

## THE EFFECT OF EFFECTIVE COMMUNICATION MODEL BASED ON H. PEPLAU'S THEORY ON PATIENT SATISFACTION

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### ABSTRACT

**Background:** Patient satisfaction is an indicator of healthcare quality. In 2024, Dr. Loekmono Hadi Hospital, Kudus, had 993 patients, with 397 highly satisfied, 298 satisfied, and 298 dissatisfied. This achievement falls short of the target of 100% highly satisfied patients in the Edelweiss VIP Room 4. Patient satisfaction is influenced by the quality of nursing services based on caring, such as sincerity, patience, knowledge, honesty, empathy, and the ability to listen and treat patients individually. Furthermore, effective communication is also a crucial factor, which must meet the aspects of clarity, accuracy, relevance, systematic flow, and cultural appropriateness. **Objective:** To determine the effect of the Effective Communication Model Based on H. Peplau's Theory on Patient Satisfaction. **Methods:** This study used a quasi-experimental design with two groups: one intervention group and one control group. The total number of respondents was 50 intervention and 50 control. The sampling technique used was purposive sampling with inclusion and exclusion criteria. The satisfaction instrument used a questionnaire, and the effective communication module was used. Data analysis used the Wilcoxon and Mann-Whitney bivariate tests, and multiple linear regression for multivariate analysis. **Results:** The study showed a significant difference in patient satisfaction in the VIP Edelweiss 4 Ward of Dr. Loekmono Hadi Kudus Hospital before and after the administration of the Effective Communication Model Based on Theory H. Peplau's with a p-value of 0.000. **Conclusion:** It is recommended to continue implementing and improving the Effective Communication Model Based on Theory H on an ongoing basis to improve patient satisfaction at Dr. Loekmono Hadi Kudus Hospital.

**Keywords:** Effective Communication Model; Nursing Services; Peplau's Theory On

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### INTRODUCTION

Effective communication in hospitals must be implemented effectively by all healthcare workers. Communication can be unclear when the communicators have different levels of understanding, and messages can be confused if the words and phrases used are unfamiliar to the listener. Therefore, effective communication requires clarity, accuracy, contextualization of language and information, systematic flow, and cultural context. Ineffective communication can lead to the risk of errors in the provision of nursing care. Communication is a crucial aspect for nursing service providers, as they continuously accompany patients 24/7 and collaborate with other medical personnel. Professionalism and patient satisfaction can be achieved through effective communication between nurses and other healthcare team

members, thereby increasing patient satisfaction.(Hilda, 2017)

Patient satisfaction is an indicator of the quality of care provided by healthcare providers. Satisfied patients are more likely to use healthcare services again when they need them. Satisfied patients are more likely to encourage others to use the same healthcare facility.(Nursalam, 2014)Good patient satisfaction will be seen from the implementation of professional nursing care and balanced with intellectual, technical, and interpersonal skills, the implementation of which can be reflected in caring behavior.(Amponsah & Adams, 2016).

The caring behavior of nurses can be said to be the heart of nursing practice and is a form of assessment by service users of patient services in health services.(Raghbir, 2018)Caring behavior is a form of nursing performance that

can significantly influence how nurses treat patients. Nurses' attitudes toward patients include being unfriendly, lacking sympathy, and rarely smiling. One cause of unsatisfactory service is a lack of caring behavior in nurses.(Sutria & Azhar, 2017)

Caring behavior is key to a nurse's success in carrying out their duties. Caring is the nurse's ability to feel what the patient is feeling regarding all events related to the patient, to analyze and interpret with feeling, and to understand what the patient is experiencing.(Ilkafah & Harniah, 2017)

The essence of nursing, nurses are responsible for the relationship that exists between nurses and patients, so that a professional nurse must be able to know the habits that are often carried out by patients and understand the response of a patient to a problem related to health that has been experienced or has the potential in a person, 2 caring attitudes towards clients that are based on human values, compassion, and attention to clients, namely through communication(Çakmak et al., 2018)..

Communication is an inseparable part of human daily life. Through communication, humans can exchange information, share, and develop themselves. Communication is a process of storing information (messages, ideas, thoughts) from one party to another. 1 Smooth communication will affect whether or not information is conveyed, and communication can build and create relationships between people and can influence someone to act or not after communication. Communication that is carried out every day occasionally faces obstacles in conveying information, sending messages so that the understanding of the message reaches the interlocutor until effective communication is created. Effective communication itself is defined as communication that is able to create a change in attitude or change in behavior as well as a change in opinion in people involved in communication. Good and effective communication is very important for patient recovery. Poor communication can be a problem in patient treatment. Building simple communication is very important to reduce patient

anxiety problems. According to Arnold & Boggs, communication is very important in helping medical care. Communication carried out at the patient's bedside is a therapeutic and professional communication. The communication skills of health professionals play a very important role in determining patient satisfaction and helping overcome patient problems, especially patients with chronic diseases and requiring long-term treatment.(Arnold & Boggs, 2019)

Because nursing is a practical discipline based on professional knowledge, it is necessary to use the knowledge infrastructure to develop a new approach in clinical practice, namely the application of the stages of the therapeutic relationship with the Peplau theoretical model approach.(Arnold & Boggs, 2019)

According to Alligood & Toomey, Peplau's theory is used to build a therapeutic communication process with a simple goal. The main element in this theory is communication between nurses and patients. According to Peplau, inadequate or inaccurate communication between nurses and patients can cause many problems in nursing. Peplau refers to the importance of communication therapy with patients and its crucial role in reducing anxiety through a framework for nurse-patient communication. Thus, nurses will be able to respond to patients' needs by establishing good therapeutic communication with patients.(Raile Alligood & Marriner Tomey, 2014).

Based on patient satisfaction data in the VIP Edelweiss Room 4 of Dr. Loekmono Hadi Kudus Regional Hospital in 2024 in January - October, there were 993 patients, of the 993 patients, 608 patients stated that they were very satisfied and 385 patients stated that they were only satisfied. This does not match the target of the VIP Edelweiss Room 4 of Dr. Loekmono Hadi Kudus Regional Hospital with a target of 100% very satisfied. This is to increase patient satisfaction so that patients feel happy and very satisfied with the service, for this reason researchers are interested in conducting research on the Influence of Effective Communication Models on Patient Satisfaction in the VIP

Received 25 September; Revised 15 October; Accepted 20 October 2025

## Edelweiss Room 4 of Dr. Loekmono Hadi Kudus Regional Hospital Based on H. Peplau's Theory

The general objective of this study is to determine the influence of the Effective Communication Model Based on H. Peplau's Theory on Patient Satisfaction in the VIP Edelweiss 4 Room of Dr. Loekmono Hadi Kudus Regional Hospital

### METHOD

The type of research used in this study is a quasi-experiment with a two-group approach, one intervention group and one control group.(Notoatmodjo, 2018), Data collection was carried out on May 2024 at Dr. Loekmono Hadi Hospital, Kudus with a sample of 100 patients with a length of treatment of 3-5 days divided into 2 groups. 50 for the intervention group and 50 for the control group with inclusion criteria Age 17-60 years, Patients treated at Dr. Loekmono Hadi Hospital, Kudus and Patients who experienced *compos metis* consciousness and could be spoken to, while the exclusion criteria are a characteristic of the population that can cause subjects who meet the inclusion criteria but cannot be included as research subjects(Sugiyono, 2018). The exclusion criteria in this study were patients who refused to be respondents, patients who were treated in the Emergency Room, ICU, and mental ward, and patients who experienced hearing and vision disorders with purposive sampling techniques using a nursing service questionnaire. The results of the validity test showed that of the 25 items tested for validity with  $N = 20$ , there were 25 items with valid values with  $r$  count  $> 0.444$ . With the lowest  $r$  count (Prismeiningrum, 2015)As for the reliability test. If the correlation is 0.7, it is said that the item provides a sufficient level of reliability, conversely, if the correlation value is below 0.7, it is said that the item is less reliable. The results of the reliability test on the nursing service quality scale obtained a reliability coefficient of 0.979.

Data collection A pre-test was conducted; respondents were given a questionnaire, then respondents filled it out according to the actual situation. After that, effective communication

training was given using Peplau's theory. A time contract meeting was held to conduct the post-test (Literature review). The researcher conducted data collection using the questionnaire guide, then the researcher collected the checklist and thanked the respondents. After conducting a thorough assessment, the final stage of this study was recording and reporting. Data obtained from the research results were processed and analyzed using non-parametric tests, namely Wilcoxon and Man Whitney. For multivariate use of multiple linear regression tests.

### RESULTS

#### 1. Respondent characteristics

Table 1 Respondent characteristics

Age	Mean	Min-Max		
Intervention	44.40	22-56		
control	46.82	29-60		
Variables	Intervention	Control		
Education	f	%	f	%
Elementary school	4	8.0	5	10.0
Junior high school	18	36.0	17	34.0
Senior high school	20	40.0	19	38.0
Bachelor	8	16.0	9	18.0
Gender				
Man	40	80.0	35	70.0
Woman	10	20.0	15	30.0
Work				
Laborer	6	12.0	1	2.0
Farmer	5	10.0	5	10.0
civil servant	4	8.0	3	6.0
Private	12	24.0	12	24.0
Doesn't work	5	10.0	7	14.0
Self-employed	18	36.0	22	44.0
Amount	50	100.0	50	100.0

In the table 1 shows that the average age of respondents for the intervention group was 44.40 years. The average age of the control group was 46.82 years. The majority of education variables for the intervention group were high school graduates (20 respondents (40.0%), while the control group was high school graduates, as many as 19 respondents (38.0%). The gender of the intervention group was mostly male (40.0%), while the control group was male (35 respondents (65.0%), while for occupation The majority of the intervention group were self-employed, namely 18

respondents (36.0%) and the control group were self-employed, namely 22 respondents (44.0%).

## 2. Univariate analysis

**Table 2 Effective communication before and after the training of the Effective Communication Model Based on H. Peplau's Theory was conducted in the intervention group and the control group**

Pre-test	Intervention		Control	
	f	%	f	%
Quite effective	6	12.0	6	12.0
Effective	33	66.0	32	64.0
Very effective	11	22.0	12	24.0
Post -test				
Quite effective	0	0.0	10	20.0
Effective	3	6.0	28	56.0
Very effective	47	94.0	12	24.0
Amount	50	100.0	50	100.0

In table 2 shows that Effective Communication before the training of the Effective Communication Model Based on H. Peplau's Theory in the intervention group and the control group for the intervention group the majority was effective, namely 33 respondents (66%), while for the control group the majority was effective was 32 respondents (64.0%). while after being given therapy For the intervention group, the majority was very effective, namely 47 respondents (94%), while for the control group, the majority was effective, namely 28 respondents (56.0%).

**Table 3 Patient Satisfaction Scores in the Edelweiss 4 VIP Room at Dr. Loekmono Hadi Kudus Regional General Hospital Before and After the Implementation of an Effective Communication Model Based on H. Peplau's Theory**

Pre-test	Intervention		Control	
	f	%	f	%
Not satisfied	3	6.0	0	0.0
Satisfied	27	54.0	31	62.0
Very satisfied	20	40.0	19	38.0
Post -test				
Not satisfied	0	0.0	0	0.0
Satisfied	27	54.0	29	58.0
Very satisfied	23	46.0	21	42.0
Amount	50	100.0	50	100.0

Table 3 results shows that the Patient Satisfaction Score before being given the H. Peplau Theory-Based Effective Communication Model for the intervention group was mostly very satisfied, namely 27 respondents (54%), while for the control group the majority were satisfied, namely 31 respondents (62.0%) while after being given the H. Peplau Theory-Based Effective Communication Model for the intervention group, most were satisfied, namely 27 respondents (54.0%), while for the control group the majority were very satisfied, namely 29 respondents (58.0%).

## 3. Bivariate analysis

**Table 4 Analysis Results Before and After the Effective Communication Model Based on H. Peplau's Theory Was Given on Patient Satisfaction**

Analysis	Mean	CI	P value
Pre and post-test	89.54 92.82	85.16 89.10	93.58 96.30
Wilcoxon Signed-Rank Test statistical test			0.000

In table 4 shows that there is a significant difference in Patient Satisfaction in the VIP Edelweiss 4 Room of Dr. Loekmono Hadi Kudus Regional General Hospital before and after the Effective Communication Model Based on H. Peplau's Theory. This is proven by the p value of the Wilcoxon Signed-Rank Test of 0.000. Based on this, the results of the hypothesis test are Ha accepted.

**Table 5 Analysis Results before and after being given without therapy (according to the hospital program) on Patient Satisfaction**

Analysis	Mean	CI	P value
Pre and postintervention	90.44 90.56	86.44 86.56	94.76 94.76
Wilcoxon Signed-Rank Test statistical test			0.288

In table 5 shows that there is no significant difference in Patient Satisfaction in the VIP Edelweiss 4 Room of Dr. Loekmono Hadi Kudus Regional General Hospital before and after without therapy (according to the hospital program). This is evidenced by the p value of the Wilcoxon Signed-Rank Test of

0.288. Based on this, the results of the hypothesis test are Ha rejected.

**Table 6 Results of the analysis of the differences between the intervention group and the control group regarding patient satisfaction**

Analysis	N	Z	P value
Results of comparative analysis between intervention and control	50	-3,895	0,000

#### Mann-Whitney U Test

In table 6 above, Analysis shows that there is a significant difference between the intervention group and the control group regarding Patient Satisfaction in the VIP Edelweiss 4 Room at Dr. Loekmono Hadi Kudus Regional Hospital with a p-value from the Mann-Whitney U Test of 0.000. Based on this, the results of the intervention group have a greater influence on Patient Satisfaction in the VIP Edelweiss 4 Room at Dr. Loekmono Hadi Kudus Regional Hospital than the control group.

a. To determine the simultaneous and partial effects of 5 independent variables on patient satisfaction, multiple linear regression analysis was performed. The following presents the results of the analysis.

**Table 7 Simultaneous Test (F Test)**

Source of Variation	Sum of Squares	df	Mean Square	F	Sig.
Regression	133,043	6	22,174		
Residual	1603.03	4	37,280	0.59	0.73
	7	3	5	3	
Total	1736,08	4			
	0	9			

In table 7 above, based on the results of the ANOVA test in the F value was obtained = 0.595 with a significance value (p) = 0.733. Since the p value > 0.05, it can be concluded that simultaneously, there is no significant influence between the independent variables (orientation, identification, exploitation, resolution, reach, and communication) on patient satisfaction.

**Table 8 Partial Test (t-Test)**

Variables	B	Beta	Sig.
(Constant)	2,253	—	0.475
Orientation	-0.325	-0.041	0.861
Identification	0.865	0.152	0.470
Exploitation	-0.768	-0.108	0.631
Resolution	2,974	0.370	0.108
Reach	-0.892	-0.160	0.471
Communication	-0.263	-0.065	0.763

In table 8 above, based on the partial test results independent variables were found to have a significant effect on patient satisfaction (all sig. values > 0.05). Although the resolution variable showed a lower significance value than the other variables (p = 0.108), it still did not reach the 0.05 significance limit.

The VIF values for all variables are below 10, and the Tolerance values are above 0.1, indicating that there are no multicollinearity issues in this model. Thus, all independent variables are suitable for inclusion in the regression model.

The results of multiple linear regression tests indicate that the effective communication model based on Peplau's theory did not demonstrate a statistically significant effect on patient satisfaction in this analysis. This is likely due to several factors, including high respondent variability, limited intervention time, or because patients' perceptions of nurse communication did not fully reflect the application of the theory.

## DISCUSSION

The results of the study showed that there was a significant difference in Patient Satisfaction in the VIP Edelweiss 4 Room of Dr. Loekmono Hadi Kudus Regional General Hospital before and after the Effective Communication Model Based on H. Peplau's Theory.

Effective communication is communication that can produce changes in attitudes in the people involved. Effective communication is a process in which the communicator and the recipient exchange information, ideas, beliefs, feelings, and attitudes between two people or groups, resulting

in the desired outcome. Effective communication is a communication process in which the recipient understands what has been conveyed and does what the communicator wants through the message.(Muhith & Siyoto, 2021).

The interpersonal stages, according to Peplau's theory, are the therapeutic processes that occur between a nurse and an individual in need of medical care. The relationship between a nurse and a patient must successfully progress through four stages: orientation, working, and resolution or termination.(Smith, 2019) Hospital patients recognize that they need help and are trying to adjust to their current, and often new, experiences. Nurses discuss patients' unique needs and priorities together.

The working phase is the phase where nurses spend extended periods of time with patients. In this phase, nurses analyze the patient, which will be explored during the learning process and contribute to the development of interdisciplinary care plans. During the working phase, patients begin to recognize the nurse's role as an educator, information source, consultant, and healthcare provider. Nurses engage in nondirective listening to increase patient awareness of ongoing health changes. They provide reflective, nondiscriminatory feedback as a strategy to help patients clarify their thoughts.

The final step is the termination phase, or withdrawal planning. The success of this phase depends on how well the patient and nurse complete the orientation and teamwork phases. This phase typically involves nurses teaching patients how to manage their symptoms and recover at home.(Smith, 2019)

Research by Putra, DM, & Aziz, N. (2019). Hypothesis testing using the t-test, for the respect variable obtained a significant value of 0.045, meaning this value is smaller than the alpha value of 0.05. Based on this analysis, effective communication has a significant positive effect on service satisfaction at RSI Siti Rahmah Padang.(Putra & Aziz, 2019).

The results of the study by Fathidokht, H., Mansour-Ghanaei, R., Darvishpour, A., & Maroufizadeh, S (The average value of nursing satisfaction in the intervention group  $(5.4 \pm 93.0)$

was significantly higher than the control group  $(6.8 \pm 75.7)$  ( $t(64) = 11.54$ ,  $P < 0.001$ ,  $d = 2.84$ ). In other words, the average value of nursing care satisfaction in the intervention group was 17.4 units (95% confidence interval: 14.4-20.4) higher than the control group.(Fathidokht et al., 2023).

Research by Putra, DM, & Aziz, N. (2019). The results of hypothesis testing using the t-test, for the respect variable obtained a significant value of 0.045, meaning this value is smaller than the alpha value of 0.05. Based on this analysis, effective communication has a significant positive effect on service satisfaction at RSI Siti Rahmah Padang.(Putra & Aziz, 2019).

Good communication can be in the form of good interaction between nurses and patients in communicating, from the beginning to the end of the meeting using spoken or written language and expressions of feelings through facial expressions, body movements, voice intonation and the distance between the patient and the nurse. In the patient's healing process if the patient's communication with the nurse is good so that the patient can be given the right diagnosis and nursing care that is appropriate to the disease suffered by the nurse thus required to work hard to meet the goals that have been set in nursing care with communication and work together with the patient to discuss problems that hinder the achievement of goals where the application of communication by nurses is due to the nurse's increasing awareness of the importance of fostering communication and being open so that a relationship of mutual trust is achieved with the patient to be able to understand the patient's problems and be appropriate in handling them.(Reza & Sastraprawira, 2018).

According to Nisa (2022), in the orientation phase, nurses will introduce themselves and create good communication so that patients feel trust and build a sense of acceptance and understanding between nurses and patients.(Nisa et al., 2022) According to Kendon's theory (2014) quoted from Ra'uf (2021), body gestures such as an open attitude, namely arms that are not folded or clenched, are a form of nonverbal communication with visible body actions that communicate certain messages, either as a substitute for speech or

simultaneously and parallel with words.(Ra'uf, 2021).

According to researchers, communication is very beneficial for nurses because they can obtain information about the patient's condition. Furthermore, this communication can help patients convey their complaints so that a proper diagnosis can be made and appropriate nursing care provided to the patient suffering from their illness, which in turn allows the patient to recover. Various factors, including a nurse's education level and good knowledge, influence many nurses' ability to communicate well. When communicating, nurses must use language that is easy to understand and clear. They should avoid using medical jargon or use language that is easily understood. Nurses convey messages concisely and pay attention to their speaking pace, and they conclude conversations appropriately. Nurses need to further improve verbal communication during the orientation phase with the patient and nonverbal communication, namely the nurse's body language.

The control group did not have a significant difference in Patient Satisfaction in the VIP Edelweiss Room 4 of Dr. Loekmono Hadi Kudus Regional General Hospital before and after without therapy (according to the hospital program). This is evidenced by the p value of the Wilcoxon Signed-Rank Test of 0.288. Based on this, the results of the hypothesis test are Ha rejected. For the difference shows that there is a significant difference between the intervention group and the control group on Patient Satisfaction in the VIP Edelweiss Room 4 of Dr. Loekmono Hadi Kudus Regional General Hospital with a p value of the Mann-Whitney U Test of 0.000. Based on this, the results of the intervention group have a greater influence on Patient Satisfaction in the VIP Edelweiss Room 4 of Dr. Loekmono Hadi Kudus Regional General Hospital than the control group.

## CONCLUSION

There is a significant difference in patient satisfaction in the VIP Edelweiss 4 Ward of Dr. Loekmono Hadi Kudus Hospital before and after the administration of the Effective Communication Model Based on Theory H, Peplau's. implementing

and improving the Effective Communication Model Based on Theory H on an ongoing basis to improve patient satisfaction

## ACKNOWLEDGEMENT

The author would like to thank: Director of RSUD dr. Loekmono Hadi Kudus for the permission given in conducting the research, Head and staff of VIP Room Edelweiss 4 for their cooperation and support during the research process and All respondents who have been willing to provide the required data and information. Hopefully the results of this research are useful, especially in improving the quality of nursing services based on H. Peplau's theory.

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