



MOTIVATION WITH THE IMPLEMENTATION OF THERAPEUTIC COMMUNICATIONS TO HOSPITAL HEALTH PERSONNEL

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ABSTRACT

Hospital success in carrying out its functions characterized by their excellent service quality for patients. Hospital services is influenced by several factors, the most dominant is human resources. Therapeutic resource is communication conscious and aim to meet patients' needs. This study aims to determine the relationship between workload and motivation with the implementation of therapeutic communication for health workers at Bhayangkara Hospital, Padang in 2017. This type of research is a *descriptive analytic* study with a *cross sectional* design approach. This research has been conducted in RS Bhayangkara Padang on in September 2017. The population was all nurses and midwives totaling 44 people. *Total population* sampling technique. Data analysis was performed using univariate analysis with frequency distribution and bivariate using the computerized *Chi Square* test.

The results showed that (47.7%) respondents are not good at implementing therapeutic communication, (29.5%) respondents have a heavy workload, (45.5%) respondents have low motivation. There is a relationship between workload ($p = 0.001$) and motivation of health workers ($p = 0.000$) with the implementation of therapeutic communication. Based on the research results, it can be concluded that there is a relationship between workload and motivation of health workers with the implementation of therapeutic communication.

Keyword: *Motivation, Therapeutic Communication*

INTRODUCTION

Communication is a very special and meaningful process in human relations. In the nursing profession, communication becomes more meaningful because it is the main method of implementing the nursing process. A nurse to do anamneses must be able to create comfort, trust. Comfort, trust are important points in equating a perception of something a nurse does to patients (Purba, 2003).

Therapeutic communication or therapeutic communication is a method in which a nurse directs communication in such a way that the patient is expected to be in situations and role exchanges that can lead to useful social relationships (Rakhmat, 2007). The therapeutic communication skills of nurses can develop

relationships with patients that can improve human understanding as a whole person. This process includes special abilities, because nurses must pay attention to various interactions and non-verbal behavior (Perry, 2005). The therapeutic nurse means in interacting with clients, the interaction facilitates the healing process (Nurjannah, 2005).

Nurses are the most prominent role in the hospital, because nurses are the staff who have the longest contact with patients compared to other personnel. Nursing services consist of direct and indirect care. Health workers, especially nurses, can analyze their workload based on the aspects of the task that is carried out according to their main function. Several aspects related to the workload are the number



of patients who have to be treated, their work capacity is in accordance with the education obtained, the *shifts* used to do their duties according to the working hours that take place every day, and the completeness of facilities that can help nurses complete their work properly. (Irwandy, 2007).

Several hospitals in Indonesia, the average number of staff compared to patients is not balanced. Because the government compares nurses by number of beds, not by patient. The number of incoming patients requires that the hospital has high-quality and dedicated nurses so that they are expected to have good performance (Mangkunegara, 2009).

The results of data collection carried out in the medical records from January to June 2017 showed that 10,769 patients were admitted, and 1,971 patients were treated with 7,830 hospital days. The number of beds is 55 beds. The average number of BOR (*Bed Occupancy Rate*) values was 84 %. Patients were treated at Police Hospitals around 60% with the diagnosis of *Post sectio Caecarea*, normal and Vacuum requiring total care (*Total Care*), whereas 25% of patients treated, eg, patient diagnosis of bone fractures require maintenance medium (*Partial Care*), then The other 15% of patients treated require little care (*minimal care*). (Data from Bhayangkara Padang Hospital, 2017).

From this phenomenon it can be seen that the number of nurses compared to patients is not balanced. In addition, these nurses have different levels of education. The imbalance between the number of nurses and patients will clearly cause the workload of nurses. What affects the workload of nurses is the patient's changing condition, the average number of hours of care needed to provide direct service to patients and carry out nursing actions.

Apart from that, one of the other factors that influence performance is motivation. According to Gibson and Ivancevich, there are three factors that influence performance, namely individual factors, organizational factors, and psychological factors. One of the psychological factors is motivation, which is a person's interaction with certain situations they face and provides a driving force (consciously or unconsciously) through a process to achieve certain desired goals or find out about unpleasant situations (Yanti, 2013).

This is also the same as expressed by Mangkunegara (2009) that one of the main factors affecting employee performance is their motivation to work. How strong an individual's motivation will determine the quality of the behavior he displays, both in the context of learning, work and in other life. Motivation is a process in which the need encourages someone to carry out a series of activities that lead to the achievement of a certain goal (Mangkunegara, 2009).

Stanford revealed that there are 3 important points in terms of motivation, namely the relationship between needs, drives, and goals. Where the need arises because of something that is not felt by someone both physiologically and psychologically, encouragement is a direction to meet needs, while goals are the end of a motivational cycle (Agus, 2010).

Nurses work motivation is a boost from within the nurse to want to improve their performance to meet their needs. The nurse's performance in question is a nurse's activity in accordance with the tasks that must be achieved by the nurse. One of them is an activity in the nursing process, where in each step of the nursing process, nurses are expected to be able to apply therapeutic communication so



that the nursing process can run optimally (Farida, 2011).

Application of Therapeutic communication itself is a form of performance of a nurse. The end result of communication is the creation of a therapeutic relationship between the nurse, patient and family. This will increase family and patient satisfaction with the results achieved. Achieving patient and family satisfaction with nurse performance requires an understanding of the therapeutic and constructive relationship between nurses and patients, so the application or practice of therapeutic communication is needed (Christina, 2012).

Research by Christina (2012) shows that there is a significant relationship between motivation and the application of therapeutic communication by nurses to patients in the inpatient room. Farida's research (2011) shows that based on the results of the analysis of work motivation variables with the application of therapeutic communication, that there is a significant relationship between the work motivation of the nursing nurses and the implementation of therapeutic communication of the nurse executing so that it can be concluded that the nurse who has good work motivation will have a chance as big as 5,5 times better in applying therapeutic communication than nurses who have less work motivation.

RESULT

a. Motivation

Weakness in communication is a serious problem for both the nurse and the patient. Nurses who are reluctant to communicate by showing a tense face will have a serious impact on patients. The patient will feel uncomfortable and even threatened by the attitude of the nurse. Such conditions will certainly greatly affect the patient's healing process (Mundakir, 2006) . The high workload of nurses and the lack of motivation of nurses causes poor nurse therapeutic communication . Even nurses tend to be emotional when patients need help, such as when responding to complaints or complaints from patients.

Based on the above background, researchers have conducted a study entitled "The Relationship of Workload and Motivation with the Implementation of Therapeutic Communication for Health Workers at Bhayangkara Hospital, Padang.

MATERIAL AND METHODS

Quantitative research with *analytic descriptive* design with *cross sectional* approach . This research was conducted at Bayangkara Hospital . The population and sample in this study were 44 respondents with the total population sampling technique . This research was conducted from 18 June to 28 September 2017. This research used a questionnaire . Data were distributed in narrative and tabular form using *the chi-square test*.

Table 1
Respondents Frequency Distribution Based on Motivation
the Health Workers at Bhayangkara Hospital
Padang Year 2017

No.	Motivation	f	%
1.	Low	20	45.5
2.	High	24	54.5
total		44	100.0



Based on table 1, it can be seen that less than half (45.5%) of respondents have low motivation in the hospital.

b. Implementation of Therapeutic Communication

Table 2
Respondents Frequency Distribution Based on the Implementation of Therapeutic Communication to Health Workers at Bhayangkara Hospital Padang Year 2017

No.	Implementation of Therapeutic Communication	f	%
1.	Not good	21	47.7
2.	Well	23	52.3
total		44	100.0

Based on table 2 it can be seen that less than half (47.7%) of respondents are not good at implementing therapeutic communication at the hospital.

c. Relationship between Motivation and Therapeutic Communication

Table 3
Relationship between Motivation and Implementation of Therapeutic Communication for Health Workers in Hospitals Bhayangkara Padang in 2017

No.	Motivation	Implementation of Therapeutic Communication				Total	%	p value
		Not good		Well				
		f	%	f	%			
1.	Low	16	80.0	4	20.0	20	100	0,000
2.	High	5	20.8	19	79.2	24	100	
total		21	47.7	23	52.3	44	100	

Based on table 3, it can be seen that the proportion of respondents in implementing poor therapeutic communication is more at low motivation 16 people (80.0%) compared to respondents with high motivation 5 people (20.8%) at the hospital.

DISCUSSION

Based on the results of the study, the proportion of respondents in implementing poor therapeutic

communication was mostly at low motivation, 16 people (80.0%) compared to 5 people with high motivation (20.8%) at Bhayangkara Hospital in 2017.

Based on the results of statistical tests with the *Chi-Square* test, it shows *p value* = 0.000, this means that there is a relationship between motivation among health workers and the implementation of therapeutic



communication at Bhayangkara Hospital in 2017.

Motivation is a drive that comes from within the individual himself (intrinsic motivation) and from outside the individual (extrinsic motivation) to wish to support or not support an activity, in this case the application of SOP by health workers in carrying out actions in accordance with the SOP. Motivation is one of the factors that can influence the implementation of therapeutic communication (Swanburg, 2003).

Extrinsic motivation is motivation that comes from outside the individual. Supervision, work situation and salary / wages are some of the few factors that influence extrinsic motivation. Intrinsic motivation with the application of therapeutic communication, however, it should be noted that intrinsic motivation includes values and beliefs, recognition and achievement for oneself (job satisfaction) and a sense of responsibility.

According to the theory of Stuart (Perry and Potter, 2005) communication is a tool to build a therapeutic relationship. Because in the communication process there is delivery of information, exchange of feelings and thoughts. Therapeutic communication is intended to change behavior in achieving optimal health levels so that therapeutic communication is needed between nurses and patients.

CONCLUSION

There is a relationship between motivation and the implementation of therapeutic communication for health workers at Bhayangkara Hospital, Padang

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