

THE RELATIONSHIP BETWEEN WORK MOTIVATION AND THERAPEUTIC COMMUNICATION APPLICATION AT A PRIVATE HOSPITAL IN JAKARTA

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ABSTRACT

The role of communication cannot be separated from the application of nursing care process because it can influence patients' satisfaction on nurses' care in the hospital. Therapeutic communication has not been applied well by nurses, hence there is a lack of trust among nurse and patient's relationship. This study aimed to identify the relationship between nurses' work motivation and nurses' therapeutic communication toward patients in ward at a private hospital in Jakarta. This study used a quantitative method, a descriptive correlational design and a cross-sectional approach. A Chi-Square test was applied to identify the relationship between both variables. The population of this study were all of the nurses who work in the ward (40 nurses) and the, sampling technique of this study was a total sampling method. The result of the study showed that nurses' work motivation was categorized as high (57.5%) and the application of the therapeutic communication was in the highest category (60%). The result of the chi-square test showed that nurses' work motivation was related to the therapeutic communication application with p-value 0.001(p<0.05). Thus, the higher work motivation of nurse, the better the application of communication therapeutic. In relation to the recommendation for further research, the researchers suggest examining other factors related to the implementation of therapeutic communication.

Keywords: Nurses, Therapeutic communication, Work motivation

INTRODUCTION

Communication is a special skill needed by a nurse in performing nursing care. Communication is also a tool to find out patient information, determine patient needs, and also assess the results of nursing actions that have been given (Timby, 2009). The nursing process is determined by communication skills that the nurse must listen to the patient's verbal response and also pay attention to their non-verbal response. The therapeutic relationships between nurses, patients and families are

the final result of communication (Mundakir, 2013).

The stages of implementing therapeutic communication in the nursing process consist of pre-action phase, the orientation phase, and the termination phase. According to Sasmito, *et al.* (2012), the stages of therapeutic communication process have not been carried out properly toward hospitalized patients at RSUD Semarang. The implementations of the therapeutic communication in the nursing process application requires nurses' motivation (Putra, 2013). Work motivation

is a driving factor that causes someone doing something and it is very dependent on the extent to which a person wishes to meet their various needs (Potter & Perry, 2010).

According to Putra (2013), the implementation of therapeutic communication by nurses is still not optimal where communication stages have not been fully implemented appropriately. This shows that nurses need motivation to apply the therapeutic communication. An issue occurred in ward of one private hospital in Jakarta was there were still many nurses who have not implemented the therapeutic communication. A preliminary study was conducted by researchers for one month by interviewing five nurses in the ward. Most nurses said that it required motivation to conduct the therapeutic communication when carrying out the nursing care. However, the nurses further mentioned that the therapeutic communication requires a long time for its implementation and does not necessarily solve the problem of the patients.

Moreover, the result of the observation of 17 nurses in a preliminary study it showed that nurses have not applied therapeutic communication with the correct techniques

in accordance with the therapeutic communication phases such as pre-interaction phase, orientation phase, work phase, and termination phase. The nurses in ward said that there was no sanction or pressure from head nurse if they did not apply therapeutic communication because therapeutic communication had not been given special attention by the hospital. Thus, the nurses said that the therapeutic communication was not a necessity in carrying out the nursing process to the patients.

Based on the discussion above, it is important to identify the relationship between work motivation and the application of the therapeutic communication by nurses in the ward at one private hospital in Jakarta.

METHOD

This study was a quantitative research with a correlational study design. The study included all of the 40 nurses in the general ward. This study used a non-probability sampling with total sampling method.

The instrument used in this study consisted of three parts including: respondent characteristics, extrinsic and intrinsic motivation, and the application of

therapeutic communication. The motivation questionnaire consisted of 19 questions and therapeutic communication questionnaire consisted of 24 questions. The questionnaire used a Likert Scale. The results of the validity and reliability test for the work motivation questionnaire showed that Cronbach's Alpha ≥ 0.701 , which means that the questionnaire was valid and reliable. The validity and reliability test for the therapeutic communication questionnaire resulted Cronbach's Alpha ≥ 0.701 , which means that the questionnaire was valid and reliable.

The ethical review of this study was approved by Research Ethical Committee Faculty of Nursing Pelita Harapan University with letter number 003/RCTC-EC/R/SHLC/VI/2019. The researchers conducted data collection for one month from June-July 2019. Data analysis in this study used both univariate and bivariate analysis. Univariate analysis aimed to describe the frequency distribution of the nurses' work motivation and the application

of therapeutic communication at a Private Hospital Jakarta. The bivariate analysis in this study used chi-square test which aimed to identify the relationship between work motivation and the application of communication by nurses toward patients in ward of a Private Hospital Jakarta.

RESULTS

Table 1 showed that majority of nurses (97.5%) were female, half of the nurses' ages were between 26-35 years old (57.5%), almost half of the nurses had working experiences for 1-3 years (40%), and half of the nurses graduated from Diploma (D-III) (55%).

Table 2 showed that half of the nurses had high work motivation to apply the therapeutic communication (57.5%) while almost half of them had lower work motivation (42.5%). Based on table 3, more than half of the nurses (60%) showed good therapeutic communication and 40% of the demonstrated poor therapeutic communication.

Table 1. Respondent Characteristics based on Gender, Age, Length of Working, and Education Level in 2019 (n=40)

Characteristics	Frequency (n)	Percentage (%)
Gender		
Male	1	2.5
Female	39	97.5
Total	40	100
Age		
17-25	16	40
26-35	23	57.5
36-45	1	2.5
Total	40	100
Length of Working		
<1 year	8	20
1-3 years	16	40
4-6 years	10	25
>7 years	6	15
Total	40	100
Education Level		
Diploma (DIII)	22	55
Bachelor	18	45
Total	40	100

Table 2. Frequency Distribution of Nurses Work Motivation in 2019 (n=40)

Work Motivation	Frequency (n)	Percentage (%)
Low	17	42.5
High	23	57.5
Total	40	100

Table 3. Frequency Distribution of Therapeutic Communication in 2019 (n=40)

Therapeutic Communication	Frequency (n)	Percentage (%)
Good	24	60
Poor	16	40
Total	40	100

The result of the chi-square test (Table 4) showed that nurses' work motivation had a relationship with their therapeutic

communication application in the ward of a private hospital in Jakarta with p-value 0.001(p<0.05).

Table 4. Relationship of Work Motivation and Nurses' Therapeutic Communication Application in ward a private hospital in Jakarta in 2019 (n=40)

Work Motivation	Therapeutic Communication				Total		P value
	Poor		Good		N	%	
	N	%	N	%	N	%	
Low	12	30	5	12,5	17	42.5	0.001*
High	4	10	19	47,5	23	57.5	
Total	16	40	24	60	40	100	

*significant if $p < 0.05$

DISCUSSION

In this study, the level of nurses' work motivation is divided into high and low work motivation. The results of study showed that half of the nurses' work motivation in implementing therapeutic communication in July 2019 was categorized as high with percentage of 57.5%.

High motivation encourages someone to do his/her job well. This motivation can originate from within or come from outside the nurse herself. This is in line with the study conducted by Roatib et al (2007) at Sultan Agung Islamic Hospital in Semarang that motivation of the nurses in Sultan Agung Islam Hospital was high (80.9%). The result of this study is supported by Rahmadani (2015), that 25 nurses (50%) have overall high motivation and 32 nurses (64%) applying good therapeutic communication.

Other study by Sitepu (2012) also supported that more than half of the nurses have high motivation and can implement therapeutic communication well (67.3%), and one third of the nurses are lack of implementing therapeutic communication (32.7%). Sitepu's study also found that there is a relationship between motivation and the application of therapeutic communication by nurses in the ward.

This study also reveals that more than half of the nurses (60%) applied good therapeutic communication to the patients in the ward at a Private Hospital Jakarta. However, this finding may cause some concerns because the poor therapeutic communication was done by some nurses who have high work motivation instead (10%). A previous study by Putra (2013) in the public hospital of dr. Zainoel Abidin found out that patients were satisfied (56.1%) with the nurses' good therapeutic communication. Other study by Himawan & Hartinah (2016) at a public hospital in Wonogiri with 50 respondents revealed that

some nurses only treat or care to patients without conducting therapeutic communication properly. This condition will lead to patients' low level of satisfaction.

This current study further shows that there is a relationship between motivation and the application of therapeutic communication by nurses in ward at a Private Hospital Jakarta (p value 0.001). The result of this study is in line with the results of the bivariate analysis conducted in the ward at a public hospital of UNDATA Central Sulawesi that shows motivation is related to the application of therapeutic communication with p value results 0.003. Some studies further supported the relationship between nurses' work motivation and the application of the therapeutic communication.

A study by Farida (2011) at Dr. Iskak Tulungagung Hospital indicates that there is a significant relationship between work motivation and the application of therapeutic communication by nurses (p value <0.0001). The study of Syukri (2012) at the ward of public hospital of Dr. Zainoel Abidin Banda Aceh, also supports that there is a relationship between motivation and the application of

therapeutic communication by nurses (p value 0.008). Another study conducted by Lisfyanti (2015) at the ward of Panembahan Senopati Bantul Yogyakarta Public Hospital also reveals that there is a relationship between nurses' motivation and their therapeutic communication application (p value 0.01).

Some studies are further in line with this current study by relating the nurse's motivation with their performance, for instance study done by Hidayat (2017) regarding motivation and nurse performance at Pelamonia Hospital Makassar. Hidayat's study reveals a significant relationship between motivation and nurses' performance with p value 0.002.

A study by Nugroho (2012) at Kustati Surakarta Hospital mentions that there is a significant relationship between nurses' work motivation and their nursing services (p value 0.009). Furthermore, a study by Nurazizah & Isnaeni (2013) at ward of Kajen Pekalongan Public Hospital shows that there is a relationship between nurses' work motivation and their implementation of their role as educators (p value <0.0001).

Another study by Rizky (2013) at the ward of Kalisari Batang Public Hospital further identifies that there is a relationship between nurses' therapeutic communication and their motivation to heal in the ward (p value <0.0001). Suryandika's study (2016) at the ward of Omni Alam Sutera Hospital shows that there is a significant relationship between nurses' work motivation and nurses' their performance (p value <0,0001).

CONCLUSION

In summary, high work motivation of nurses can lead to good application of their

therapeutic communication the other hand, the low of nurses' work motivation can lead to poor of the application of the therapeutic communication by nurses. This study is limited only at the ward of one hospital thus it cannot be generalized. It is recommended that the management of the hospitals improve the nurses' extrinsic motivation by conducting a training on therapeutic communication and giving rewards to the nurses. These conditions will increase the patients' satisfactions. The research should consider other correlating factors on the application of the therapeutic communication.

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