

## Hubungan karakteristik individu perawat dan organisasi dengan penerapan komunikasi terapeutik di ruang rawat inap perjan RS Persahabatan Jakarta

Manurung, Santa, author

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### Abstrak

Komunikasi terapeutik adalah suatu proses untuk membina hubungan terapeutik antara perawat-klien, dimana saling membagi pikiran, perasaan dan perilaku untuk membentuk keintiman yang terapeutik sehingga mempercepat proses penyembuhan klien. Kualitas asuhan keperawatan yang diberikan perawat kepada klien sangat dipengaruhi oleh kualitas hubungan antara perawat dan klien. Komunikasi terapeutik diprediksi dapat dipengaruhi oleh umur, pendidikan, status perkawinan, lama kerja, pelatihan, supervisi, disain pekerjaan dan penghargaan.

Penelitian ini bertujuan untuk mengetahui adanya hubungan antara karakteristik individu dan organisasi dengan penerapan komunikasi terapeutik. Karakteristik individu meliputi umur, pendidikan, status perkawinan, lama kerja, pelatihan, sedangkan karakteristik organisasi terdiri dari supervisi, disain pekerjaan dan penghargaan. Jenis penelitian yang digunakan adalah studi deskriptif dengan pendekatan cross sectional. Populasi penelitian adalah seluruh perawat pelaksana yang sedang bertugas sebanyak 147 orang, penentuan besarnya sampel menggunakan rumus uji beda proporsi. Teknik pengumpulan data menggunakan kuesioner yang diisi sendiri oleh responden. Analisis data dilakukan secara univariat dalam bentuk distribusi frekuensi, kemudian analisis bivariat melalui uji statistik Chi-Square serta multivariat dengan uji Regresi Logistik.

Hasil penelitian menunjukkan bahwa penerapan komunikasi terapeutik di ruang rawat inap Perjan RS Persahabatan masih relatif kurang (46,3 %). Dari analisis Chi-Square diperoleh ada hubungan yang bermakna antara umur, status perkawinan, lama kerja, pelatihan, supervisi, disain pekerjaan dan penghargaan dengan penerapan komunikasi terapeutik. Sedangkan dari, hasil uji regresi logistik terdapat tiga variabel yang paling signifikan terhadap penerapan komunikasi terapeutik, yaitu: disain pekerjaan, lama kerja dan pelatihan.

Untuk meningkatkan penerapan komunikasi terapeutik dalam asuhan keperawatan, maka disarankan adanya pelatihan secara berkala terhadap perawat pelaksana, penyusunan disain pekerjaan perawat secara jelas dan tertulis serta perlu adanya penelitian lebih lanjut tentang komunikasi terapeutik dan faktor-faktor lainnya yang menyebabkan kurangnya penerapan komunikasi terapeutik dalam asuhan keperawatan.

Daftar Pustaka 53 (1980 - 2002)

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The Relationship between Individual and Organizational Characteristics and the Application of Therapeutic Communication in Treatment at Persahabatan Hospital in Jakarta Therapeutic Communication is a process of building therapeutic relation between nurse and client in which they shares opinions, feeling and behavior to build therapeutic relationship so that the process of client treatment can be accelerated. The quality of

nursing care provided by the nurse to her client highly depends on the quality of relationship established between nurse and client. Therapeutic communication is predicted influenced by age, education, marital status, length of work, training, supervision, and job design as well as appreciation.

The purpose of this study was to explore the relationships between individual and organizational characteristics and the application of therapeutic communication as perceived by subjects nurse characteristics consists of age, education, marital status, length of work, and training while organizational characteristics consist of supervision, job design and appreciation. The research used a descriptive design with cross sectional approach. One hundred forty-seven nurse providers were involved as the sample of this study. The data was collected utilizing the questionnaire developed by the earcher. Different statistical treatments were used to analyze the collected data.

The research result revealed that the application of therapeutic communication by nurses at the treatment room of Persahabatan Hospital was relatively low (46,3%). From the chi-square analysis, it was found that there were mutual relationships between age, marital status, length of work, training, supervision, job design and appreciation with the application of therapeutic communication. While from the logistic regretion test result, there were three most significant relationships of variables in the application of therapeutic communication, namely: job design, length of work, and training.

To improve the application of therapeutic communication in nursing care\_ it is recomended to conduct regular training for nurse -providers. to developed clear and written work design for nurses, and conduct advanced research on therapeutic communication and other possible factors affecting minimal implementation of therapeutic communication in nursing care.

Bibliography: 53 (1980 -2002)