

**THE RELATIONSHIP BETWEEN SITUATION, BACKGROUND,
ASSESSMENT, RECOMMENDATION (SBAR) COMMUNICATION
DURING HANDOVER AND NURSE JOB SATISFACTION IN
ALAMANDA AND TULIP INPATIENT WARDS
AT HAJJAH ANDI DEPU REGIONAL HOSPITAL**

Aisyah Noor Bakri^{1*}, Nur Isriani Najamuddin²

¹Nursing Department, Hasanuddin University

² Nursing Department, STIKes Bina Generasi Polewali Mandar

*Correspondence Author: aisyanoorbakri15@gmail.com

Abstract

Backgrounds; Implementing SBAR communication is an effort to improve patient safety in hospitals. Service security in hospitals is one way of improving effective communication between nurses, so that there are no misinformation during handovers and ensuring patient safety. **Objectives;** This study aims to determine the relationship between the application of SBAR communication during handover and the job satisfaction of nurses at Hajjah Andi Depu Regional Hospital. **Methods;** This type of research is descriptive analytical, with a cross sectional study approach, with a cross-sectional approach, sampling was carried out using totaling sampling techniques. **Results;** Based on the results of the Chi Square test, there is a relationship between the application of SBAR communication during handover and nurses' job satisfaction ($p=0.000$ where $p=0.05$). **Conclusions;** Thus, nurses are expected to carry out SBAR communication during handover effectively in order to increase job satisfaction.

Keywords: SBAR Communication ; Job Satisfactio

BACKGROUND

To ensure that hospital services improve in conjunction with the quality of nursing care, continuous and sustainable enhancement of nursing service quality is essential. The professionalism of nursing services within hospitals can be augmented through the optimization of nurses' roles and functions, particularly in independent nursing care services. This can be effectively achieved through proficient communication among nurses as well as with other healthcare team members. One critical area requiring improvement in communication effectiveness is during patient handover at shift changes (Sulistyawati *et al.*, 2020). Communication in professional nursing practice is a fundamental component for nurses in delivering nursing care to attain optimal outcomes in nursing activities. According to Rahmatulloh *et al.*, (2022), communication is the process of exchanging thoughts, feelings, opinions, and suggestions that occurs between two or more individuals collaborating together.

Poor communication can disrupt the smooth functioning of an organization in achieving its objectives and can lead to patient safety issues, increasing the risk of errors in nursing care, such as medication errors and mistakes in nursing procedures. Communication must be built with clarity and accuracy to enhance patient safety (Hadi, 2016) as cited in Rahmatulloh *et al.*, (2022).

Nursing services are a critical component of healthcare systems, playing a vital role in maintaining the quality of hospital services and serving as a benchmark for the hospital's reputation in the eyes of the public. Therefore, nurses are required to work professionally. To achieve high-quality services, it is necessary to employ a system of nursing care delivery that supports professional nursing practice and adheres to standards set by managers with adequate skills and abilities. The quality of nursing services is one of the crucial aspects influencing the overall quality of hospital services (Seprinus & Putri, 2022).

The continuous advancements in science and technology, particularly in the healthcare sector, demand changes in service delivery. Therefore, to provide more professional services in hospitals, the delivery of nursing care must be of high quality. Nursing Law No. 38 of 2014 Article 3B stipulates that the regulation of nursing aims to improve the quality of nursing services. Consequently, delivering quality nursing care is crucial in current healthcare services (Seprinus & Putri, 2022).

One strategy to optimize the roles and functions of nurses in nursing services is to improve nursing management. This improvement aims to ensure that patients receive high-quality care by optimizing managerial factors. Another critical factor in healthcare services is nurses' job satisfaction. Job satisfaction among nurses requires serious attention from hospital management because nurses constitute the largest group of employees, serve as the frontline providers of nursing care, and interact directly with patients and their families. Job satisfaction is related to feelings about one's job and involves aspects such as wages or salaries received. Opportunities for career development, relationships with other employees, job placement, job type, company organizational structure, and the quality of supervision (Seprinus & Putri, 2022).

Therefore, it is crucial to enhance communication with other healthcare professionals by practicing effective communication to improve the quality of healthcare services at Hajjah Andi Depu Hospital. Communication sometimes only consists of orders and confirmations without discussion and knowledge transfer. Unsystematic communication can be a barrier to professional interaction (Mardiana, Kristina, and Sulisno, 2019) as cited in Rahmatulloh *et al.*, (2022). SBAR-based communication should be implemented in healthcare services. SBAR (Situation, Background, Assessment, Recommendation) communication is a structured, effective communication method used by nurses to convey patient conditions to fellow nurses and other medical team members (SNARS, 2017) as cited in Rahmatulloh *et al.*, (2022). The

implementation of SBAR communication is critical during handovers, patient condition reporting, and patient transfers.

The transfer of information during shift changes is referred to as handover. This process includes information related to the patient's clinical condition, patient needs, personal circumstances, and social factors. There is a relationship between motivation and the implementation of SBAR communication during handovers among practicing nurses, as nurses who can communicate effectively will enhance their professional image (Mc Cloughen et al., 2008; Dewi, 2012; Singgih, 2015; Triwibowo, 2016) as cited in Rahmatulloh et al., (2022).

Failure to implement SBAR communication during handovers can lead to increased risks to patient safety, ineffective communication among nurses, and consequently, a decrease in the quality of nursing care. Moreover, the continuity of care that supports patient safety will be diminished, and public trust in hospital healthcare services may decline (Alvarado, 2006; Cahyono, 2008; Supinganto, 2015; Qomariah, 2015) as cited in Rahmatulloh et al., (2022).

The Institute of Medicine (IOM) estimates that 100,000 patient safety incidents due to medical errors occur annually. For 15 consecutive years, communication errors have accounted for 70% of sentinel events. During transitions of care, also known as internal handovers, which ensure the continuity of patient safety, communication is crucial. Failures in communication have been identified as significant contributors to sentinel events (unexpected incidents with fatal outcomes). According to research by Mairosoo et al. (2019) at Padang Pariaman Hospital, findings over the previous three years indicated parameters showing patient safety with 15 unexpected events, 41 near-miss incidents, and 76 no-harm incidents (Reska, 2021). Patient safety incidents worldwide are generally caused by communication problems. In the United States, 67% of 2,900 sentinel events from 1995 to 2005 were due to miscommunication (Dewi and Reva, 2019). From 2004 to 2005, 25-41% of sentinel events in Australia were caused by communication failures (Australian Institute of Health and Welfare & the Australian Commission on Safety and Quality in Health Care, Rachmah, 2018) as cited in Kusumaningsih & Monica (2019).

Kusumapradja (2021) states that 66% of reported sentinel events are caused by communication problems, particularly during handovers. Miscommunication during handovers significantly impacts patient care in hospitals, necessitating research to provide the best solutions to these issues. This study aims to investigate the relationship between SBAR communication and patient handovers. SBAR- based effective communication is a structured technique for healthcare workers to communicate patient conditions (Kusumaningsih & Monica, 2019).

Handover using the SBAR technique (Situation, Background, Assessment, and Recommendation) facilitates effective communication among patients, nurses, and other healthcare providers during shift changes. The SBAR components consist of four elements: S (Situation), which identifies the current problem; B (Background), which includes medical history and an overall summary of the situation; A (Assessment), which involves evaluating the issue; and R (Recommendation), which includes suggestions on what should be done based on the situation (Sulistyawati et al., 2020).

The use of the SBAR communication tool can facilitate communication both personally and within the team, enhancing the patient safety culture and positively impacting incident reporting (Sulistyawati et al., 2020). According to research by K. & Mayasari (2019), shift handovers are still not conducted effectively, with the average percentage for night-to- morning shifts being 69.9%, morning-to- afternoon shifts 65.4%, and afternoon-to-night shifts 60.3%. Ineffective handovers can lead to delayed diagnoses and treatments, excessive examinations, lower patient satisfaction, and longer hospital stays (Sulistyawati et al., 2020).

To accurately implement diagnoses, it is essential to conduct handovers using the SBAR

technique correctly. Failure to use SBAR communication during handovers increases the risk of patient safety incidents, leads to ineffective communication among nurses, negatively impacts the quality of nursing care, reduces the continuity of care that supports patient safety, and decreases public trust in hospital healthcare services (Rahmatulloh *et al.*, 2022).

Research by Ayuni *et al.* (2019) in the ICU-CCU of RSUD Gambiran, Kediri City, East Java, shows a higher non-compliance rate of 57.9%. Considering these two studies, the non-compliance of nurses in documenting nursing care remains high, approaching 50% to 60%. This means that more than half of the nurses do not record the nursing care steps they have taken for patients as part of the nursing process. Based on the aforementioned issues, the researcher is interested in conducting a study on "The Relationship between SBAR Communication during Handover and Nurses' Performance in Providing Nursing Care in the Inpatient Ward of RSUD Hajjah Andi Depu, Polewali Mandar." Handover done no It's just a formality, but the handover is carried out in good quality.

High-quality care positively affects patient health conditions. The quality of handovers impacts various patient-related factors such as satisfaction, safety, length of stay, and more. The quality of handovers is influenced by the methods used; the most current and updated methods will provide better quality handovers because newer methods likely incorporate numerous improvements over older ones. Hospital service quality depends on the professionalism of service providers, service effectiveness, and job satisfaction. Low-quality services result in patient dissatisfaction. Common sources of dissatisfaction, especially in inpatient wards, include untimely care from doctors and nurses, unfriendliness of nurses, and ineffective communication between nurses and patients. An increase in complaints indicates lower service quality, leading to decreased patient satisfaction (Nining *et al.*, 2022).

The WHO's 2007 recommendation, as cited in Fadlia (2020), mandates that nurses improve their communication patterns, especially during shift handovers, by using SBAR communication. SBAR stands for: S (Situation), which includes the patient's identity and current issues, along with medical diagnosis results; B (Background), which describes the patient's medical history or supporting information related to the current issues; A (Assessment), which represents the conclusion of the current issues; and R (Recommendation), which entails the plans or suggestions to address the existing problems.

These recommendations are a way to enhance the quality of hospital nursing care. Additionally, another way to ensure quality nursing care is to provide job satisfaction for nurses, as this fosters a sense of enjoyment in their work, leading to improved nursing care services (Fadlia, 2020).

Hospital services must be high-quality, effective, and efficient, supported by adequate healthcare staff in terms of both quality and quantity. Healthcare professionals must provide easy access for patients, ensure patient safety, respect patients, communicate well, engage in participation, maintain patient privacy, and provide accurate information to patients. Nurses are required to maintain their quality and professionalism in patient care, continually improving their performance and productivity. The role of nurses in healthcare services is crucial, particularly as they comprise the largest group of healthcare providers compared to other healthcare professionals. Therefore, nurse job satisfaction significantly influences the hospital's image. It is essential to consider the job satisfaction of nurses to ensure they perform their duties and functions effectively in providing healthcare services to patients (Ainun, 2021).

Handover using the SBAR method provides better information and methodology compared to older methods. One advantage of SBAR handovers is that they aid in communication among nurses, both individually and within teams. Although SBAR is the most current method for handover activities, it is not yet widely used in practice, or if used, it has not been fully optimized. A focused effort is necessary to fully implement SBAR to ensure high-quality handovers.

Implementing SBAR communication during handovers can lead to improved nurse performance and increased job satisfaction if each SBAR communication during handovers is executed effectively, as indicated by previous research findings. The aforementioned studies

suggest that it would be valuable to explore whether the use of SBAR communication during handovers can result in better communication between nurses and other healthcare professionals, accurate and appropriate nursing care, and increased nurse satisfaction in delivering nursing care.

Nurses' job satisfaction is influenced by various factors including the diversity of tasks, supervision, task relevance, feedback on outcomes, and personal growth. Enhancing job satisfaction can be achieved through multiple approaches such as creating favorable working conditions, establishing an effective supervision system, granting authority or autonomy, providing constructive feedback, and offering development opportunities. These strategies can be implemented through a professional nursing care delivery system (Seprinus & Putri, 2022).

METHODS

This research employs a descriptive- analytic design with a cross-sectional approach. The sampling method used in this study is also based on the cross-sectional approach. The research was conducted in the Alamanda and Tulip wards of Hajjah Andi Depu Polewali Mandar General Hospital. The study took place over approximately two months, from August to September 2023. The sample in this study consists of the entire population in the Alamanda and Tulip inpatient wards at Hajjah Andi Depu Polewali Mandar General Hospital. The sampling technique used in this study is total sampling, a method where all members of the population are included as samples (Sugiyono, 2018). In this study, data collection was conducted using observation sheets and questionnaires as instruments. The questionnaires included both questions and statements relevant to the research. The specific questionnaires used are as follows: SBAR Communication Questionnaire. This questionnaire aims to assess the implementation of SBAR communication during handovers. It consists of 23 statements. The questionnaire employs a Likert scale with four categories: Very Often (4), Often (3), Sometimes (2), and Never (1). This questionnaire focuses on nurses' job satisfaction and is rated on a scale from 1 to 5. In the data analysis process, the composite score, typically the sum or average of all item responses, can be utilized. The total score from all items is valid as each item is an indicator of the variable it represents (Hidayat, 2015). The data analysis methods used in this study include univariate and bivariate analyses. Univariate analysis employs descriptive statistical methods to outline the characteristics of each variable. This analysis provides a summary of individual variables, including measures such as mean, median, and standard deviation. While Bivariate analysis in this study is conducted using the Chi-square test with a significance level of <0.05. The purpose of this analysis is to examine the relationships between variables. By applying the Chi-square test, the researcher aims to identify and assess the associations and potential correlations between different variable

RESULT AND DISCUSSION

Table 1 Distribution of Respondents by Age of Nurses in the Alamanda and Tulip Wards

Age	Number (n)	Percentage (%)
15-30 years	4	16.0
31-40 years	18	72.0
41-50 years	3	12.0
Total	25	100

Source: Primary data 2023

Based on Table 1, it can be observed that out of the 25 respondents, the largest age group is 31-40 years, comprising 18 individuals (72.0%), while the smallest age group is 41-50 years, with 3 respondents (12.0%).

Table 2: Distribution of Respondents by Gender of Nurses in the Alamanda and Tulip Wards

Gender	Frequency	(F) Percentage (%)
Male	2	8.0
Female	23	92.0
Total	25	100.0

Source: Primary Data 2023

Based on Table 2, it is shown that out of the 25 nurse respondents across the two wards, 2 are male (8%) and 23 are female (92%).

Table 3: Distribution of Respondents by Education Level

Education	References	(F) Percentage (%)
Diploma III in Nursing	5	20.0
Bachelor's Degree in Nursing	20	80.0
Total	25	100.0

Source: Primary Data 2023

Based on Table 3, the most prevalent education level among respondents is the Bachelor's Degree in Nursing (S1/Ners), with 20 individuals (80%), while the least prevalent education level is the Diploma III in Nursing, with 5 individuals (20.0%).

Table 4: Distribution of Respondents by Length of Service of Nurses in the Alamanda and Tulip Wards

Age	Number (n)	Percentage (%)
1-10 years	17	68.0%
11-20 years	8	28.0
21-30 years	1	4.0
Total	25	100

Source: Primary Data 2023

Based on Table 4, it can be seen that among the 25 respondents, the most common length of service is 1-10 years, with 17 individuals (68.0%). The least common length of service is 21-30 years, with only 1 individual (4.0%).

Table 5: Distribution of Respondents by Ward

Education	References	(F) Percentage (%)
Alamanda	13	52.0
Tulip ward	20	48%
Total	25	100.0

Source: Primary Data 2023

Based on Table 5, out of the 25 respondents, 13 (52%) are located in the Alamanda ward and 12 (48%) are in the Tulip ward.

Table 6: Distribution of Respondents Based on the Implementation of SBAR Communication at Hajjah Andi Depu General Hospital in the Alamanda and Tulip Inpatient Wards

Education	SBAR	Category	(F) Percentage (%)
Alamanda	19	effective	76.0 24%
Tulip ward	6	less effective	
Total	25		100.0

Source : Primary Data 2023

Based on Table 6, it can be seen that out of the 25 respondents, the implementation of SBAR communication is categorized as effective for 19 individuals (76.0%), while 6 respondents (24.0%) fall into the less effective category.

Table 7: Frequency Distribution of Respondents Based on Job Satisfaction at Hajjah Andi Depu General Hospital in the Alamanda and Tulip Inpatient Wards

Education	SBAR	Category	(F) Percentage (%)
Satisfied	20	effective	76.0 24%
Dissatisfied	5	less effective	
Total	25		100.0

Source : Primary Data 2023

Based on Table 7, it can be observed that out of the 25 respondents, 20 individuals (80.0%) are satisfied with their work, while 5 respondents (20.0%) are dissatisfied.

The results of the Chi-square test for the variables of SBAR Communication and Job Satisfaction are presented in the table below:

Table 8: Relationship Between SBAR Communication Implementation During Handover and Job Satisfaction in the Alamanda and Tulip Inpatient Wards at Hajjah Andi Depu General Hospital.

Implementation	Variable	Satisfaction		Dissatisfaction		Job		Total		P-Value
		f	%	F	%	F	%	F	%	0.000
SBAR Communication	Effective	19	76%	0	0	6	24	25	100	
	inEffective	1	4%	20	80%	4	16	25	100	
	Total	20	80%	20	80%	10	40			

Based on Table 8, it can be seen that out of the 25 respondents, 19 (76.0%) who implemented SBAR communication during handovers effectively were mostly satisfied with the implementation, with 19 (76.0%) expressing satisfaction and 0 (0.0%) expressing dissatisfaction. Meanwhile, among the 6 (24.0%) respondents who implemented SBAR communication during handovers ineffectively, 1 respondent (4.0%) was satisfied with their work, and 5 respondents (20.0%) were dissatisfied.

The statistical analysis using the Chi-square test with a p-value of 0.000. Comparing this p-value with $\alpha = 0.05$, the p-value < 0.05 indicates that H_0 is rejected and H_a is accepted. Therefore, the results of this study demonstrate that there is a relationship between the implementation of SBAR communication during handovers and job satisfaction among nurses in the Alamanda and Tulip inpatient wards at Hajjah Andi Depu General Hospital.

The study conducted in the Alamanda and Tulip inpatient wards on the relationship between the implementation of SBAR communication during handovers and job satisfaction reveals that out of 25 respondents, 19 (76.0%) who implemented SBAR communication effectively were mostly satisfied with the process, with 19 (76.0%) expressing satisfaction and 0 (0.0%) expressing dissatisfaction. Conversely, among the 6 (24.0%) respondents who implemented SBAR communication ineffectively, 1 respondent (4.0%) was satisfied with their work, while 5 respondents (20.0%) were dissatisfied.

SBAR is a structured method for communicating information that requires immediate attention and contributes to effective escalation and improved patient safety (Fadlia, 2020). The WHO recommendation in 2007, as cited in Fadlia (2020), mandates that nurses maintain effective communication patterns, particularly during handovers, by using the SBAR communication method. This recommendation is one way to enhance the quality of hospital nursing care. Additionally, another approach to ensuring quality nursing care is for nurses to achieve job satisfaction, which fosters a sense of contentment in delivering nursing care. When job satisfaction is fulfilled, it naturally leads to a sense of satisfaction. Satisfaction refers to the extent to which superiors meet their subordinates' needs after comparing perceived results with expectations. If the perceived results meet or exceed expectations, a sense of satisfaction arises. However, if the results fall short of expectations, feelings of disappointment and dissatisfaction may occur. The study results indicate that 19 respondents (76.0%) who effectively implemented SBAR communication during handovers also reported high job satisfaction. The researcher suggests that effective implementation of SBAR communication during handovers can lead to job satisfaction among respondents. This is influenced by the respondents' education and the nature of their work. Higher education levels correlate with greater knowledge and easier job performance, increasing the chances of achieving optimal job satisfaction. Demographic data show that most respondents have a nursing degree, and the questionnaire responses generally indicate that respondents are "very satisfied" and happy

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with implementing SBAR communication during handovers.

This study is consistent with the research conducted by Kusumaningsih and Monica (2019) on the relationship between SBAR communication and nurse handover implementation, which found that education significantly influences the creation of good performance.

Poor working conditions can lead to job dissatisfaction among nurses. Therefore, hospitals should strive to create working conditions that meet the physical needs of the nurses to boost their morale. This can be done by creating a more comfortable, safe, and calm working environment, providing supporting facilities that aid in job performance, supplying necessary medical and non-medical equipment, and replacing outdated or unserviceable equipment. Although these improvements may require substantial costs, they are necessary for ensuring optimal job performance.

According to Karimah (2017) as cited in Fadlia (2020), non-supportive working conditions significantly impact nurses' job dissatisfaction. Therefore, hospitals are encouraged to create working conditions that meet the physical needs of nurses to boost their morale. This can be achieved by making the workplace more comfortable, safe, and calm, providing supporting facilities that assist in job performance, supplying necessary medical and non-medical equipment, and replacing outdated or unserviceable equipment, even though these improvements may require substantial costs.

The work environment encompasses the comfort of the workplace and the availability of various facilities necessary for performing tasks. Comfort can include adequate lighting, refreshing ventilation, cleanliness of the workplace, and other aspects that facilitate task performance. These factors can become sources of job satisfaction, as they not only ease task execution but also serve as non-material rewards for individuals.

Meanwhile, one respondent (4.0%) who implemented SBAR communication ineffectively still reported job satisfaction due to a high salary. The respondent expressed that even if they did not perform according to standards, including the implementation of SBAR communication, they would remain satisfied because their salary would not be affected. The salary would remain at the established standard amount. This is evident from the master table, which indicates that the respondent was very satisfied with the salary received during their employment.

This study is consistent with the research conducted by Karimah (2017), which found that respondents who received salaries and allowances matching the standards and responsibilities of nurses experienced job satisfaction with their salary at the hospital. Furthermore, 6 respondents (24.0%) who implemented SBAR communication ineffectively and were dissatisfied with their jobs attributed their dissatisfaction to a lack of knowledge in applying SBAR communication during handovers. This was evident from the questionnaire responses, which indicated that none of the respondents had ever attended handover training. The respondents' lack of knowledge about SBAR was also observed; they focused only on core aspects such as the patient's general condition, background, and nursing diagnoses, while often neglecting and deeming unimportant the communication of fall risk, nutritional status, other supporting clinical information, elimination status, allergy history, and abnormal assessment results. This situation could be influenced by the educational level of each respondent.

CONCLUSIONS

Based on the research conducted at RSUD Hajjah Andi Depu, it can be concluded that: Implementation of SBAR Communication: The application of SBAR communication during handovers at RSUD Hajjah Andi Depu is largely effective, with 19 respondents (76.0%) indicating effective implementation, while a smaller proportion of 6 respondents (24.0%) reported less effective implementation. Nurse Job Satisfaction: The majority of nurses at RSUD Hajjah Andi Depu are satisfied with their work, with 19 respondents (76.0%) expressing satisfaction, and a smaller number of 5 respondents (20.0%) expressing dissatisfaction. Relationship between SBAR Communication and Job Satisfaction: The analysis indicates a significant relationship between the implementation of SBAR communication during handovers and nurse job satisfaction, with a p-value of 0.000, in the Alamanda and Tulip wards at RSUD Hajjah Andi Depu.

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