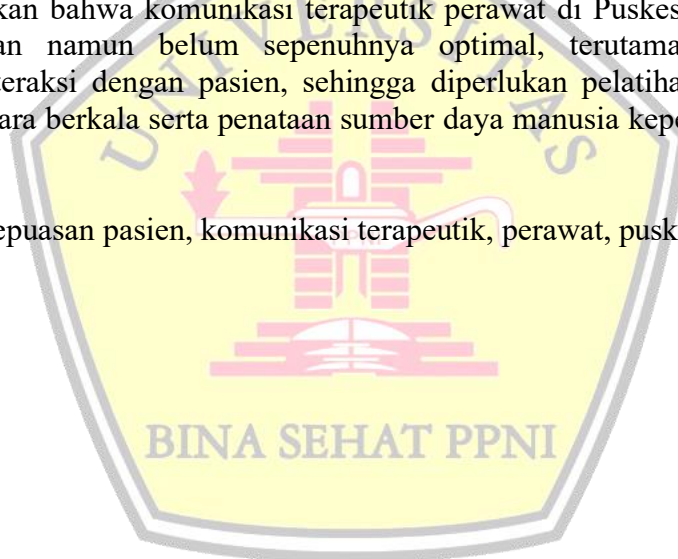


## ABSTRAK

Komunikasi terapeutik perawat berperan penting dalam membentuk kepuasan pasien, termasuk di Puskesmas Prambon Kabupaten Sidoarjo. Nilai Survei Kepuasan Masyarakat (SKM) periode Januari sampai Juni 2026 tergolong Sangat Baik (97,55), namun Rekap Pengaduan Triwulan I Tahun 2026 masih mencatat keluhan terkait sikap petugas, waktu pelayanan, dan kejelasan informasi, sehingga tingkat kepuasan pasien tentang komunikasi terapeutik perawat perlu dikaji lebih lanjut. Penelitian ini bertujuan mengetahui tingkat kepuasan pasien tentang komunikasi terapeutik perawat di Puskesmas Prambon. Desain penelitian deskriptif kuantitatif dengan pendekatan cross sectional digunakan pada 171 responden yang diambil melalui consecutive sampling, menggunakan kuesioner adaptasi dari Gunawan, Girsang, dan Nasution (2025) yang mencakup tahap pra-interaksi, orientasi, kerja, dan terminasi. Hasil penelitian menunjukkan bahwa secara keseluruhan mayoritas pasien berada pada kategori cukup puas (55,6%), dengan proporsi ketidakpuasan tertinggi terjadi pada tahap terminasi (35,7%) dibanding tahap lainnya. Temuan ini mengindikasikan bahwa komunikasi terapeutik perawat di Puskesmas Prambon sudah berjalan namun belum sepenuhnya optimal, terutama pada tahap penutupan interaksi dengan pasien, sehingga diperlukan pelatihan komunikasi terapeutik secara berkala serta penataan sumber daya manusia keperawatan yang lebih baik.

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



## **ABSTRACT**

*Therapeutic communication plays an important role in shaping patient satisfaction, including at Prambon Public Health Center, Sidoarjo Regency. The Community Satisfaction Survey score for January to June 2026 was categorized as Very Good (97.55), yet the First Quarter 2026 Complaint Report still recorded complaints regarding staff attitude, service time, and unclear information, indicating a need for further assessment of patient satisfaction with nurses' therapeutic communication. This study aimed to determine the level of patient satisfaction with nurses' therapeutic communication at Prambon Public Health Center. A descriptive quantitative design with a cross sectional approach was used on 171 respondents selected through consecutive sampling, using an adapted questionnaire based on Gunawan, Girsang, and Nasution (2025), covering the pre interaction, orientation, working, and termination phases. Results showed that overall patient satisfaction predominantly fell into the fairly satisfied category (55.6%), with the highest proportion of dissatisfaction occurring in the termination phase (35.7%) compared to the other phases. In conclusion, nurses' therapeutic communication at Prambon Public Health Center has not been fully optimal, particularly during the termination phase, so regular therapeutic communication training and better nursing workforce management are required to strengthen patient satisfaction.*

*Keywords: patient satisfaction, therapeutic communication, nurse, primary health center*

