

## Nurse's Therapeutic Communication Affects Patient Satisfaction and Motivation Level

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### Abstract

**Introduction:** Communication is not just a tool to talk to clients, communication between nurses and clients also has a therapeutic relationship aimed at fostering motivation in the client's healing process.

**Objective:** To determine the relationship between nurse therapeutic communication with patient satisfaction and motivation to recover.

**Methods:** The method used in this study is a cross-sectional design. The sampling technique used is a total sampling of 70 respondents. The instrument used a demographic data questionnaire, a questionnaire to assess nursing therapeutic communication, and a questionnaire to assess patient satisfaction. Demographic Data Questionnaire. The statistical test used chi-square

**Results:** The results showed that most respondents were given therapeutic communication as many as 43 respondents (61.4%) were satisfied with as many as 46 respondents (65.7%) and had high motivation among as many as 41 respondents (58.6%). Obtained p-value = 0.001 < 0.05.

**Conclusion:** There is a significant relationship between nurses' therapeutic communication with the level of satisfaction and motivation in patients.

**Keywords:** motivation to recover, patient satisfaction, therapeutic communication

## Introduction

Hospitals have the role of medical services, one of which is nursing services. The performance of nursing services in hospitals is determined by three main factors, namely the type of service provided, the management as the service manager, and the nursing staff as the service manager.<sup>1</sup> A nursing officer or nurse is someone who has graduated from the level of nursing education both abroad and domestically who has been legally recognized and has written evidence in the form of a registration certificate.<sup>1</sup> The quality of nursing services is determined not only by the accuracy of service delivery but also by the maintenance of communication relationships that can heal patients (communication therapy).<sup>2</sup> Nurses must have therapeutic communication skills in carrying out their roles so that they can determine the success of services or professional nursing care services by taking into account the patient's needs holistically.<sup>3</sup>

Therapeutic communication is communication that is carried out or intended for therapeutic purposes. An assistant or nurse can help clients solve their problems through communication.<sup>4</sup> Communication is an important aspect of nursing care for a nurse. Nurses as agents who are always in contact with patients must have many skills, one of which is interpersonal communication skills, namely communication skills with patients.<sup>5</sup> Communication is not only a tool to talk to clients but communication between nurses and clients with a therapeutic relationship is intended to increase motivation in the client's healing process. The existence of recovery motivation can affect the client's recovery, if it is not supported by the client's recovery motivation, it will certainly hinder the healing process.<sup>6</sup> Customer satisfaction is one indicator of the clinical performance of hospital services. Because patient satisfaction is the level felt after comparing the perceived performance or the results received about expectations. Not all can feel what is given even though they have received medical services.<sup>7</sup>

The existence of motivation can affect the patient's recovery because with the motivation of the patient will want to do the treatment. According to Sour (2003) in Lutviasari (2016) motivation is a more general term that refers to the entire moving process, including situations that motivate the motivation that arises in the individual, the behavior that is stimulated, both the goal and the end of the movement. movement or action.<sup>8</sup> If a patient is declared by a doctor to be suffering from a certain disease, if the patient's motivation is not supported, it will certainly hinder the healing process. The urge to heal becomes motivation that comes from within the patient and encourages behavior towards the desired recovery. Many problems arise when a person with an illness is not motivated to heal himself. This obstacle can arise largely due to a lack of support from his inner environment. Patients need support and assistance from the people around them, information support is very important for patients to get the instructions and information they need.<sup>9</sup>

Hospitals as health facilities are proof of how professionally packaged health services are. Each region declares its regional hospital as a health facility capable of responding to community challenges. As is the case at the Kota Bogor Hospital. The results of a patient satisfaction survey on the assessment of the quality of inpatient nursing care at the Kota Bogor Hospital in July 2021 from 117 respondents found that respondents in the satisfied category were 42% of respondents, and 58% of respondents were very satisfied.

Based on the background of the problem above, the researchers are interested in conducting a study with the title "The Relationship of Nurse Therapeutic Communication with Satisfaction and Motivation Levels in Patients at Kota Bogor Hospital in 2021."

## **Method**

The design used in this research is a quantitative cross-sectional study. The population of this study was all patients who were treated in the inpatient room at the Kota Bogor Hospital, the average patient per month was 70 patients. The sampling technique used in this research is total sampling. The tools used in this study included a demographic data questionnaire, a questionnaire to assess nursing therapeutic communication and a questionnaire to assess patient satisfaction. Demographic Data Questionnaire. This study uses a chi-square test. If the results of the statistical analysis obtained have a p-value (0.05) then  $H_a$  is accepted and  $H_0$  is rejected.

This research has passed and received an ethical clearance letter from the Kota Bogor Hospital, and from the Indonesia Maju University, numbered: 2656/Sket/Ka-Dept/RE/STIKIM/XI/2021.

## **Result**

### **Characteristics of Respondents**

**Table 1.** Frequency Distribution of Gender, Age, Education, Occupation, Therapeutic Communication, Patient Satisfaction and Motivation (n=70)

Characteristics of Respondents	Frequency (N)	Percentage (%)
<b>Gender</b>		
Man	25	35.7
Woman	45	64.3
<b>Age</b>		
22-25 Years	2	2.9
26-35 Years	6	8.6
36-45 Years	23	32.9
46-55 Years	14	20.0
56-65 Years	21	30.0
> 65 Years	4	5.7
<b>Education</b>		
SD	2	2.9
Junior High School	14	20.0
Senior High School	38	54.3
College	16	22.9
<b>Work</b>		
Civil Servant	4	5.7
Private Sector Employee	11	15.7
Doesn't Work	3	4.3
Housewife	16	22.9
Self-Employed	8	11.4
Other	28	40.0
<b>Therapeutic Communication</b>		
Therapeutic	43	61.4
Not Therapeutic	27	38.6
<b>Satisfaction</b>		
Satisfied	46	65.7
Not satisfied	24	34.3
<b>Patient Motivation</b>		
High motivation	41	58.6
Low Motivation	29	41.4

Table 1 shows the gender of the majority of women as many as 45 respondents (64.3%) and men as many as 25 respondents (35.7%). Most respondents were aged 36-45 years as many as 23 respondents (32.9%) aged 56-65 years as many as 21 respondents (30.0%) aged 46-55 as many as 14 respondents (20.0%) aged 26-35 as many as 6 respondents (8.6%) aged >65 years were 4 respondents (5.7%) and aged 22-25 years were 2 respondents (2.9%). The education of the respondents was mostly SMA with as many as 38 respondents (54.3%), tertiary education with as many as 16 respondents (22.9%), junior high school education with as many as 14 respondents (20.0%), and elementary education as many as 2 respondents (2.9%). The occupations of most of the other respondents were 28 respondents (40.0%) IRT jobs were 16 respondents (22.9%) private employees were 11 respondents (15.7%) self-employed jobs were 8 respondents (11.4%) were civil servants as many as 4 respondents (5.7%) and not working as many as 3 respondents (4.3%)

Most of the respondents who were given therapeutic communication were 43 respondents (61.4%) and respondents who were given non-therapeutic communication were 27 respondents (38.6%). Most of the respondents were satisfied with as many as 46 respondents (65.7%) compared to respondents who felt dissatisfied with as many as 24 respondents (34.3%). Most of the respondents have high motivation as many as 41 respondents (58.6%) and respondents who have low motivation as many as 29 respondents (41.4%)

## Bivariate Analysis

### Therapeutic Communication Relationship with Patient Satisfaction Level

**Table 2.** The Relationship between Therapeutic Communication and Patient Satisfaction Levels at the Kota Bogor Hospital in 2021

Therapeutic Communication	Satisfaction Level				Total	%	P-value	OR (95% CI)
	Satisfied	%	Not satisfied	%				
Therapeutic	35	50.0	8	11.4	43	61.4	0,001	6.364
Not Therapeutic	11	15.7	16	22.9	27	38.6		(2.148-18.850)
<b>Total</b>	<b>46</b>	<b>65.7</b>	<b>24</b>	<b>34.3</b>	<b>70</b>	<b>100</b>		

Based on table 8 above, the p-value = 0.001 <0.05 indicates that there is a significant relationship between therapeutic communication and the level of patient satisfaction at the Kota Bogor Hospital in 2021.

### Therapeutic Communication Relationship with Patient Motivation

**Table 3.** The Relationship between Therapeutic Communication and Patient Motivation at the Kota Bogor Hospital in 2021.

Therapeutic Communication	Motivation				Total	%	P-value	OR (95% CI)
	High	%	Low	%				
Therapeutic	32	45.7	11	15.7	43	61.4	0,001	5.818
Not Therapeutic	9	12.9	18	25.7	27	38.6		(2.029-16.682)
<b>Total</b>	<b>41</b>	<b>58.6</b>	<b>29</b>	<b>41.4</b>	<b>70</b>	<b>100</b>		

Based on table 3 above, p-value = 0.001 <0.05 indicates that there is a significant relationship between therapeutic communication and patient motivation in Kota Bogor Hospital in 2021.

## Discussion

### Univariate analysis

#### Characteristics of Respondents

Characteristics of respondents used in this study include gender, age, education, and occupation. In this study, it was found that most of the female sex as many as 45 respondents (64.3%) aged 36-45 years as many as 23 respondents (32.9%) had high school education as many as 38 respondents (54.3%) and had other jobs as many as 28 respondents (40.0%).

#### Therapeutic communication to patients in the inpatient room of the Kota Bogor Hospital in 2021.

From the results of the analysis that has been carried out on 70 respondents who are being treated in the inpatient room at the Kota Bogor Hospital in 2021, it was found that most of the respondents who were given therapeutic communication were 43 respondents (61.4%) compared to respondents who were given non-therapeutic communication as many as 27 respondents (38.6). %).

Therapeutic communication is an interpersonal relationship between nurses and patients in such a way as to create a relationship where nurses and patients have shared learning experiences to overcome problems to help patients recover. According to Kendon's theory (2014), gestures such as bowing are a form of non-verbal communication with visible bodily actions to convey certain messages, which can replace words, or simultaneously and in balance with speech.<sup>10</sup>

This study is in line with research by Burhanuddin Basri (2018) who conducted a study entitled the relationship between nurse therapeutic communication and the level of patient satisfaction in the inpatient room at RSUD Poso. The results showed that the therapeutic communication provided by nurses was not effective for as many as 34 respondents (72.3%). The description of the patient's family satisfaction with services in the Poso Hospital inpatient room shows that 54 respondents (56.3%). There is a significant relationship between nurses' therapeutic communication with the level of patient satisfaction in the inpatient room at RSUD Poso with a p-value (0.04) <0.05. These results indicate that there is a relationship between nurses' therapeutic communication with the level of patient satisfaction in the inpatient room.<sup>11</sup>

### **The level of satisfaction of inpatients in the inpatient room of the Kota Bogor Hospital in 2021**

From the results of the analysis that has been carried out on 70 respondents who are being treated in the inpatient room at the Kota Bogor Hospital in 2021, it was found that most of the respondents were satisfied as many as 46 respondents (65.7%) compared to respondents who were dissatisfied as many as 24 respondents (34.3%).

Satisfaction is a feeling of pleasure experienced by someone who comes from comparing the pleasure of activity and a product with his expectations. Satisfaction can also be understood as a feeling of satisfaction, pleasure, and relief for someone in consuming a product or service by receiving a service provider that is by his expectations. According to Kotler and Keller (2016), satisfaction is a person's feeling of satisfaction or disappointment due to comparing the performance or results of a product with a comparison of expectations.<sup>12</sup> If the performance is lower than expected, the consumer will be disappointed, and if it is as expected, the consumer will feel satisfied and understood as an effort to achieve something or make something similar worth it.

This study is in line with research by Burhanuddin Basri (2018) who conducted a study entitled the relationship between nurse therapeutic communication and the level of patient satisfaction in the inpatient room at RSUD Poso. The results showed that the therapeutic communication provided by nurses was not effective for as many as 34 respondents (72.3%). The description of the patient's family satisfaction with services in the Poso Hospital inpatient room shows that 54 respondents (56.3%). There is a significant relationship between nurses' therapeutic communication with the level of patient satisfaction in the inpatient room at RSUD Poso with a p-value (0.04) <0.05. These results indicate that there is a relationship between nurses' therapeutic communication with the level of patient satisfaction in the inpatient room.<sup>11</sup>

Based on this theory, the researcher assumes that understanding patient satisfaction is a sense of satisfaction or disappointment felt by patients when the performance of nurses or hospital facilities is inadequate and not to patient expectations. Therefore, there is a need for periodic performance evaluations to increase patient satisfaction

### **Patient motivation in the inpatient room at the Kota Bogor Hospital in 2021**

From the results of the analysis that has been carried out on 70 respondents who are being treated in the inpatient room at the Kota Bogor Hospital in 2021, the results show that most of the respondents have high motivation as many as 41 respondents (58.6%) compared to respondents who have low motivation as many as 29 respondents (41.4%).

Motivation is a more general term that refers to the entire process of movement, including the motivating situation, the impulses that arise in the individual, the behavior it stimulates, and the goal or end of the movement, action, or action. Therefore, it can also be said that motivation means creating an impulse, giving motion, or making someone or oneself do something to achieve satisfaction or a goal.

According to Hasubuan, motivation is the stimulation of desire and motivation that moves a person's willingness to work because each motive has a specific goal to be achieved.<sup>13</sup> According to Robbins motivation is a process of cause (intensity), direction (direction), and continuous effort (persistent) by individuals to achieve a goal.<sup>14</sup> This study is in line with the research of Reno Kalidupa (2021) who conducted a study with the title of nurse therapeutic communication with the motivation to recover in patients with diabetes mellitus in the inpatient room of hospital xx. The research design used was analytic observational with a cross-sectional approach. The total sample taken is 37 respondents. The results showed that from 37 respondents, 30 respondents (81.1%) and 7 respondents received poor therapeutic communication (18.9%). Of the 30 respondents, 27 respondents (73.0) received good therapeutic communication and high motivation to recover. Meanwhile, of the 7 respondents who received poor therapeutic communication, 6 respondents (16.2) had low motivation. Obtained p value  $0.001 < 0.05$ , which means  $H_a$  is accepted and  $H_o$  is rejected.<sup>15</sup>

Based on this theory, the researcher assumes that the patient's motivation is the patient's condition that encourages the patient's desire to recover to carry out certain activities to achieve a goal that will realize a goal-directed behavior for healing from the illness he suffers.

### **Bivariate Analysis**

#### **The relationship of therapeutic communication with the level of satisfaction in patients at the Kota Bogor Hospital in 2021**

From the results of the analysis that has been carried out on 70 respondents who are being treated in the inpatient room at the Kota Bogor Hospital in 2021, the relationship between therapeutic communication and the level of patient satisfaction at the Kota Bogor Hospital in 2021 shows that most of the respondents were given therapeutic communication and were satisfied as many as 35 respondents ( 50.0%) and the p-value = 0.001 it can be concluded that there is a significant relationship between therapeutic communication and the level of patient satisfaction at the Kota Bogor Hospital in 2021.

Therapeutic communication is an interpersonal relationship between nurses and patients so that a relationship occurs where nurses and patients share learning experiences to recover and heal patients being treated.<sup>4</sup> Therapeutic communication has several stages which if the stages of therapeutic communication are carried out correctly will result in satisfaction for the patients being treated. Satisfaction is a feeling of pleasure experienced by a person when comparing the pleasure of activity and a product with his expectations.<sup>2</sup> Commonly known as "RATER" (Responsiveness, Assurance, Tangible, Empathy, and Reliability).<sup>16</sup>

This study is in line with research by Burhanuddin Basri (2018) who conducted a study entitled the relationship between nurse therapeutic communication and the level of patient satisfaction in the inpatient room at RSUD Poso. The research design used was descriptive analytic with a cross-sectional approach. Samples were taken with a total sampling technique of 96 patients. The instrument in this research is a questionnaire. The results of the study were analyzed using the Chi-square formula. The results showed that the therapeutic communication provided by nurses was not effective for as many as 34 respondents (72.3%). The description of the patient's family satisfaction with services in the Poso Hospital inpatient room shows that 54 respondents (56.3%). There is a significant relationship between nurses' therapeutic communication with the level of patient satisfaction in the inpatient room at RSUD Poso with a p-value (0.04)  $< 0.05$ . These results indicate that there is a relationship between nurses' therapeutic communication with the level of patient satisfaction in the inpatient room.<sup>11</sup>

The researcher assumes that therapeutic communication if done correctly will result in satisfaction for the patients being cared for, namely by way of the nurse's procedures in

providing information to patients and patient's families clearly and communicatively and responsively to complaints from patients where in this condition nurses quickly respond in assisting with patient complaints

### **The relationship between therapeutic communication and motivation in patients at the Kota Bogor Hospital in 2021**

From the results of the analysis that has been carried out on 70 respondents who are being treated in the inpatient room at the Kota Bogor Hospital in 2021, the relationship between therapeutic communication and patient motivation at the Kota Bogor Hospital in 2021 shows that most of the respondents are given therapeutic communication and have high motivation as many as 32 respondents (45.7%) and the p-value = 0.001 it can be concluded that there is a significant relationship between therapeutic communication and patient motivation at the Kota Bogor Hospital in 2021.

Therapeutic communication is an interpersonal relationship between nurses and patients so that there is a relationship where nurses and patients get a shared learning experience to overcome and heal patients.<sup>3</sup> Motivation is a more general term that refers to the entire process of movement, including situations that encourage, impulses that arise in the individual, the behavior it causes and the goal or end of the movement or action.<sup>17</sup> two factors influence motivation, namely internal factors and external factors.<sup>18</sup>

Social support includes verbal and/or non-verbal information or advice, tangible assistance or action provided by social closeness or obtained by their presence, mental benefits or behavioral effects for the recipient. Social support is very influential in promoting patient recovery, including emotional support, instrumental support, informational support, and network support. Communicate with therapists to help patients cope effectively when nurses need time to ask questions and listen to the patient's fears, concerns, beliefs about health and condition.<sup>19</sup>

This study is in line with the research of Reno Kalidupa (2021) who conducted a study with the title of nurse therapeutic communication with the motivation to recover in patients with diabetes mellitus in the inpatient room of hospital xx. The research design used was analytic observational with a cross-sectional approach. The total sample taken is 37 respondents. The results showed that from 37 respondents, 30 respondents (81.1%) and 7 respondents received poor therapeutic communication (18.9%). Of the 30 respondents, 27 respondents (73.0) received good therapeutic communication and high motivation to recover. Meanwhile, of the 7 respondents who received poor therapeutic communication, 6 respondents (16.2) had low motivation. Obtained p value 0.001 <0.05, which means  $H_a$  is accepted and  $H_0$  is rejected.<sup>15</sup>

Researchers assume that many problems arise when a person is sick but is not motivated to self-medicate. This barrier occurs because of the lack of support from the patient's environment. According to researchers, the therapeutic communication skills of nurses who can provide support and encouragement as well as information are a positive way for patients to deal with their condition and can change to improve patient health. The motivation for healing comes from within the patient.

### **Conclusion**

Based on the results of the research above, it can be concluded that most of the respondents were female, aged 36-45 years, had a high school education, and had other jobs. Therapeutic communication of nurses in the inpatient room of the Kota Bogor Hospital in 2021 showed the results that most of the respondents were given therapeutic communication. The level of patient satisfaction in the inpatient room at the Kota Bogor Hospital in 2021 shows that

most patients are satisfied. The motivation of patients to recover in the inpatient room of the Kota Bogor Hospital in 2021 shows that most of the respondents have high motivation. There is a significant relationship between therapeutic communication and the level of patient satisfaction at the Kota Bogor Hospital in 2021. There is a significant relationship between therapeutic communication and motivation in patients at the Kota Bogor Hospital in 2021.

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