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**THE INFLUENCE OF THE MOTIVATION OF NURSE ON THE  
IMPLEMENTATION OF THERAPEUTIC COMMUNICATION  
IN HOSPITALISATION INSTALLATION OF DISEASES IN THE  
HOSPITAL GENERAL TOBELO REGENCY  
OF NORTH HALMAHERA**

**Christian Apriliyanto Mailoa<sup>1\*</sup>, Arend L Mapanawang<sup>1</sup>, Dolfina Galela<sup>1</sup>**

<sup>1</sup>*Study Program of Nursing, Makariwo Halmahera College of Health Sciences.*

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### \*Correspondence to Author:

**Christian Apriliyanto Mailoa**

*Study Program of Nursing,*

*Makariwo Halmahera College of  
Health Sciences*

### E-mail:

[christianmailoa@gmail.com](mailto:christianmailoa@gmail.com)

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## ABSTRACT

Motivation is the giving of driving power that creates the excitement of someone's work, so they will cooperate. Working effectively and integrated with all its efforts to achieve the satisfaction of therapeutic communication is a process to foster a therapeutic relationship between nurse-client. Research objectives for the influence of nurse motivation on the implementation of therapeutic communication in the inpatient installation of disease in the Tobelo District General Hospital in North Halmahera 2019.

The type of research using quantitative methods with a cross-sectional approach is aimed at knowing the influence of the nurse's motivation towards the implementation of therapeutic communication. The area of the Tobelo District General Hospital Research. Research time March-June 2019 with sample number 37 respondents.

The results of the analysis of 37 respondents, indicating that 18 respondents with good intrinsic motivation but lack of therapeutic communication of 44.4%. While 19 respondents with intrinsic motivation are less and less conducting therapeutic communication of 79.9%. Based on the Chi-square statistical test obtained the value  $P = 0.068$  at a rate of 95% (0.05).

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This means  $H_0$  is accepted and  $H_a$  is rejected. As such, there is no motivation influence of intrinsic nurses to the implementation of therapeutic communication in the inpatient installation of the disease in the Tobelo Hospital. Then it can be concluded there is no motivation influence on the intrinsic nurse and communication Implementation of therapeutic communication in the inpatient installation of the disease in Tobelo Hospital.

## INTRODUCTION

Therapeutic communication is a process to foster a therapeutic relationship between nurse-client and the quality of nursing care provided by nurses to clients is strongly influenced by age, marital status education, long- working, supervision, occupation, and appreciation factors.

Based on roles as educators and advocates, nurses are obliged to assist patients and families in interpreting a variety of service information about diseases, actions given and maintaining and protecting the rights of patients Includes the right to the appropriate service, the right to privacy, the right to determine its own fate, and the right to receive damages arising from negligence.

Motivation is the giving of driving power that creates the excitement of someone's work, so they will cooperate. Works effectively and integrates with all the efforts to achieve satisfaction

*World Health Organization (WHO). Based on the results of the Study Directorate of Nursing and PPNI on the activities of nurses known that more than 75% of all health care activities are nursing service activities.*

The average result of data that was received from several hospitals in Indonesia showed 67% of patients who complained of in receiving health services because of the motivation of working nurse and the lack of application of therapeutic communication in Hospital agencies.

## Design Research

The study used quantitative methods with a cross-sectional approach to see the influence of the nurse's motivation on the implementation of therapeutic communication in the inpatient installation of the disease in Tobelo Hospital.

## Univariate Analysis

**Table 1.** Frequency distribution based on the respondent's age in the inpatient installation of a hospital in Tobelo RSUD year 2019.

Umur	frekuensi	presentage
20 – 25	23	62,2
26 – 30	9	24,3
31 – 35	2	5,4
36 – 40	2	5,4
> 40	1	2,7
Total	37	100,0

*Source: Primary Data 2019*

Frequency distribution based on age group as shown in table 1 above shows the age of respondents between 20-25 years and 23 people (62.2%), age 26-30 years, 9 people and only 1 person from > 40 years.

**Table 2.** Distribution-frequency based on the gender of the respondent in the inpatient installation of the disease in Tobelo hospital in 2019.

Gender	frekuensi	presentage
Men's	9	24,3
women	28	75,7
Total	37	100,0

*Source: Primary Data 2019*

The results of the study of 37 respondents in table 2 above showed that as many as 28 people (75.7%) had female sex and 9 others (24.3%) had male sex.

**Table 3.** The frequency distribution is based on the level of education of the respondents in the inpatient installation of the internal hospital in Tobelo in 2019.

Age	frequency	Percentage
D3	36	97,3
S1	1	2,7
Total	37	100,0

*Source: Primary Data 2019*

The distribution of frequency based on the level of education as shown in Table 3 above shows a total of 36 people (97.3%) with a D3 education level and only 1 person (2.7%) S1 education.

**Table 4.** The distribution of respondents' frequency is based on intrinsic motivation in inpatient care in the Tobelo Hospital in 2019.

Intrinsic Motivation	Frequency	Percentage
Well	18	48.6
Less	19	51.4
Total	37	100

Based on the table above shows that of 37 respondents with good intrinsic motivation as many as 18 people (48.6%) and respondents with less intrinsic motivation as many as 19 people (51.4%).

**Table 5.** The frequency distribution of respondents is based on extrinsic motivation in inpatient installations in the Tobelo Intrinsic Motivation hospital in 2019.

Extrinsic Motivation	Frequency	Percentage
well	17	45,9
less	20	54,1
Total	37	100

Source: Primary Data 2019

Analysis results from table 5 show that respondents with good extrinsic motivation as many as 17 people (45.9%) while the less as many as 20 people (54.1%).

**Table 6.** The frequency distribution of respondents is based on the implementation of therapeutic communication in inpatient installations in the Tobelo Hospital in 2019.

Intrinsic Motivation	Frequency	Percentage
Well	14	37.8
Less	23	62.2
Total	37	100

The frequency distribution of respondents based on therapeutic communication variables found that respondents with good therapeutic communication were 14 people (37.8%) and less therapeutic communication as many as 23 people (62.2%).

#### Bivariate Analysis

Based on the research objectives to be achieved, namely to determine the effect of nurses' motivation on the implementation of therapeutic communication in inpatient care in the Tobelo Regional Hospital and to find out whether there is an influence of independent variables on the dependent variable, the data were analyzed using bivariate analysis with the following results:

## DISCUSSION

Age is known that Respondents of this study were nurses who were in the inpatient ward of as many as 37 respondents. The characteristics of this study are age. Based on table 5.1, the majority of respondents were classified as early adults, aged between 20-25 years, as many as 23 people (62.2%), aged 26-30 years as many as 9 people and only 1 person aged > 40 years.

Educational background is known that the respondents of this study were nurses who were in the room hospitalization of internal medicine 37 respondents had an educational background showing 36 people (97.3%) with a D3 education level and only 1 person (2.7%) had S1 education. The higher the education of someone, the easier it is to receive information and ultimately the more knowledge it has and the lower one's education will make someone slow to receive information. Because a person's education level can affect the ability to absorb information, solve problems, behave well. People who are highly educated will give a more rational response to the information that comes and thinks to what extent they might benefit from the idea.

Gender is known that most of the nurses who are in the inpatient ward of internal medicine as many as 37 respondents have the most sex are showing as many as 28 people (75.7%) female sex and 9 other people (24.3%) male sex man.

Effect of Nurses' Intrinsic Motivation on Therapeutic Communication Implementation The results of the analysis based on the table 5.7 shows from 18 respondents with good intrinsic motivation but lacking therapeutic communication at 44.4%. While from 19 respondents with less and less intrinsic motivation, therapeutic communication was 79.9%.

Based on the chi-square statistical test, the value of  $p = 0.068$  was obtained at a significance level of 95% (5 0.05). This means that  $H_0$  is accepted and  $H_a$  is rejected. Thus there is no influence of nurses' intrinsic motivation on the implementation of therapeutic communication in inpatient installations in Tobelo Hospital.

Intrinsic motivation is the motivation that comes from stimuli in each individual which consists of encouragement and interest of an individual to carry out an activity without expecting anything. Not all intrinsic motivation is manifested, but there are also intrinsic motivations that are formed through satisfaction learning and experience.

Intrinsic motivation of nurse work is the nurse's response that is related to the ability of nurses to provide services to patients and make patients' lives different. Based on the results of the above research, the authors assume that intrinsic motivation does not affect the implementation of therapeutic communication because in conducting therapeutic communication the nurse gets his own learning and experience that brings satisfaction even without intrinsic motivation.

### ***Effect of Nurse Extrinsic Motivation on Therapeutic Communication Implementation***

The results of the analysis based on table 5.8 show that from 17 respondents with good extrinsic motivation but lacking therapeutic communication at 47.1%. Whereas from 20 respondents with less and less extrinsic motivation, therapeutic communication was 70.0%.

Based on the chi-square statistical test, the value of  $p = 0.468$  was obtained at a significance level of 95% (5 0.05). This means that  $H_0$  is accepted and  $H_a$  is rejected. Thus there is no effect of nurses' extrinsic motivation on the implementation of therapeutic communication in inpatient installations in Tobelo Hospital.

Extrinsic motivation is manifested in the form of external stimuli that aim to move individuals to carry out an activity that brings benefits to the individual itself. This extrinsic motivation can be stimulated in forms such as praise, incentives, gifts, and values. Besides

Extrinsic motivation can form a conducive atmosphere and environment.

The results of the chi-square test statistical analysis of 37 respondents showed that there was no influence on nurses' extrinsic motivation on the implementation of therapeutic communication. According to the author's assumption that most nurses are on average 20-25 years old and have just been appointed as Candidates for Civil Servants who work in new environments so that therapeutic communication is not always motivated by salary/wages, status, working conditions and other additional benefits which are considered as his right.

## **CONCLUSION**

Based on the results of the research and discussion, it can be concluded as follows:

1. There is no influence on nurses' intrinsic motivation on the implementation of therapeutic communication in inpatient installations in Tobelo Hospital.
2. There is no influence on nurses' extrinsic motivation on the implementation of therapeutic communication in inpatient installations in Tobelo Hospital.

### **Suggestions**

1. For the Tobelo Regional General Hospital to maintain, direct and motivate and procure special therapeutic communication in all treatment rooms.
2. For academic/educational institutions to be more intense in forming student skills for the implementation of therapeutic communication so that in nursing practice on practical land and in the world of work can apply therapeutic communication well.
3. To other researchers, it is recommended to be able to examine more deeply the factors that influence the motivation and implementation of therapeutic communication.

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