

# The Relationship between Knowledge Factors and the Application of Therapeutic Communication of Implementing Nurses in Inpatient Room of Ernaldi Bahar Hospital Palembang in 2018

Novalia Efrianty<sup>1</sup>, Meri Neherta<sup>2</sup>, Vetty Priscilla<sup>3</sup>

<sup>1</sup>Master Nursing Student at the Faculty of Nursing, Andalas University Padang, Indonesia

<sup>2</sup>Lecturer in Nursing Master of Nursing, Andalas University, Padang, Indonesia

<sup>3</sup>lecturer in Nursing Masters in the Faculty of Nursing Andalas University Padang, Indonesia

## Abstract

### ➤ *Background*

Therapeutic communication plays a very important role in nursing services, because therapeutic communication is an absolute activity and determines the relationship or interaction of nurses and patients in supporting the recovery of patients and finding solutions to problems that are being experienced by clients. Purpose: This study aims to determine the relationship of knowledge factors with the application of therapeutic communication by implementing nurses in the inpatient room of Ernaldi Bahar Hospital Palembang in 2018. Methods and samples: This study was descriptive with quantitative methods. The sampling technique is the Total Sampling method. The number of samples was 52 people from 5 inpatient rooms of Ernaldi Bahar Hospital Palembang for 11 months from June 2017 to May 2018. Results: Based on the results of the study it was found that out of 52 nurses, 44.2% were aged 36-40 years, 78.8% were female, 36.5% had vocational education, 65.4% had good knowledge of therapeutic communication. The results of bivariate analysis found that there was a relationship between knowledge factors and the application of therapeutic communication p value = 0.008. Conclusion: There is a relationship between the knowledge factor and the application of therapeutic communication at Ernaldi Hospital. Suggestion: Hospitals can increase the knowledge of nurses in the inpatient room specifically about therapeutic communication by conducting conference and training for implementing nurses.

**Keywords:-** Nurse, Therapeutic Communication, Knowledge.

## I. INTRODUCTION

Communication in the nursing area is a process to create relationships between health workers and patients to recognize patient needs and determine action plans and collaboration in meeting those needs (Machfoed, 2009).

According to Suryani (2005), therapeutic communication is communication carried out or designed for therapeutic purposes. A helper or nurse can help clients to overcome the problems they face through communication. The results of the research by Darmawan and Andriyani (2014) in the Mental Hospital of West Java Province were found that most nurses were not good at applying therapeutic communication, is about 55.3%.

According to Potter & Perry (2006) the factors that influence therapeutic communication are perceptions, values, emotions, knowledge, role & relationships, environmental conditions. Based on the results of research conducted by Putri (2010) in RSUP M. Djamil Padang said that there are several factors that influence nurse therapeutic communication, including nurse knowledge, as many as 77.8% nurses have high knowledge about therapeutic communication.

## II. METHODOLOGY

This research was quantitative research. The type of research used is descriptive analytic with Cross Sectional approach. The population in this study amounted to 60 nurses and the sample in this study amounted to 52 people. The sampling technique using the total sampling method with exclusion criteria of the head of the room and nurses who are on leave. This research was carried out in the inpatient room at Ernaldi Bahar hospital in Palembang. Data obtained from questionnaires. Data analysis included univariate analysis, to identify the frequency distribution of therapeutic communication and bivariate analysis to determine the relationship between knowledge factors and the application of therapeutic communication.

**III. RESEARCH FINDING**

Variable		Frequency	Percentage (%)
Age			
20 - 25 years		4	7.7
26 - 30years		3	5.8
31 - 35years		16	30.8
36 - 40years		23	44.2
41 - 45years		6	11.5
Gender			
Male		11	21.2
Women		41	78.8
Education			
D3		19	36.5
Ners		15	28.8
S2		18	34.6

Table 1:- Characteristics of Implementing Nurses in Inpatient Rooms Ernaldi Bahar Hospital Palembang in 2018

Based on table 1, it can be seen that from 52 respondents studied most of them were aged 36 - 40 years (44.2%), female sex (78.8%) and most of their education levels were still Nursing D3 (36.5%).

Factor	Category	f	%
Knowledge	good	34	65,4
	Enough	5	9.6
	Not good	13	25

Table 2:- Frequency Distribution of Knowledge Factors on Therapeutic Communication in Inpatient Room of RS Ernaldi Bahar Palembang in 2018 (n = 52)

Table 2 shows more than half of nurses who have good knowledge is about 65,4 %.

Knowledge Factor	Application of Therapeutic Communication				Total	p value
	Not good		Well			
	n	%	n	%		
Not good	8	15.4	5	9.6	13	0.008
Enough	4	7.7	1	1.9	5	
Good	8	15.4	26	49.6	34	
Total	20	38.5	32	61.5	52	

Table 3:- The Relationship between Knowledge Factors and the Application of Teraupetic Communication by Implementing Nurses at Ernaldi Bahar Hospital Palembang

Table 3 shows that there is a relationship between knowledge and application of therapeutic communication ( *p value* = 0.008). out of 34 nurses who had good knowledge, 26 nurses applied therapeutic communication well (76,5 %).

ability to take careful actions, control emotions and the ability to interact or communicate. At the age of entering adulthood, usually individuals achieve mastery of mature knowledge and skills (Santrock, 2002).

**IV. DISCUSSION**

The majority of respondents in this study were mostly aged 36 - 40 years (44.2%). Productive age is during the career stabilization period. Age is related to maturity and one's ability to behave. Age is assumed by researchers to be directly proportional to the addition of the

The sex of the implementing nurses in this study was dominated by women (78.8%). This is consistent with the general perception of the community that nurse work is more identical to women's work. A job as a nurse requires patience, patience and affection. According to the analysis of the researchers, nurses are social work in accordance with the nature of women, namely sabra, able to communicate, have love, a high commitment to service so

that the nurse profession is right played by women. This study is in accordance with the research conducted by Crista (2014), found that the female gender is greater about 60.5% but the results of the study state that gender does not have a significant influence on their viewpoint on the quality of nursing services. The nurse education in this study was mostly D III Nursing (36.5%). According to the analysis of researchers, the highest number of nurses in hospitals is advocacy nurses associated with the service needs and capabilities of hospitals in meeting staff numbers. Education is the ability of individuals to be responsible for their work.

In this study more than half of the implementing nurses have good knowledge in therapeutic communication, it can be seen that of the 52 respondents studied there were 34 respondents with good knowledge (65.4). The number of nurses with good knowledge in therapeutic communication occurs because many nurses are actively participating in seminars related to communication so that this can increase the knowledge and skills of nurses in therapeutic communication, besides that it can improve the quality of nursing services, especially better serving patients with good communication. The results of this study are also in line with Mentari's research (2014), the results show that more than a few nurses have good knowledge in implementing therapeutic communication (66.7%). The results of the statistical test show the value of  $p = 0.008$  (smaller than the value of  $\alpha 0.05$ ) thus it can be concluded that there is a relationship between the knowledge factor and the application of therapeutic communication by the nurse nurse. The results of this study are in line with the research conducted by Handayani Than (2017) which obtained statistical test results, namely  $p$  value = 0.045, it can be concluded that there is a relationship between knowledge and the application of therapeutic communication by nurses.

Knowledge is a product or result of educational development. Nurses are expected to be able to communicate with various levels of knowledge that the client has. Thus nurses are required to have sufficient knowledge about client growth and development because it is closely related to the knowledge held by clients (Potter and Perry, 2005). According to Hidayat (2007) knowledge is a process that uses the five senses that a person does to a particular object so as to produce knowledge and skills. Whereas According to Notoadmodjo (2012) knowledge is the result of sensing humans, or the results of knowing someone to objects through the senses they have, namely the eyes, nose, ears and so on the level of knowledge will affect communication.

A person with a low level of knowledge will find it difficult to respond to questions that contain verbal language with a higher level of knowledge. This applies also in the application of therapeutic communication in hospitals. Therapeutic relationships will be well interwoven if supported by nurses' knowledge of therapeutic communication both the purpose, benefits and processes to be carried out. Nurses also need to know the

level of knowledge of clients so that nurses can interact well and finally be able to provide appropriate nursing care to clients in a professional manner.

## V. CONCLUSION

Based on the results of the research that has been done it can be concluded that the characteristics of nurses mostly aged 36 - 40 years, dominated by female sex, the level of education is still largely DIII Nursing, most implementing nurses have good knowledge of therapeutic communication, and there is a relationship between knowledge factors with the application of therapeutic communication to implementing nurse.

## SUGGESTION

The hospital needs to pay attention to nurse therapeutic communication in nursing services by conducting supervision of the head of the routine room to the executive nurse to assess therapeutic communication carried out by the nurse nurse to the patient and it is expected that Ernaldi Bahar Hospital training can increase nurses' knowledge in the inpatient room specifically about therapeutic communication by conducting seminars and training on implementing nurses.

## REFERENCES

- [1]. Mirnawati, S. (2014). Hubungan Komunikasi Interpersonal Perawat Dengan Kepuasan Pasien Rawat Inap Di Ruang Cempaka RSUD AW Sjahranie Samarinda, 2(1), 100–114.
- [2]. Suryani. (2005). *Komunikasi Terapeutik : Teori Dan Praktik*. Jakarta: EGC.
- [3]. Damayanti, M. 2010. *Komunikasi Terapeutik dalam Praktik Keperawatan*. PT. Refika Aditama : Bandung.
- [4]. Potter P.A., & Perry, A. G (2005), *Buku Ajar Fundamental Keperawatan: Konsep, Proses, dan Praktik* (Edisi 4) Alih Bahasa: Yasmin Asih. Jakarta: EGC.
- [5]. Putri. Rima. Berlian. (2010). Faktor-faktor yang berhubungan dengan pelaksanaan komunikasi terapeutik oleh perawat di irna B Bedah RSUP Dr. M. Djamil Padang. Universitas Andalas.
- [6]. Sustrami, D. (2015). Kepuasan Keluarga Yang Anggotanya Dirawat Di Paviliun Vi B, (34), 34–41.
- [7]. Martin, C. T., & Chanda, N. (2016). Mental Health Clinical Simulation: Therapeutic Communication. *Clinical Simulation In Nursing*, 12(6), 209–214. <https://doi.org/10.1016/j.ecns.2016.02.007>.
- [8]. Hastono, S. P (2008). *Analisis Data*. Jakarta : Universitas Indonesia.
- [9]. Notoadmodjo, S. (2010). *Metodologi Penelitian Kesehatan*. Jakarta: PT. Rineka Cipta.