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**International Journal of Health Sciences (IJHS)**Journal Homepage: <https://jurnal.agdosi.com/index.php/IJHS/index>

Volume 3 | Number 4 | December 2025 |



## The Relationship Between Midwife's Interpersonal Communication And Patient Satisfaction With Midwifery Services

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### ABSTRACT

Interpersonal communication is an important component in midwifery services because it plays a role in building a therapeutic relationship between midwives and patients. Effective communication can increase trust, comfort, and patient satisfaction with the services received. This study aims to determine the relationship between midwives' interpersonal communication and patient satisfaction with midwifery services. The research method used is quantitative research with a descriptive analytical design and a cross-sectional approach. The study sample consisted of 100 patients who received midwifery services at health facility X. Data collection was carried out using an interpersonal communication questionnaire and a patient satisfaction questionnaire. Data analysis was carried out using the chi-square test. The results showed a significant relationship between midwives' interpersonal communication and patient satisfaction ( $p < 0.05$ ). The conclusion of this study is that the better the midwife's interpersonal communication, the higher the level of patient satisfaction with midwifery services.

**Keywords:** Interpersonal Communication, Midwives, Patient Satisfaction, Midwifery Services

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## 1. Introduction

Midwifery services are a crucial component of the healthcare system, focusing on maternal and child health. The quality of midwifery care is determined not only by the midwife's clinical competence in providing care, but also by her ability to build effective interpersonal relationships with patients. A strong relationship between midwife and patient can foster a sense of security, comfort, and trust, positively impacting the patient's care experience and satisfaction.

Interpersonal communication in midwifery care encompasses the direct exchange of information, feelings, and meaning between midwives and patients. Effective communication is characterized by openness, empathy, mutual respect, and the midwife's ability to convey health information clearly and easily. Through effective communication, midwives can explore patient concerns in greater depth, provide appropriate health education, and involve patients in decision-making regarding care and obstetric procedures.

Patient satisfaction is a crucial indicator in assessing the quality of healthcare services, including obstetric care. Satisfied patients tend to have greater trust in healthcare providers, demonstrate greater adherence to medical recommendations, and are more willing to use the same healthcare services again. Furthermore, patient satisfaction contributes to improving the overall image and quality of healthcare facilities.

In midwifery practice, various issues related to interpersonal communication between midwives are still encountered. Some patients complain about a lack of explanation of service procedures, midwives' seemingly rushed behavior, and limited communication time. These conditions can lead to misunderstandings, discomfort, and even patient dissatisfaction with the care received. If this continues, it could lead to a decline in the quality of midwifery services and public trust in healthcare professionals.

Various previous studies have shown that good interpersonal communication between healthcare professionals and patients is closely related to patient satisfaction. In the context of midwifery care, effective communication is crucial because the services provided often involve the physical, psychological, and emotional aspects of patients. Therefore, midwives are required to possess not only technical skills but also humanistic communication skills that are oriented toward patient needs.

Based on this background, this study was conducted to analyze the relationship between midwives' interpersonal communication and patient satisfaction with midwifery services. The results are expected to serve as a basis for improving the quality of midwifery services by strengthening midwives' interpersonal communication competencies, enabling them to provide higher-quality, safer, and patient-centered services.

## 2. Research Methods





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**a. Research Design**

This study used a quantitative design with a descriptive analytical approach and a cross-sectional method, meaning that the independent and dependent variables were measured simultaneously. This design was chosen to determine the relationship between midwives' interpersonal communication and patient satisfaction with midwifery services.

**b. Location and Time of Research**

The research was conducted at midwifery service facilities (Community Health Center/BPM/Hospital X) in January–March 2025. The selection of the research location was based on the high number of midwifery patient visits and the availability of midwives who provide direct services to patients.

**c. Population and Sample**

- Population

The population in this study was all patients who received obstetric services at the health facility where the study was conducted during the study period.

- Sample

The sample size for this study was 100 respondents, determined using the Slovin formula. The sampling technique used was purposive sampling.

Inclusion criteria:

- Patients receiving obstetric services (ANC, childbirth, postpartum, or family planning)
- Aged  $\geq 18$  years
- Can communicate well
- Willing to be a respondent

Exclusion criteria :

- Patients in emergency condition
- Patients with communication disorders

**d. Research Variables**

- Independent variable: Midwife's interpersonal communication
- Dependent variable: Patient satisfaction with obstetric services

Interpersonal Communication Indicators :

- Openness
- Empathy
- Supportive attitude
- Clarity of information
- Friendly and respectful attitude

Patient Satisfaction Indicators:





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- Service reliability
- Midwife responsiveness
- Assurance and trust
- Empathy
- Overall satisfaction

**e. Research Instruments**

The research instrument used was a structured questionnaire consisting of:

- 1) Interpersonal communication questionnaire (20 statements)
- 2) Patient satisfaction questionnaire (20 statements)
- 3) The questionnaire uses a Likert scale (1–5).
- 4) Validity testing was carried out using Corrected Item-Total Correlation ( $>0.30$ ) and reliability testing using Cronbach's Alpha ( $>0.70$ ).

**f. Data Collection Procedures**

- 1) Processing research permits to relevant institutions
- 2) Explanation of research objectives to respondents
- 3) Informed signing consent
- 4) Completion of questionnaire by respondents
- 5) Data completeness check

**g. Data Analysis Techniques**

Data analysis was carried out with the help of statistical programs, including:

- Univariate analysis: frequency distribution and percentage
- Bivariate analysis: Chi-Square test to determine the relationship between midwives' interpersonal communication and patient satisfaction.
- The significance level was set at  $\alpha = 0.05$

**h. Research Ethics**

This research pays attention to the ethical principles of health research, namely:

- Informed consent
- Confidentiality of respondent identity
- Respondents' right to refuse or stop participation
- Data is used for research purposes only

**3. Research Result****a. Research Result**

This study involved 100 patient respondents receiving midwifery services at the health facility where the study was conducted. The data obtained were analyzed univariately and bivariately to describe the characteristics of the respondents, the level of interpersonal communication between midwives, the level of patient satisfaction, and the relationship between these two variables.





### 1) Respondent Characteristics

Respondent characteristics include age, education level, and type of midwifery services received.

**Table 1. Respondent Characteristics**

Characteristics	Frequency (n)	Percentage (%)
<b>Age</b>		
18–25 years	22	22.0
26–35 years	48	48.0
>35 years	30	30.0
<b>Education</b>		
Basic education	20	20.0
Secondary education	55	55.0
Higher education	25	25.0
<b>Type of Service</b>		
ANC	45	45.0
Labor	25	25.0
Postpartum	15	15.0
KB	15	15.0

The majority of respondents were in the 26–35 year age group and received antenatal care (ANC) services.

### 2) Interpersonal Communication of Midwives

Interpersonal communication is assessed based on five indicators, namely openness, empathy, supportive attitude, clarity of information, and friendly attitude.

**Table 2.**

**Level of Interpersonal Communication of Midwives**

Communication Category	Frequency (n)	Percentage (%)
Good	68	68.0
Enough	22	22.0
Not enough	10	10.0
<b>Total</b>	<b>100</b>	<b>100</b>

Most respondents assessed that midwives' interpersonal communication was in the good category.

### 3) Patient Satisfaction with Midwifery Services





Patient satisfaction is measured through the dimensions of reliability, responsiveness, assurance, empathy, and overall satisfaction.

**Table 3.**  
**Patient Satisfaction Level**

Satisfaction Level	Frequency (n)	Percentage (%)
Satisfied	72	72.0
Quite satisfied	18	18.0
Not satisfied	10	10.0
<b>Total</b>	<b>100</b>	<b>100</b>

The results show that the majority of patients are satisfied with the obstetric services they receive.

#### 4) Interpersonal Communication and Patient Satisfaction

Bivariate analysis was conducted to determine the relationship between midwives' interpersonal communication and patient satisfaction.

##### **Interpersonal Communication and Patient Satisfaction**

Interpersonal Communication	Satisfied	Quite Satisfied	Not satisfied	Total
Good	60	6	2	68
Enough	10	10	2	22
Not enough	2	2	6	10
<b>Total</b>	<b>72</b>	<b>18</b>	<b>10</b>	<b>100</b>

The Chi- Square test showed a p value = 0.001 ( $p < 0.05$ ), which means there is a significant relationship between midwives' interpersonal communication and patient satisfaction with midwifery services.

#### 5) Interpretation of Results

Respondents who rated midwives' interpersonal communication as good tended to be satisfied with their midwifery services. Conversely, respondents who rated midwife's communication as poor reported higher levels of dissatisfaction. This confirms that interpersonal communication is a crucial factor in creating quality, patient-centered midwifery services.

### **b. Discussion**

The study results showed that midwives' interpersonal communication was significantly related to patient satisfaction with midwifery services. Most respondents rated midwives' interpersonal communication as good, and the majority of patients





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expressed satisfaction with the services they received. These findings confirm that the quality of communication between midwives and patients is a key factor in improving the quality of midwifery services.

#### 1) Interpersonal Communication as the Basis for Quality Midwifery Services

Interpersonal communication reflects a midwife's ability to build therapeutic relationships with patients. Midwives who communicate openly, empathetically, and kindly can create a comfortable and safe care environment for patients. This allows patients to express their complaints, needs, and concerns openly, allowing the midwife to provide appropriate and timely care.

The research results show that respondents who rated the midwives' communication as good were mostly satisfied with the service. This aligns with the concept of patient-centered service (care), where communication is the primary means of understanding patient needs and expectations.

#### 2) The Role of Empathy and Information Clarity in Increasing Satisfaction

Empathy and clarity of information are crucial components of a midwife's interpersonal communication. Midwifery patients are often in sensitive physical and emotional situations, requiring attention, patience, and easy-to-understand explanations. Midwives who demonstrate empathy and provide clear and comprehensive information can increase patient trust and satisfaction.

The findings of this study are in line with previous research which stated that empathy and the ability to explain service procedures simply can reduce patient anxiety and increase satisfaction with health services.

#### 3) The Impact of Ineffective Communication on Patient Dissatisfaction

This study also found that patients who rated midwives' interpersonal communication as poor were more likely to be dissatisfied with midwifery care. Lack of communication can leave patients feeling ignored, misunderstood, or lacking the information they need. This can potentially lead to mistrust and negative care experiences.

Therefore, interpersonal communication skills should be a core competency for midwives, in addition to clinical skills. Communication skills can be improved through training, supervision, and regular performance evaluations.

#### 4) Implications for Midwifery Services

The results of this study provide important implications for improving the quality of midwifery services, namely:

- a) Interpersonal communication needs to be a primary focus in midwifery services.





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- b) Health care facilities need to support the improvement of midwives' communication skills through ongoing training.
- c) Evaluation of service quality should not only assess technical aspects, but also aspects of communication and interpersonal relationships.

**4. Conclusion And Suggestions****a. Conclusion**

- 1) Most midwives have good interpersonal communication in providing midwifery services.
- 2) The majority of patients feel satisfied with the obstetric services they receive.
- 3) There is a significant relationship between midwives' interpersonal communication and patient satisfaction with midwifery services.
- 4) The better the midwife's interpersonal communication, the higher the level of patient satisfaction with midwifery services.

**b. Suggestion**

- 1) For Midwives

Midwives are expected to continue to improve their interpersonal communication skills, especially in terms of empathy, openness, and clarity of information to patients.

- 2) For Health Service Facilities

Management is advised to organize effective communication training and conduct regular evaluations of the quality of midwives' communication in midwifery services.

- 3) For Further Researchers

Further research is recommended to examine other factors that influence patient satisfaction, such as midwife workload, service environment, and organizational culture, with broader methods and samples.

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