%) [20]. Based on the range of treatment days, respondents with a range of 1-5 days as many as 97 respondents (89%). Sun & Okochili's research (2017) states that patients with relatively short lengths of hospitalization, such as 3 days or less have a good relationship with nurses who provide adequate information [6].

Based on the results of the study in table 2, it is known that the description of the nurse-patient interpersonal relationship in the inpatient room at the Meuraxa Hospital Banda Aceh is at a high level of effectiveness, as many as 60 respondents (55.1%). These results are in line with the research of Soewandi and Yusuf, which states that the interpersonal relationship between nurses and patients at Jombang Hospital is quite good [21]. Lestari, Kusmiran and Arifin also stated that the description of the nurse-patient interpersonal relationship at the Rajawali Hospital in Bandung in 2020 was in the very good category as much as 73.6% [22].

According to Borges, Moreira, and Andrade explain that the characteristics of nurse-patient interpersonal relationships who have reached the high effectiveness category are patients feel happy when meeting and interacting with nurses during nursing care. The entire communication process built by nurses includes verbal and nonverbal language that is understood by the patient. Patients also feel that nurses are putting themselves in the patient's shoes to better understand and realize that patients have received comprehensive and patient-centred care. In addition, the patient feels calm with the touch given by the nurse and feels the nurse's togetherness during the treatment process. At this level the nurse always asks the patient for permission before carrying out an action or treatment procedure [23]. Study by Ulansari, Jufri, and Iskandar states that the effectiveness of communication built by nurses in interpersonal relationships has an impact on the healing process and patient comfort in services during treatment [24].

Therefore, the researcher argues that effective communication is a skill that nurses must have to build good interpersonal relationships with patients. According to Imogene King's theory, one of the most important dimensions in building interpersonal relationships is communication.

#### V. CONCLUSION

Based on the results of the study, it can be concluded that most of the patient's perceptions of the nurse-patient interpersonal relationship are in the high effectiveness category, as many as 60 respondents (55.1%). Nurses are expected to maintain and improve the skills of the dimensions in interpersonal relationships in order to get more optimal results.

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