

## **ABSTRACT**

*Lack of communication in interacting with patients when carrying out nursing care results in patients feeling uncomfortable. This results in dissatisfaction with the services received by patients and their families at the hospital. As a result of this dissatisfaction resulted in the image of the hospital to go down. The purpose of this study was to determine the relationship between therapeutic communication and satisfaction of kidney failure patients undergoing hemodialysis at RSUD Malang.*

*The type of research used in this research is correlational analysis with a cross sectional approach. The sample in this study were hemodialysis patients at RSUD Malang totaling 30 respondents with a purposive sampling technique. The analytical test used is the sperman-rho test.*

*The results of the study found that most of the nurses at the Brawijaya University Malang Hospital had good communication with 21 respondents (70%) and most of the respondents who took medication at the Brawijaya University Hospital in Malang had a level of satisfaction in the satisfied category of 21 respondents (70%). From the test results using the Spearman's rho test, the value of  $p < 0.05$  was obtained, namely  $p = 0.000$ , which means that there is a relationship between therapeutic communication and satisfaction of patients with kidney failure undergoing hemodialysis at Universitas Brawijaya Hospital, Malang.*

*It is expected that nurses can improve therapeutic communication in order to increase patient satisfaction by being polite, introducing themselves before interactions, explaining the purpose when coming to patients.*

*Keywords: Therapeutic Communication, Satisfaction, Kidney Failure and Hemodialysis*