



Increasing Job Satisfaction of Nurses through SBAR Communication in Handover of Nursing Tasks

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ABSTRACT

Ineffective communication among nurses poses a risk to patient safety and reduces job satisfaction. Effective communication methods are needed to improve patient safety and nurse job satisfaction. This study aims to determine the effect of the SBAR method implementation at the handover time nurses' job satisfaction. The study was carried out in Karanganyar Regional Hospital and Soehadi Priyonegoro Regional Hospital, Sragen. The research respondents consisted of nurses at Karanganyar Hospital who were the experimental group and nurses at the Sragen Hospital who were used as the control group, each of which was 32 nurses. The data analysis used the Mann-Whitney and Wilcoxon non-parametric difference test. The results showed that there was no significant difference in job satisfaction between the control group and the experimental group; There is an increase in job satisfaction of nurses after being given the SBAR method treatment. The SBAR method has a significant effect on the increase in job satisfaction of nurses with a value of $p = 0.000$ (less than 0.05). The SBAR method has an influence on nurses' job satisfaction. So, this method can be applied in hospitals as a standard communication tool accompanied by training to improve nurses'; skills in using the SBAR communication method.

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Peningkatan Kepuasan Kerja Perawat Melalui Komunikasi SBAR Saat Timbang Terima Tugas Keperawatan

ABSTRAK

Komunikasi yang tidak efektif diantara perawat menimbulkan risiko pada keselamatan pasien, serta menurunkan kepuasan kerja. Metode komunikasi yang efektif diperlukan untuk meningkatkan keselamatan pasien dan kepuasan kerja perawat. Penelitian ini bertujuan untuk mengetahui pengaruh pelaksanaan metode SBAR pada saat timbang terima terhadap kepuasan kerja perawat. Studi dilaksanakan di RSUD Kabupaten Karanganyar dan RSUD Soehadi Priyonegoro, Sragen. Responden penelitian terdiri dari perawat RSUD Karanganyar yang menjadi kelompok eksperimen dan perawat RSUD Sragen yang digunakan sebagai kelompok kontrol, masing-masing sebanyak 32 orang perawat. Analisis data menggunakan uji beda non parametrik Mann-Whitney dan Wilcoxon. Hasil penelitian menunjukkan tidak ada perbedaan kepuasan kerja yang signifikan diantara kelompok kontrol dengan kelompok eksperimen; Ada peningkatan kepuasan kerja perawat setelah diberikan perlakuan metode SBAR. Metode SBAR berpengaruh signifikan terhadap peningkatan kepuasan kerja perawat dengan nilai $p = 0,000$ (kurang dari 0,05). Metode SBAR memiliki pengaruh terhadap kepuasan kerja perawat sehingga metode ini dapat diterapkan di rumah sakit sebagai tool standar komunikasi disertai dengan penyelenggaraan pelatihan untuk meningkatkan keterampilan perawat dalam menggunakan metode komunikasi SBAR.

Kata kunci:

Komunikasi efektif
Metode SBAR
Kepuasan Kerja
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Introduction

A number of studies show that nurses are not satisfied with the working environment (L.H Aiken et al., 2001; Staffing, 2002; Van Bogaert, Clarke, et al., 2013). As many as 33,659 nurses from 12 European countries, one in five nurses was dissatisfied with their job. Several studies stated that 46.3% to 63% of nurses were dissatisfied with the work being done (Nurfrida Pratomo Putri et al., 2018; Upik & Sartika, 2010; Wolo et al., 2008; Yanidrawati et al., 2012; Muarif, A., & Adiyanti, M. 2020).

The main causes of dissatisfaction reported by nurses were factors related to the work environment, such as workload, ineffective communication, wages, no opportunities for advancement and opportunities to improve education, as well as nurses' employment status (LH Aiken et al., 2010; Linda H Aiken et al., 2001; Bogaert et al., 2012; Harless & Mark, 2010; Hayes et al., 2010; Lake, 2002). Ineffective communication between nurses and other health teams will affect the nurse services quality in providing quality patient care and affect patient safety (Muscedere et al., 2008; Wilmer et al., 2008).

The efforts that can be made to increase nurse satisfaction in the work environment are by conducting effective communication, giving praise, giving gifts, giving nurses the opportunity to make decisions, empowering nurses, and providing opportunities to develop skills (Gieter et al., 2010; Van Bogaert, Kowalski, et al., 2013).

The quality of nursing services is influenced by effective communication between nurses. One of the effective communications that can be used in a hospital is SBAR communication (Situation, Background, Assessment and Recommendation). The SBAR can be used effectively to improve handover between shifts or between staff in the same or different clinical areas. SBAR Involves all members of the health team (interprofessional) to provide input into the patients' situation including providing recommendations (Langsa, 2015). Handover of patients is a method designed to provide relevant information to the nursing team at every shift change, as a practical guide to providing information about the patients' current condition (Faisal et al., 2016; Rushton, 2010).

The phenomenon that occurs in Karanganyar Hospital is that the nurses' dissatisfaction at the time of the handover occurs because the information provided by the previous shift nurse is unclear both orally and in writing. As a result of this unclear information, there have been several mistakes in carrying out tasks that risk causing medical errors or malpractice.

Method

Research Participant

The population in this study were nurses who worked in the inpatient room of Karanganyar Hospital as an intervention group and Sragen Hospital as a control group. The sampling using purposive sampling technique. The

number of samples in this study was 32 nurses for each group

Research Method

This research is a quantitative study with a quasi experimental design pre and post test.

Research Procedure

The research in the experimental group began with the pretest step, the application of the SBAR method when doing handover and posttest. The pretest was carried out by measuring the job satisfaction of nurses before the application of the SBAR method using a job satisfaction questionnaire. The application of the SBAR method was begun with conducting training on the SBAR communication method. The training includes the presentation of material on the SBAR communication method and role play, the handover activity using the SBAR communication method. The SBAR communication method was implemented after training. The application of the SBAR method was carried out for 2 weeks and observations were made using the observation sheet. The posttest was carried out after the application of the SBAR communication method using a nurse job satisfaction questionnaire.

The research in the control group was carried out by implementing a pretest using a job satisfaction questionnaire. The posttest was carried out after respondents in the intervention group completed the application of the SBAR communication method. The posttest was conducted using a nurse job satisfaction questionnaire.

Instrument

The instrument used in this study was an observation sheet questionnaire to measure the handover process and effective communication using the SBAR method, and a job satisfaction questionnaire. The training for the handover implementation uses the SBAR communication method using a module compiled by the researcher which contains material on the SBAR communication method and the handover

Data Analysis

Data analysis used non-parametric statistics Wilcoxon and Mann-Whitney tests.

Results and Discussion

Twenty-three (71.9%) nurses in the control group were female, 9 (28.1%) were male. The highest number of nurses was in the age group 36-45 years as many as 16 people (50.0%), while the rest were spread in the age group <25 years 1 person (3.1%), > 45 years 10 people (31.3%), and 26 - 35 years 5 people (15.6%). 36 - 45 years old was the age category with peak productivity supported by sufficient maturity and experience. The number of nurses in the experimental group based on age in the 36-45 years age group was 14 people (43.8%), the 26-35 years age group was

3 people (9.4%). In the age group <25 years 4 people (12.5%), and > 45 years 11 people (34.4%).

18 people (56.3%) nurses in the control group had a bachelor's degree (S1), 14 people (13.8%) had a Diploma (D3) nursing education. 22 people (68.8%) nurses in the control group had a work period of > 10 years, 8 people (25.0%) had a work period of 5 - 10 years, and 2 people (6.3%) had a work period of <5 years.

19 nurses (59.4%) in the experimental group were female, while 13 (40.6%) were male. As many as 18 people (62.1%) had a work period of <5 years. 8 people (27.6%) with a work period of > 10 years, and 3 people or (10.3%) with a work period of 5 - 10 years. 23 people (71.9%) had a Bachelor degree (S1), 9 people (28.1%) had a Diploma (D3) Nursing education. 23 people (71.9%) nurses in the experimental group had a work period of > 10 years, 6 people (18.8%) had a work period of <5 years, and 3 people (9.4%) had a work period of 5 - 10 years.

Gurbuz (2017) reports that education level is positively correlated with job satisfaction. The job satisfaction of employees with a lower level of education tends to be higher than that of employees with a higher level of education.

The research by Kollman et al., (2019) states that the age category affects the level of job satisfaction. Workers/nurses react differently to factors related to their work. Younger

measures of job satisfaction of nurses are a factor of salary or compensation, while measures of job satisfaction of older nurses are a factor in their contribution to the job.

In terms of work period factors, the control group had more nurses with a work period of > 10 years than the control group. The results of the study by Riza, Ganzach, and Liu (2015), state that works period has a negative correlation with job satisfaction. The longer the employee's work period, the lower the level of job satisfaction.

The results of the univariate analysis showed that the mean of job satisfaction before the application of SBAR in the control group = 33.33 while the mean in the experimental group = 31.67. The mean of job satisfaction after the application of SBAR in the control group = 24.91 and the mean of the experimental group = 40.09.

The results of the different test analysis showed that before the intervention of the SBAR method on nurses at Karanganyar Hospital (experimental group), there was no significant difference in job satisfaction between nurses in the control group and nurses in the experimental group. The job satisfaction of nurses in the experimental group increased by 28.1% after the SBAR method was implemented at the time when the patient was handover. The SBAR method has a significant effect on the increase in job satisfaction of nurses with a p-value = 0.000 <0.05.

Table 1
Difference Test Results of Job Satisfaction between the Unpaired Control Group and the Experimental Group and the different significance - March 2020

Group	Pre-Test		Note	Post-Test		Note
	Mean	p		Mean	p	
Control	33,33	0,721	Not Significant	24,91	0,001	Significant
Experiment	31,67			40,09		

There are many factors that affect job satisfaction, one of which is effective communication. The communication factor itself can lead to a "feeling of satisfaction" in the perpetrator/nurse which is called "communication satisfaction". If communication runs smoothly and effectively, communication satisfaction will arise, and vice versa if communication is not effective it will cause dissatisfaction. According to Vermier (2017), communication satisfaction consists of three dimensions, namely (i) **the dimensions of the relationship** (vertical and horizontal): supervisor / doctor-nurse, among fellow nurses, and patient caregivers; (ii) **Dimensions of information flow**: climate of communication, one-way or two-way, feedback; and (iii) **Dimensions of information content**: structure, systematics, clarity, accuracy. The emergence of communication satisfaction will have a positive effect on job satisfaction (Vermier, 2017).

Shahid and Thomas (2018) state that compared to other tools, the SBAR method is the most effective communication tool to apply when handover nursing assignments in hospitals. The SBAR method is valid and reliable because it contains a series of information in the form of: Situation related to the patient's background, Assessment of the situation and background, and Recommendations regarding treatment plans, therapy, and examinations. needs to be done, or changes in the patient's condition that must be monitored. The exchange of this series of information at the time of receiving the assignment will make the communication process efficient, smooth, clear and accurate so that the risk of errors is reduced (Shaneela & Sumesh, 2018).

In the context of the nursing work-life where the SBAR method is practised when handover the assignments, the

interaction between performance and job satisfaction can occur simultaneously. When the handover process runs smoothly and efficiently because of the effective communication, the task implementation becomes easy, the risk of errors is low, and the success rate is high so that performance is good. The good performance brings a sense of satisfaction in the nurse because he/she is successful in carrying out a job well. Conversely, the emergence of job satisfaction will motivate nurses to maintain their performance and if possible it will even improve.

Conclusions and Recommendations

The SBAR communication method which applied at the time nursing handover assignments has an effect on increasing nurse job satisfaction. The SBAR method has an influence on the job satisfaction of nurses. So, this method can be applied in hospitals as a standard communication tool accompanied by training to improve nurses' skills in using the SBAR communication method.

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