



Original Article

The Relationship of Motivation with Therapeutic Communication of Nurses in One of The Public Hospitals in Cimahi City

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ABSTRACT

Therapeutic communication is a major medium to build a therapeutic relationship between nurses and patients. Therapeutic communication that is not carried out properly will cause patients to be less cooperative in accepting every action given, feeling dissatisfied and even asking for forced return. The implementation of this therapeutic communication is influenced by the desire, passion and motivation of the nurse to do the work. An evaluation at a general hospital in Cimahi City, shows that the implementation of this communication was only 80%, which is below the target of 90%. This study aims to determine the relation between nurse motivation and the implementation of therapeutic communication to patients at a general hospital in Cimahi City. A quantitative research and a cross-sectional approach used in the study. Technic sampling used a purposive sampling, 41 nurses being involved. Data was collected with a questionnaire for motivation and observation guidance for the implementation of therapeutic communication. Data analyzed with frequency distribution and chi square test. The results showed that 21 respondents (48,8%) had low motivation, and 19 respondents (46,3%) implemented complete therapeutic communication. Bivariate analysis showed that there was a relationship between nurse motivation and the application of therapeutic communication with p-value 0.001 (< $\alpha=0.05$). It is recommended to the hospital management to increase the motivation of nurses by holding various activities or making certain policies.

INTRODUCTION

Hospitals are institutions that provide health services to meet the needs of health service users, and of course strive to achieve good

quality (Sondakh et al., 2022). The quality of hospital services is regulated in the Republic of Indonesia Minister of Health Regulation No. 12 of 2020 where one of the indicators of

success is achieving accreditation standards, and these standards require hospitals to evaluate the quality of services, one of which is nursing services (Kemenkes RI, 2020).

Nursing services contribute to determining the quality of service and the image of the hospital in the eyes of the public, and of course nursing services are influenced by the role of the nurse (Sesrianty et al., 2019). The role of nurses in providing nursing services is mainly influenced by the therapeutic communication carried out by nurses (Fatimah, 2022).

Therapeutic communication is a tool for building a therapeutic relationship between nurses and patients. Therapeutic communication is said to be good if it is carried out in 4 (four) phases, namely: pre-interaction phase, orientation phase, work phase and termination phase (Hartanti, 2023). This therapeutic communication is very important because it can influence the quality of nursing services and the level of patient satisfaction with the services provided. Hospitals set targets for patient satisfaction levels in accordance with the Decree of the Minister of Health of the Republic of Indonesia Number 1457/Menkes/SK/X/2003, namely that customer satisfaction must exceed 90% (Kemenkes RI, 2008).

Therapeutic communication that is not implemented properly can cause patients to feel less comfortable and less cooperative in accepting the nursing actions given. Furthermore, clients can feel dissatisfied and even ask to be forced to go home (Aniharyati, 2022).

According to Dora and Ayuni (2019) Regarding the relationship between nurses' therapeutic communication and patient satisfaction, it was found that only 33% of nurses' therapeutic communication was in the good category and 67% of nurses' therapeutic communication was in the poor category. Another research was conducted by Sembiring (2019) with the title the relationship between nurse therapeutic communication and inpatient satisfaction.

The results of this research showed that only 11% of nurses' therapeutic communication was in the good category and 89% was poor. From these two studies it can be concluded that there are still many nurses who have not implemented therapeutic communication well.

The application of therapeutic communication is influenced by the desire, enthusiasm and motivation of nurses (Vanchapo, 2021). Motivation is a feeling or thought that encourages someone to do a job (Embuai, 2020). This motivation will influence how someone does or does not do something. Motivation has a significant influence on nurses' performance in implementing therapeutic communication for patients (Rahayu et al., 2022). And research shows that nurses who have low motivation are more likely to not implement therapeutic communication well (Surbakti, 2017).

From these two studies, it can be agreed that there is a relationship between motivation and the application of therapeutic communication. Where good motivation can encourage nurses to carry out their duties so that the implementation of therapeutic communication can run well, and vice versa.

This research is based on the need for a private hospital in Cimahi City to improve the quality of nursing services by evaluating the implementation of therapeutic communication by nurses. And the implementation of therapeutic communication is linked to the nurse's motivation to find out more specifically what part of the motivation can influence the implementation of therapeutic communication.

METHOD

This research uses a cross-sectional approach with univariate analysis using frequency distribution and bivariate analysis using chi-square analysis. The sample in this study was taken using a purposive sampling technique, namely 41 nurses from a total

population of 71 nurses.

The variables examined in this research were nurses' motivation and the application of nurses' therapeutic communication. Therefore, two instruments were used to measure this variable. To measure nurses' motivation, researchers developed an instrument and conducted a validity test with an r value of 0.795-0.368, and a Cronbach's alpha reliability test result of 0.912. Meanwhile, to measure the implementation of therapeutic communication by nurses, an instrument in the form of an observation guide from the field of nursing at the sample hospital in this study was used.

RESULTS

Univariate analysis in this study is presented in the form of a frequency distribution. Based on the results of data analysis, it is known that of the 41 nurses in one of the private hospitals in Cimahi City, 48.8% of nurses had low motivation in implementing therapeutic communication.

Based on the results of observations of the implementation of therapeutic communication, it was found that 46.3% of nurses carried out therapeutic communication incompletely. Bivariate analysis was carried out using the chi-square test, to examine the relationship between nurse motivation and the implementation of therapeutic communication. The results of this analysis can be depicted in the following table.

Table 1. Cross Tabulation of Motivation and Implementation of Therapeutic Communication
Source: Primary Research Data

Motivation	Therapeutic Communication				Total	p-value
	Uncompleted		Completed			
	n	%	n	%	n	%
Low	18	90,0	2	10,0	20	1000,001
High	1	4,8	20	95,2	21	100
Total	19	46,3	22	53,7	41	100

Based on the table above, it is known that of the 20 nurses who had low motivation, 90% carried out incomplete therapeutic communication. And of the 21 people who had high motivation, 95.2% carried out complete therapeutic communication. The results of the analysis using the Chi-Square test showed a p-value of $0.001 \leq (\alpha=0.05)$, which means that there is a relationship between nurse motivation and the implementation of nurse therapeutic communication.

DISCUSSION

Nurses who have high motivation tend to implement therapeutic communication completely. Motivation can be described as an urge or desire from within a nurse to do something in a certain way so that the quality of work achieved by a nurse is a reflection of the motivation he or she has (Embuai, 2020).

Research conducted by Surbakti (2017) shows that respondents who have high motivation are more likely to carry out complete therapeutic communication. This shows that high motivation plays an important role in implementing therapeutic communication.

Therapeutic communication is communication carried out intentionally by nurses as one of the nursing actions. This is supported by Wulandari (2021) where therapeutic communication is carried out consciously, planned and premeditated, where this communication has a specific goal for the patient's recovery. The results of this therapeutic communication can influence the quality of health services.

Therapeutic communication has the function of building trust between nurses and patients. After a sense of trust is built, then nursing care can be provided more optimally. Nurses and clients support each other to achieve the goals of nursing care that have been designed.

The standards for implementing therapeutic communication include 4 stages, namely the pre-interaction stage, orientation stage,

work stage and termination stage. This standard for implementing therapeutic communication functions as an indicator of nurse performance. If nurses apply therapeutic communication in complete stages, the nurse's performance can be said to be good (Prabowo, 2014).

Therapeutic communication is the main medium for building a therapeutic relationship between nurses and patients. Poor implementation of therapeutic communication can hinder the patient's healing. This is in accordance with what is stated in (Hospital Accreditation Commission, 2017) where poor therapeutic communication can hinder the creation of good relationships between patients and nurses. Furthermore, this can reduce the quality of nursing services and can cause delays in the patient's recovery process.

Rosa (2017) states that the factors that influence a person's motivation are a sense of responsibility and self-development, salary, working conditions and interpersonal relationships. High motivation can have an impact on being creative in working, adhering to working hours, completing tasks, increasing work performance, and various other positive impacts that show the good quality of work of nurses.

In this research, the factors that cause low motivation of nurses are a lack of sense of responsibility in implementing therapeutic communication, and nurses feel the need to improve the facilities and infrastructure of their workplace.

The results of bivariate analysis show that there is a relationship between nurse motivation and the implementation of therapeutic communication, as evidenced by a p-value of 0.001 ($\leq \alpha = 0.05$). Research by Fajriani, Arifin and Rahmadani (2022) states that motivation has a significant influence in improving nurses' performance, one of which is the application of therapeutic communication. High motivation will provide positive results and vice versa. Nurse motivation is directly proportional to the completeness of the implementation of

therapeutic communication, where nurses who have high motivation will implement complete therapeutic communication.

CONCLUSION AND RECOMENDATION

This research shows that of the 41 nurses studied, 48.8% of nurses had low motivation to carry out therapeutic communication, and 46.3% of nurses carried out therapeutic communication incompletely. There is a relationship between nurse motivation and the implementation of therapeutic communication in one of the private hospitals in Cimahi City. The results of this research provide input for hospital management to hold activities to increase nurses' motivation to carry out therapeutic communication well.

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