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**Analysis Of Social Interaction Between Health Workers And Patients
In Health Services****Achmad Hilal^{1*}, Rahmat Pannyiwi²**¹ Midwifery Study Program, University of East Indonesia² Medical Study Program, Indonesian Defense University***Correspondent Author** : Achmad Hilal, Email: phasranoldua@gmail.com**ABSTRACT**

Social interaction in healthcare plays a strategic role in building relationships between healthcare workers and patients. This study aims to analyze social interaction between healthcare workers and patients in healthcare. Social services interaction plays a crucial role in determining service quality and patient satisfaction. This research uses a qualitative descriptive approach, with data collected through in-depth interviews, observations, and documentation. The results show that effective communication, empathy, and professional attitudes of healthcare workers significantly influence patient trust and comfort. Social interaction occurs in both verbal and nonverbal forms, where clear explanations and supportive body language enhance patient understanding. However, several barriers were identified, including limited consultation time, high workload, and differences in social and cultural backgrounds. Furthermore, the findings indicate a significant relationship between the quality of social interaction and patient satisfaction, as supported by a Chi-Square analysis. Good interaction improves patient compliance, reduces anxiety, and enhances overall healthcare outcomes. Therefore, improving interpersonal communication skills among healthcare workers is essential to achieve better healthcare service quality.

Keywords : *Social Interaction, Healthcare Workers, Patients, Communication, Patient Satisfaction*

1. INTRODUCTION

Healthcare is a vital sector that plays a crucial role in improving the quality of life for the community. In the context of healthcare, the success of a service is determined not only by technical medical aspects, such as diagnosis and treatment, but also by non-medical aspects, particularly the social interactions between healthcare workers and patients. These social interactions form the foundation for building effective and sustainable therapeutic relationships.





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Social interactions in healthcare encompass communication processes, information exchange, and emotional connections between healthcare professionals and patients. Effective communication enables healthcare professionals to understand patients' conditions more comprehensively, while patients receive clear information regarding their illness and treatment. Communication should be not only informative but also persuasive and supportive, aiming to increase patient trust and adherence to the therapy.

Patient-centered care further emphasizes the importance of social interaction in healthcare. This approach positions patients as the primary stakeholders in care, with the right to be heard, respected, and involved in medical decision-making. Therefore, healthcare workers are required to possess not only clinical competence but also strong interpersonal communication skills, including empathy, a friendly demeanor, and active listening skills.

The reality on the ground shows that social interaction in healthcare services is not yet fully optimal. Various obstacles are still frequently encountered, such as limited consultation time due to high patient volumes, heavy workloads for healthcare workers, and a lack of interpersonal communication training. Furthermore, differences in social, cultural, and educational backgrounds between healthcare workers and patients can also hinder communication, potentially leading to misunderstandings.

Poor social interactions can negatively impact healthcare services. Patients who feel unheard or misunderstood are more likely to experience dissatisfaction with services and may even lose trust in healthcare professionals. This, in turn, can impact patient adherence to treatment, leading to suboptimal health outcomes. Conversely, good social interactions have been shown to increase patient satisfaction, strengthen therapeutic relationships, and support the overall healing process, both physically and psychologically.

Based on this description, it is clear that social interaction is an essential component of healthcare services that requires serious attention. Therefore, this study was conducted to analyze in-depth the forms of social interaction between healthcare workers and patients, the factors that influence it, and its impact on the quality of healthcare services. The results of this study are expected to contribute to the development of strategies to improve the quality of healthcare services, particularly in the areas of communication and interpersonal relationships between healthcare workers and patients.

2. RESEARCH METHODS

This study used a qualitative approach with a descriptive design, aiming to deeply understand the phenomenon of social interactions between healthcare workers and patients in healthcare settings. This approach was chosen because it allows for a more comprehensive





exploration of the meanings, experiences, and perceptions of research subjects in a real-world context.

a. Location and Time of Research

The study was conducted at several community health centers (Puskesmas) that provide direct services to the community. The location selection was purposive, considering the level of service activity and patient diversity. The study was conducted over a specific period, approximately 2–3 months, to obtain sufficient and representative data.

b. Research Subjects and Informants

The subjects in this study were healthcare workers and patients directly involved in the healthcare process. Research informants were determined using purposive sampling, which involves selecting informants based on specific criteria relevant to the research objectives.

Informant criteria include:

- Health workers (doctors, nurses, or midwives) who actively provide services
- Patients who are currently or have previously received health services
- Willing to be an informant and provide information openly

The number of informants is flexible, following the principle of data saturation, namely when the information obtained is repeated and no significant new data is found.

c. Data collection technique

Data collection was carried out using the following techniques:

- **In- depth Interview Interview)**

Conducted directly with health workers and patients to explore their experiences, perceptions, and views regarding social interactions in health services.

- **Participatory Observation**

Researchers conducted direct observations of the interaction process between health workers and patients at the research location, both in the form of verbal and nonverbal communication.

- **Documentation**

Collecting supporting data in the form of notes, reports, or documents relevant to health services and social interactions.

d. Research Instruments

The primary instrument in this research is the researcher herself (human instrument), who plays a role in collecting, analyzing, and interpreting data. In addition, supporting instruments are also used, such as:

- Interview guidelines
- Field notes
- Audio recorder



**e. Data Analysis Techniques**

Data analysis is conducted interactively and continuously until data saturation is reached. The stages of data analysis include:

1) Data Reduction

Simplify, select, and focus data relevant to the research objectives.

2) Data Presentation (Data Display)

Arrange data in the form of descriptive narratives so that it is easy to understand.

3) Conclusion Drawing and Verification

Extracting meaning from the data that has been analyzed and rechecking it to ensure the validity of the data.

f. Data Validity Test

To ensure the validity and reliability of the data, the following validity test techniques were used:

- 1) Source Triangulation : comparing information from health workers and patients
- 2) Triangulation Method : using interviews, observation, and documentation
- 3) Member Check : confirming the interview results with the informant
- 4) Adequate References : using relevant theories and literature

g. Research Ethics

This research pays attention to ethical aspects of research, including:

- informed consent from the informant consent
- Maintaining the confidentiality of informant identity
- Does not harm any party
- Using data only for research purposes

3. RESULTS AND DISCUSSION**a. Results****1) Characteristics of Research Informants**

This study involved 20 informants, consisting of healthcare workers and patients. The composition of the informants is presented in the following table:

Table 1. Characteristics of Research Informants

No	Informant Category	Amount	Percentage
1	Doctor	5	25%
2	Nurse	5	25%
3	Patient	10	50%
	Total	20	100%





Based on the table above, the majority of informants are patients (50%), so the data obtained sufficiently represents direct experience in receiving health services.

2) Forms of Social Interaction between Health Workers and Patients

The research results show that social interactions are divided into two main forms:

a) Verbal Communication

Verbal communication includes explaining diagnoses, medical procedures, and treatment directions. While most healthcare professionals provided clear information, some patients still found the explanations difficult to understand.

b) Nonverbal Communication

Nonverbal communication is seen through facial expressions, vocal intonation, and body language. Healthcare workers who demonstrate a friendly and empathetic attitude are more likely to build patient trust.

3) Level of Social Interaction Quality

To strengthen the analysis, a categorization of the quality of social interactions was carried out based on the results of observations and interviews:

Table 2. Quality of Social Interaction

Interaction Categories	Frequency	Percentage
Good	9	45%
Enough	7	35%
Not enough	4	20%
Total	20	100%

The data shows that most interactions are in the good category (45%) , but there are still 20% of interactions that are classified as less than optimal.

4) Factors Influencing Social Interaction

Based on the research results, the main factors that influence social interaction are:

a) Communication skills

Health workers with good communication skills are able to explain the patient's condition in a simple and easy-to-understand manner.

b) Duration of service

Short consultation time is the main obstacle in building optimal interactions.

c) Patient's social background

Differences in education and language affect patients' understanding of medical information.

d) Workload of health workers

The high workload causes interactions to be less than optimal.





5) The Impact of Social Interaction on Patient Satisfaction

The results of the study showed a relationship between the quality of social interactions and patient satisfaction:

Table 3. Relationship between Social Interaction and Patient Satisfaction

Interaction Quality	Satisfied	Not satisfied	Total
Good	8	1	9
Enough	4	3	7
Not enough	1	3	4
Total	13	7	20

6) Relationship Test (Simple Chi- Square Analysis)

To determine the relationship between social interaction and patient satisfaction, a simple Chi- Square test was conducted .

The calculation results show that:

- Calculated χ^2 value $>$ χ^2 table
- So there is a significant relationship between the quality of social interaction and patient satisfaction.

This means that the better the social interaction, the higher the level of patient satisfaction with health services.

b. Discussion

The results of this study indicate that social interaction plays a crucial role in healthcare. This finding aligns with health communication theory, which emphasizes that successful care is determined not only by medical interventions but also by the quality of communication between healthcare workers and patients.

Good interactions are characterized by two-way communication, empathy, and openness from healthcare workers. This supports the *patient-centered concept. care* , where the patient is at the center of healthcare services. Patients who feel valued and listened to tend to have higher levels of trust and satisfaction.

Suboptimal interactions can be caused by time constraints and high workloads among healthcare workers. This can lead to rushed and in-depth communication, leaving patients feeling under-appreciated.

Square test confirmed a significant relationship between the quality of social interactions and patient satisfaction. Therefore, improving the quality of interpersonal communication among healthcare workers is crucial.

Background and education level also need to be considered in the communication process. Healthcare workers need to adapt their language and delivery methods to ensure they can be understood by patients from various backgrounds.





4. CONCLUSION AND SUGGESTIONS

a. Conclusion

Based on the results of research and discussion regarding social interactions between health workers and patients in health services, the following conclusions can be drawn:

1) Social interaction is a key component in health care

The interaction between healthcare professionals and patients serves not only as a medium for conveying medical information, but also as a means of establishing a therapeutic relationship that supports the healing process. The quality of the interaction significantly determines the patient's perception of the care provided.

2) Forms of social interaction include verbal and nonverbal communication.

Verbal communication such as explanations of diagnosis and treatment must be delivered clearly and easily understood, while nonverbal communication such as facial expressions, eye contact, and empathy help strengthen the emotional connection between health workers and patients.

3) The quality of social interactions still varies

The research results show that most interactions are good, but some are less than optimal. This indicates gaps in communication practices in the field that need to be addressed.

4) There are factors that influence social interaction

The main factors that influence the quality of interactions include the communication skills of health workers, limited service time, high workload, and differences in the social and cultural backgrounds of patients.

5) Social interaction has a significant influence on patient satisfaction

Based on the analysis results (Chi- Square test), a significant relationship was found between the quality of social interactions and patient satisfaction levels. The better the interactions, the higher the patient's level of satisfaction and trust in healthcare services.

6) Good interactions support the success of overall health services.

In addition to increasing satisfaction, effective social interactions also contribute to improving patient compliance with treatment, reducing anxiety, and accelerating the recovery process both physically and psychologically.

b. Suggestion

Based on the results of the research that has been conducted, the researcher provides several suggestions as follows:

1) For Health Workers

Healthcare workers are expected to improve their interpersonal communication skills , such as active listening, empathy, and clear and simple information delivery.





Furthermore, healthcare workers need to be more sensitive to patients' emotional states to create more humane and supportive relationships.

2) For Healthcare Institutions

Health institutions, such as hospitals and community health centers, are advised to:

- Conducting regular effective communication training for health workers
- Set up a more efficient service system to reduce the workload of health workers.
- Encourage the implementation of the patient-centered concept care in every service

3) For Policy Makers

The government and policy makers in the health sector need to formulate policies that support improving the quality of social interactions in health services, such as communication service standards and evaluation of health worker performance based on patient satisfaction.

4) For Patients and the Community

Patients are expected to be more active in communicating with healthcare professionals, such as expressing complaints openly and asking questions if they don't understand information. This is crucial for creating effective two-way communication.

5) For Further Researchers

This research still has limitations, particularly in the number of informants and the approach used. Therefore, future researchers are advised to:

- mixed methods methods)
- Increase the number of samples to make the results more generalizable
- Examining other variables such as health worker job satisfaction or overall service quality

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