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Personality types and therapeutic communication skills of nurses in hospital

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Abstract

Background: Personality type is an individual characteristic that influences how nurses interact, communicate, and establish relationships with patients in clinical practice. One of the essential forms of professional interaction in nursing practice is therapeutic communication, which plays a crucial role in building mutual trust between nurses and patients and supporting the healing process. Differences in personality type are presumed to affect nurses' ability to demonstrate empathy, engage in effective interactions, and respond appropriately to patients' needs.

Purpose: To analyze the relationship between personality type and the therapeutic communication skills of inpatient ward nurses in a hospital setting.

Method: A quantitative correlational design with a cross-sectional approach. The study population consisted of all nurses working in the inpatient wards at Jember Klinik Plantation Hospital, totaling 82 nurses. Total sampling was used as the sampling technique. The research instruments included the Jung's Type Indicator (JTI) to measure personality type and the Global Interprofessional Therapeutic Communication Scale (GITCS) to assess therapeutic communication skills. Data were analyzed using univariate and bivariate analyses, with the point-biserial correlation test applied at a significance level of 5%.

Results: The majority of nurses had an introverted personality type (76%). The mean score of nurses' therapeutic communication skills was 113.82 ± 4.77 , which was above the minimum value. The correlation test results showed a significant relationship between personality type and nurses' therapeutic communication skills ($p = 0.000$), with a correlation coefficient of $r = 0.489$, indicating a positive relationship of moderate strength.

Conclusion: There was a significant relationship between personality type and the therapeutic communication skills of nurses in inpatient wards. Personality characteristics should be considered as one of the factors in developing strategies to improve therapeutic communication skills in order to enhance the quality of nursing care services.

Keywords: Hospital; Nurses; Personality Type; Therapeutic Communication.

INTRODUCTION

Nurses are professional healthcare providers who play a crucial role in delivering continuous patient care over a 24-hour period (Suryani, 2016). One of the essential competencies required in nursing practice is therapeutic communication (Basri, 2018). Therapeutic communication is a purposeful form of professional interaction designed to facilitate the healing process by fostering mutual trust, empathy, and respect between nurses and patients

(Potter & Perry, 2025). The effectiveness of therapeutic communication may be influenced by various internal and external factors, with personality type considered one of the important internal determinants (Stuart, 2022).

Personality type is defined as a relatively stable pattern of characteristics that shapes how individuals think, feel, and behave in social interactions (Sembiring & Munthe, 2019). In general, individuals are categorized into two primary orientations:

introversion and extraversion. Extroverted individuals tend to be more open, expressive, and socially engaged, whereas introverted individuals are more likely to be reflective, cautious, and selective in communication (Jung & Beebe, 2016). These personality differences may influence how nurses communicate and establish therapeutic relationships with patients (Hasjum, Haskas, & Sabil, 2023). Previous studies have reported that effective therapeutic communication by nurses is associated with greater patient satisfaction, trust, and comfort during hospitalization (Mahbara, 2024).

Despite its importance, variations in therapeutic communication skills among nurses are still evident in clinical practice. A preliminary study conducted in the inpatient wards of Jember Klinik Plantation Hospital identified differences in nurses' therapeutic communication abilities when interacting with patients. These differences are presumed to be associated with individual nurse characteristics, particularly personality type (Fandizal, Tobing, & Novianti, 2020). Therefore, this study aimed to examine the relationship between personality type and nurses' therapeutic communication skills as a basis for developing strategies to improve the quality of nursing care services in hospitals (Daryanti & Priyono, 2016).

RESEARCH METHOD

This study is a quantitative study with a correlational design and a cross-sectional approach. The study was conducted in the inpatient ward of the Jember Perkebunan Hospital Clinic in December 2025. The study population consisted of all 82 nurses working in the inpatient ward. Total sampling was used, meaning the entire population served as the study sample.

The independent variable in this study was the nurses' personality type, while the dependent variable was their therapeutic communication skills. Personality type was measured using the Jung's Type Indicator (JTI), which classifies personalities into introverted and extroverted types. Therapeutic communication skills were measured using the Global Interprofessional Therapeutic Communication Scale (GITCS). Data analysis was performed using univariate methods to describe the characteristics of the respondents, the distribution of personality types, and the level of therapeutic communication skills. Bivariate analysis was conducted to determine the relationship between personality type and therapeutic communication skills using the point-biserial correlation test with a significance level of 5% ($\alpha = 0.05$).

RESEARCH RESULTS

Table 1. Frequency Distribution of Respondents (N= 82)

Variable	Results
Age (Mean$\pm$SD)(Range)(Year)	(35.0 $\pm$ 8.3)(24-57)
Years of Service (Mean$\pm$SD)(Range)(Year)	(10.0 $\pm$ 7.0)(1-35)
Gender (n/%)	
Male	19/23.0
Female	63/77.0
Education (n/%)	
Associate Degree in Nursing	25/30.0
Registered Nurse	57/70.0
Marital Status (n/%)	
Unmarried	11/13.0
Married	68/83.0
Divorced	3/4.0

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Nurses' Personality Types (n/%)	
Extrovert	20/24.0
Introvert	62/76.0

The table presents the demographic and personal characteristics of the respondents. The mean age of the respondents was 35.0 ± 8.3 years, with an age range of 24–57 years. The mean length of employment was 10.0 ± 7.0 years, ranging from 1 to 35 years. Most respondents were female (77.0%), held a Registered Nurse qualification (70.0%), and were married (83.0%). Based on personality type, the majority of respondents were classified as introverts (76.0%).

Table 2. Distribution of Nurses' Therapeutic Communication Skills

Indicator	Mean	Mode	$\pm$ standard deviation	Range	Min	Max
<i>Setting the Stage</i>	25.20	25	± 1.802	8	21	29
<i>Building Trust</i>	12.24	12	± 1.329	7	8	15
<i>Active Communication</i>	25.60	26	± 1.968	11	18	29
<i>Communication Skills</i>	29.46	27	± 2.121	9	25	34
<i>Patient-centered</i>	12.49	13	± 0.959	4	11	15
<i>Potential Barriers</i>	8.83	6	± 3.344	12	3	15

Based on the results of the descriptive statistical analysis, the mean total score for nurses' therapeutic communication skills was 113.82, with a standard deviation of ± 4.77 , a minimum score of 104, and a maximum score of 125. The relatively narrow score range indicates that nurses' therapeutic communication skills tend to be homogeneous and fall into the "good" category. The mean score, which is close to the maximum value, indicates that in general, nurses have been able to consistently apply therapeutic communication in nursing practice in the inpatient ward.

Table 3. Analysis of the Relationship Between Personality Type and Nurses' Therapeutic Communication Skills

Personality Type	Therapeutic Communication Skills				
	Mean	SD	P-Value	R	Direction of Correlation
Introvert	113.23	3.973	0.000	0.489	Positive (Moderate)
Extrovert	115.65	6.467			

The results of the analysis indicate that there is a difference in the mean scores for therapeutic communication skills between nurses with introverted and extroverted personality types. Nurses with extroverted personality types had higher mean scores for therapeutic communication skills compared to nurses with introverted personality types. The results of the correlation test indicate a significant relationship between personality type and

therapeutic communication skills ($p = 0.000$) with a correlation coefficient of $r = 0.489$, indicating a positive relationship of moderate strength. These findings suggest that differences in personality type are associated with variations in nurses' therapeutic communication skills. In general, the analysis results show that the majority of nurses have an introverted personality type. The average therapeutic communication skills of nurses were above the

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minimum value. The correlation test results indicate a significant relationship between personality type and nurses' therapeutic communication skills.

DISCUSSION

The findings of this study showed that the majority of nurses working in the inpatient wards of Jember Klinik Plantation Hospital had an introverted personality type (Arnold & Boggs, 2019). The predominance of introverted personality traits among nurses may be understood considering that the nursing profession requires a high level of accuracy, caution, and reflective ability in providing continuous nursing care (Agil, Rohman, & Santosa, 2022). Individuals with introverted tendencies are generally able to focus deeply, process information internally, and consider their responses carefully before interacting, which are important characteristics in nursing practice (Smeltzer, Bare, Hinkle, & Cheever, 2018).

The bivariate analysis revealed a significant relationship between personality type and nurses' therapeutic communication skills ($p < 0.001$). The correlation coefficient ($r = 0.489$) indicated a positive relationship of moderate strength. These findings suggest that personality type contributes to variations in nurses' therapeutic communication skills, although it is not the sole determining factor (Özcan, 2023). Theoretically, these results are consistent with Jung's personality theory, which states that personality orientation influences how individuals interact with their social environment (Kang & Seo, 2021). Nurses with an introverted personality type tend to demonstrate a calmer, more structured communication style and place greater emphasis on active listening, whereas nurses with an extroverted personality type tend to be more expressive, open, and communicative in establishing interpersonal relationships (Kourkouta & Papathanasiou, 2024). Both personality characteristics have equal potential to support therapeutic communication when accompanied by adequate professional communication skills (Searight & Geiss, 2023).

These findings are also consistent with previous studies reporting that individual characteristics, including personality, play a role in determining the effectiveness of nurses' therapeutic communication (McCabe & Timmins, 2023). Such studies have

shown that effective therapeutic communication is closely associated with improved patient satisfaction, trust, and comfort during hospitalization (Bach & Grant, 2025). However, other studies have emphasized that therapeutic communication skills are influenced not only by personality factors, but also by other variables such as work experience, workload, work environment, and prior communication training received by nurses (Sheldon & Hilaire, 2025).

This study has several implications for future research. Further studies are recommended to examine other factors that may influence nurses' therapeutic communication skills, such as workload, length of work experience, and communication training, using more complex research designs to provide a more comprehensive understanding of the determinants of therapeutic communication in nursing practice (Kozier, 2018). In addition, the use of mixed-methods approaches and psychological assessment tools, including personality tests and the Personal Clarity Index (PCI), may enhance the accuracy and depth of future research findings (Taylor, Lynn, & Bartlett, 2018).

CONCLUSION

There is a significant association between personality type and nurses' therapeutic communication skills in the inpatient ward. Personality type is positively associated with therapeutic communication skills, with a moderate effect size. These findings confirm that nurses' personality characteristics play a role in supporting the effectiveness of therapeutic communication in nursing practice.

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