

## **RELATIONSHIP OF THERUPETIC COMMUNICATION WITH CARING BEHAVIOR OF NURSES IN THE INPATIENT UNIT**

**Mestiana Br Karo, Amnita Ginting\*, Rotua Elvina Pakpahan**

STIKes Santa Elisabeth Medan, Jl. Bunga Terompet No.118, Sempakata, Medan Selayang, Medan, Sumatera Utara  
20131, Indonesia

\*[amnitaginting3@gmail.com](mailto:amnitaginting3@gmail.com)

### **ABSTRACT**

Therapeutic communication is a way to build therapeutic relationships, the communication carried out must show an attitude of mutual acceptance, trust and respect. Caring behavior is a caring attitude and behavior in treating others we serve with love which is very important in increasing patient satisfaction so that patients feel comfortable and are helped in a faster healing process, besides that it also prevents worse conditions for patients. This research aims to find out Is there a relationship between therapeutic communication and the caring behavior of nurses in the inpatient unit at Santa Elisabeth Hospital, Medan. The research method used was correlation with a cross sectional approach, the number of respondents was 100 people. The research results showed that the majority of respondents (61%) rated therapeutic communication as adequate, the majority's caring behavior (86%) as very good. The results of the Spearman Rank correlation test are 0.305, meaning that the two variables have a sufficient relationship, with a p-value of 0.002 ( $p < 0.05$ ), there is a significant relationship between therapeutic communication and the caring behavior of nurses in the inpatient unit at Santa Elisabeth Hospital, Medan. So it can be concluded that respondents felt that nurse communication was sufficient. Nurse therapeutic communication is very important to improve the caring behavior of nurses in every health service to provide services to improve the quality of nursing care. The results of this research can provide information and input for the hospital to create a program to improve the quality of nurse communication by creating a PIN name for each nurse, so that when they enter the room and take action the patient knows the nurse's name. As well as giving rewards to nurses who have good communication and caring in each room.

Keywords: caring behavior; nurses; therapeutic communication

### **INTRODUCTION**

Therapeutic communication is one way to build a relationship of mutual trust with patients, by providing accurate information to patients, so that it can help patients overcome problems during the treatment stage (Adjuct & Marniati, 2021). Caring is a moral attitude in nursing practice. The caring nature of nurses when dealing with sick people and patient families every day must show that the nurse really cares about the situation. Nurses must show empathy and be able to put yourself in the patient's shoes to provide the quality care they need. Caring behavior is caring behavior that reflects the quality of care. Nurses who act as caregivers must know how to care for the patient as a whole person, and will identify the need to carry out caring actions (Karo 2019). Based on the results of an initial survey conducted by researchers through interviews with 10 patients being treated at Santa Elisabeth Hospital in Medan who were in the inpatient ward, data could be obtained from 7 patients stating that the communication provided by nurses was very good, while 2 patients said the communication provided by nurses good, and the patient said the communication provided by the nurse was sufficient. Therefore, researchers see that the communication given by nurses to nurses is very good, but nurses need to remember to provide meeting contracts and introduce themselves to patients. (RSE, 2023). The results of the initial survey conducted on November 2023 on patients in Santa Elisabeth Hospital Medan, with a total

of 10 respondents, the results obtained were 5 respondents with a low level of spirituality and 5 respondents with a high level of spirituality (RSE, 2023).

Ineffective communication can also result in client dissatisfaction with nursing services, therefore nurses need to understand appropriate communication techniques in communicating with clients. Nurses provide therapeutic communication nursing care which plays an important role in helping patients solve a problem. A person's ability to communicate cannot be separated from a person's behavior which involves physical and mental activity which is influenced by background, social, experience, age, education and goals. will be achieved. Planned strategies are used in therapeutic communication by nurses to understand their clients, by using therapeutic communication nurses can provide patients with a form of real work. By encouraging nurses to use therapeutic communication, patients and their families will feel satisfied. When nurses provide therapeutic communication which is improved and carried out by nurses (Dinar Maulani, 2022) According to Roach in Karo (2019), caring nurses can influence the patient's spiritual level because meaningful caring is based on a mutual agreement between the nurse and the patient regarding the nurse's caring behavior. Based on the background above, researchers are interested in conducting research on the relationship between communication and caring behavior of nurses in the inpatient ward of the Santa Elisabeth Hospital in Medan in 2023.

## METHOD

The research design used in this research is a non-experimental design with a cross sectional design. Research location: Santa Elisabeth Hospital, Medan, research time: December 2023. The population in this study was all patients undergoing inpatient treatment in 2023 at Santa Elisabeth Hospital in Medan, totaling 10,709. The sampling technique used was purposive sampling, a sample size of 100 respondents with the inclusion criteria of patients with CM awareness, patients not being treated in the HCU or ICU, minimum age 17 years.

## RESULTS AND DISCUSSION

Table 1.

Therapeutic communication of nurses in the inpatient room at Santa Elisabeth Hospital, Medan (n=100)

Therapeutic communication	f	%
Good	38	38
Enough	61	61
Not enough	1	1

Table 1 The results showed that the highest number of respondents had therapeutic communication in the sufficient category, namely 61 people (61%), and the least in the poor category, namely 1 person (1.4%). The results of nurses' therapeutic communication with patients at Santa Elisabeth Hospital in Medan were the most in the sufficient category, 61 people, good 38 and the least in the less category, 1 person. The researchers assumed that this was because the nurses carried out each stage of therapeutic communication quite well because the nurses had clear communication, The nurse always responds to patient complaints, the nurse listens to the patient when speaking, the nurse treats the patient politely and respectfully, respects the patient's opinion, the nurse's attitude and appearance is quite helpful to the patient, the nurse's speaking style makes the patient feel comfortable and the sentences used by the nurse when conveying the message can be understood. Nurses when delivering messages make patients feel comfortable, the sentences used by nurses

when delivering messages make patients feel comfortable. Nurses' therapeutic communication is still lacking at 1% because there are still many nurses who do not introduce their identities to patients and there are still some nurses who do not make contracts for the next meeting.

According to Hanafi (2022), it is very important for nurses to have communicative therapeutic skills in order to successfully implement the communicative process and to meet health care standards for patients. Through therapeutic communication the nurse must establish relationships, identify patient concerns and needs, estimate perceptions, including detailed actions (patient-behavior). Therapeutic communication refers to the process by which nurses consciously influence patients or help them to better understand them through verbal or nonverbal communication. Therapeutic communication is applied by nurses in dealing with patients to increase mutual trust, and if it is not implemented it will disrupt the therapeutic relationship which will result in patient dissatisfaction. The researcher's assumption is supported by research by Nofriadi, et al (2021) which states that 29 (82.9%) respondents had good therapeutic communication, and 6 (17%) respondents had poor therapeutic communication, because there were nurses who did not introduce themselves and did not ask questions. patient development so that patients feel dissatisfied with the services provided.

Table 2.

Caring Behavior of nurses in the inpatient room at Santa Elisabeth Hospital, Medan (n=100)

<i>Caring Behavior</i>	f	%
Very Good	86	86
Good	14	14
Enough	0	0
Not Enough	0	0

Table 2 The results showed that the most caring behavior among respondents was in the very good category, 86 people (86%), and the least in the good category, namely 14 people (14%). Based on the results of this research, the researcher assumes that in providing nursing care a nurse has good caring. In providing services, it is hoped that nurses will always pay attention to patient needs and patient complaints, because they will always be in direct contact with patients who are social creatures, so that in providing services they must remain empathetic and sympathetic towards patient complaints, listen to patient complaints, serve every patient complaint without discriminating. patients and show concern for patients. Caring is an interpersonal trait that is not inherited through genes, but is taught through education as a professional culture. Nurses' caring attitude can provide useful services, because it increases patient satisfaction so that it can increase patient visits to the hospital. Nurses must also be responsive to patient needs so that patients feel satisfied with the services provided

The positive impacts of caring for patients include increased patient recovery, longer lifespan, patients feeling safe and comfortable while being cared for, patients will have a high sense of trust in nurses and patients will avoid feeling strange towards nurses. The negative impact for patients if nurses do not behave caringly is that patients will feel afraid, worried, lose control, and patients will feel isolated, the patient's healing process will become more difficult, and interpersonal relationships between nurses and patients will not be established (Watson, 2009). According to Laschinger (2011), caring behavior can be demonstrated in the quality of nursing care provided by nurses, and is expected by patients in the practice of nursing services.

This assumption is supported by the research results of Karo, Sigalingging and Margaretha (2022) showing that the caring behavior of nurses is in the very good category as many as 32 respondents (100%) where nurses in providing health services have very good caring. According to Wuwung et al (2020), who said the research results showed that out of 90 respondents, nurses' caring behavior was found to be in the good category, namely 53 people (58.9%) and 37 people (41.1%) as poor. Most patients respond to good caring behavior, because nurses know and are familiar with the patient's family, are friendly, pay attention to the patient's family's complaints, have a sense of empathy, help meet the patient's needs according to the patient's abilities or inabilities and of course are always patient in caring for the patient.

Tabel 3.  
 Cross Tabulation Results Between Nurses' Caring Behavior and Satisfaction Levels of Inpatients at Santa Elisabeth Hospital, Batam City

		Correlations		
			therapeutic communication	Caring behavior
Spearman's rho.305**	therapeutic communication	Correlation Coefficient	1.000	.305**
		Sig. (2-tailed)	.	.002
		N	100	70
	Caring behavior	Correlation Coefficient	.305**	1.000
		Sig. (2-tailed)	.002	.
		N	100	100

\*\* . Correlation is significant at the 0.05 level (2-tailed).

Table 3 the Spearman Rank statistical test obtained a p-value of 0.002 ( $p < 0.05$ ) and a correlation ( $\mu$ ) of 0.305, so it can be concluded that there is a relationship between therapeutic communication and the caring behavior of nurses in the Santa Elisabeth Hospital Medan inpatient unit. The researcher assumes that there is a relationship between therapeutic communication and caring behavior of nurses in the inpatient unit of Santa Elisabeth Hospital Medan, this is because the therapeutic communication of nurses is quite good, the attitude of nurses is open to patients, listens to and respects patients, is sensitive to patient needs, communication This good quality reflects the excellent caring of a nurse in providing nursing care to patients. This is supported by the research results of Nofriadi, Demur and Albuni (2021). The data results show that therapeutic communication at the Ibnu Sina Islamic Hospital Bukittinggi is in the good category with a percentage result (82.9%) of 29 respondents. The data results for nurses' caring behavior were in the good category with a percentage (71.4%) of 25 respondents. The statistical test results were obtained with a p value of 0.043 ( $p < 0.05$ ). There was a significant relationship between therapeutic communication and nurses' caring behavior. Nurses were expected to apply therapeutic communication by behaving caringly towards patients who received nursing care.

According to Suwitri, Kio and Wirajaya (2020), it was found that from 50 respondents, the majority of respondents experienced an increase in caring behavior after effective communication training intervention/treatment, namely 49 people and the results of statistical tests showed that there was an influence of effective communication training on caring for nurses in the RSU inpatient room. Bali Royal. nurses to improve their ability in caring behavior to increase patient satisfaction with services. The nurse's ability to communicate is a basic asset in caring behavior. Communication is the most important factor, which is used to establish a therapeutic relationship between nurses and

patients. Communication aims to change patient behavior in order to achieve optimal levels of health in the nursing care process (Stuart, 1991) This statement is supported by Watson's theory (2009) which states that caring is a type of relationship and transaction that is necessary between the giver and recipient of care to improve and protect the patient as a human being, thereby greatly influencing the patient's ability to recover, a caring environment has the potential to support a person's development and influences a person in choosing the best action for himself and if caring is carried out effectively it can improve the health of the individual and family, of course this affects patient satisfaction.

Putri and Ngasu (2021) show that caring is good so that patients feel satisfied and therapeutic communication is good so that patients feel satisfied with the quality provided in nursing services. The quality of health services has an influence on the frequency of patient satisfaction levels. The better the quality of health services, the better the frequency of patient satisfaction levels. So, there is a significant relationship between caring and therapeutic communication and the quality of nursing services. Therapeutic communication with caring nurses is closely related to providing nursing care services to patients so as to increase patient satisfaction with the services provided

## **CONCLUSION**

Therapeutic Communication for Nurses at Santa Elisabeth Hospital in Medan is mostly in the Sufficient Category, 61 people (61%). Caring behavior of nurses at Santa Elisabeth Hospital in Medan, the majority in the very good category, 86 people (86%). The results of the Spearman Rank statistical test between therapeutic communication and caring behavior at Santa Elisabeth Hospital in Medan are  $p\text{-value} = 0.002$  ( $p < 0.05$ ) and the correlation results are 0.305. This shows that there is a significant relationship between the two variables but has a low correlation. The results of this research can provide information and input for the hospital to create a program to improve the quality of nurse communication by creating a PIN name for each nurse, so that when they enter the room and take action the patient knows the nurse's name. As well as giving rewards to nurses who have good communication and caring in each room.

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